USAA to Leverage New Digital Capability From CCC Intelligent Solutions to Streamline First Party Casualty Claims Experience for Policyholders

December 6, 2022 at 8:00 AM EST

The CCC® First Party Claim Portal, developed in collaboration with USAA, extends CCC's casualty offering, helping insurers digitally engage with policyholders and deliver faster, more transparent claims resolution

CHICAGO--(BUSINESS WIRE)--Dec. 6, 2022-- CCC Intelligent Solutions Inc. (CCC), a leading SaaS platform for the P&C insurance economy, introduces the CCC® First Party Claim Portal, a new digital capability to streamline and improve the casualty claims process for insurance customers and their policyholders. The First Party Claim Portal enables injured parties to digitally interact with their insurer, exchange information pertaining to an auto-related injury claim and receive claim status in real-time. Financial services company USAA collaborated with CCC to bring this innovative capability to reality and advance its strategy to help support members across the claims experience through the use of digital technology. USAA is also the first auto insurer to leverage the CCC First Party Claim Portal.

“USAA is working to simplify every facet of the claims experience for our members," said Matthew Stewart, Vice President, USAA Claims Operations. “CCC's technology plays a meaningful role in our ability to intelligently digitize auto physical damage and casualty claims. With the CCC First Party Claim Portal we will be able to streamline the historically manual first-party casualty claims experience, offering members greater transparency, easier access, and personalization throughout the process."

The First Party Claim Portal is the latest solution in CCC's comprehensive casualty claims technology offering, which spans first-and third-party claims management. At first notice of loss, an insurance staff adjuster can invite the injured party to login to the First Party Claim Portal, set-up their communications preferences and begin taking advantage of a range of digital capabilities, including mobile document sharing and real-time text or email updates on claims status. The CCC First Party Claim Portal can replace a number of onerous, manual steps, creating a more seamless, transparent digital experience for policyholders to engage with insurers while claims are being resolved.

“CCC is proud to support USAA as it moves steadfastly toward its vision to deliver straight through claims processing as a means to deliver better, more personalized experiences to its members," said Scott Janik, Senior Vice President, Insurance Services Group, CCC. “The First Party Claim Portal builds on CCC’s success delivering a digital experience that bridges APD claims to casualty claims and beyond."

To learn more about the CCC’s Casualty solutions, please visit: https://cccis.com/insurance-carriers/claims-solutions/casualty/first-party/

About CCC

CCC Intelligent Solutions Inc. (CCC), a subsidiary of CCC Intelligent Solutions Holdings Inc. (NYSE: CCCS), is a leading SaaS platform for the multi-trillion-dollar P&C insurance economy powering operations for insurers, repairers, automakers, part suppliers, lenders, and more. CCC cloud technology connects more than 30,000 businesses digitizing mission-critical workflows, commerce, and customer experiences. A trusted leader in AI, IoT, customer experience, network and workflow management, CCC delivers innovations that keep people’s lives moving forward when it matters most. Learn more about CCC at www.cccis.com.

Special Note Regarding Forward-Looking Statements

This press release contains forward-looking statements that are based on beliefs and assumptions and on information currently available. In some cases, you can identify forward-looking statements by the following words: “may,” “will,” “could,” “would,” “should,” “expect,” “intend,” “plan,” “anticipate,” “believe,” “estimate,” “predict,” “project,” “potential,” “continue,” “ongoing” or the negative of these terms or other comparable terminology, although not all forward-looking statements contain these words. These statements involve risks, uncertainties and other factors that may cause actual results, levels of activity, performance or achievements to be materially different from the information expressed or implied by these forward-looking statements. Forward-looking statements in this press release include, but are not limited to, statements regarding future use and performance of CCC’s digital solutions. Such differences may be material. We cannot assure you that the forward-looking statements in this press release will prove to be accurate. These forward-looking statements are subject to a number of risks and uncertainties, including, among others, competition, including technological advances and new products marketed by competitors; changes to applicable laws and regulations and other risks and uncertainties, including those included under the header “Risk Factors” in most recently filed Form 10-K by CCC with the Securities and Exchange Commission (“SEC”) on March 1, 2022, which can be obtained, without charge, at the SEC’s website (www.sec.gov). The forward-looking statements in this press release represent our views as of the date of this press release. We anticipate that subsequent events and developments will cause our views to change. However, while we may elect to update these forward-looking statements at some point in the future, we have no current intention of doing so except to the extent required by applicable law. You should, therefore, not rely on these forward-looking statements as representing our views as of any date subsequent to the date of this press release.

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Source: CCC Intelligent Solutions Inc.