

handdii Pty Ltd - Property insurance repairs made easy

Last Updated: 21 April 2020

Kathryn Wood and Christie Downs are Co-Founders of handdii Pty Ltd, a Victorian start-up created to address the issues of property insurance claims, and what a big 2019 handdii has had!



handdii Co-Founders: Christie Downs and Kathryn Wood

handdii was founded in 2018 and launched in March 2019 in Melbourne. They have been able to expand handdii's contractor network into Adelaide, Sydney, Auckland (NZ) and Dallas Fort Worth in Texas (USA) with over 500 contractors now on board. In one year they have expanded into 2 more countries and doubled the number of contractors on board the platform.

Kathryn and Christie have extensive experience in property insurance claims. Their domain knowledge, deep understanding of property claims and industry credibility has positioned the pair well to create a product and business solution to address the specific pain points of the insurance property repair sector.

Their vision for handdii is to be a multinational business connecting millions of local contractors to help millions of homeowners with their property insurance claims - especially small claims.



We all recognise the future is all about customer experience, and in property claims the person that turns up on your doorstep to repair your home is ultimately fulfilling the promise of your insurance company.

— Kathryn Wood, Co-Founder, handdii Pty Ltd

The claim repair process for property claims is cumbersome, has multiple stakeholders, lacks transparency and is unnecessarily complex. This has resulted in property claim repair costs per policy increasing by 412% - indexed against 2001 costs. The problem of escalating property claims is a world-wide problem and handdii delivers a universal solution. handdii has already connected with insurance carriers in other regions all wanting to fix the problem.

2019 Achievements

- handdii have achieved outstanding results with a premier pilot insurance company including
 - Contractor pairing with customers within 4 minutes
 - Repair lifecycle reduced by 50%
 - Customer star rating average of 4.8 out of 5 stars
 - Reducing customer enquiries relating to the claim from 4.8 inbound calls to 1.2.
 - 15% reduction in average claims cost
- Selected and participated in industry leading insurance accelerator - Hartford InsurTech Hub (USA) from February to April 2019
- Closed \$1.5M Seed Capital raise in July 2019 attracting strategic investors Greenlight Re and Scale Investors
- Secured pilot partnerships with insurance companies representing 38% total AU market share
- Commenced pilot in August 2019 with New Zealand insurance company
- Secured pilot with USA insurer in Texas with November 2019 go-live
- Accepted for Austrade Landing Pad San Francisco February 2020

How the Government has helped

The Accelerating Commercialisation Program demonstrates Australian Government support for innovation and the company was awarded a grant of \$255,987 in December 2018 to commercialise this product and achieve significant claims cost savings for insurance companies helping to keep property insurance premiums affordable for all Australians.

This was such a successful first stage that handdii have been awarded a second Accelerating Commercialisation Grant of \$550,000 in 2020 to continue commercialisation of their property software platform.

“handdii has the opportunity to have a positive impact on millions of Australians by helping to make property insurance repair quicker and easier – government support has improved our speed to market,” says Kathryn.

“Our Commercialisation Adviser Joe Barber has become a business mentor. His business and tech expertise and advice has offered great perspective and counsel for us in this commercialisation phase,” adds Christie.
