

1

CHEDZA NOTIFIED OF CLAIM
Centralised via: bpo@chedza.co.za

2

REGISTRATION OF CLAIM

- On Internal / External Claims Management System
- Email notification to insurer within 24 hours
- Auto generated file reference

3

ALLOCATE TO LOSS ADJUSTER

4

LOSS ADJUSTER

Establishes full details and makes contact with insured within 48 hours

5

SUBMIT REPORT TO INSURER

Preliminary report within 5 days
• Circumstances • Policy Response • Reserve

REPUDIATION

Recommendation on rejection
Commercial discretion of Insurer
Fee implication Chedza

VALUE ADDED SERVICES

- Pre-Risk Surveys
- Investigations / Fire Investigations
- Forensic Audits
- Legal/Recoveries
- QS Services

SETTLEMENT

Mandate to Chedza
Draft Agreement of Loss on behalf of Insurer
Fee implication Chedza