



**Automating Insurance
Compliance for Arbor,
NYSE listed CRE Lender**

Case Study

Best Document AI solution that comes with pre-trained APIs a CRE lender needs.

“Amongst others, the biggest advantage of partnering with Docsumo is the data capture accuracy they’re able to deliver. We’re witnessing a 95%+ STP rate, that means we don’t even have to look at risk assessment documents 95 out of 100 times, and the extracted data is directly pushed into the database.”

Howard Leiner

CTO

 ARBOR



Insurance Compliance Automation For Arbor

Industry	Client Background
Commercial Real Estate	Arbor Realty Trust, Inc. is a real estate investment trust and direct lender , providing loan origination and servicing for multifamily, seniors housing, healthcare and other diverse commercial real estate assets all across the United States.
Division	
Technology	
Location	Challenge
USA	
Employees	<ul style="list-style-type: none">For underwriting and risk assessment, Arbor needs to process Acord 25, Acord 28, and Flood certificates.
500+	<ul style="list-style-type: none">The challenge for the client is to be able to scan and extract data from semi-structured and unstructured forms without any error and feed it into the database.
Use Case	<ul style="list-style-type: none">Processing documents manually and extracting data from a single form can take up to 30 minutes with a possible manual error rate of up to 20%. In addition the client needs to perform quality checks to ensure data accuracy that adds to the processing cost and time.
Insurance Compliance	<ul style="list-style-type: none">The challenge is to ensure quicker processing time, ideally not more than 30 seconds per document without compromising the accuracy.
Type of Documents	
Acord 25	
Acord 28	
Flood Certificate	

ACORD 25 Form



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/14/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Insurance Services West, Inc. Portland Oregon Office 851 SW 6th Avenue Suite 385 Portland OR 97204-1309 USA	CONTACT NAME: PHONE (A/C. No. Ext): (503) 224-9700 FAX (A/C. No.): (503) 295-0923	
	E-MAIL ADDRESS:	
INSURED RLC Industries Co., Roseburg Forest Products Co., Scott Timber Co., Roseburg Resources Co., Roseburg Forest Products South Limited Partnership 3660 Gateway St. Springfield OR 97477 USA	INSURER(S) AFFORDING COVERAGE	
	INSURER A:	Liberty Insurance Corporation NAIC # 42404
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER:** 570079241946 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Loggers Broad Form <input type="checkbox"/> Property Damage \$2M/\$4M Agg GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			TB7661067089039	11/01/2019	11/01/2020	EACH OCCURRENCE \$2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$1,000,000 MED EXP (Any one person) \$5,000 PERSONAL & ADV INJURY \$2,000,000 GENERAL AGGREGATE \$4,000,000 PRODUCTS - COMP/OP AGG \$4,000,000
A	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS7661067089029	11/01/2019	11/01/2020	COMBINED SINGLE LIMIT (Ea accident) \$1,000,000 BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)
	<input type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE
	<input type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT

570079241946

Certificate No :

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Named Insured is extended to Include: RLC Industries Co., Roseburg Forest Products Co., Scott Timber Co., Roseburg Resources Co., Roesburg Forest Products South Limited Partnership.

CERTIFICATE HOLDER RLC Industries Co. 3660 Gateway St. Springfield OR 97477 USA	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

©1988-2015 ACORD CORPORATION. All rights reserved
 The ACORD name and logo are registered marks of ACORD

ACORD 28 Form

RIHOUSIN

ACORD™ EVIDENCE OF COMMERCIAL PROPERTY INSURANCE		DATE (MM/DD/YYYY) 08/14/2014
THIS EVIDENCE OF COMMERCIAL PROPERTY INSURANCE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE ADDITIONAL INTEREST NAMED BELOW. THIS EVIDENCE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS EVIDENCE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE ADDITIONAL INTEREST.		
PRODUCER NAME, CONTACT PERSON AND ADDRESS Aon risk Insurance Services West, Inc. Portland Oregon Office 851 SW 6th avenue Suit 385 Portland OR 97204 - 1309 USA	PHONE (A/C, No, Ext): (503) 763 - 8292	COMPANY NAME AND ADDRESS ABC Industries Portland Oregon Office 880 SW 6th avenue Portland OR 97204 - 1406 USA NAIC NO: 28292
FAX (A/C, No): E-MAIL ADDRESS: Abc@gmail.com	CODE: 2809 AGENCY CUSTOMER ID #: Abc@gmail.com	IF MULTIPLE COMPANIES, COMPLETE SEPARATE FORM FOR EACH
CONTACT PERSON AND ADDRESS Pro	SUB CODE: B07	POLICY TYPE Commercial Property Rental
ADDITIONAL NAMED INSURED(S)	LOAN NUMBER 452638213912097237382	POLICY NUMBER TB763912894702388273
	EFFECTIVE DATE 08/14/2014	EXPIRATION DATE 08/14/2024
	CONTINUED UNTIL TERMINATED IF CHECKED	
	THIS REPLACES PRIOR EVIDENCE DATED:	

PROPERTY INFORMATION (Use REMARKS on Page 2, if more space is required) BUILDING OR BUSINESS PERSONAL PROPERTY

LOCATION/DESCRIPTION

THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS EVIDENCE OF PROPERTY INSURANCE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

COVERAGE INFORMATION	PERILS INSURED	BASIC	BROAD	SPECIAL	DED:
COMMERCIAL PROPERTY COVERAGE AMOUNT OF INSURANCE: \$					
	YES	NO	N/A		
<input type="checkbox"/> BUSINESS INCOME <input checked="" type="checkbox"/> RENTAL VALUE	x				Actual Loss Sustained; # of months
BLANKET COVERAGE	x				If YES, indicate value(s) reported on property identified above: \$
TERRORISM COVERAGE		x			Attach Disclosure Notice / DEC
IS THERE A TERRORISM-SPECIFIC EXCLUSION?					
IS DOMESTIC TERRORISM EXCLUDED?					
LIMITED FUNGUS COVERAGE		x			If YES, LIMIT: DED:
FUNGUS EXCLUSION (IF "YES", specify organization's form used)					
REPLACEMENT COST	x				
AGREED VALUE	x				
COINSURANCE		x			If Yes, %
EQUIPMENT BREAKDOWN (If Applicable)	x				If YES, LIMIT: DED:
ORDINANCE OR LAW - Coverage for loss to undamaged portion of bldg	x				
- Demolition Costs	x				If YES, LIMIT: DED:
- Incr. Cost of Construction	x				If YES, LIMIT: DED:
EARTH MOVEMENT (If Applicable)	x				If YES, LIMIT: DED:
FLOOD (If Applicable)	x				If YES, LIMIT: DED:
WIND/HAIL (If Subject to Different Provisions)	x				If YES, LIMIT: DED:
PERMISSION TO WAIVE SUBROGATION IN FAVOR OF MORTGAGE HOLDER PRIOR TO LOSS	x				

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

ADDITIONAL INTEREST

<input checked="" type="checkbox"/> MORTGAGEE	<input type="checkbox"/> CONTRACT OF SALE	LENDER SERVICING AGENT NAME AND ADDRESS Aon risk Insurance Services West, Inc. Portland Oregon Office 851 SW 6th avenue Suit 385 Portland OR 97204 - 1309 USA
<input type="checkbox"/> LENDERS LOSS PAYABLE		
NAME AND ADDRESS		AUTHORIZED REPRESENTATIVE

ACORD 28 (2009/12)

S 1284

Page 1 of 2

© 2003-2009 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

JDW

Flood Certificate

U.S. DEPARTMENT OF HOMELAND SECURITY
Federal Emergency Management Agency
National Flood Insurance Program

OMB No. 1660-0008
Expiration Date: November 30, 2022

ELEVATION CERTIFICATE

Important: Follow the instructions on pages 1–9.

Copy all pages of this Elevation Certificate and all attachments for (1) community official, (2) insurance agent/company, and (3) building owner.

SECTION A – PROPERTY INFORMATION				FOR INSURANCE COMPANY USE	
A1. Building Owner's Name ABC Industries				Policy Number: TB6732482247347643	
A2. Building Street Address (including Apt., Unit, Suite, and/or Bldg. No.) or P.O. Route and Box No. 851 SW 6th avenue Suit 385				Company NAIC Number: 47643	
City Portland		State Oregon		ZIP Code 97204 - 1309	
A3. Property Description (Lot and Block Numbers, Tax Parcel Number, Legal Description, etc.) Commercial Building , 10 floors					
A4. Building Use (e.g., Residential, Non-Residential, Addition, Accessory, etc.) Commercial					
A5. Latitude/Longitude: Lat. _____ Long. _____ Horizontal Datum: <input type="checkbox"/> NAD 1927 <input type="checkbox"/> NAD 1983					
A6. Attach at least 2 photographs of the building if the Certificate is being used to obtain flood insurance.					
A7. Building Diagram Number t67134					
A8. For a building with a crawlspace or enclosure(s):					
a) Square footage of crawlspace or enclosure(s) 16000 sq ft					
b) Number of permanent flood openings in the crawlspace or enclosure(s) within 1.0 foot above adjacent grade 16					
c) Total net area of flood openings in A8.b 1600 sq in					
d) Engineered flood openings? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
A9. For a building with an attached garage:					
a) Square footage of attached garage 16000 sq ft					
b) Number of permanent flood openings in the attached garage within 1.0 foot above adjacent grade 10					
c) Total net area of flood openings in A9.b 1000 sq in					
d) Engineered flood openings? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No					
SECTION B – FLOOD INSURANCE RATE MAP (FIRM) INFORMATION					
B1. NFIP Community Name & Community Number ABC Community			B2. County Name Oregon		B3. State Oregon
B4. Map/Panel Number GGS637	B5. Suffix	B6. FIRM Index Date 08/14/2014	B7. FIRM Panel Effective/ Revised Date 08/30/2014	B8. Flood Zone(s) B4	B9. Base Flood Elevation(s) (Zone AO, use Base Flood Depth)
B10. Indicate the source of the Base Flood Elevation (BFE) data or base flood depth entered in Item B9: <input type="checkbox"/> FIS Profile <input type="checkbox"/> FIRM <input checked="" type="checkbox"/> Community Determined <input type="checkbox"/> Other/Source: _____					
B11. Indicate elevation datum used for BFE in Item B9: <input type="checkbox"/> NGVD 1929 <input checked="" type="checkbox"/> NAVD 1988 <input type="checkbox"/> Other/Source: _____					
B12. Is the building located in a Coastal Barrier Resources System (CBRS) area or Otherwise Protected Area (OPA)? <input type="checkbox"/> Yes <input type="checkbox"/> No Designation Date: 08/30/2014 <input type="checkbox"/> CBRS <input checked="" type="checkbox"/> OPA					

FEMA Form 086-0-33 (12/19)

Replaces all previous editions.

Form Page 1 of 6

Docsumo Solution



Ingest

API based direct integration to a number of document stores that allows Acord 25 & Acord 28 and Flood certificates uploads into Docsumo platform.



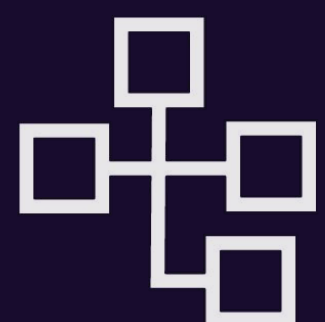
Pre-process

Inbuilt document pre-processors split, stitch and crop documents, reduce noise and improve text clarity.



Text Extraction

OCR module is optimized to extract text at the highest possible accuracy from a majority of documents with varying fonts, image quality, and resolution.



Intelligent Categorization

Proprietary NLP based classification framework is trained to categorize key value pairs and line items.



Data Validation

A rule-based validation engine applies contextual data validation and correction algorithms on extracted data.



Integrate

Easily integrates into client's software via APIs.

Results

10x

Faster Processing time of unstructured Data.

95 % +

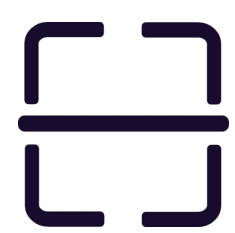
Touchless processing using smart validation rules.

99% +

Accuracy by automating workflow end to end.

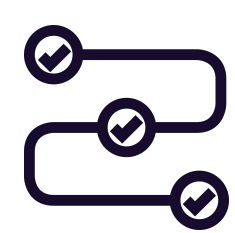
About Docsumo

Established in 2019, Docsumo is a Document AI startup that automates document workflow for enterprises. We help enterprises convert unstructured documents to accurate data for automated decision making. Beyond data capture, Docsumo provides document specific analytics and fraud detection. Docsumo is backed by Techstars, Better Capital and Barclays Investments.



Document Capture

Capture data from any document in real time with 99% accuracy.



Workflow Automation

Implement human-in-the-loop review process along with smart validation checks.

fx

Analytics

Get key attributes based on extracted data to automate decision making

Contact Us



Rushabh Sheth

Co-founder & CEO

rushabh@docsumo.com

+91-989-263-2246



Bikram Dahal

Co-founder & CTO

bikram.dahal@docsumo.com

+91-996-992-5087