

ECHO

Where 80 years of claims expertise meets next-generation AI

**Built by claims operators.
Proven across millions of real claims.**

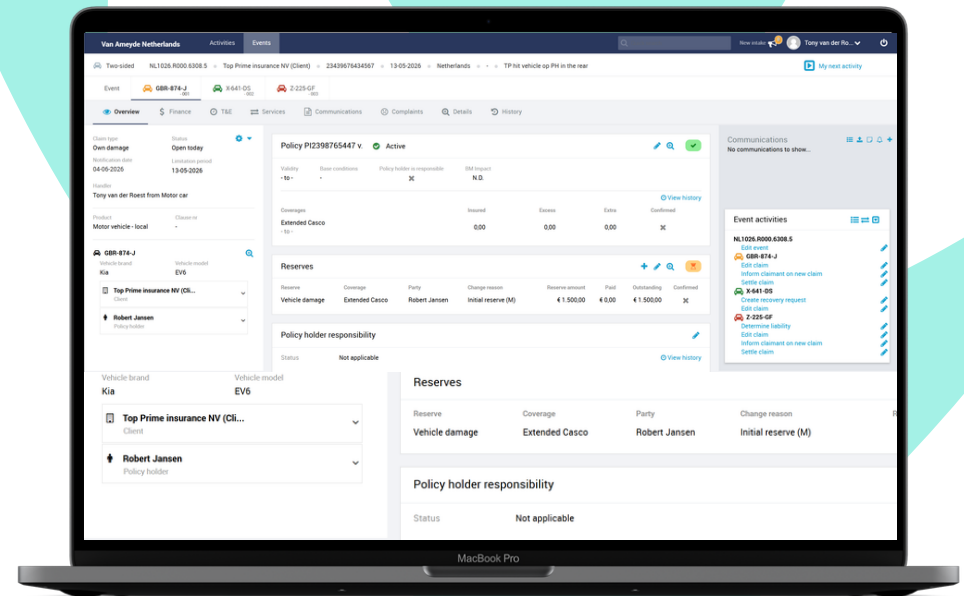
Claims management is no longer an operational process. It is a **strategic driver of cost, compliance, and customer trust.**

Yet many organisations still rely on fragmented systems that:

- Limit scalability across borders
- Increase operational costs
- Create compliance risks

ECHO changes that.

A claims handling platform built on Van Ameyde's operational expertise - from FNOL to closure.



One platform Total control

AI-powered claims management built on real-world expertise

Built on **80 years of claims expertise, millions of processed claims and trusted by 2,200+ users across Van Ameyde and external organisations**, ECHO combines **AI-driven automation with real-world operational knowledge** to help insurers and claims organisations deliver faster, more consistent and cost-efficient claims handling.

Control & Compliance

- Built for European and local regulations
- ISO 27001 certified & ISAE 3402 compliant
- Designed for multi-country insurance operations

Efficiency at Scale

- AI-assisted workflows and decision support
- Reduced handling times and operational costs
- Increased straight-through processing and consistency

Open & Connected

- API-first architecture
- Seamless integration with third party policy, CRM and partner systems
- Ready for third-party agentic AI and decision automation

Backed by Van Ameyde Group

80+ years of claims expertise. 35+ companies. 30+ countries. 800.000+ of claims handled annually.

Fully **branded** customer experience

Deliver a seamless, white-labelled self-service claims environment fully aligned with your brand, customer journeys and digital ecosystem.

ECHO enables insurers, TPAs and claims organisations to provide a consistent customer experience for policyholders, brokers and business partners through:

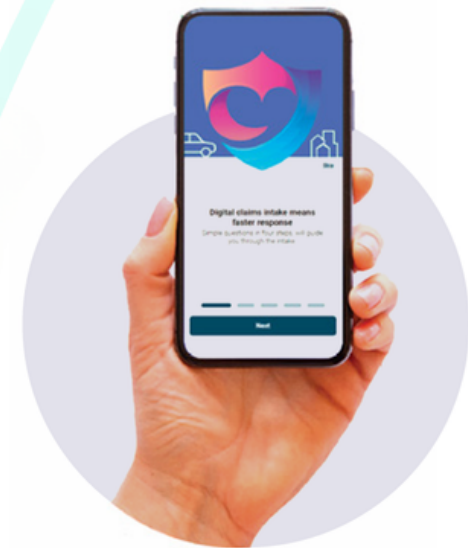
- Custom branding and UX
- Embedded digital claims journeys
- Single Sign-On (SSO)
- Multi-language support
- API-driven connectivity
- Seamless integration with policy, CRM and customer portals

Whether deployed as a **standalone** claims environment **or integrated** directly into your existing landscape, **ECHO** ensures a consistent and trusted customer experience.

Keep **your brand** at the centre of the claims journey

ECHO enables organisations to modernise claims operations without losing control of the customer relationship.

From customer communications to digital claims journeys, every interaction can be aligned with your brand, processes and customer expectations.



From first notice of loss to closure

1



FNOL/Claim intake

- Website
- Mobile app
- API
- E-mail
- Call center
- Branch offices
- Batch file
- Bots

2



Triage

- Coverage check
- Severity assessment
- Liability assessment
- AI claim classification
- Handler assignment

3



Handling

- Coverage determination
- Liability assessment
- Damage validation
- Standard reserving policies
- Anti-fraud

Partner Ecosystem

- Surveyors
- Repair providers
- Assistance partners

4



Payment & Recovery

- Payment methods
- Integrated claims financials for damage payments
- Disbursements
- Recoveries

5



Closure

- Quality checks
- Customer satisfaction surveys
- Archiving
- Finalisation

Omni-channel status info | Client look & feel | SLA's

End-to-end claims management powered by AI, automation and real-time decision support.

Built to perform at scale

Direct business impact

- Reduce claims handling costs
- Improve compliance and auditability
- Accelerate claims resolution
- Enhance customer satisfaction

Designed for complex organizations

- Multi-country & multi-currency
- Multi-product P&C claims
- Private & commercial lines
- Flexible configuration (no-code)
- Fully white-label self-service portals

Proven operational capabilities

- 5M+ claims processed across claims operations
- 1,000+ customers
- 2,200+ claims handlers
- Up to 70% Straight-Through Processing
- Operating across 30+ countries

ECHO is designed to meet the highest standards for data protection, security and regulatory compliance.



GDPR
Compliant



AWS
hosted



ISO 27001
certified



ISAE 3402
certified



DORA-ready



ECHO is developed by **Van Ameyde** to help streamline claims operations through technology shaped by decades of real-world claims handling expertise.

- 80 years of excellence in claims and risk management
- Started in 1945 by motor claims adjuster, Henri van Ameyde. Founded officially in 1946.
- Key role in establishing the European Green Card system
- Partnering with top insurers, brokers, and corporations in 30+ countries



Connect with our experts
to request a **demo**, a
tailored consultation, or
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