

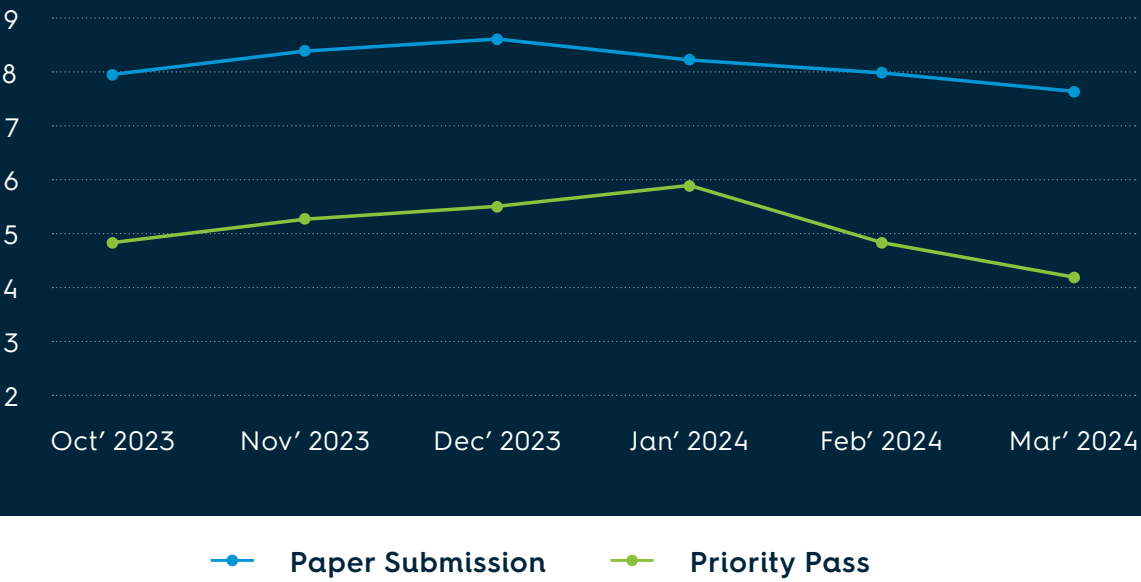
## THE BENEFIT OF USING PRIORITY PASS OUR DIGITAL CLAIMS PLATFORM



#comealong

### TURN AROUND TIME OF CLAIMS RECEIVED VIA PRIORITY PASS VERSUS PAPER CLAIMS

Priority Pass Claims Days to Finalised



Priority Pass claims are processed 3x faster than paper-based claims

### SURVEY REVIEWS ON CLAIMS VIA PRIORITY PASS VS PAPER CLAIMS

OF PEOPLE SURVEYED



**73%**

of respondents gave a **5 STAR RATING**



on PriorityPass claims compared to

**50%** of paper-based claims

Through the priority pass process, we have experienced a

**51%**

**decrease**



in claims submitted with inaccurate or outstanding supporting documentation.

### PRIORITY PASS SURVEY REVIEWS



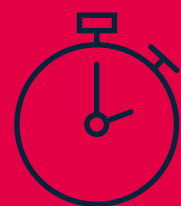
"The online claim process was absolutely painless and very easy. The response time was also very quick and the fact that payment happens within 5 days even better! **Thank you, Kaelo!**"

"Well done, Kaelo, what a great customer service experience. Being in the industry myself I know how important the correct experience is and fast service delivery. I have never experienced such a quick turnaround time from a service provider."



"Electronic claim system is easy. Communication is efficient. Thank you."

"The electronic systems worked well and I had the issue resolved quickly and effectively. Thank you."



"Thank you, Kaelo Gap Claims, for your excellent service and understanding. I will recommend Kaelo Gap Cover to anyone I come across as you really go the extra mile."