

opsdog

WORKFLOW

INSURANCE

Property & Casualty Claims

BPMN 2.0 FORMAT

The OpsDog Financial Services Hierarchy

- Insurance
- Banking
- Broker Dealer
- Investment/Asset Management
- Consumer Finance
- Agency Operations
- New Business Processing
- Underwriting
- In-Force Customer Service
- Claims**
 - Property & Casualty Claims
- Case Management/Settlements
- Actuarial
- Investments

www.OpsDog.com | info@OpsDog.com | Phone: 201.526.1200 | www.TheLabConsulting.com

Property & Casualty Claims: Workflow

Claims

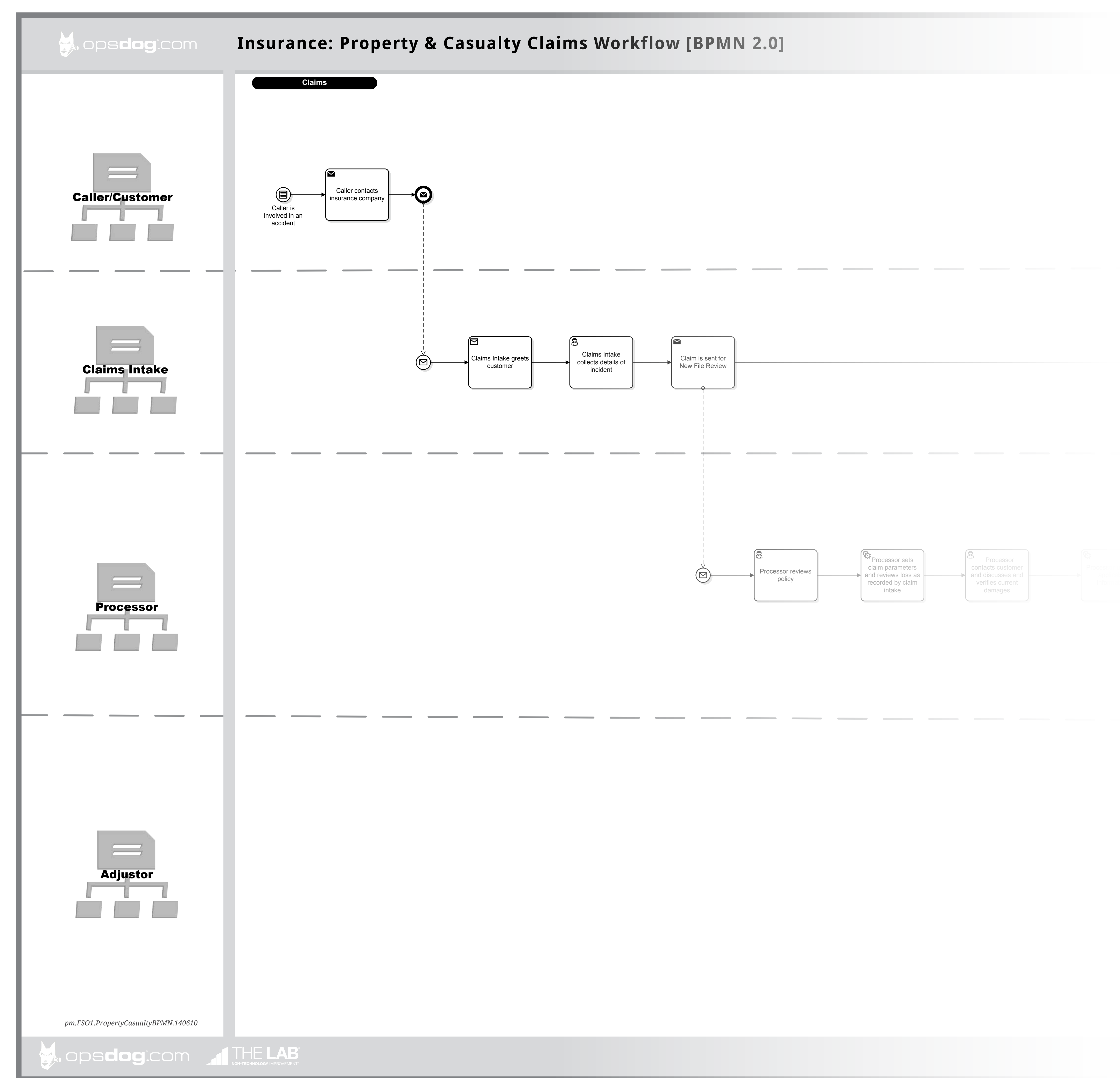
Workflow Description

An incoming property or casualty claim involves three functional groups: Claims Intake, Processor and Adjustor. The Claims Intake group receives a policyholder's request, generates a new claim and sends it to the Processor group, which reviews the damages and the coverage options under the policy. The Processor group discusses the claim with the client and forwards the file to the Adjustor group. The Adjustor group determines whether reimbursement is warranted, given the specific circumstances and the terms of the policy. If so, funds are requested. The client is notified in either case.

Legend

- Start Event
- Intermediate Event
- End Event
- Gateway
- Group
- Task
- Expanded Sub-Process
- Pool
- Sequence Flow
- Message Flow

DO-IT-YOURSELF BUSINESS PROCESS IMPROVEMENT



Login to **OpsDog** to purchase the full workflow template (available in PDF, Visio, PPT)

New users get \$20 off their first purchase (registration is FREE!)