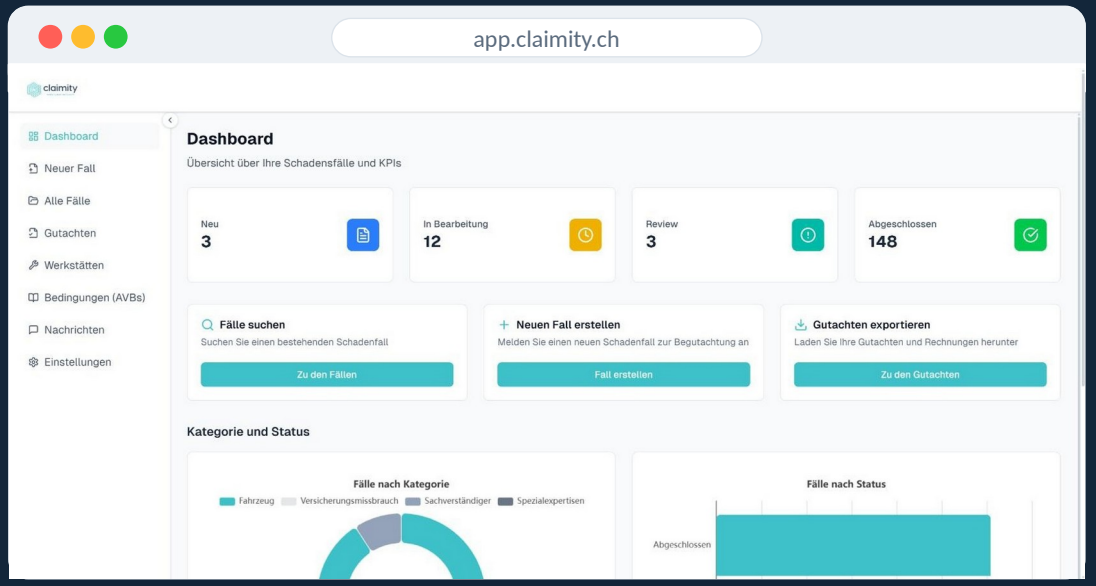
claimity

WHERE CLAIMS FIND CLARITY

Claimity for insurers

Guide to the app.claimity.ch platform



Vehicle appraisal · Loss adjusters · Fraud investigation

As of October 2026 · screenshots show the German interface

One case in five steps

Every new case is entered in the same order, regardless of the category.

01

Basic data

Claim number, line of business, type of loss, policyholder and counterparty.

02

Location and date

Where and when did the loss happen?

03

Loss details

Description, estimated amount and inspection type.

04

Remark and documents

Upload photos, cost estimate, invoice or policy.

05

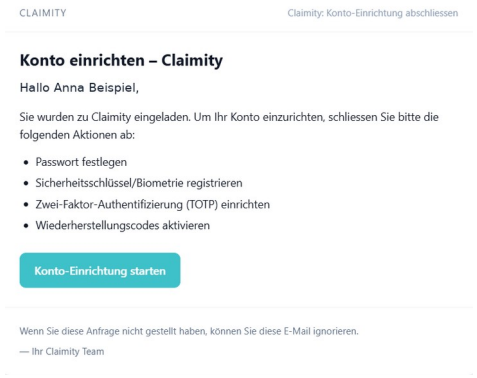
Review

Check all details and «Submit case».

Afterwards: Track the case, ask questions in the case chat and retrieve the approved report directly in the case.

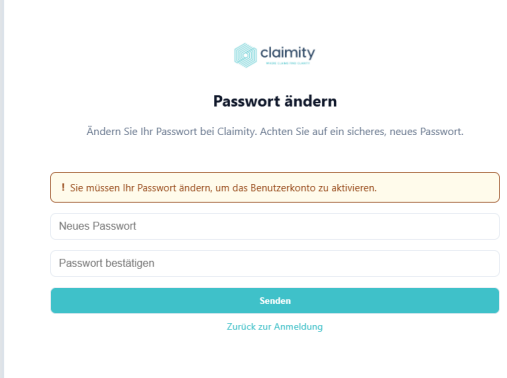
First registration

You will receive an invitation by email. Setup takes about five minutes.



1 Open the invitation

Email from noreply@claimity.ch, button «Start account setup».



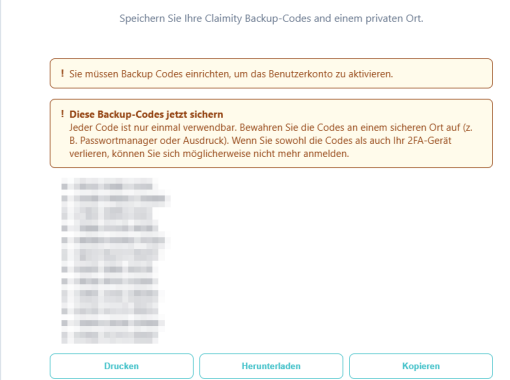
2 Set password

At least 12 characters with a digit, upper and lower case letters and a special character.



3 Set up 2FA

Scan the QR code with an authenticator app and enter the code.



4 Save backup codes

Store safely, tick the box, «I have saved my codes».

Sign in and reset your password

Sign in is always protected by a second factor.

1 Enter credentials

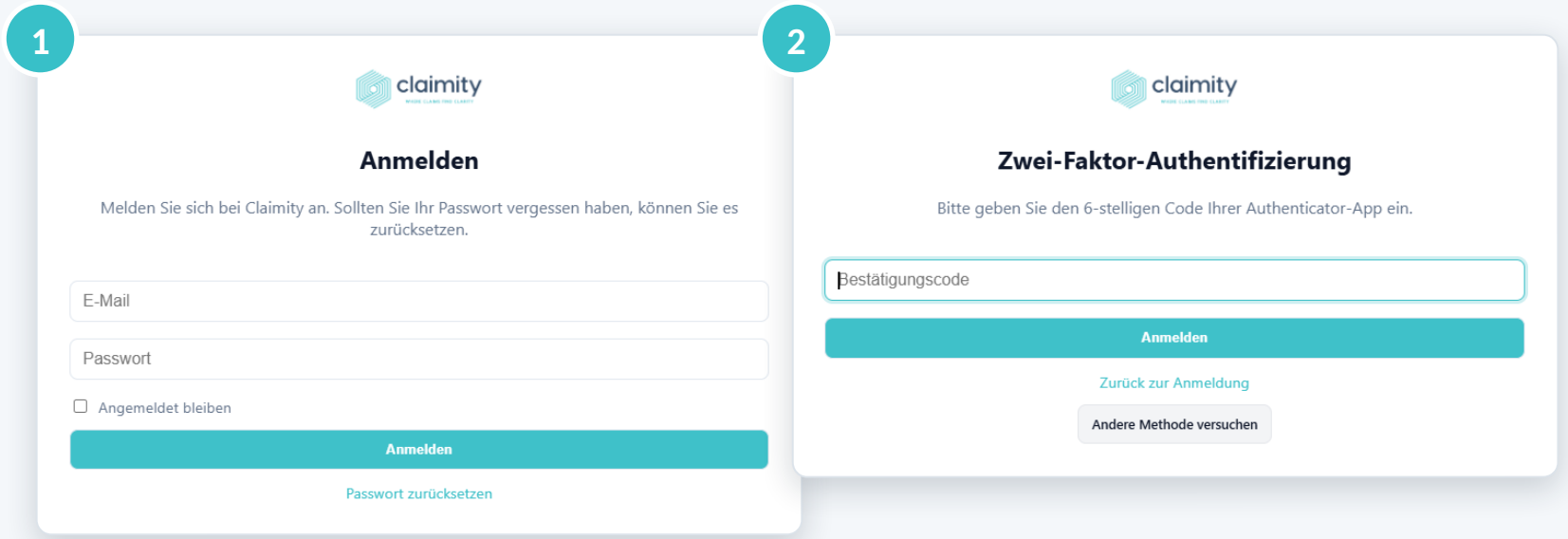
On app.claimity.ch, enter your email address and password and click «Sign in».

2 Confirm the code

Enter the six digit code from the authenticator app and confirm.

3 Forgot password

In the sign in form choose «Reset password». Without the app, a backup code helps via «Try another method».



Tip: only enable «Stay signed in» on your own protected device.

Complete your profile

Click your own name at the bottom left of the navigation.

1 Phone number

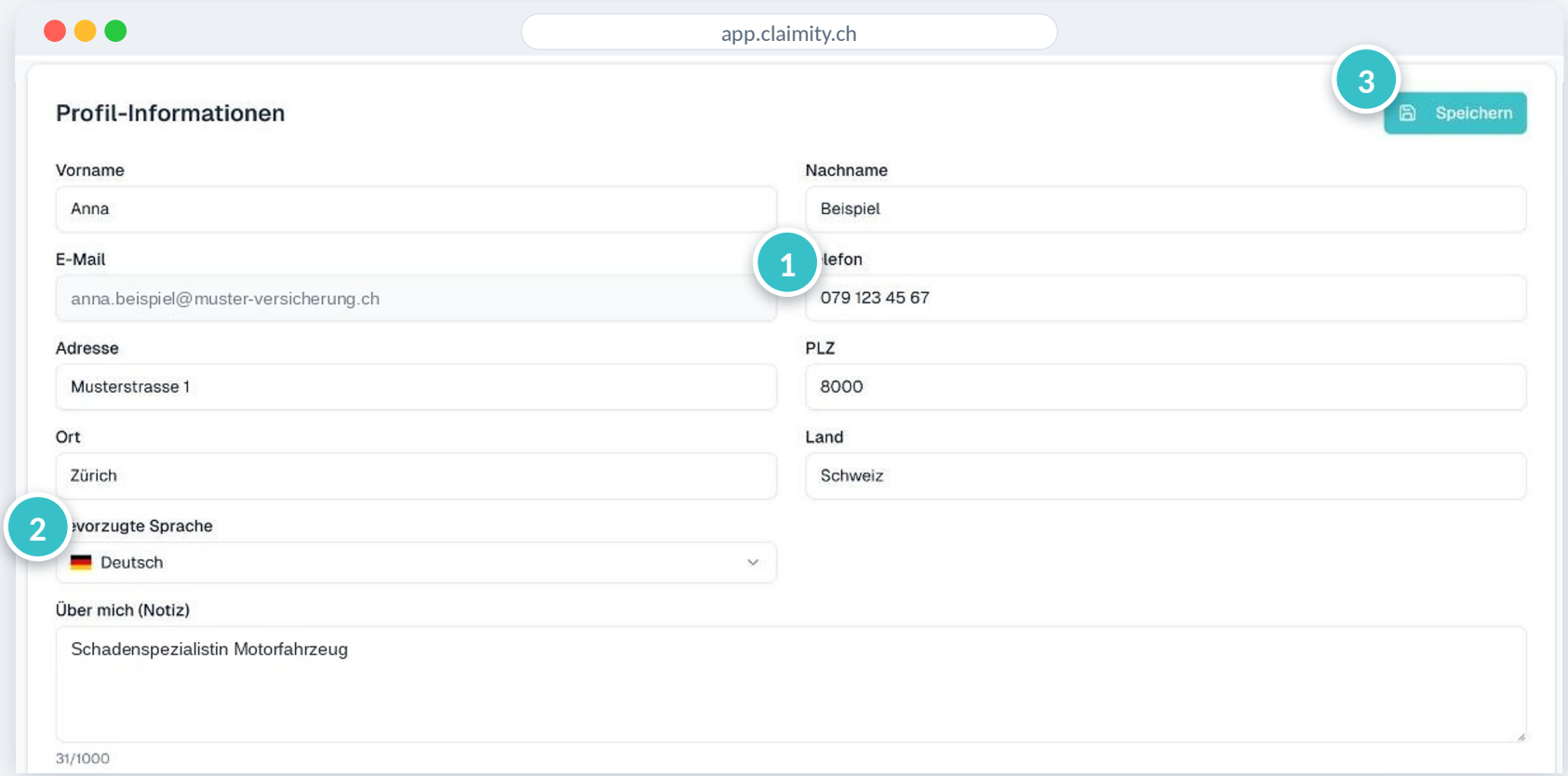
So that the insurer and Claimity can reach you directly with questions.

2 Preferred language

Determines the language of all emails you receive from Claimity.

3 «Save»

Changes are only saved with this button.



The dashboard

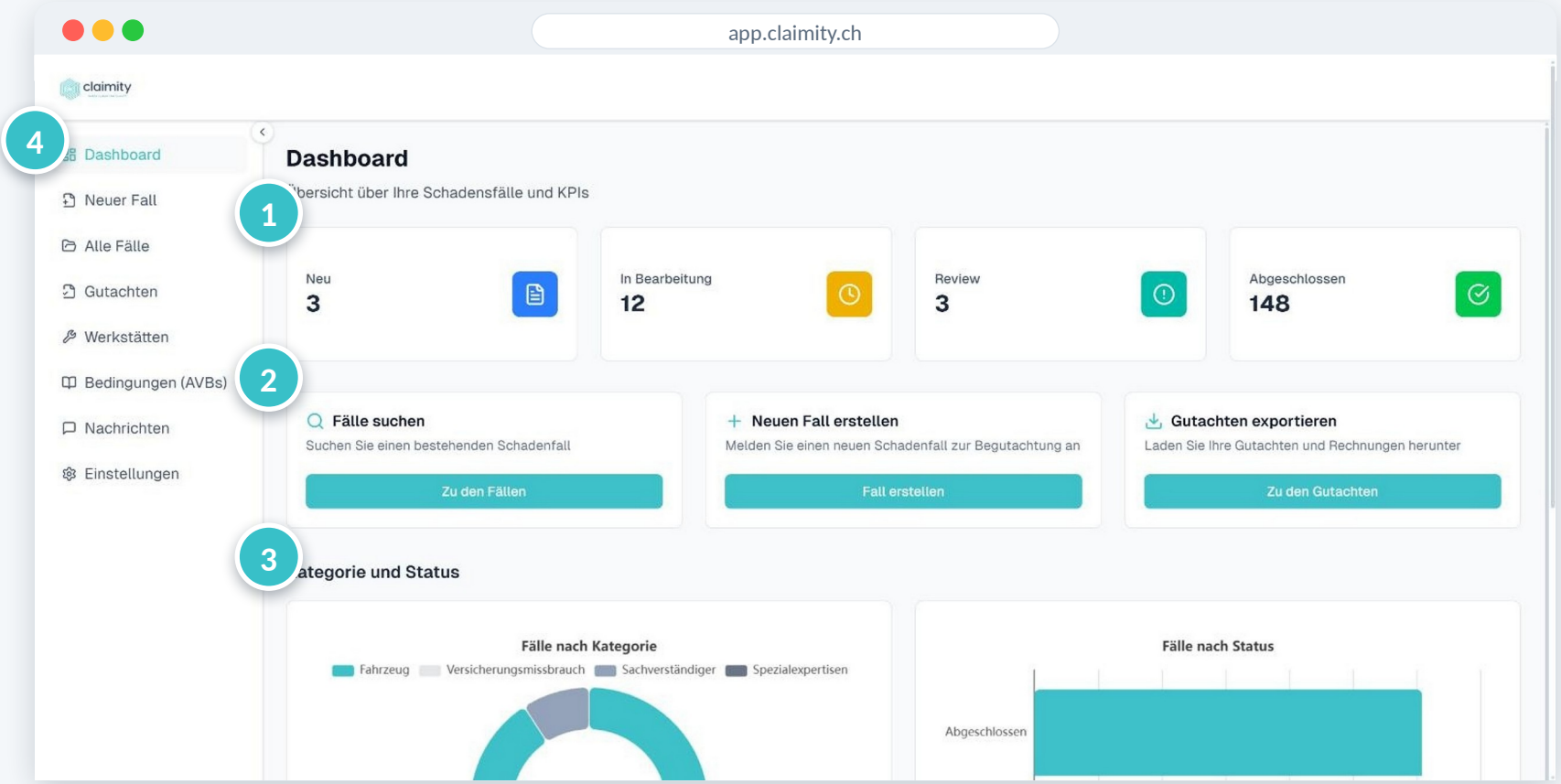
Your starting point with key figures and the most important actions.

1 Key figures
New, In progress, Review and Completed at a glance.

2 Quick actions
Search cases, create a new case, export reports.

3 Category and status
Distribution of your cases, below it the history.

4 Navigation
New case, All cases, Reports, Garages, Terms, Messages, Settings.



01

Create a case

From category to submission

claimity
WHERE CLAIMS FIND CLARITY

Create a new case

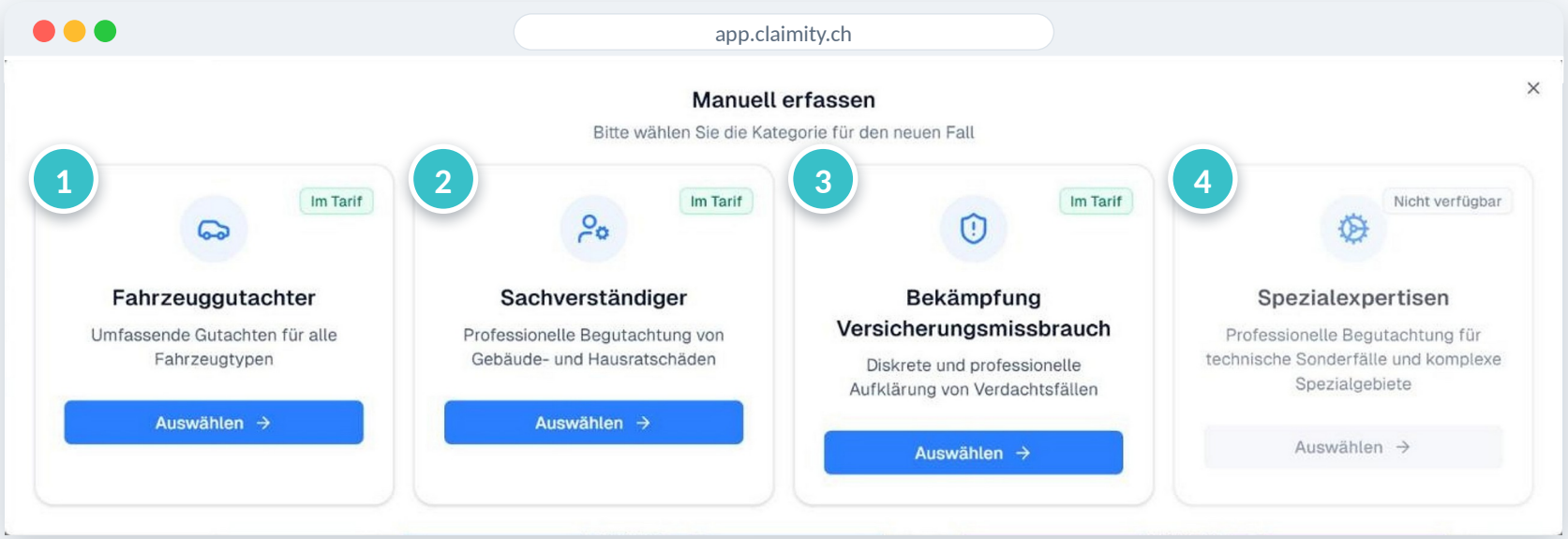
Menu «New case», then «Manual entry» and choose the category. Entry via interface: see chapter 02.

1 **Vehicle appraiser**
Reports for all vehicle types.

2 **Loss adjuster**
Building, household contents and infrastructure.

3 **Insurance fraud prevention**
Discreet investigation of suspicious cases.

4 **Special expertise**
Technical special cases, if included in your tariff.



«In tariff» shows which categories are enabled for your organisation.

STEP 1

Basic data

Mandatory fields are marked with an asterisk.

1 Claim number

Your internal reference, it later appears on the report.

2 Line of business

For vehicles: liability, partial cover or comprehensive.

3 Type of loss

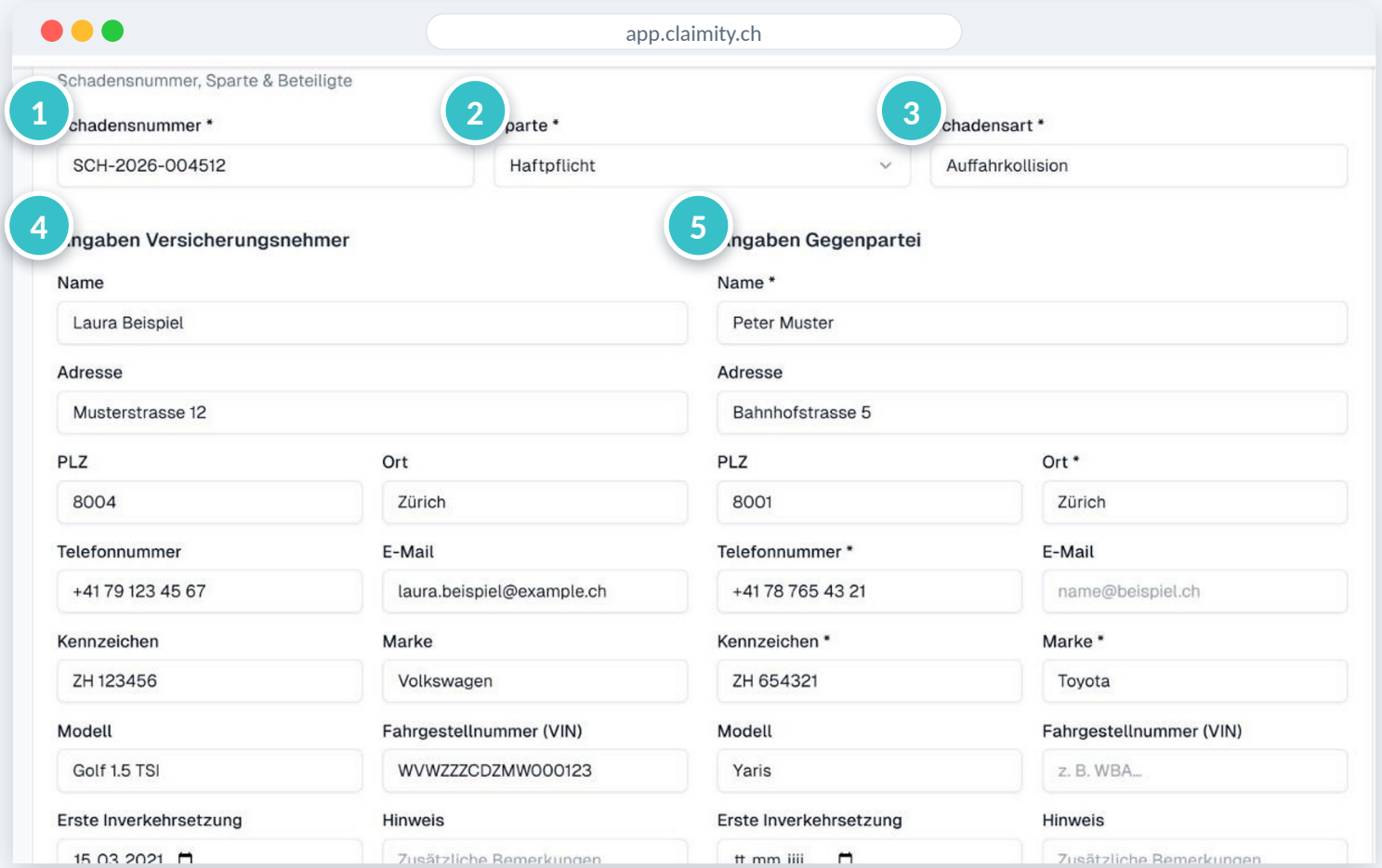
Briefly in your own words, for example parking damage or glass breakage.

4 Policyholder

Contact and vehicle, the postcode completes the town automatically.

5 Counterparty

Appears for liability claims and is passed on to the expert.



STEP 2

Location and date

Where and when did the loss occur?

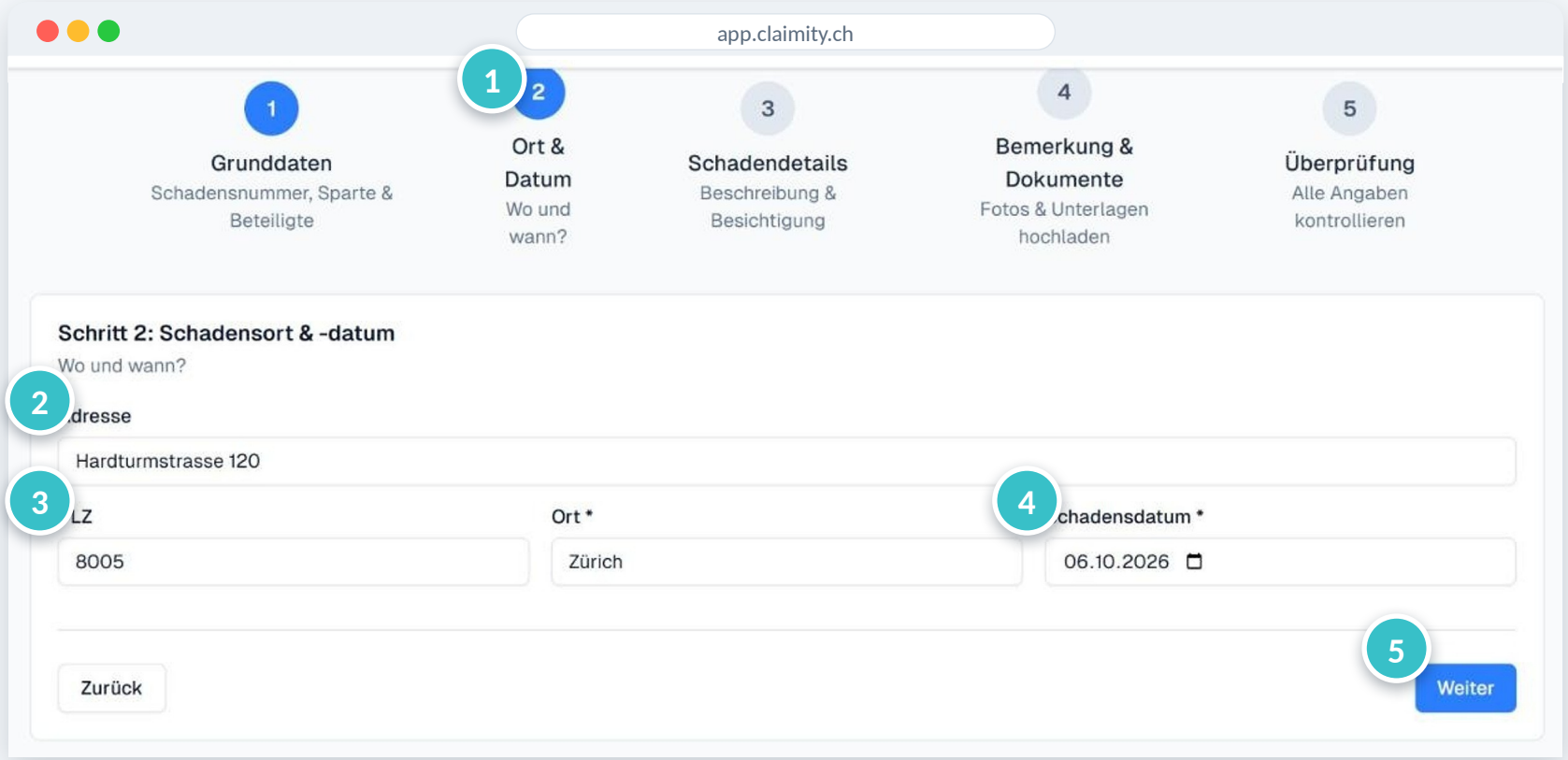
1 Progress
The bar always shows which step you are in.

2 Address
Location of loss as precisely as possible.

3 Postcode and town
The town is suggested from the postcode.

4 Date of loss
Mandatory field in the format dd.mm.yyyy.

5 «Next»
With «Back», earlier steps can be corrected at any time.



STEP 3

Loss details and inspection

Here you define how the expert assesses the damage.

1 Description of loss
Course of events and everything relevant for the assessment.

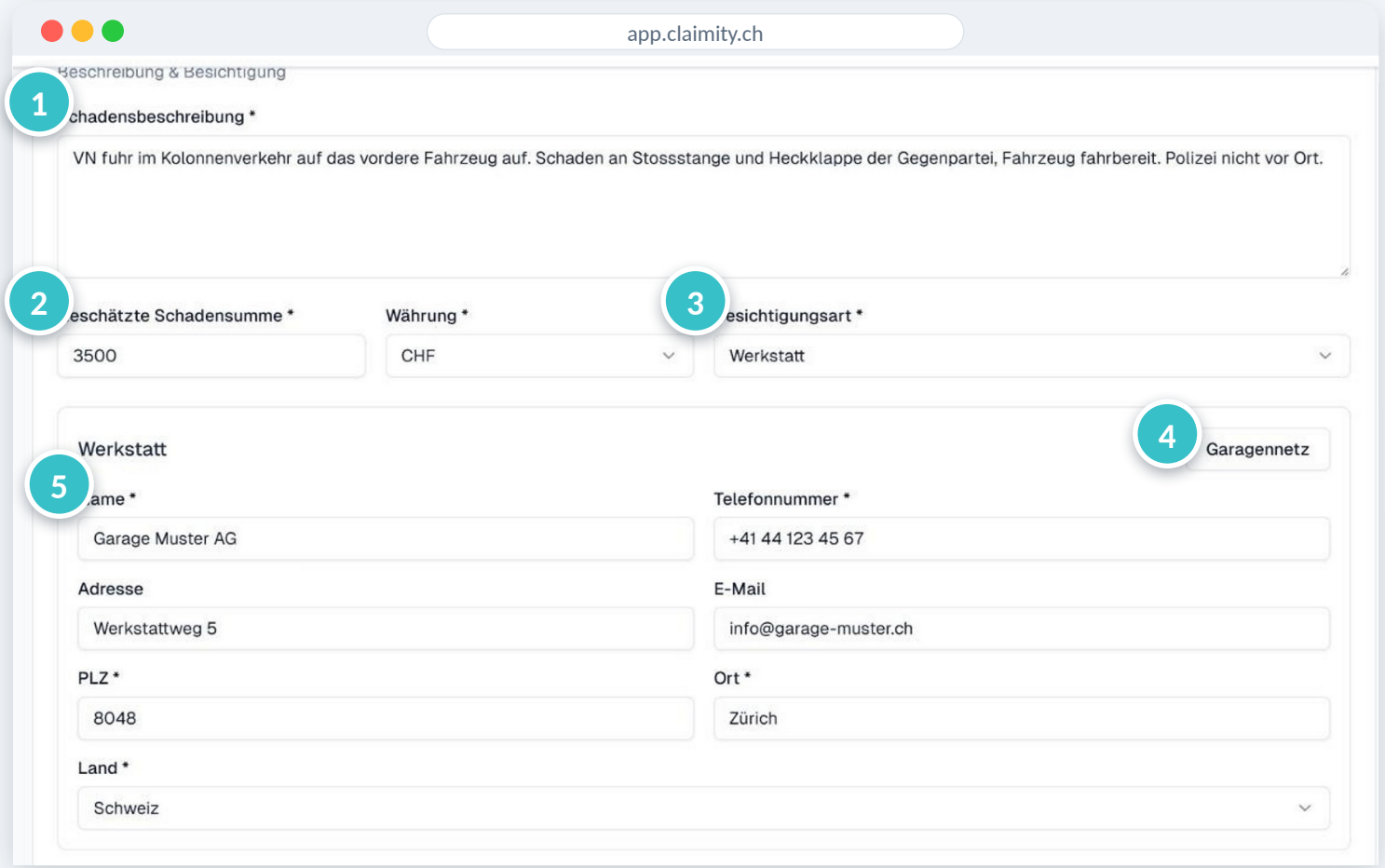
2 Estimated loss amount
First estimate in CHF.

3 Inspection type
Determines the further fields, see next slide.

4 «Garage network»
Take over a garage from the Claimity network.

5 Garage details
Name, phone and address.

«Immediately» sets the next working day.



STEP 3

Inspection types by category

Depending on the category, different inspection types are available.

Vehicle appraiser

Garage
Garage details or garage network, with appointment

Private inspection
Contact taken from the policyholder details

Live appraisal
Inspection by video, with contact person

Review cost estimate
No appointment, upload the estimate in step 4

Review invoice
No appointment, upload the invoice in step 4

Loss adjuster

Line of business
Liability or own damage

Type of loss
Building, infrastructure or household contents

On site inspection
By a claims inspector, with appointment

Review cost estimate
No appointment, upload documents

Review invoice
No appointment, upload documents

Insurance fraud

No inspection
Step 3 is called «Description & estimate»

Extended personal details
Date of birth, place of birth and driver

Further persons
Add further persons via «Add»

Describe the assignment
Describe the required support specifically

Inspection date: «Immediately» means the next working day, otherwise choose a specific date.

STEP 4

Remark and documents

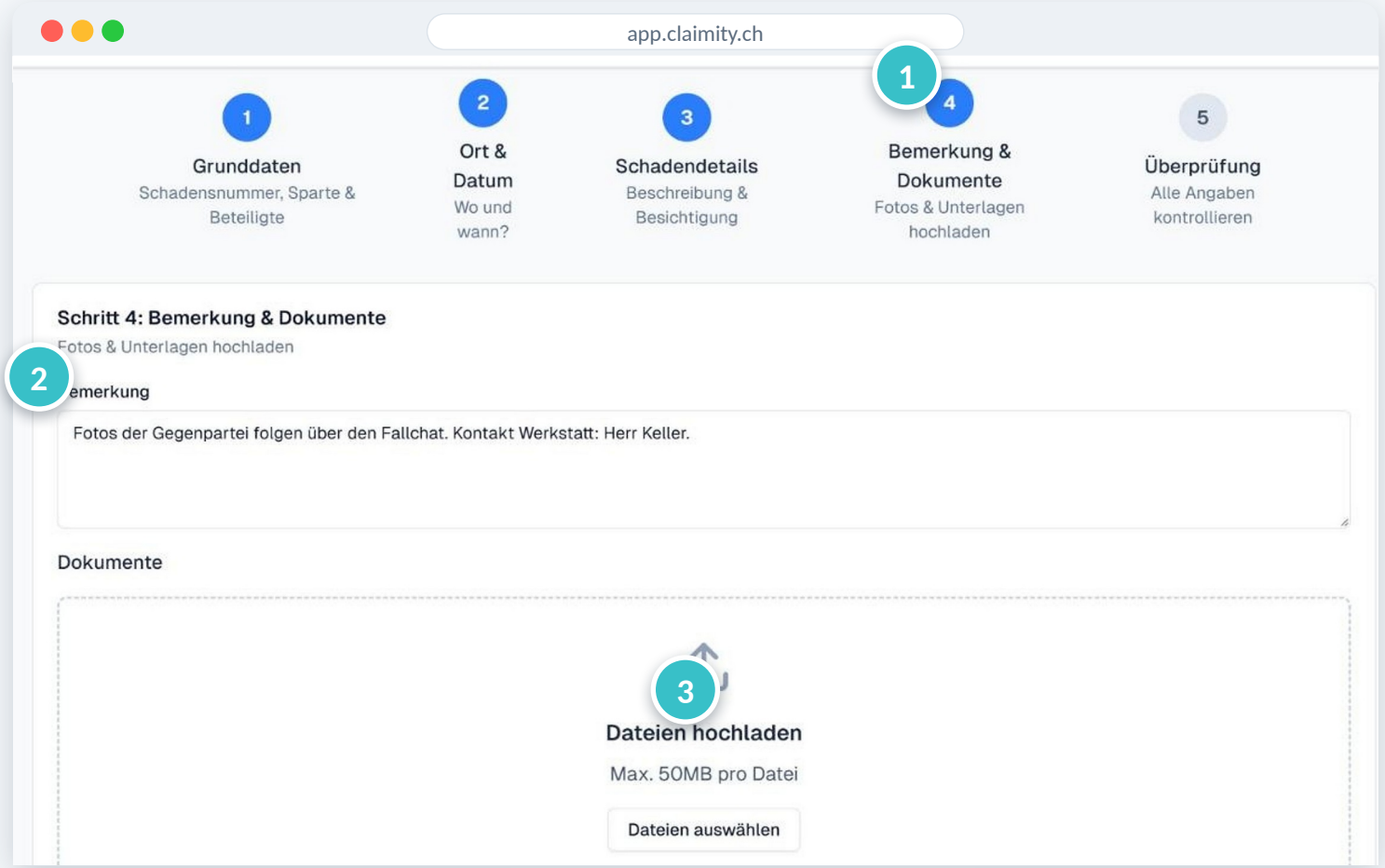
All documents the expert needs for the assessment.

1 **Step 4 in the progress bar**
Basic data to loss details are completed.

2 **Remark**
Notes for the expert, for example contact person or special circumstances.

3 **Upload files**
Photos, estimate, invoice or policy, maximum 50 MB per file.

Under «Referenced policy terms», you can attach suitable terms from your library.



STEP 5

Review and submission

All details at a glance before the case goes to the expert.

1 Important note

After submission, the data can no longer be changed.

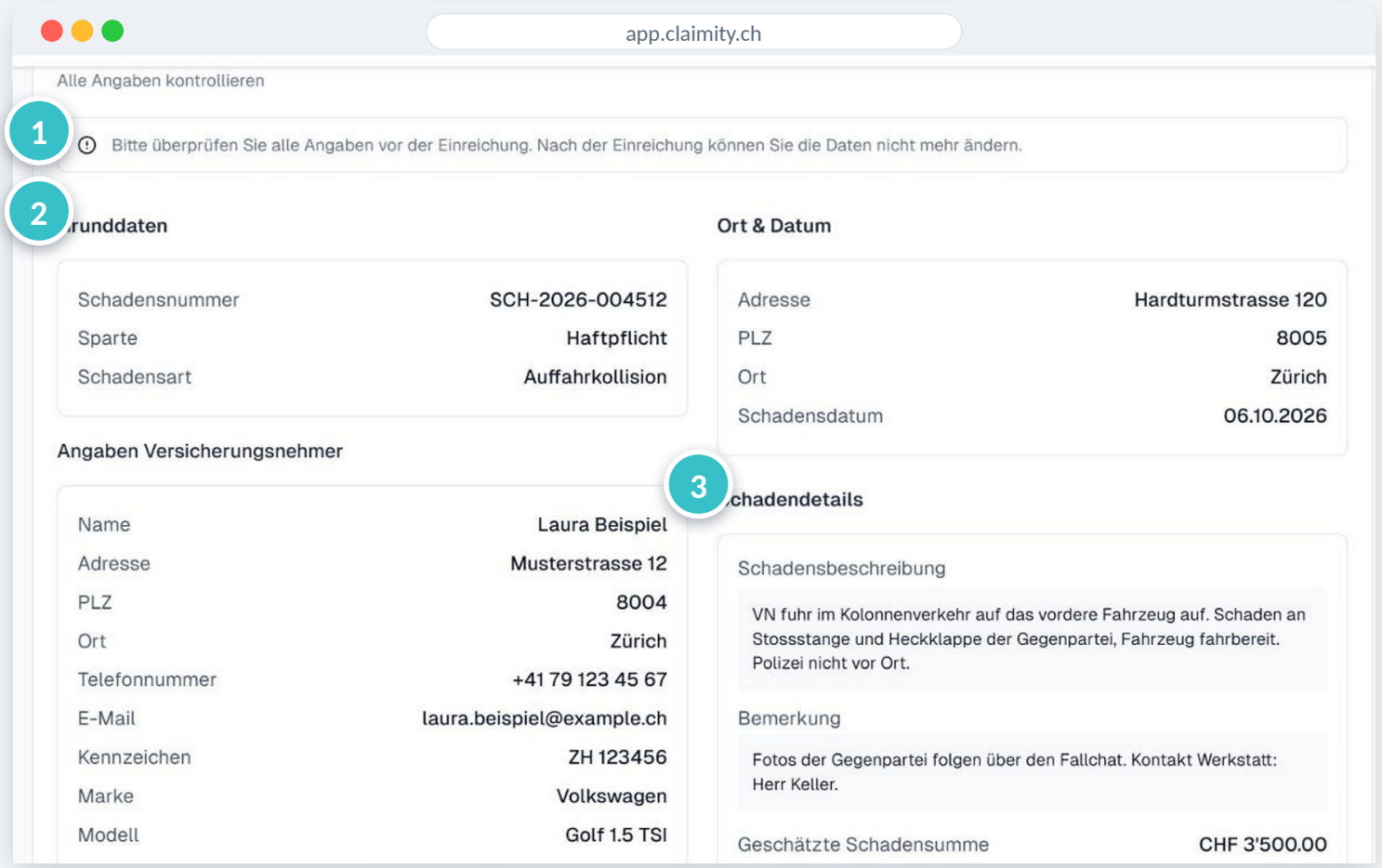
2 Check the summary

Basic data, parties, location and date.

3 Check loss details

Description, remark, amount and inspection.

Finally, at the bottom, «Submit case». The case goes directly to the responsible expert.



BEFORE SUBMITTING

Quality check in six points

Complete details avoid questions and speed up the report.

Number and line of business

Claim number and line of business match your system.

Account of events described

The description explains the damage and everything relevant.

Suitable inspection

Garage or private with appointment, estimate or invoice without appointment.

Meaningful photos

At least a close up and an overall view.

Documents complete

For reviews, complete estimate or invoice, optionally policy and vehicle registration.

Data minimisation

Only upload what is needed for the assessment.

02

Case via interface

API import in the portal or direct connection via the partner API

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Two ways without retyping

Instead of entering cases manually, you can take over the data directly from your core system.

API import in the portal

Claimity retrieves the case data from your system

HOW IT WORKS

«New case», «API import», enter the claim number, check and take over the data.

SUITED FOR

Teams that keep working in the portal but do not want to enter data twice.

SETUP

Once in the configurator: connection, queries, mappings and lookups.

Partner API

Your system talks directly to Claimity

HOW IT WORKS

Your system creates cases via REST, uploads documents and retrieves approved reports.

SUITED FOR

Insurers who fully integrate Claimity into their claims process.

SETUP

Client ID and key pair under «Settings», «API access».

Take over a case from the core system

Menu «New case», then «API import» and choose the category.

1 Category
As with manual entry.

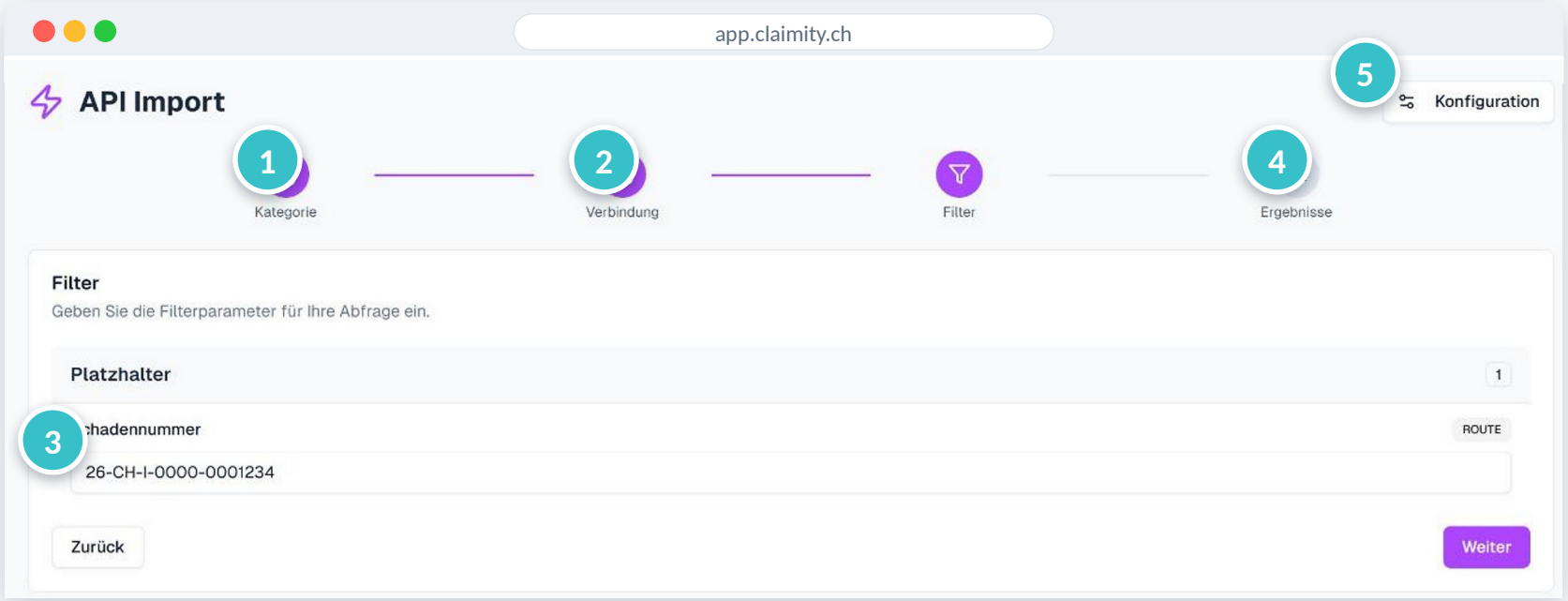
2 Connection and query
Preconfigured and usually preselected.

3 Filter
Enter the claim number from your system.

4 Results
Check the data found and take it over as a case.

5 «Configuration»
Takes admins to the configurator.

Complete as with manual entry.



Set up the import in the configurator

One time setup, ideally together with Claimity. The import is then available to all staff.

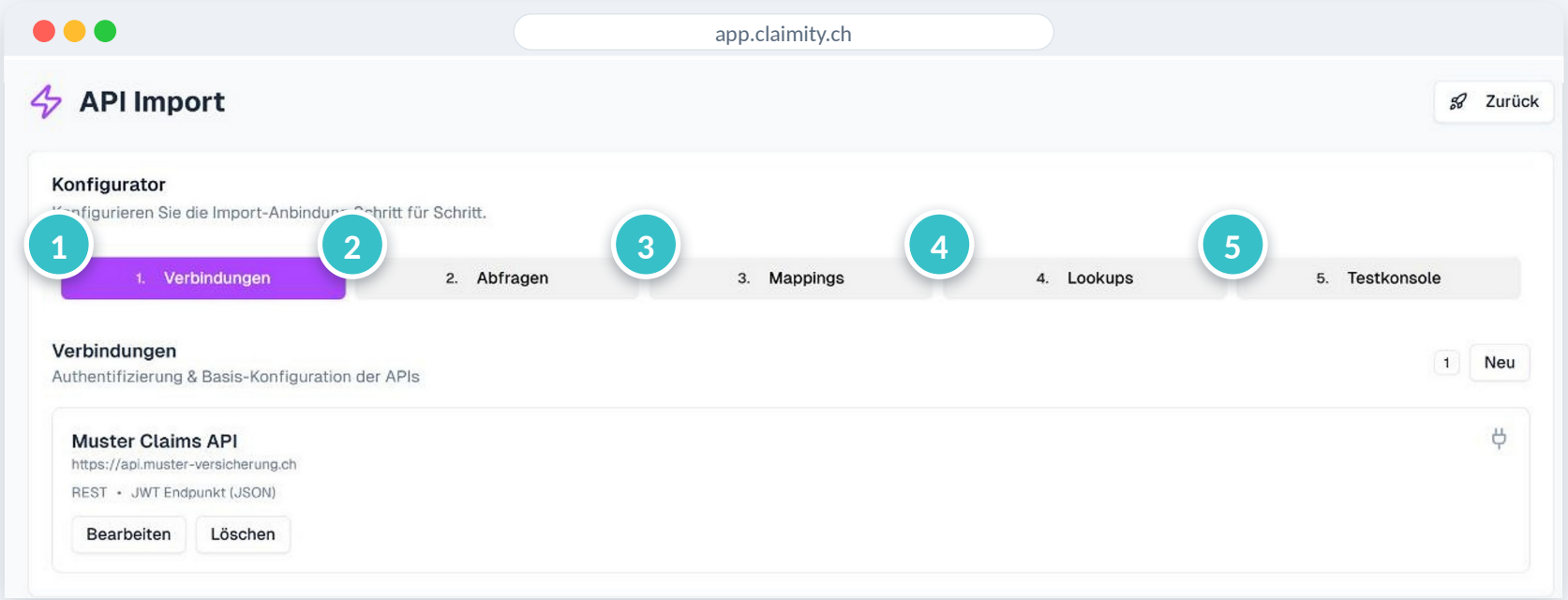
1 Connections
Address and authentication of your system.

2 Queries
Which data is retrieved per category.

3 Mappings
Map your fields to the Claimity fields.

4 Lookups
Translate values, for example lines of business or types of loss.

5 Test console
Test the query before using it in production.



Set up a direct connection

Menu «Settings», tab «API access». The interface uses OAuth 2.0 with DPoP.

1 Client ID

Identifier of your organisation for the token request.

2 Generate key

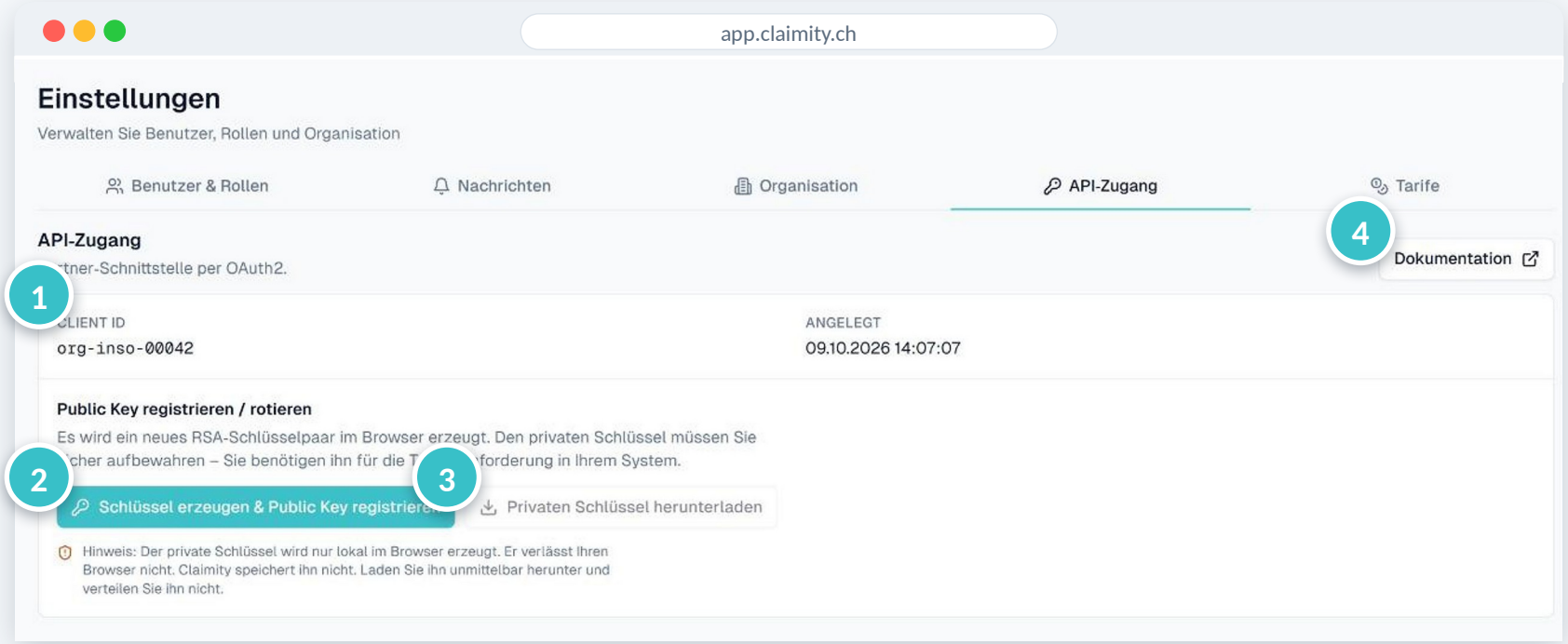
The key pair is generated locally in the browser, Claimity does not store the private key.

3 Download the private key

Store it safely right away and do not share it.

4 «Documentation»

Technical reference at docs.claimity.ch.



What the partner API offers insurers

REST interface with JSON, documented at docs.claimity.ch, including Python notebooks to get started.

Create cases

Per category with a fixed data schema, duplicates are prevented by an idempotency key.

Validate in advance

Check data without creating a case. Errors are reported field by field.

Upload documents

Photos, cost estimates or policies directly to the case.

Synchronise changes

Retrieve only what has changed since the last sync.

Retrieve reports

Automatically take over approved reports including documents.

Analyse amounts

Cost estimate, approved amount and savings per case in CHF.

03

Track cases

Status, questions and reports

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All claims

All cases of your organisation with their current status.

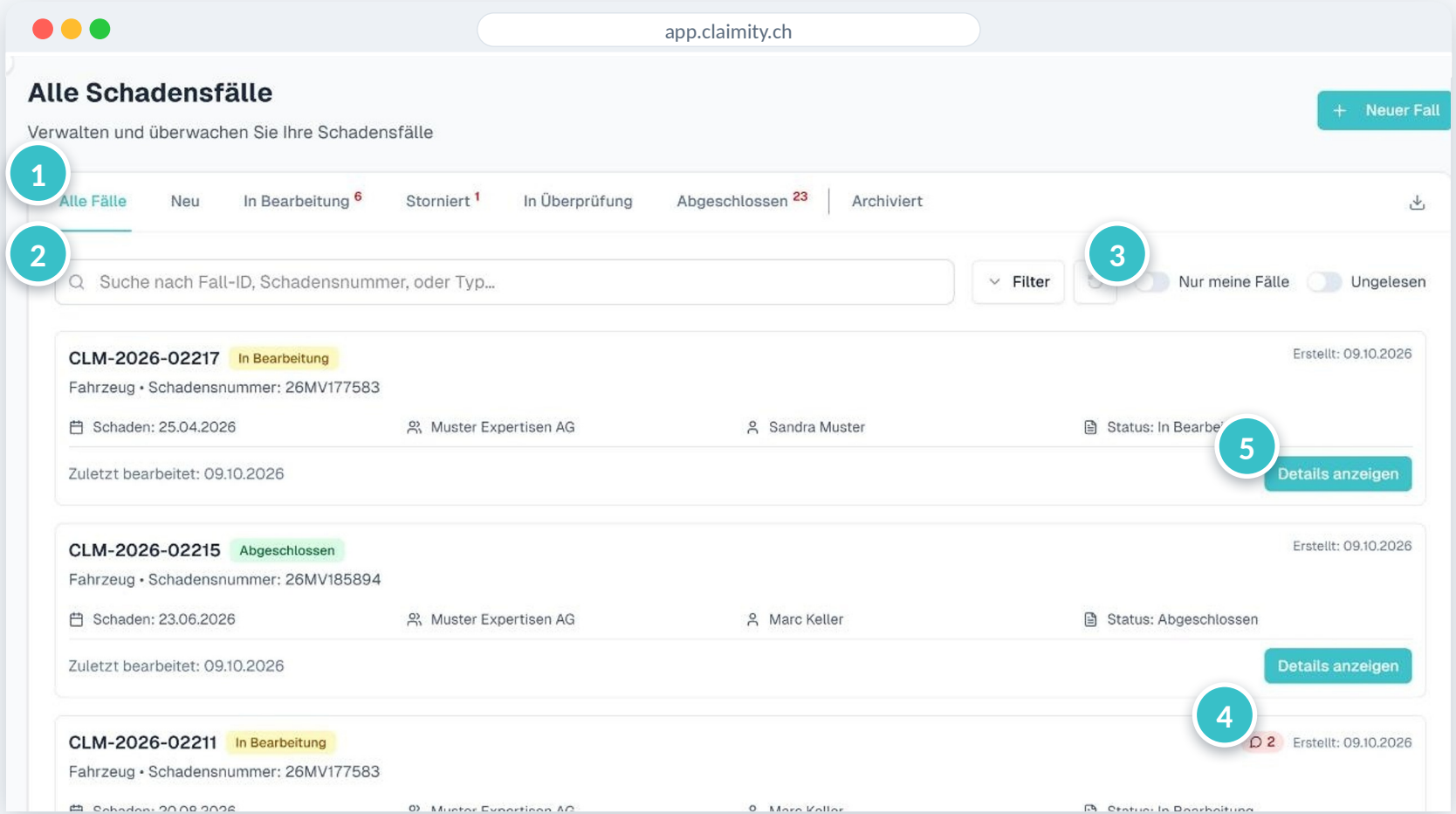
1 Status tabs
From New to Archived, with counts.

2 Search
By case ID, claim number or type.

3 Toggles
«Only my cases» and «Unread».

4 New messages
The speech bubble shows unread chats.

5 «Show details»
Opens the case with all tabs.



Track the case

The header and the «Overview» tab show status, expert and all entered details.

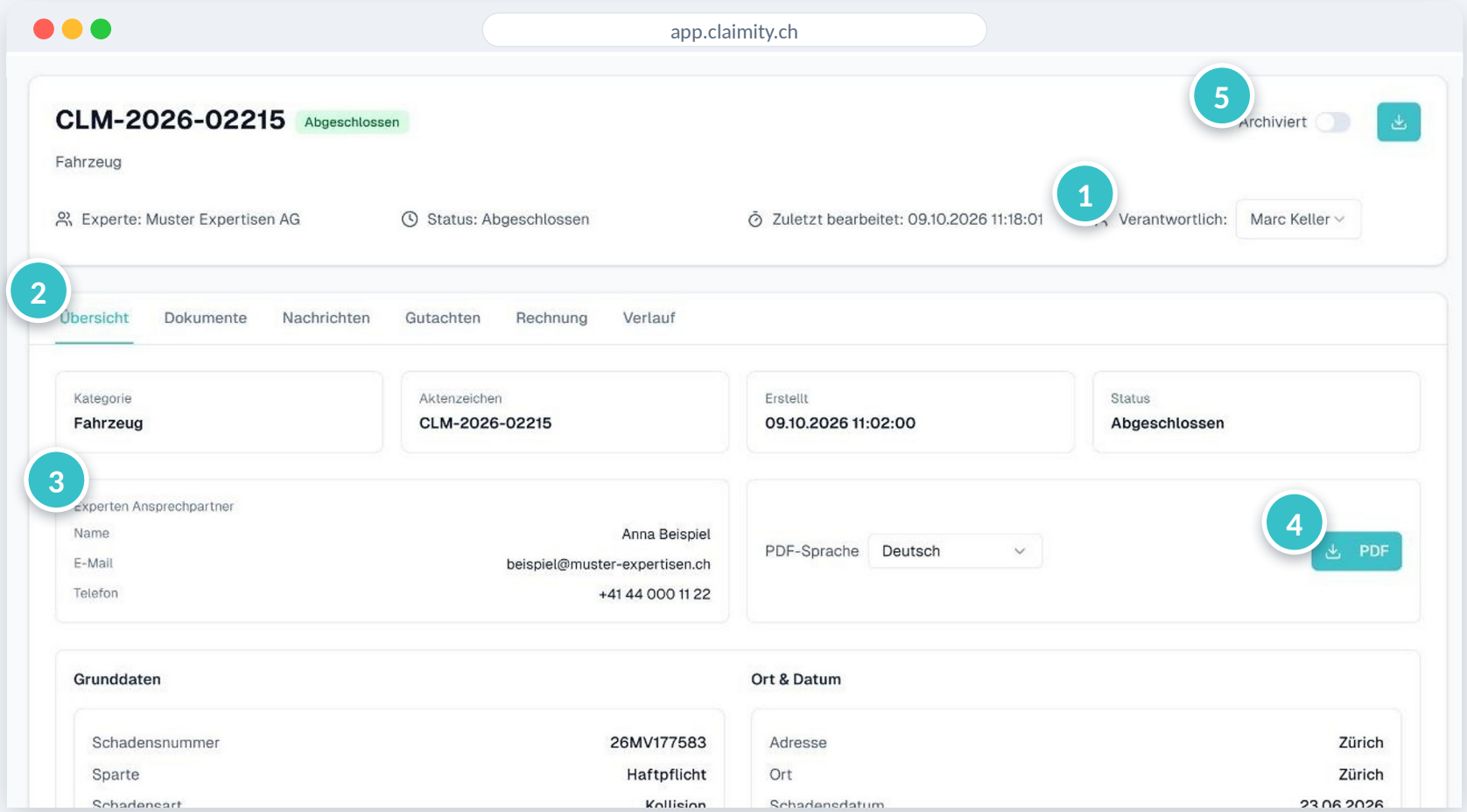
1 **«Responsible»**
Your responsible person, contact for the expert.

2 **Tabs**
From overview to history.

3 **Expert contact person**
Name, email and phone of the responsible person.

4 **PDF**
Export case data in the selected language.

5 **«Archived»**
Hide completed cases, data is kept.



Questions in the case chat

All communication stays documented in the case. Replies are highlighted.

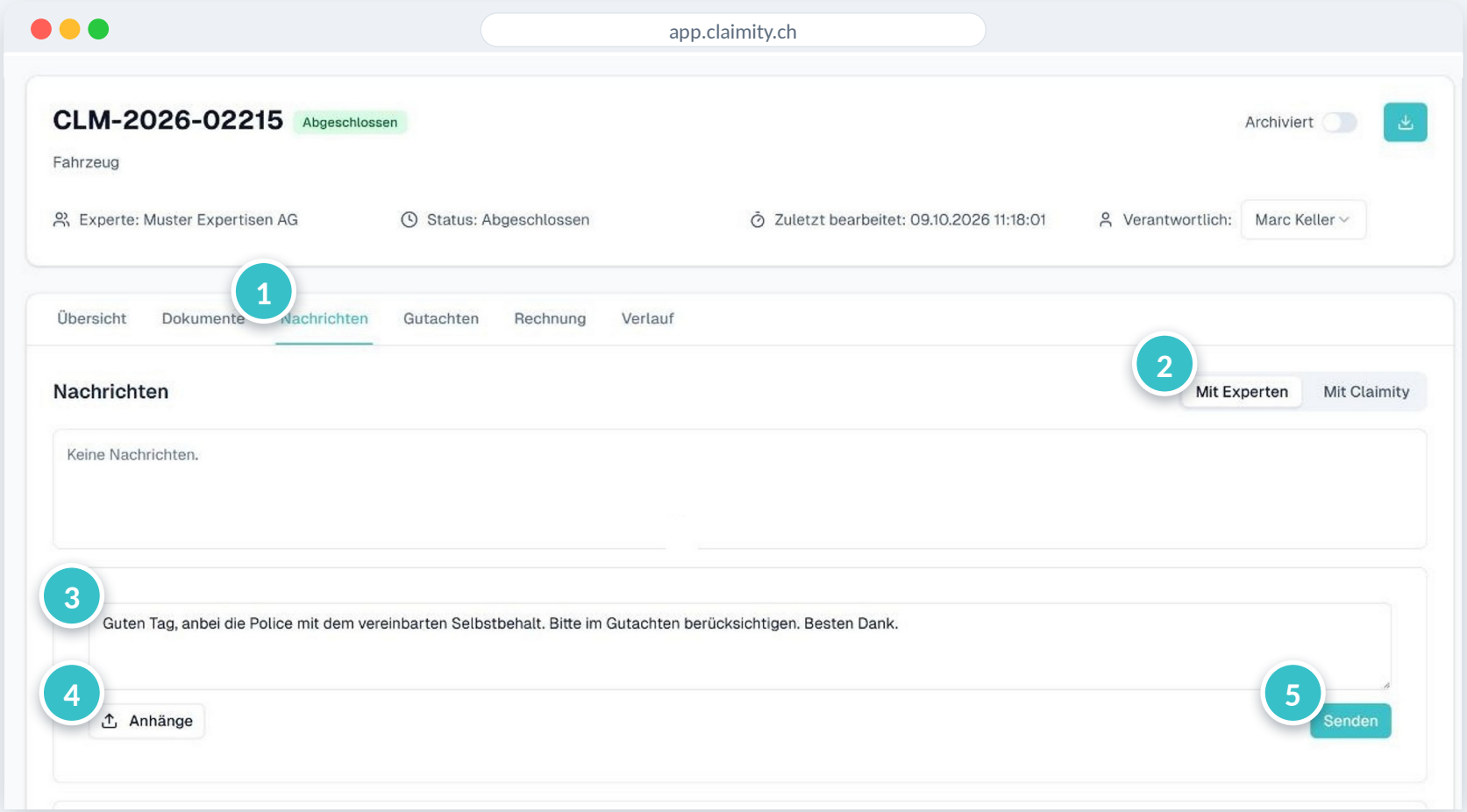
1 Tab «Messages»
Open in the respective case.

2 Choose the recipient
«With experts» for content, «With Claimity» for platform and corrections.

3 Write a message
For example missing documents or clarifications.

4 «Attachments»
Attach policy, photos or invoice directly.

5 «Send»
The other party is notified by email.



RESULT

The report in the case

Approved reports appear directly in the «Reports» tab.

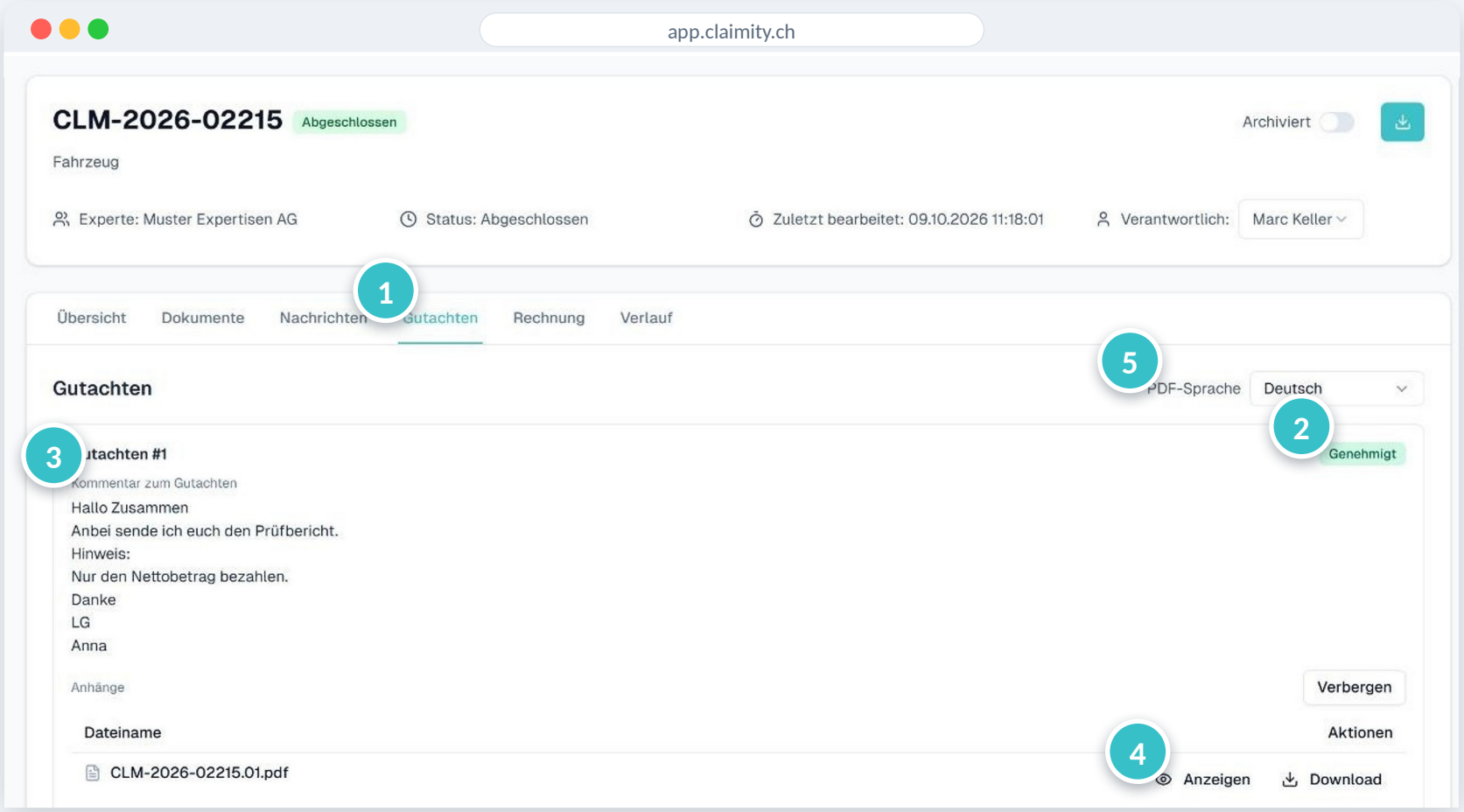
1 Tab «Reports»
All submissions of the expert for this case.

2 Status
For example Approved, with submission number.

3 Report comment
Notes from the expert, for corrections also the changes made.

4 View and download
Open or download the report directly.

5 PDF language
Choose the language for the export.



All reports at a glance

Menu «Reports»: all approved reports of your organisation, ideal for export and audit.

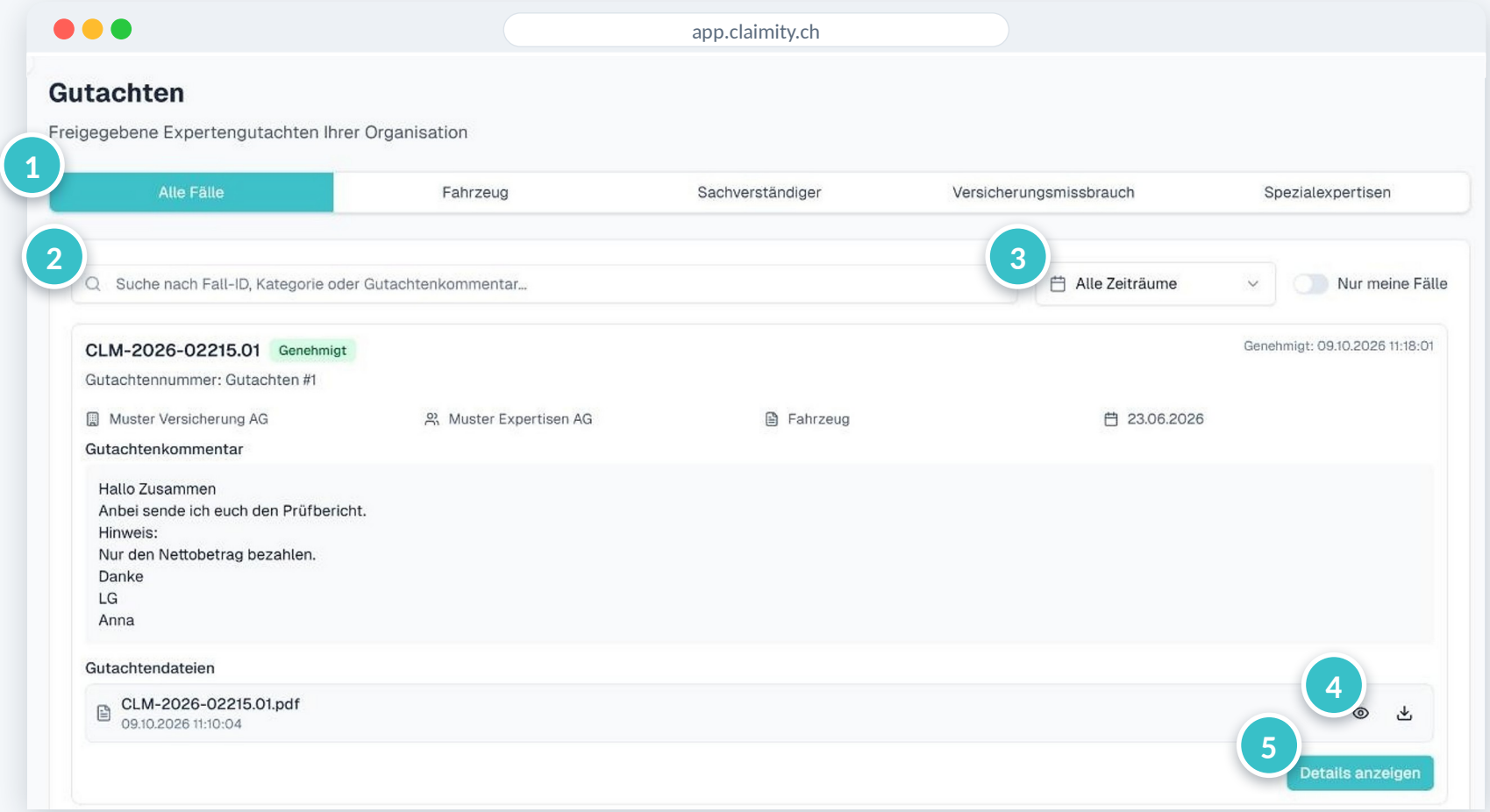
1 Categories
Vehicle, Loss adjuster, Insurance fraud, Special expertise.

2 Search
By case ID, category or report comment.

3 Period and «Only my cases»
Narrow down the list.

4 Report files
View or download.

5 «Show details»
Jumps to the related case.



04

Garages and administration

Garage network, policy terms and notifications

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Garages

The Claimity garage network with partner businesses across Switzerland.

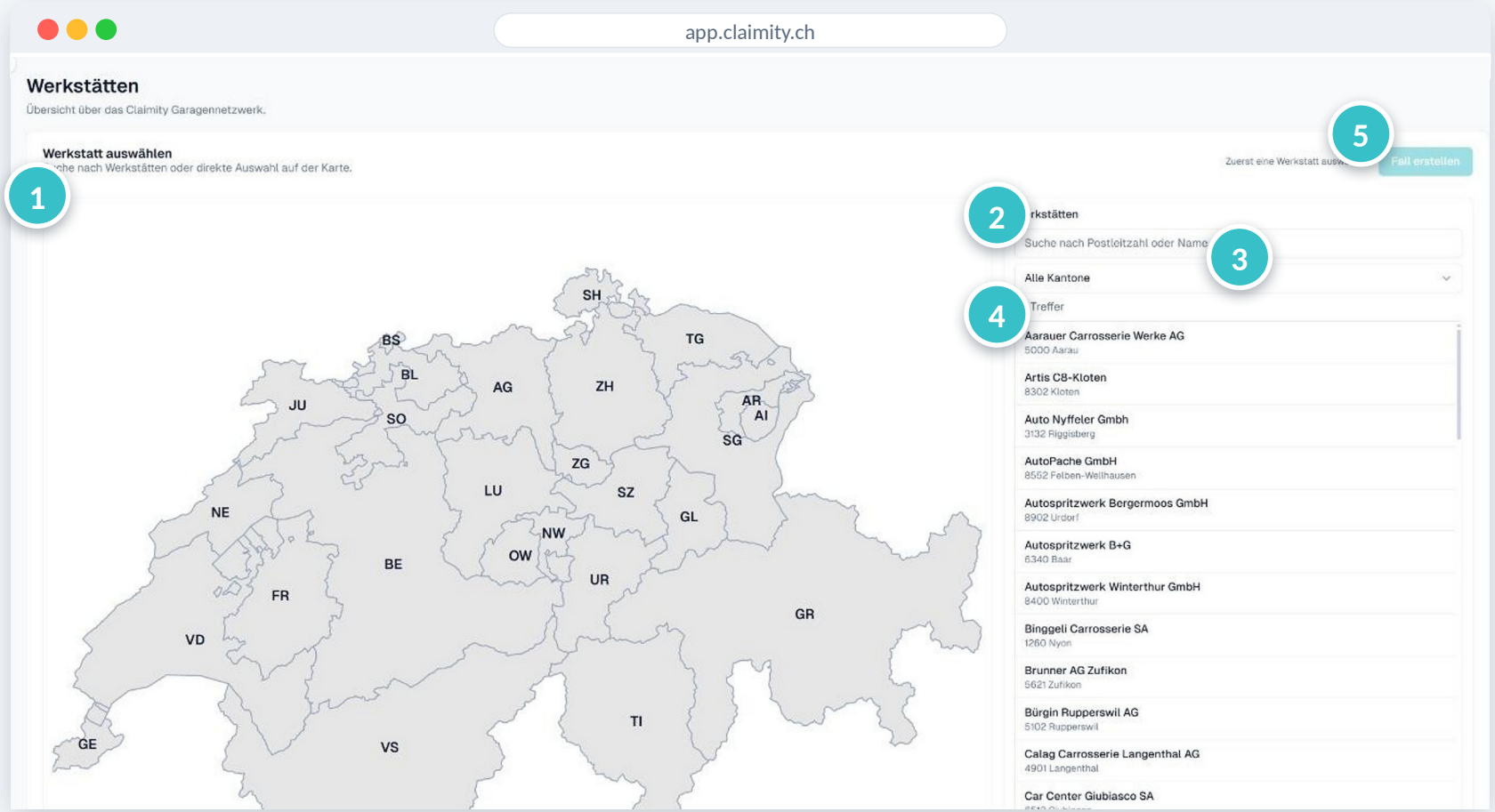
1 Map
Click a canton to filter the businesses.

2 Search
By postcode or name.

3 Canton filter
Alternative to the map.

4 Garage list
All results with location.

5 «Create case»
New case directly with the selected garage.



Policy terms

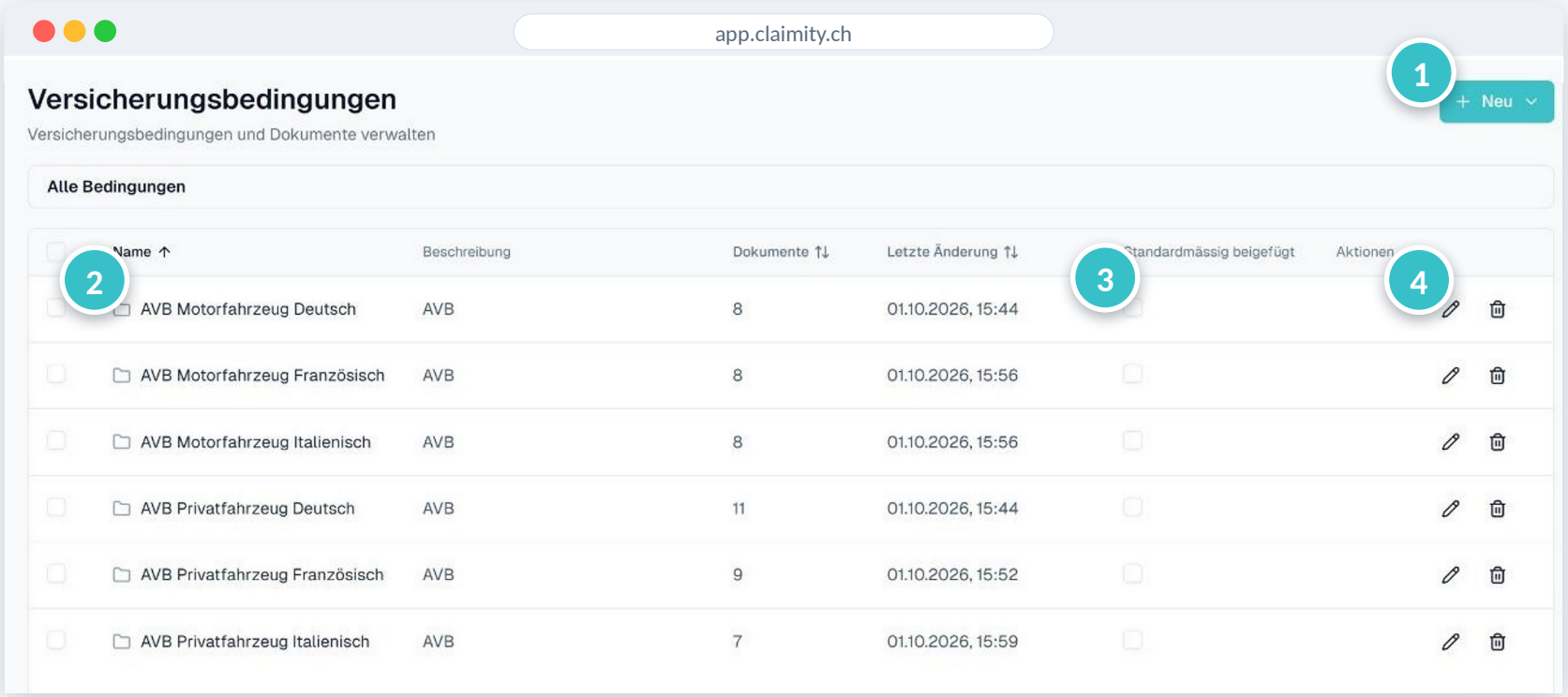
Store your policy terms once so experts can check cover and deductible directly.

1 «New»
Create a folder or upload documents.

2 Folders
For example per product and language.

3 «Attached by default»
The folder is automatically attached to new cases.

4 Edit or delete
Via the icons in the row.



Individual policy terms can also be selected in step 4 of the entry.

Manage notifications

Menu «Settings», tab «Messages». Under «Users & roles», admins invite staff.

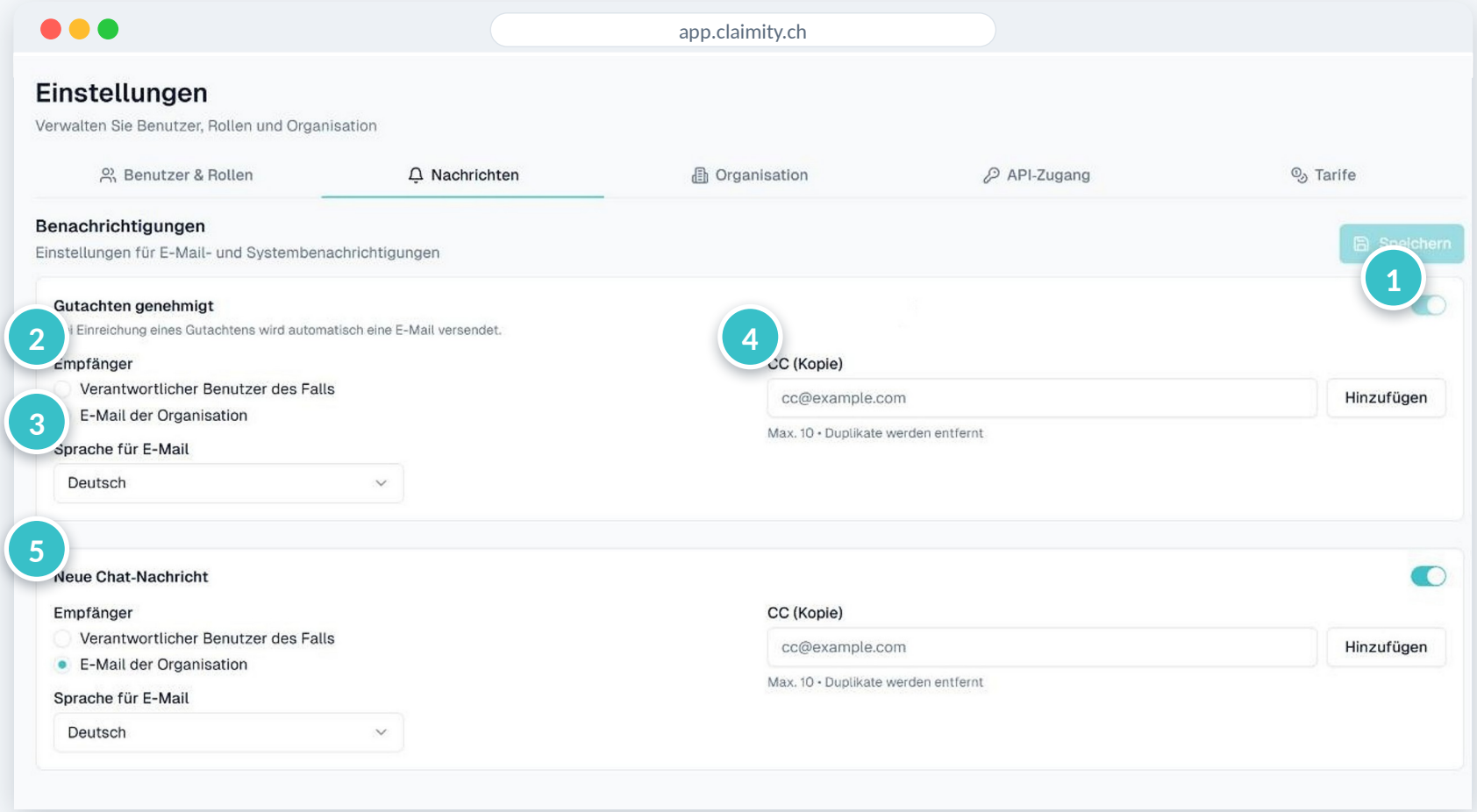
1 Report approved
Email as soon as a report is approved.

2 Recipient
Responsible person of the case or the organisation's email.

3 Language
Applies to emails sent to the organisation address.

4 CC
Up to ten additional recipients.

5 New chat message
Same settings for messages in the case chat.



COLLABORATION

Working well together

Six points to close your cases quickly and cleanly.

01

Enter completely

All mandatory fields and a clear account of events.

02

Meaningful documents

Photos, estimate or invoice and, if needed, the policy terms.

03

Responsible person

Set for each case in the «Responsible» field.

04

Questions in the case chat

Instead of email or phone, so that everything is documented.

05

Corrections via Claimity

After submission, report changes via «With Claimity».

06

Use notifications

So you never miss an approved report.

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Questions? We are happy to help.

Write to us directly in the case via «With Claimity» or use the contacts on the right.

Guides and frequently asked questions
docs.claimity.ch

Email
info@claimity.ch

Phone
+41 78 344 77 36

Platform
app.claimity.ch