A claims experience built for trucking

Get back on the road quickly with a fast, modern claims process—powered by telematics and in-house experts.



Managed by in-house claims experts. Resolved faster with technology.

We use the latest in telematics, AI, and camera technology to expedite claim processing to minimize disruptions to your operations.



Faster resolutions

Stop waiting on claims. By using telematics and Al, our in-house Claims team closes claims **30% faster** than the average third-party adjuster.



Telematics reveals what really happened at the scene, enabling us to adjust claims fairly, exonerate drivers when they're not at fault, and get you paid faster.

Attentive support

Nirvana's in-house Claims team is there for all of your claims needs. Our 100% US-based team specializes in trucking ensuring you receive the highest and fastest level of service in the industry.



🕊 Phone

<u>1-888-383-8614</u> 7

All Claims Basic Information	Deview 0. Octowite		
Basic Information	Designed Costantit		
Loss Details	Review & Submit Please ensure all information as ac	curate before sumitting.	
 Review & Submit 	Basic Information <pre> Edit </pre>		
	Reporter Name	John Marlow	
	Reporter Email	johnmarlow@acmetrucking.com	
	Reporter Phone	(865)	
	Insured Name	Acme Insured	
	Agency Name	136	
	Policy Number	124,789	
	Line of Business	Auto Physical Damage	
	Notice Type	Claims	

Guaranteed response

48 business hours

Available resource

Accident kit 7



Know exactly where your case stands

Stay informed with proactive updates that keep you in the know about your case status.

On-demand updates

Check claim statuses anytime via the Safety Intelligence Platform or by phone

safety.nirvanatech.com 7

Weekly email updates

Receive a weekly email summarizing the status of all your open claims.

	NIRVANA Invite Dohannah Depp -	
	← All Claims Claim #NITNI23090051 Policy ID NISTK0001-24	
Inbox $- e^{\pi} \times$		
From: A claims@nirvanatech.com ~	Claim #NITNI23090051 Commercial Multiple Exposures	
Weekly Open Claims Update	⊙ Updated Yesterday	
Claim #9677297	Past Updates + ⁺ ₊ Generated by Nirvana AI	
Hi Daniel J.	 Claimant contact letter issued Oct 28 2024 Last week, we issued a formal contact letter to the claimant to advance our investigation. At this time, we have not received any reply from the claimant. We remain 	
Last week, we remitted partial payment on this claim to facilitate repairs. To complete this	attentive to any potential updates. Should the claimant remain unresponsive, we will evaluate further actions to address the claim.	
investigation, we are waiting for a response from the other parties involved but no response has	No Response to Claimant Letter - Monitoring Continues Oct 21 2024 A contact letter was dispatched to the claimant last week to facilitate our investigation.	
been received yet. We will keep you informed as we receive more information.	However, no response has been received. The claim remains under close monitoring, an we are prepared to assess alternative actions if the claimant does not respond within a reasonable timeframe.	
	Contact Letter Sent - Awaiting Claimant Response Oct 14 2024	

Prevent claims with Active Safety solutions

Combine cutting-edge safety monitoring technology with tenured safety managers to help reduce the severity and frequency of claims

Safety Intelligence Platform

Monitor FMCSA and telematics data, all in one place. Receive personalized, Al-powered safety recommendations.

Safety Services

Improve your safety and reduce your risk- our safety management team (with decades of experience in DOT compliance and safety management) is ready to help.

Frequently asked questions

Does Nirvana automatically submit claims generated from my telematics collision data?

No, Nirvana does not proactively create claims. If a collision occurs, you must submit a claim for your fleet using our 24/7 claims process via phone, email, or online.

Does Nirvana change my rate based on my safety performance?

Your rate is locked-in during your policy and won't change in the event of an accident or claim. Leveraging our safety tools will not affect your monthly payments, rather it allows you to monitor safety over time and receive the most fair rate for renewal.

Will using telematics to process my claim mean that a human won't be involved in my case?

No, we have a world-class Claims team that is involved with 100% of the claims reported to Nirvana (and available to speak with you if needed). Our Claims professionals specialize in trucking and use telematics only to help get your claim closed faster and get you paid faster.

What telematics data does Nirvana use for resolving claims?

For claims processing we use a variety of telematics data including: vehicle location, speed, & time stamps; VINs; odometer readings (Fleet only); and safety events (i.e. harsh braking, speeding, etc.). Additionally, we may use camera footage when necessary.

