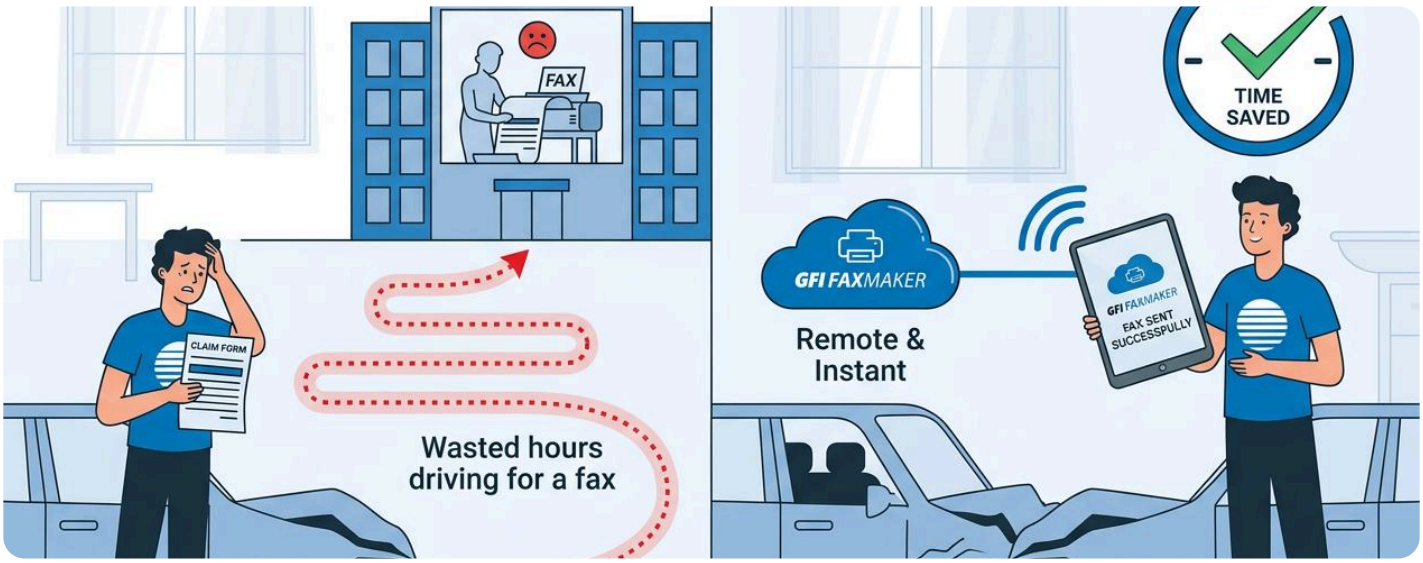
FaxMaker

USE CASE

Faxing from the Field

How remote insurance adjusters process claims

The situation



An insurance adjuster sits in a policyholder's kitchen in suburban Ohio, reviewing water damage from a burst pipe. The inspection is done, the claim form is signed, and the carrier's claims department needs it by fax before they can start processing payment.

In a traditional workflow, the adjuster drives 35 minutes back to the regional office, waits for the fax machine, sends the form, and logs the confirmation. The round trip takes over an hour. The actual faxing takes three minutes.

Across a team of 20 adjusters handling four to six site visits each per day, those return trips add up to thousands of hours per year spent driving instead of inspecting. Claimants wait longer. Backlogs grow. After a storm or flood event, the problem compounds rapidly.

The bottleneck is not the inspection. It is the fax.

How GFI FaxMaker solves this

Send from the field, instantly.

The adjuster opens GFI FaxMaker's web interface on his laptop, photographs the signed form, enters the carrier's fax number, and sends. The connection runs over HTTPS through the company's own on-premise server. A delivery confirmation arrives by email within minutes. She is driving to the next inspection before the old workflow would have had her halfway back to the office.

Or just use email.

The adjuster composes an email on her phone, addresses it to the carrier's fax number using GFI FaxMaker's email-to-fax format, and attaches the document. No new app. No training. It feels like forwarding a file to a colleague.

Receive faxes on the go.

When a carrier faxes back a coverage determination or documentation request, GFI FaxMaker routes it to the adjuster's email inbox as a PDF. She sees it between visits and can respond immediately instead of waiting until she is back at a desk.

Failed faxes surface instantly.

If a transmission fails, GFI FaxMaker retries automatically and alerts the adjuster on her phone if all attempts are exhausted. No fax sits in an office machine's retry queue for hours while a claimant wonders what happened.

The impact

A single adjuster reclaiming 45 minutes per day by skipping the office trip can fit one additional inspection into every morning. Across a 20-person team, that translates to roughly 75 extra inspections per week. During catastrophe response periods, that capacity difference is the gap between resolving claims in days versus weeks.

This pattern works beyond insurance

- **Home health nurses** faxing patient assessments and medication orders from the bedside instead of driving back to the clinic.
- **Building inspectors** transmitting violation notices and permits from the job site instead of returning to city hall.
- **Traveling sales reps** sending signed contracts from the client's office instead of carrying paperwork back to headquarters.
- In every case, the person in the field finishes the task at the point of contact instead of carrying it back to a machine.

GFI FaxMaker provides a secure HTTPS web interface accessible from any browser-equipped device within the network and it integrates with mail servers for email-to-fax capabilities.

For details, visit gfi.ai/faxmaker.

Ready to get started?

Request a free trial at gfi.ai or contact sales: sales@gfi.com.

Copyright © GFI USA, LLC, All rights reserved.