



Mutual of Enumclaw Selects Kyber to Elevate Claims Communication Experience for Members

The mutual insurer will implement Kyber's AI-native correspondence platform to modernize their claims communications with purpose-built tools for claims teams.

NEW YORK, NY, UNITED STATES, August 27, 2026 /EINPresswire.com/ -- Mutual of Enumclaw (MOE), a mutual regional insurer specializing in personal, business, farm, and ranch coverage in the Northwest has selected [Kyber](#), the AI-native claims correspondence management platform. This system will modernize claims communications as part of a continued investment in technology that supports more efficient claims operations and an even better experience for members.

Through the partnership, Mutual of Enumclaw will implement Kyber's end-to-end correspondence platform to streamline how claims communications are created, reviewed, approved, and delivered. Purpose-built for property and casualty insurance, Kyber brings together configurable workflows, template management, governance, integrations, AI-powered document generation, and multi-channel delivery in a single platform, giving claims teams modern tools to communicate with greater speed, consistency, and confidence.

"How we communicate with members during a claim is an important part of how we take care of them," said Bob Otis, President and CEO of Mutual of Enumclaw. "We wanted technology that works the way our claims teams work—giving them the flexibility to adapt and improve while making it easier to stay connected with members. Kyber gives us that opportunity and supports our commitment to making the claims experience as easy and responsive as possible."

The partnership reflects Mutual of Enumclaw's continued investment in advancing its operations while maintaining the high standards of quality, consistency, and service expected by its members and agency partners. As technology continues to reshape the claims landscape, Mutual of Enumclaw is investing in purpose-built solutions that equip claims professionals with better tools while creating a stronger foundation for future innovation.

"The way insurers communicate with policyholders has changed dramatically over the past decade. Regulations have evolved, customer expectations have evolved, and claims teams have evolved. It was time for the technology supporting those communications to evolve too," said Arvind Sontha, CEO and Co-founder of Kyber. "Mutual of Enumclaw recognized the opportunity

to modernize claims correspondence with technology built specifically for today's claims operations, and we're proud to partner with them as they continue investing in their teams and member experience."

Mutual of Enumclaw joins a growing number of property and casualty insurers selecting Kyber to modernize claims communications as part of broader claims transformation initiatives.

About Kyber

Kyber is a Y Combinator backed AI startup delivering the fastest way for claims teams to generate, review, and send claim forms and letters. Instead of spending hours drafting notices, adjusters get fully formatted, high quality drafts in seconds. By eliminating manual work, Kyber reduces time adjusters spend drafting by 65% and total letter cycle time by 5x, ensures every notice meets compliance standards, and keeps communications consistent. With dynamic templates and configurable review rules, Kyber ensures that every claim notice is consistent, compliant, and ready for adjusters to finalize. Headquartered in New York, New York, Kyber is transforming claims processes across the insurance industry. Learn more at askkyber.com and connect with us on [LinkedIn](#).

About Mutual of Enumclaw

Mutual of Enumclaw (MOE) is a Washington-based regional insurer specializing in personal, business, and farm and ranch coverage. For 128 years, MOE has remained committed to being a successful mutual insurer serving the families, farms and businesses of the Northwest. Headquartered in Enumclaw, Washington, MOE employs 358 team members who support agents and members through competitive products, strong partnerships, and a focus on long-term success.

Media Contact

Brett McKenzie
Principal Strategist & Founder
CoVerse Communications

Brett@coversecomms.com
773-294-9724

Anna Conger
Kyber
+1 919-810-7581
[email us here](#)

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