TPBI CASE PAGE VIEW

DOWNLOAD PDF

BACK TO CASE LISTING

FLAG

CASE AGING

CASE STATUS

CASE EDIT

PAST RECORDS

DOCUMENTS

MAIN VIEW

CASE AUDIT

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Vehicle No** | **WNR605** | | **Our Ref** | | | | **AA/TPBI/00061/20/KL** | |
| **Date of Loss** | **12.03.2020** | | **Place of Loss** | | | | **Petaling Jaya, Selangor** | |
| **Claim Type** | **TPBI – TPBI** | | **Assignment Date** | | | | **17.03.2020** | |
|  |  | | | |  | |  | |
| Insured | **NAJIB BIN RAZAK** | | | | NRIC | | 567213-10-3456 | |
| Tel | 012-452 1970 | | | | Email | |  | |
|  |  | | | |  | |  | |
| Insured Driver | **ROSMAH BINTI MANSOR** | | | | NRIC | | 601231-09-5617 | |
| Tel | 017-234 1567 | | | | Email | |  | |
| Police Report No |  | | | | Date | |  | |
| Time |  | | | |  | |  | |
|  |  | | |  | | |  | |
| Insurer | **THE PACIFIC INSURANCE BERHAD** | | | Claim No | | | **V761234-SSK** | |
| Policy/ Cover No | 5678190-KL | | | Coverage | | | 12.04.2020 – 13.04.2020 | |
| Claims Handler | Miss Loo May Kwan | | | Tel | | | 03-2673 3567 Email | |
| Insurer’s Solicitor | Anad Noraini & Co | | | Tel | | | 03-6345 2617 | |
| Insurer’s remarks | The insured requested not to contact his wife; all communication must go through the insured. If unable to contact the insured, pls contact his PA Jho Low. | | | | | | | |
|  |  | | | |  | |  | |
| Third Party Claimant | **MAHATHIR BIN MOHAMAD** | | | | NRIC | | 567213-10-3456 | |
| Tel | 013-78132516 | | | | Email | |  | |
| Vehicle Number | WAG3456 | | | |  | |  | |
| Vehicle Model | Proton Saga 1.3 Automatic | | |  | | |  | |
| Claimant Solicitor | Baldev & Associates - Kajang | | | Tel | | | 03-7560 9013 | |
|  |  | | |  | | |  | |
| **BRANCH** | **ADJUSTER** | **CASE EDITOR** | | | | **CASE APPROVER** | | **CASE STATUS** |
| Headquarters | Nazir Khan | Rama | | | | Jankins | | CLOSED |
|  |  |  | | | |  | |  |

**INTERNAL REMARKS / NOTES**

FROM : JANKINS DATE : 21/06/2021  
Dear Nazir, the insurer requested us to check with the third party’s neighbour whether the third party is a drug addict.

FROM : TESSY DATE : 25/06/2021  
Dear Nazir, the solicitor called and he wants you to call him urgently as he wants to discuss about your investigation.

**INTERNAL REMARKS TEXT BOX**

**FOLLOW UP REQUEST  
TO**

Text box | Further discussion needed on this section for approval / investigation / claim

CLICK TO CHOOSE BRANCH

**NOTES TO THE DEVELOPER**

1. **BACK TO CASE LISTING**

Users will be coming to this page from TPBI List of cases view (department) and also (adjuster), as such when the user clicks back to listing the user should be taken back to the correct view page, if adjuster he goes back to the Adjuster cases view.

1. **CASE STATUS**

To display the case status.

1. **CASE AGING**

To display the aging of the case, the aging stops upon Finalization at number 13.

1. **FLAG**

The case flag will be icon 3.png or icon 1.png.

1. **DOWNLOAD PDF**

Download Pdf is basically save the view page in PDf format and to print it using A4 page. If we print directly from the webpage we will have alignment issues or distorted printing. The information is crucial for the adjuster during his investigation.

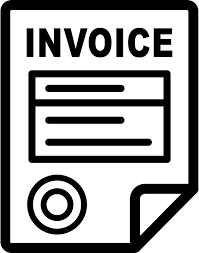
1. **MAIN VIEW**

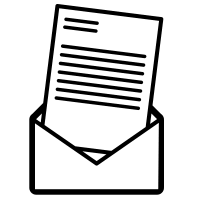
Main view it to bring back the user to the current view page from – Documents, Past Records, Case Audit, Case Edit.

1. **DOCUMENTS**

Is where documents are uploaded and viewed. It should of;

**DOCUMENTS SUMMARY**

**INVOICES / PRO FORMA BILLING   
**

**LETTERS / CORRESPONDENCES   
**

**ADJUSTER’S REPORT  
  **

**DOCUMENTS   
**

DIALOG BOX

The manager during his approval of the report after editing, there should be a dialog box for him to enter details for invoicing.

Also there must be click buttons for the manager to approve the adjuster’s claim – buttons should be

1. Travelling Claim 2. Typing Claim 3. 10% Approval

The approvals will go to the claims sheet of the adjuster

Further discussion needed on approvals of the report/sent back report and etc

1. **PAST RECORDS**

Some of the cases will have past history with us, we would have conducted the full tpbi investigation and further (misc) investigations as well, as such the past case records should appear here. It should be matched with the insurer’s claim number or the vehicle number and date of loss.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **No** | **Vehicle No** | **AASB Ref** | **Aging** | **Status** | **Adjuster** | **Location** | **Flag** |
| 1 | WNR605 | AA/TPBI/123456/20/KL |  | Closed | Aaron | Petaling Jaya | icon 3.png |
| 2 | WNR605 | AA/TPBI/MISC/651789/20/KL |  | Closed | James | Kuala Lumpur | icon 1.png |
| 3 | WNR605 | AA/TPBI/MISC/651789/20/KL |  | Invoicing | Nazir | Banting | icon 1.png |
| 4 | WNR605 | AA/TPBI/MISC/234567/21/KL |  | Investigation | Nazir | Kajang | icon 3.png |
|  |  |  |  |  |  |  |  |

1. **CASE AUDIT**

| **AUDIT TRAIL** | | | | |
| --- | --- | --- | --- | --- |
| **No.** | **On** | **Audit** | **Remarks** | **By** |
| 1 | 01 Oct 2020 16:51 | **Clm Dtl Modified** | Insured Name: -> NORSHAFINA BINTI ABDUL HALIM. Insured ID: -> 890914-07-5146. Claimant's Name: -> ROHZAIMI BIN ABDUL RAZAK. | [I] NOR PUSPA |
| 2 | 01 Oct 2020 16:51 | **Clm Veh Model Changed** |  | [I] NOR PUSPA |
| 3 | 01 Oct 2020 16:51 | **Clm Created** | Reg No: TBA. Policy No: V4170276/P5. Acct Date: 2019/12/25. Claim Type: TP BI. Insurer: The Pacific Insurance Bhd (HQ). Ins.Status => Incoming Claim | [I] NOR PUSPA |
| 4 | 01 Oct 2020 16:51 | **Label Added** | (30794):M. |  |
| 5 | 01 Oct 2020 16:52 | **Ins Email Updated** | [None] -> [NOEMAIL] | [I] NOR PUSPA |
| 6 | 01 Oct 2020 16:52 | **Clm Dtl Modified** | Insured Address 1: -> 899 MK 3. Insured Address 2: -> KAMPUNG KOTA PTG PASIR PTG PAU. Insured PostCode: -> 13500. Insured City: -> 177. Claim Conclusion: -> 3. | [I] NOR PUSPA |
| 7 | 01 Oct 2020 16:52 | **Clm No. Updated** | Claim No.: -> V0155491/P5. | [I] NOR PUSPA |

Place where we can view who did what with regards to case, all approvals, work, rejects and etc.

See below for case edit

1. **CASE EDIT**

Upon case registration, the case should be allowed to be edited, the rights should be with the users staff, compliance officer and manager. All edit details should be capture in Case audit.

|  |  |  |
| --- | --- | --- |
| **Vehicle No** | **WNR605** | **Our Ref** |
| **Date of Loss** | **12.03.2020** | **Location** |
| **Claim Type** | **TPBI – TPBI Full** | **Assignment Date** |
|  |  | |
| Insured | **NAJIB BIN RAZAK** NRIC | |
| Tel | 012-452 1970 Email | |
|  |  | |
| Insured Driver | Rosmah binti Mansor NRIC | |
| Tel | 017-234 1567 Email | |
| Police Report No | Date | |
| Time |  | |
|  |  | |
| Insurer | **THE PACIFIC INSURANCE BERHAD** Claim No | |
| Policy/ Cover No | 5678190-KL Coverage | |
| Handler | Miss Loo May Kwan Tel | |
| Insurer Solicitor | Anad Noraini & Co Tel | |
| Remarks for adjuster | The insured requested not to contact his wife; all communication must go through the insured. If unable to contact the insured, pls contact his PA Jho Low. | |
|  |  | |
| Claimant | **MAHATHIR BIN MOHAMAD** NRIC | |
| Tel | 013-78132516 Email | |
| Vehicle Number | WAG3456 | |
| Vehicle Model | Proton Saga 1.3 Automatic | |
| Claimant Solicitor | Baldev & Associates - Kajang Tel | |
| Claimant Insurer | **BERJAYA INSURANCE** Tel | |
| Policy/Cover No | VKL23134 Coverage | |
| Workshop Name | **KING KONG WORKSHOP** Tel | |
| Workshop Address | No.12, Jalan King Kong, Kajang Selangor | |
|  |  | |