

## How SIU is Saving 1,000+ Hours a Year with Expert Insured AI

*Real-world results from automating inbox triage and routing with Expert Insured AI*

### The Problem

SIU was receiving thousands of emails each month — submissions, endorsements, cancellations, quote requests, and more — all funneling into shared inboxes. Manually reviewing and forwarding each one was time-consuming, repetitive, and prone to error. Important tasks were delayed. Duplicate work was common. Underwriters were stuck sorting emails instead of doing their job.

### The Solution

To modernize intake and reduce operational drag, SIU deployed Expert Insured's **AI Gatekeeping** module — and began routing the right work to the right place automatically.

- ✓ Classifies inbound emails into submission, endorsement, cancellation, and other key workflows
- ✓ Extracts critical data (policy numbers, effective dates, insured names) from body text and attachments
- ✓ Routes each message directly to the correct underwriter or operations queue
- ✓ Prevents duplicate handling by ensuring every item is processed once, and only once
- ✓ Prioritizes new business and urgent items automatically — so submissions are never buried

### The Impact

- ✓ **1,000+** hours saved per year by eliminating manual triage
- ✓ Up to **10x** faster processing of inbound tasks
- ✓ **95%+** classification accuracy within weeks of deployment
- ✓ Faster response times to brokers — and better visibility across the team



This is exactly the kind of automation we've been waiting for — accurate, practical, and delivering ROI from day one. — **SIU CFO**

### Ready to See the Same Results?

Expert Insured's AI Gatekeeping is live, proven, and making an impact today.

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