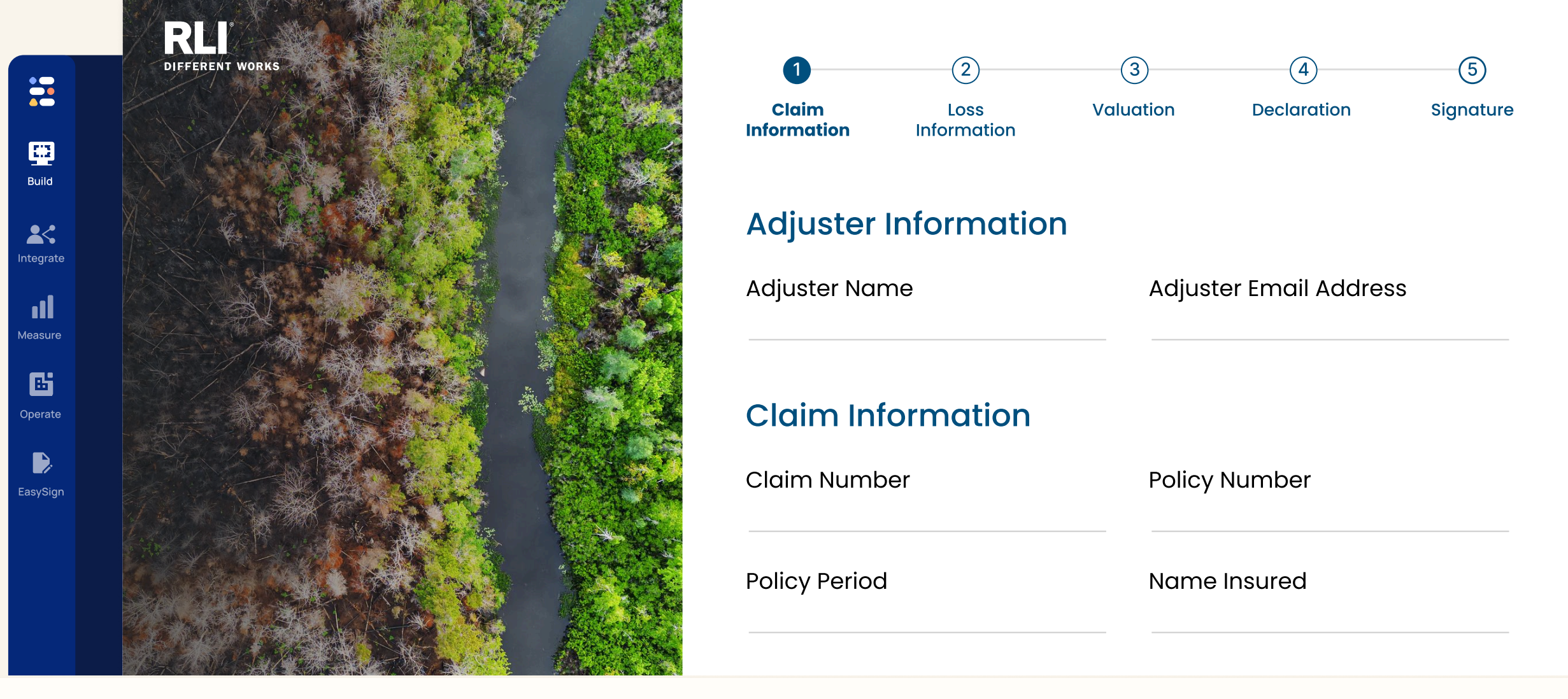


Customer story • RLI

# A rapid response to customers in a time of need

Digitizing part of their claims process made it easier for homeowners and renters to submit a Proof of Loss online.



RLI, a leading specialty insurance company, has provided homeowner and rental insurance to the Hawaii market for nearly 25 years. When major wildfires struck Maui in August 2023, RLI contacted EasySend to help rapidly digitize a portion of their claims process, making it easier for homeowners and renters to submit a Proof of Loss. With EasySend, RLI achieved full production in just two days.



Live in days



Easy online experience



Streamlined operations



Improved efficiency



Caitlin Hauk  
Senior Innovation Specialist

“EasySend helps us digitize processes in an easier and faster way to enhance our customers' experiences.”

## About



RLI Corp. (NYSE: RLI) is a US-based specialty insurance company that provides property, casualty, and surety bond products to individuals and businesses. The company provides deep underwriting expertise and superior service to customers nationwide, covering commercial and personal lines. RLI offers products through its insurance subsidiaries, such as RLI Insurance Company, Mt. Hawley Insurance Company, and Contractors Bonding and Insurance Company. All RLI's subsidiaries are rated A+ “Superior” by AM Best Company. RLI has paid and increased regular dividends for 48 consecutive years and delivered underwriting profits for 28 straight years. Learn more at RLI Corp.com.

### Industry

Insurance

### Founded in

1965

### Digital journeys

Specialty Commercial Insurance

Personal Lines

Surety Bonds

## Mission

### Simplify the Proof of Loss process

At RLI, the Proof of Loss process involved the adjuster sending out forms via email, which the insured had to print, sign, scan, and return to start the process and receive payment. When customers were facing the worst natural disaster in Hawaii's history, a cumbersome insurance process was the last thing they needed. That's when RLI knew they had to simplify the claims process to accommodate their distressed customers.

## Solution

### File claims digitally & pay online

EasySend Certified, the RLI team successfully digitized their Proof of Loss process in just two days. Since its launch, it has been much easier for RLI to pay insured parties online, eliminating the need to scan, print, and physically sign forms. Now, RLI has an easy and convenient way to report claims online, supporting customers when they need them the most.

## Digitizing the claims process

### Live in two days

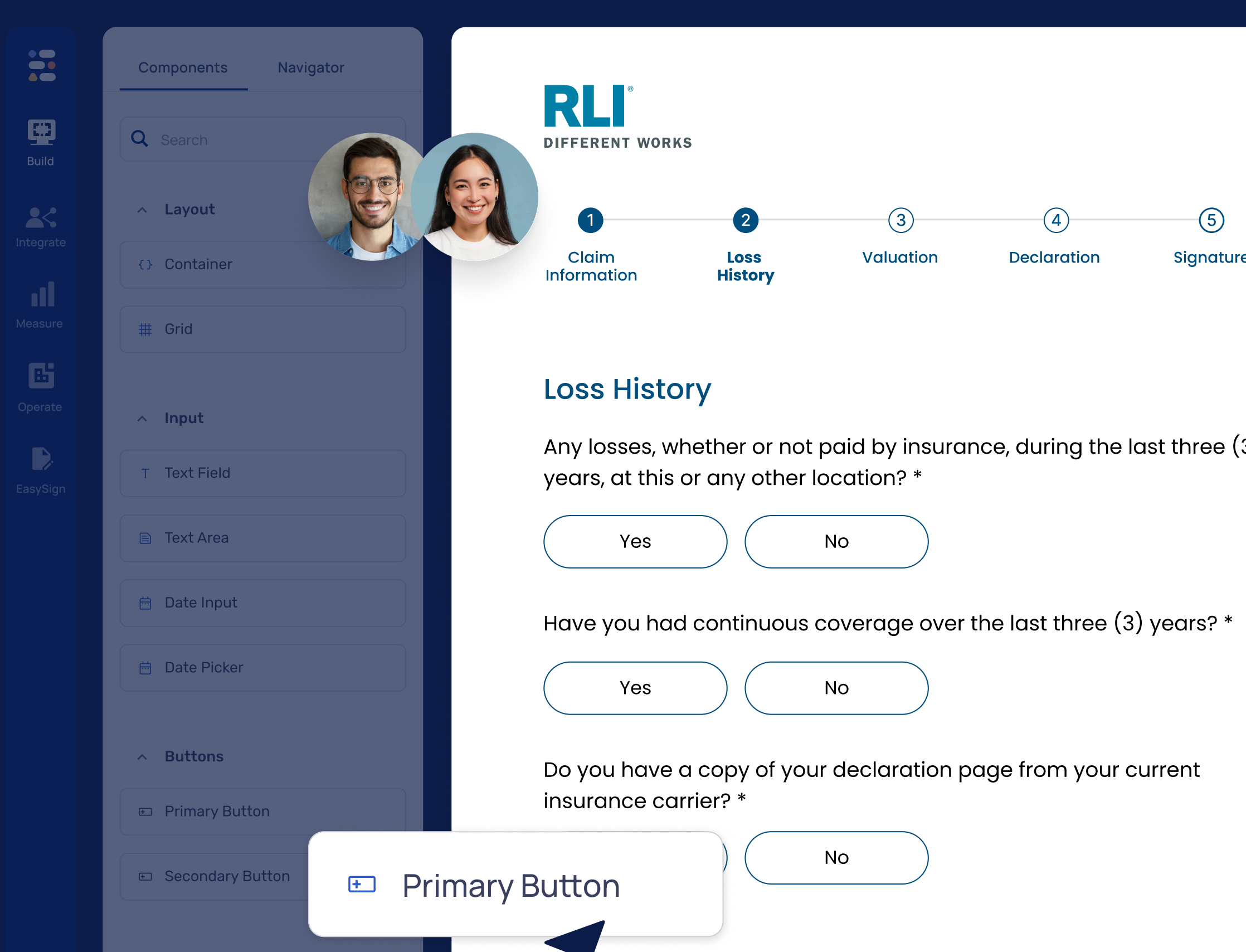
Trained on how to use EasySend, the RLI team built a digital Proof of Loss process in just two days.

### Streamlined operations

Receiving digital documentation makes it much easier and faster for RLI to evaluate claims and pay insured parties online.

### Easy online experience

Customers can now provide Proof of Loss online without the need to scan, print, physically sign, and mail forms.



## Partners since 2023

Initially introduced in 2023, EasySend is now leveraged in multiple business areas. Feedback suggests EasySend has improved processes for RLI customers, making insurance experiences easier.



## About EasySend

### EasySend is the missing layer to limitless self-service.

Our AI-powered digital platform makes it easy to plan, create, and manage personalized customer interactions across every channel, seamlessly connected to your business software. With our low-code suite of products – Journeys, DynamicDoc, EasySign, and Workflow Manager – you go beyond traditional forms to deliver thoughtful, dynamic, and efficient experiences that go far beyond traditional forms.

[Learn more](#)