

How a national property carrier rebuilt its underwriting workflow for better and faster decisions

Commercial property underwriting on
Pibit AI Underwriting OS



■ CLIENT

US commercial property carrier with multi-billion-dollar gross written premium

■ PRODUCT DEPLOYED

Pibit AI Underwriting OS, from first broker email to indicative quote, plus portfolio management

■ LINE OF BUSINESS

Middle market, large and specialty property, including catastrophe-exposed risks

■ HEADLINE OUTCOMES

2x underwriter throughput, 70% faster quotes, and 95%+ of locations with complete COPE data at underwriter review

About the client

The client is a West Coast-headquartered carrier that writes upwards of a billion-dollar in commercial property GWP on a monoline basis across all 50 states. They worked with retail agents and wholesale brokers who expect fast, firm answers on complex schedules. They reviewed more than 100,000 submissions a year, and the biggest problem was how much of each underwriter's day went into getting the data right before any risk judgment could begin, further compounding into business metrics they wanted to optimize through better decision-making. Commercial property doesn't wait for a decision, and a single account can carry hundreds of locations, each with its own construction, occupancy, protection and hazard profile.

The challenge

Underwriting leaders traced the bottleneck to three places.

The schedule

Statements of values arrived in various formats, including spreadsheets, broker templates and scanned PDFs, and sometimes all three for one account. Locations had to be standardized, construction and occupancy codes reconciled, addresses Geo-coded and gaps chased down. On large schedules, that preparation took days.

The research

Hazard scores, property characteristics, inspection findings, loss history and catastrophe model outputs lived in dozens of separate systems and sources. Each underwriter pulled them together by hand, one account at a time.

The queue

With no reliable way to tell a strong account from a marginal one on arrival, submissions were worked first come, first served. Preferred business sometimes waited behind risks the carrier would never write.

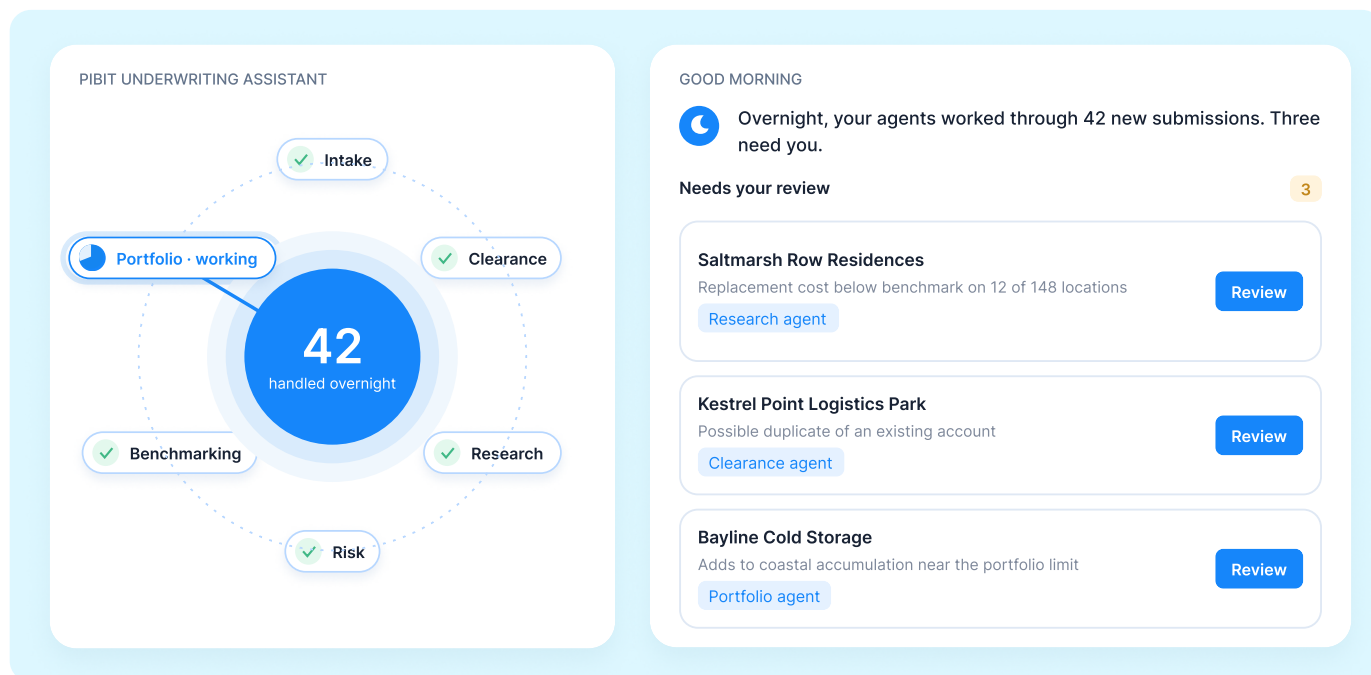
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The solution

The carrier explicitly wanted one operating layer that could run the underwriting workflow, follow its own guidelines and appetite, and leave every pricing and underwriting decision with its people, rather than relying on separate point solutions.

Pibit AI Underwriting OS became that layer. Configured to the carrier's property guidelines, authority levels and portfolio targets, it connects to the existing policy administration, rating, catastrophe modeling, CRM and document management systems through APIs, so the core stack stays where it is.



Inside the workflow

First contact

As soon as a broker submits, Pibit's agents confirm the package is complete, request missing items from the broker, test the account against appetite and screen it for duplicates and existing relationships.

Schedule intelligence

Agents normalize construction, occupancy, protection and exposure data, Geo-code every location, and enrich each one with third-party property and hazard data. Values that look implausible are flagged for review.

Triaging and prioritization

Agents assess each submission against the carrier's underwriting guidelines, the current shape of its property portfolio and the strength of the relationship with the producing agency to move right accounts to the front of the queue for analysis.

The first look

Each account opens with a written assessment of the risk, the signals driving it and where each one came from. The assessment is measured against the carrier's guidelines and benchmarked against similar accounts the carrier has already quoted and bound.

Pricing support

Validated exposure data feeds the carrier's rating engine directly, with no rekeying. Underwriters get pricing scenarios, insurance-to-value checks and an indicative quote to review.



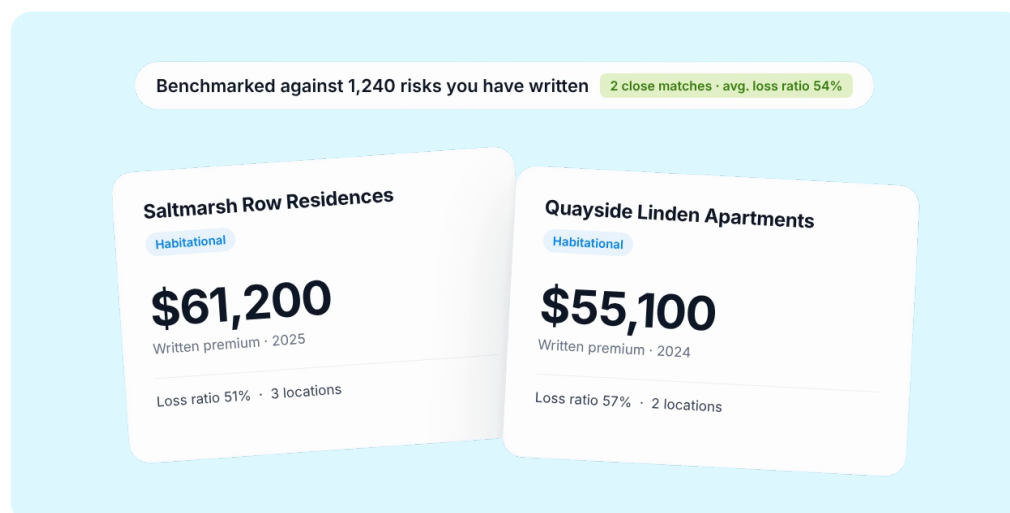
Property underwriting lives and dies on exposure data. Pibit gives our underwriters a clean, enriched schedule and a clear read on every account before they start, including how it compares to what we've already written and what it does to our aggregates. We quote faster, we price catastrophe risk with more conviction, and our underwriters spend their judgment where it counts.

SVP and Chief Underwriting Officer

The portfolio lens

Before a decision, underwriters see how the account changes accumulation in catastrophe-exposed zones and moves the book against its targets by region, occupancy, and program, among other critical factors.

At each instance, governance runs through all of it, and all values carry their provenance. Likewise, every edit, override, and model version is logged in real time.



What changed for the business

Sharper pricing on catastrophe-exposed risk

More complete COPE data and routine insurance-to-value checks mean rates rest on better information, which matters most on the accounts where catastrophe exposure is concentrated.

Growth without matching cost

Underwriting capacity has doubled. The carrier has taken on 43% more submissions since deployment without expanding its underwriting team, which changes how it can approach new segments and producers. At the same time, more time is spent on judgment than on data collection, and the team now spends 80% less time preparing SOVs.

A better broker experience

Large schedules that once sat for days now come back with a quote in hours, and preferred business reaches underwriters first.

Aggregation is managed as decisions are made

Catastrophe accumulation is visible on every account at the moment of decision, not in a quarterly review.

Looking forward

With the OS running across its property book, the carrier is turning Pibit's portfolio view into a growth tool. It is using it to steer new business toward target segments and to extend the same discipline to additional property programs and adjacent commercial lines.

RESULTS:

BUSINESS PERFORMANCE

2x

throughput per underwriter

70%

reduction in time to quote

95%+

of locations with complete COPE data at underwriter review, up from 60%



Pibit is the AI Underwriting OS company for commercial, specialty, and E&S insurance. Pibit's agents run underwriting from submission to quote, so underwriters spend their time only on the decisions that matter. Insurers can start with one module or take the complete offering. Pibit works with 50+ carriers and MGAs across 10+ lines of business and is headquartered in the Bay Area, California. For details, visit pibit.ai.

The fastest path from submissions to better decisions

Reach out at socials@pibit.ai
or schedule a demo

