

Feature DX: Digital Transformations in Society



Tokio Marine & Nichido Fire Insurance

Accident Claims Process Receives Good Design Award 2021

Tokio Marine & Nichido Fire Insurance has received the Good Design Award 2021, run by the Japan Institute of Design Promotion, for its “safe and comfortable accident resolving process offering the best mix of human support and digital technology” service provided by the company’s claims payment division. In making the award, the Good Design Award jury commended the way this “best mix” of human and digital removes customer anxiety and stress by using various digital tools in a seamless accident resolution from beginning to end, rather than placing the focus simply on improving internal business efficiency.



Tokio Marine & Nichido Fire Insurance staff are now able to get closer to customers using a digital model to provide comfortable touchpoints.



The website features an online claims resolution process developed with Metromile, Inc.



Mr. Hideto Kato
Tokio Marine & Nichido Fire Insurance

For more information about the Mitsubishi companies, see “mitsubishi.com”

■ <https://www.mitsubishi.com/en/>



The *Mitsubishi Monitor* is published by the Mitsubishi Public Affairs Committee

Marunouchi Nakadori Bldg., 2-3, Marunouchi 2-chome, Chiyoda-ku, Tokyo 100-0005, Japan
Phone: 81-3-5218-8660 Fax: 81-3-5218-8661

©2021 Mitsubishi Public Affairs Committee

Official Website ■ <https://www.mitsubishi.com/en/csr/mpac/monitor/>

