



SubSprint®

The smarter, faster way to handle  
subsidence claims





Subsidence can threaten what is often a customer's most valuable asset. Traditional claims approaches can be slow and labour-intensive creating unnecessary stress and uncertainty for customers.

**Crawford® SubSprint® changes that.**

Developed by Crawford, SubSprint re-imagines and simplifies subsidence claims, combining mobile technology, data science and AI-driven decision-making to streamline damage assessment, optimise claim routing, and significantly reduce resolution times. Delivering faster, more precise claim assessments that deliver positive outcomes for Insurers and their customers.



SubSprint positively disrupts the subsidence sector as either a Software as a Service (SaaS) embedded in your claims operation or as part of the subsidence project managed services provided by Crawford. Either option enhances the accuracy of your subsidence triage process, significantly reduces the overall claim lifecycle and delivers outstanding customer experience.



#### **Mobile Technology**

Low customer effort web app enables advanced analysis using computer vision and AI for immediate property insights, including crack and vegetation determination.



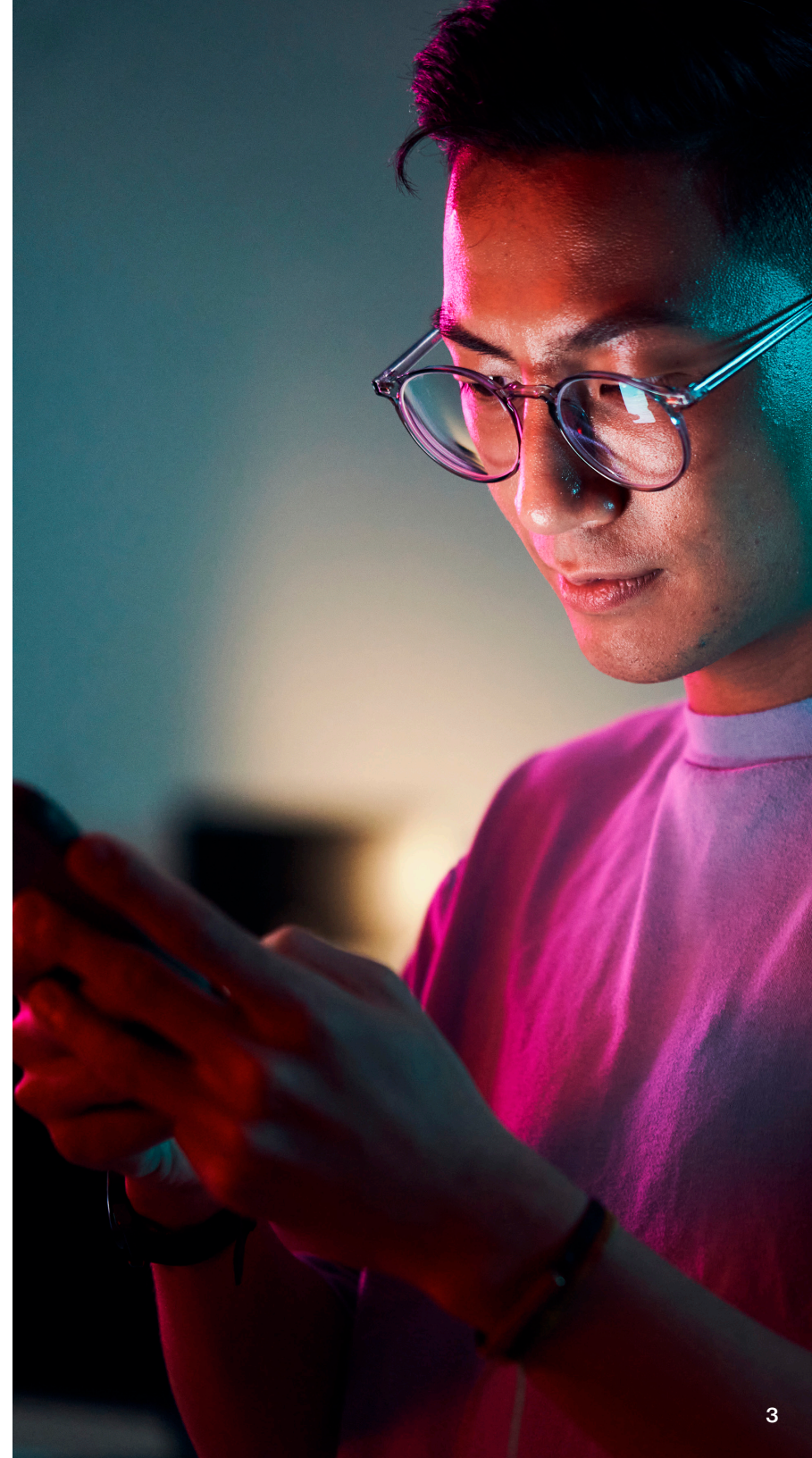
#### **Data Science**

Instantly reviewing an extensive suite of data sources unique to each individual claim and property.



#### **AI Powered**

Analysis of all available information to generate instant diagnosis and recommendations, for review by technical experts.



# How it works

A streamlined journey from FNOL to resolution.

1

## Claim Commencement

Customer notifies potential subsidence claim and SubSprint process commences.

2

## Initial Assessment

SubSprint generates instant insights through its data science and AI engine.

3

## Mobile Web App

Customer provides additional detail and photos via our low effort mobile web app on their device.

4

## Final Determination

A final detailed report is generated with recommended next steps.

5

## Claim Routing

A subsidence expert reviews the determination and routes the claim to the most optimal service.



# What are the advantages



## Reimagining the subsidence journey

Transforming subsidence diagnosis from months to minutes without sacrificing accuracy or oversight.



## Renowned Industry Experts

Pioneering technology ensures the right expertise is deployed to the right claim delivering value to our clients and unprecedented surge resilience and capacity.



## Simplifying the customer experience

Providing the customer with a modern, low-effort solution, at a time that benefits them, with less stress, more transparency, and faster outcomes.



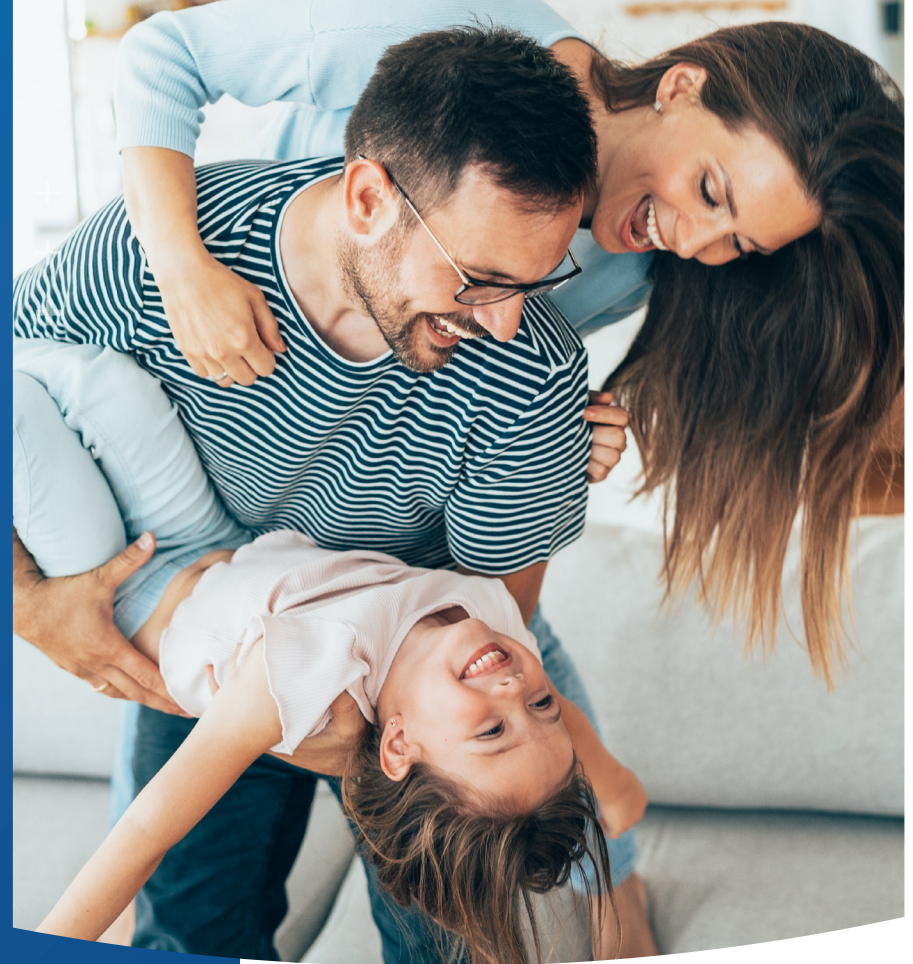
## Setting Industry Benchmarks

Deeper and consistent analysis of each and every claim with unique insights and transparency supported by the very best in the industry.



## Embedded Partner

SubSprint is already live within Crawford's global systems and can integrate with carrier platforms with ease, either as a standalone SaaS product or as part of Crawford's managed services.



# Insurance-built. Insight-led. Future-ready.

This isn't off-the-shelf software. Sub*Sprint* is built by industry experts to positively disrupt the subsidence sector. Constantly evolving and learning, Sub*Sprint* is built to become even more precise with every claim it processes, ensuring that the system is resilient to industry changes and reflects real world dynamics.



Learn more by visiting our [website](#).



Scan to see how it works  
in under 30 seconds.

## About Crawford & Company®

For over 80 years, Crawford has led the industry through a relentless focus on people and the innovative tools that empower them.



**LOSS  
ADJUSTING**



**THIRD PARTY  
ADMINISTRATION**



**MANAGED  
REPAIR**



**MEDICAL  
MANAGEMENT**



**ON-DEMAND  
INSPECTIONS**



**CATASTROPHE  
RESPONSE**

**10,000** employees | **50,000** field resources | **70** countries | **\$18B** claims managed annually

**Crawford®**

Learn more at  
[www.crawco.co.uk](http://www.crawco.co.uk)