YueBot – a Smarter Law case study

Smarter Law elements

> Client engagement
> New product development
> Process improvement
> Digitisation
> Industry alignment

The challenge

Insurers – including IAG and Allianz – often face inflated claims for car hire following an accident. Some hire vehicles are provided on a credit-hire basis at rates up to 300% more than other market rates. The credit-hire company then sues the negligent party (insured by our clients) to recover the hire costs, which we've seen reach up to $70,000. This puts considerable pressure on our clients' bottom line and drives up insurance premiums.

To defend hire vehicle claims, we (and our clients) conducted manual, time-consuming searches each week to collect evidence of comparative rates for a wide range of vehicles across multiple Australian locations.

What Smarter Law delivered

$0 cost
Smarter Law solution

90 minutes
of lawyer/paralegal time saved weekly

45 locations
(up from 5)

More comprehensive and **better evidence** available to defend proceedings

The solution

To collect the evidence we use a comparison website, DriveNow, but as it does not support retrospective searches we save our weekly search results to Filesite to use when claims arise. This is a time consuming manual process.

Leigh Parker and Nicholas Simpson identified an opportunity to automate this process. Kevin Yue, from the CS team, rose to the challenge and created YueBot.

YueBot is our first use of robotic process automation for a #smarterlaw client solution. The bot directly interacts with the code in webpages and works dynamically on any display resolution. It conducts and saves these searches at the same time each day, using appropriate filters, and makes the data available to our team and clients through an app.

Smarter together

Hall & Wilcox Insurance team

Leigh Parker

Nicholas Simpson

Hall & Wilcox Client solutions team

Kevin Yue

Peter Campbell

Hall&Wilcox
smarter law