

REWIND MOBILE™

Digital claims management for smartphones, tablets and wearables

Rewind Mobile handles phone claims from first report to closed case. The customer manages the claim in a digital portal. The insurer gets 100% claims verification, less administration and measurable sustainability data.

Fully digital customer journey

Tailored to your brand

100% claims verification

Why companies choose Rewind Mobile

Fully digital customer journey

The customer manages their claim in a modern portal with clear choices and real-time status.

Tailored to your brand

The app is customised with your colours, logo and customer communication.

100% claims verification

Mandatory hand-in reduces errors and deters fraud.

Around 30% fewer payouts

Mandatory claims verification gives the customer a moment to reconsider. Nearly a third close their claim themselves before any payout is made.

What's included

- Customer contact
- Logistics solutions
- Damage inspection / verification
- Compensation processes
- Customer-journey portal
- Reuse first
- Recycling when reuse is not possible
- Reporting documentation
- Sustainability data

How the process works

The process is designed to make phone claims simple, traceable and efficient. The policyholder guides themselves through a clear digital journey while the insurer gets control, lower costs and better data back.

- 1 Claim reported** — The claim is registered and basic information collected.
- 2 Customer chooses in the portal** — The customer selects the action, shipping method and how the claim should be handled.
- 3 Damage inspection** — The device is verified and assessed for condition, function and value.
- 4 Logistics & receiving** — The device is sent in, received and registered in the flow.
- 5 Decision & compensation** — Repair, replacement device or cash compensation is arranged.
- 6 Reuse / recycling** — Handed-in devices are reused, refurbished or recycled.
- 7 Reporting & analysis** — Results, sustainability data and follow-up delivered back.

Who it's for

Insurers

Lower claims costs and less administration.

Policyholders

Fast, clear and flexible help throughout the claim.

Partners & repair shops

A structured inflow and a traceable process.

How to get started

No IT project, no start-up cost — the road from agreement to the first handled claim is weeks, not months.

- 1 Agreement & design** — We set up the portal in your brand — your colours, your logo and your customer communication — and define the flows together with you.
- 2 Live within weeks** — The portal is standalone and requires no integration to start. If you want to connect it to your case system, we do that when you are ready.
- 3 Ongoing operation & reporting** — Your customers manage their claims in the portal. You receive regular reporting with outcomes, costs and avoided CO₂e emissions per claim.

Risk-free to start

No start-up cost or licence fee — the set-up is tailored to your volumes. Book a demo and we will put together a concrete proposal.

FAQ

What does Rewind Mobile cost?

There is no start-up cost or licence fee. The set-up is tailored to your volumes and flows — book a demo and we will put together a concrete proposal.

How quickly can we get started?

Typically within a few weeks of a signed agreement. The portal is set up in your brand and can start receiving claims without any IT project.

Is integration with our case system required?

No, not to start — the portal works standalone. If you want to connect it more deeply to your case system, that can be done when you are ready.

Next step — book a demo

We will show you your own data: costs, outcomes and sustainability reporting.

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