

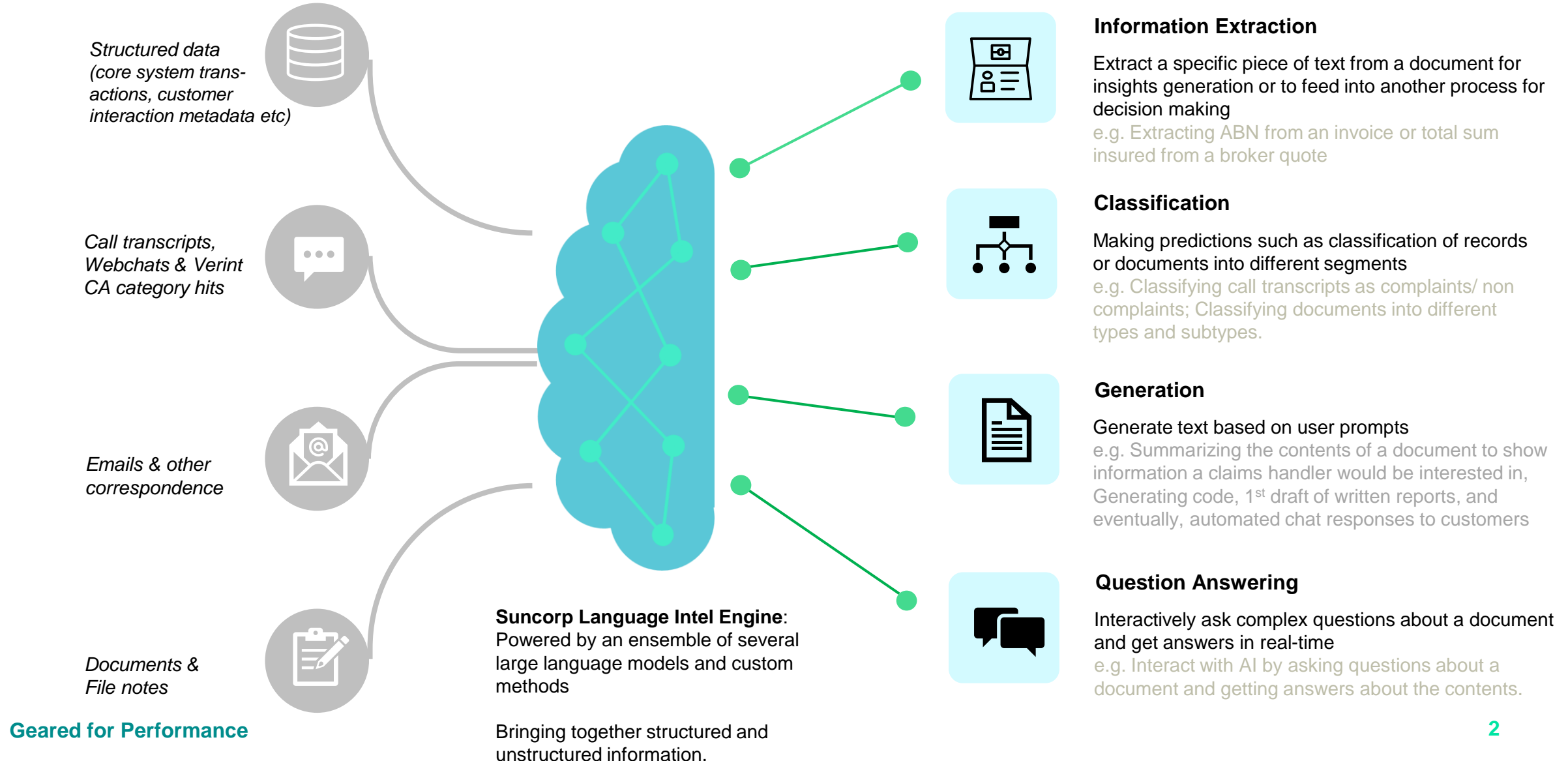


# Accelerating AI Adoption...

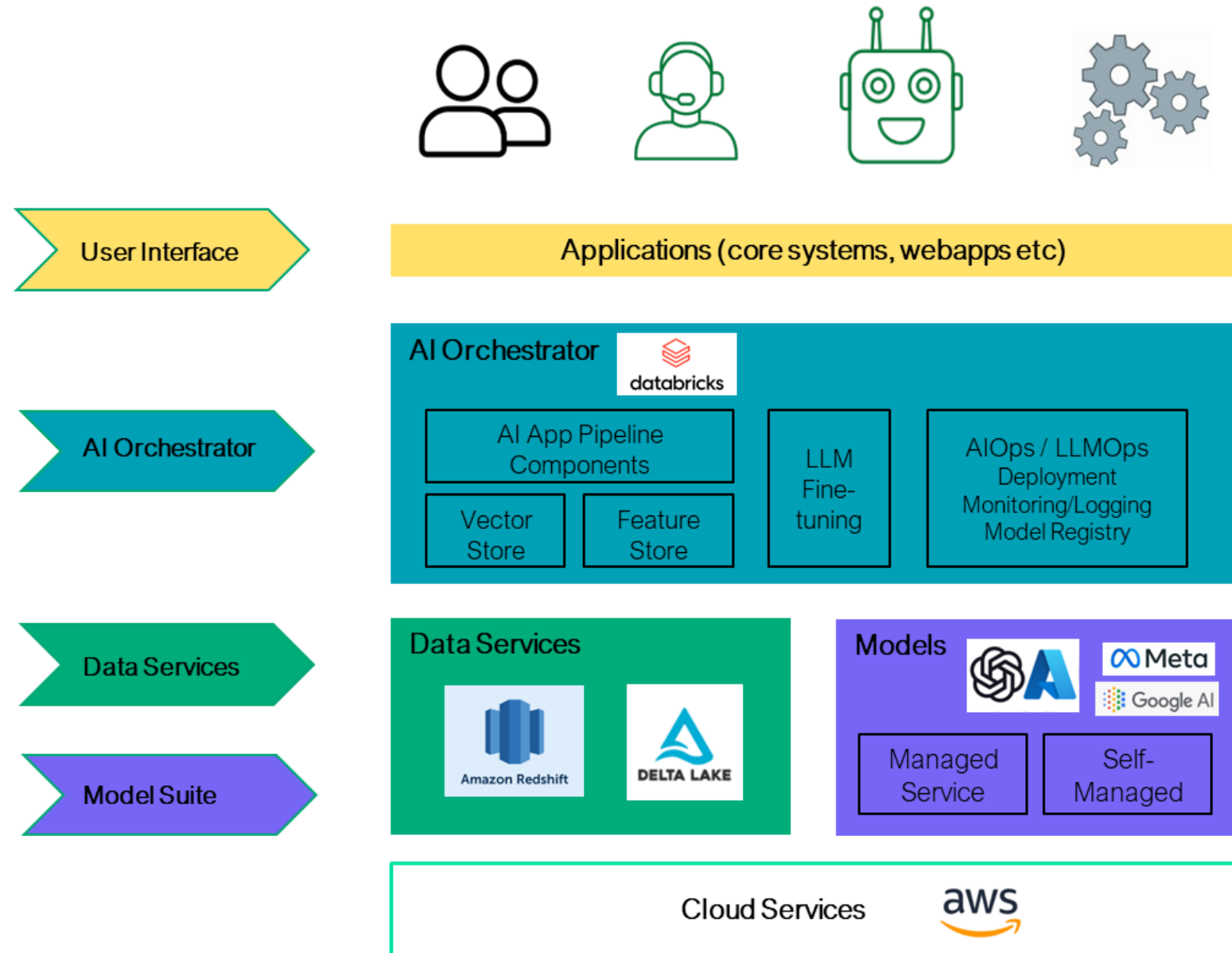
Super charging processes and decision making



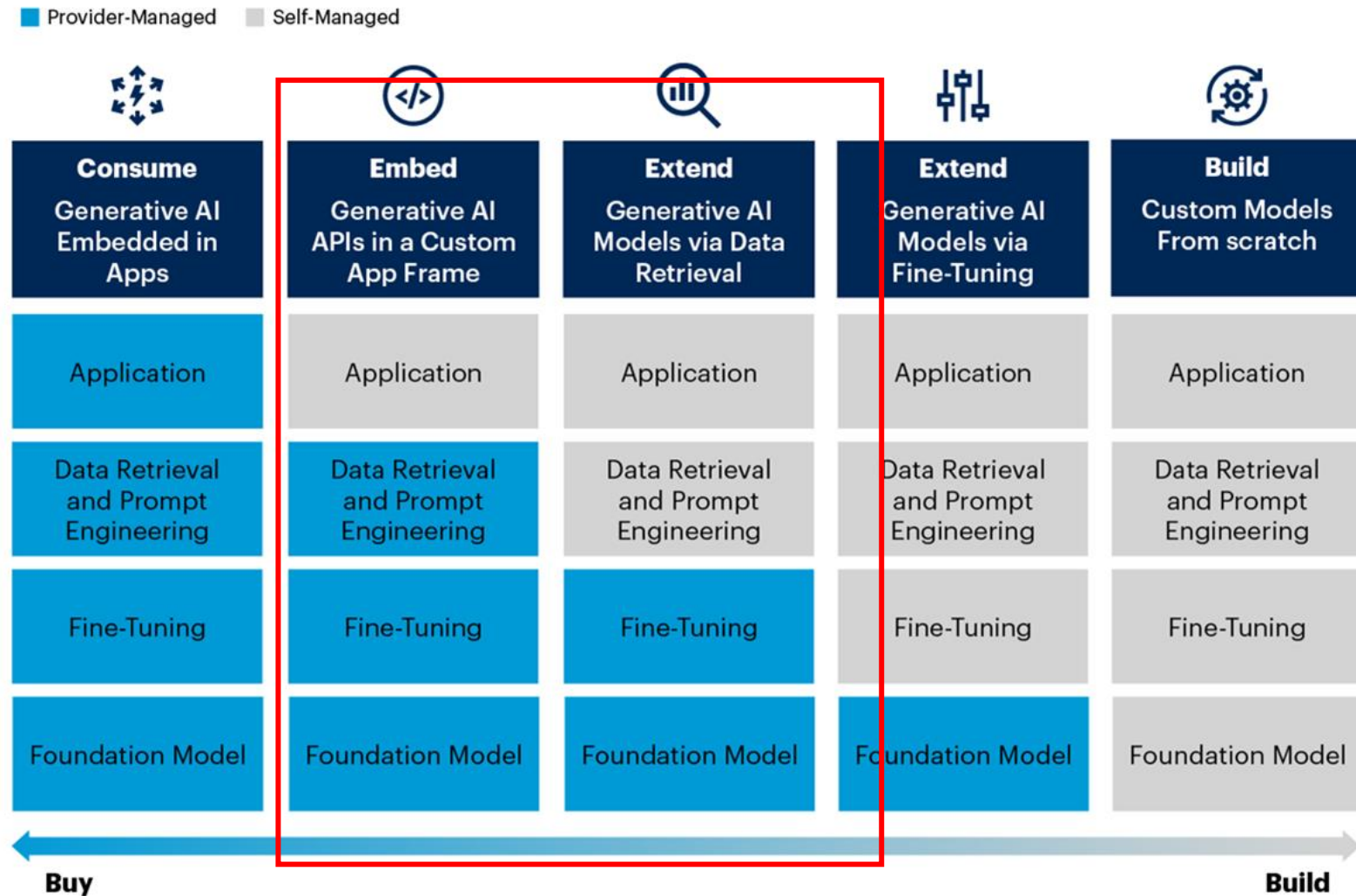
# Language is the new oil.....



# Where we have landed.....



# But play to the strengths...








So what are we actually doing.....



# AI use cases across the customer journey

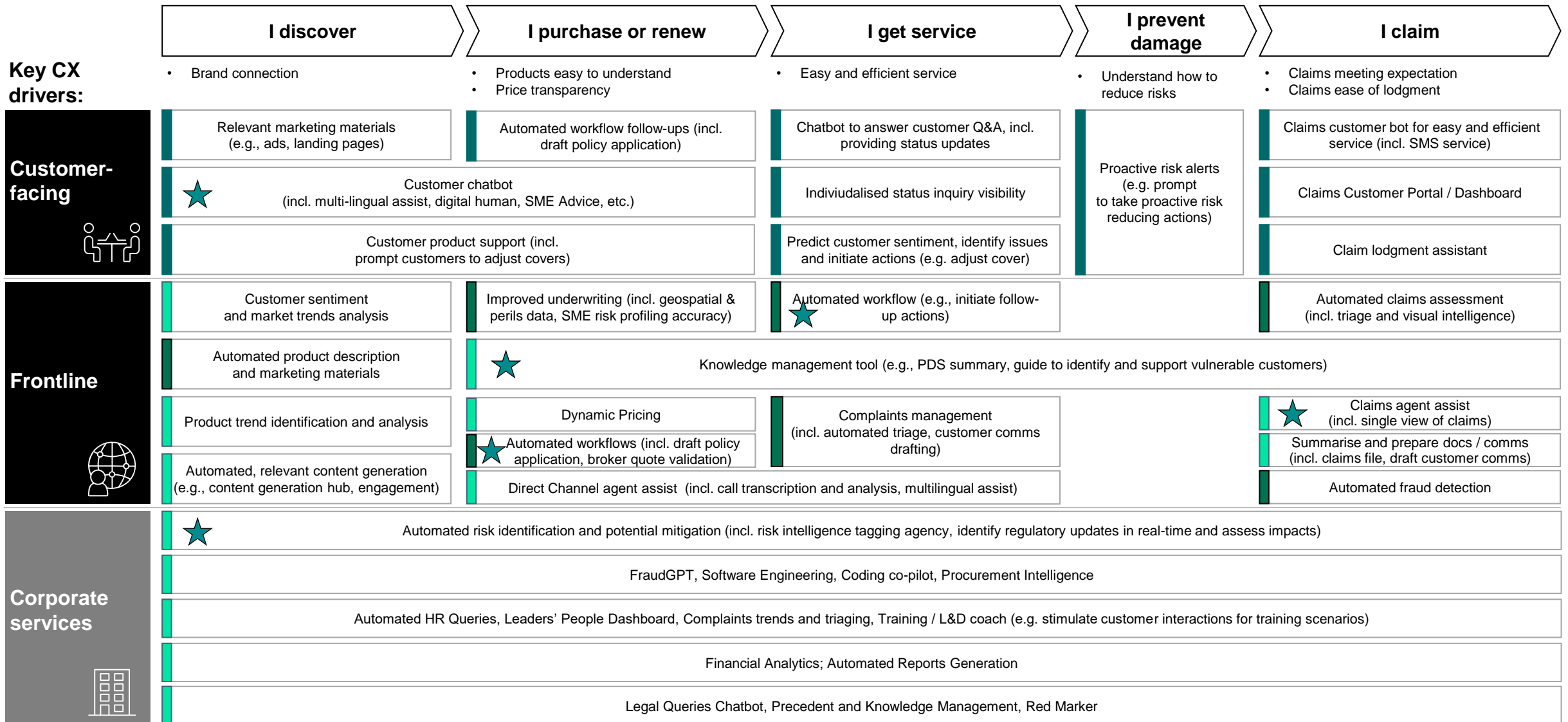
AI Application Themes:  AI facilitated knowledge and insight generation

 AI augmented decision and action support

 Fully autonomous AI agents

 POC in-flight

Non-exhaustive  
Aggregated View





But what are you actually doing I hear  
you ask.....



## TODAY

## PREVIOUS WEEK

How Do I Book A Third Party Hire Car?

## PREVIOUS MONTH

Io Was Parked In Car Park At Holiday Units. Io Car Was Hit By A Little Boys Scooter And Damaged. For The Third Party Details Do We Still Need The Rego, Full Name And Address Of The Other Party To Waive The Excess?

Can I Waive An Excess Without A Registration Number?

How Do I Book A Third Party Hire Car?

How Do I Refund An Excess?

How Do I Book An Assessment?

## HISTORY

How do I book a third party hire car?

Send

New

"To book a third-party hire car, you should follow the outlined procedure steps as provided in the relevant documents. Here's a summary based on the context provided:

1. Determine the need for a hire car and proactively offer it if required.
2. Offer Hertz as a priority, but also consider Europcar or SIXT if Hertz is not suitable or declined by the Third Party.
3. The standard hire car offering is for a compact automatic vehicle (Toyota Corolla or similar). If a larger vehicle is required, establish a genuine need before offering an upgrade.
4. Contact the relevant hire car provider's Central Reservation Number to make the booking. Provide the reservation details and the relevant code for each brand when prompted.
5. If Hertz is the provider and it's outside of business hours, use the Hertz Email Booking Tool.
6. If the Third Party requests a supplier that is not Hertz, Europcar, or SIXT Australia, and a booking cannot be made with these providers, you may ask the Third Party to book and pay for their hire car and submit receipts for fair and reasonable reimbursement by Recoveries and Settlements.
7. Ensure all actions taken are recorded in clear, concise, and accurate notes on each claim.

Specific contact numbers and codes for bookings:

- Hertz: 1800 006 364 with code ITTP2
- Europcar: 1300 555 242, Option 1 with Billing Number: 87718392 and Corporate Code: 50029875
- SIXT Australia: 1300 749 828 with codes Suncorp/GIO (T28356) and AAMI (4909284844)

If you run into issues or the Third Party has special requirements, refer to the relevant documentation or contact the relevant department for further instructions. If you need to refer to specific documents or contact details for reimbursement requests, please do so as per the guidelines provided in your resources."

Context/s applied: Insurance Claims, model-2, Motor

[Referenced Knowledge Article 1](#)

[Referenced Knowledge Article 2](#)



# Where are the challenges.....



Business  
experience and  
exposure



Vendor adoption  
and maturity



Rapid evolution  
of technology  
capability

# If I had to pick three.....

## – Do (or try to)...

- **Foster innovation and flearning**
- Experiment liberally
- **Increment solutions – prototype, MVP**
- Be clear on the downsides/limitations
- Don't forget it's not set and forget

## – Try Hard not to....

- **Build for the current state**
- Assume the human process is flawless
- Present AI as flawless
- Accept resistance to experimentation
- Try to deliver everything in one hit



Questions?