**TPBI ADJUSTER DASH BOARD VIEW**

1. **PENDING ACCEPTANCE [3]**
2. **ASSIGNMENT CANCELLED [1]**
3. **UNDER INVESTIGATION [25]**
4. **FOLLOW UP REQUESTED [2]**
5. **FOLLOW UP GIVEN [4]**

**TPBI ADJUSTER PROCESS FLOW**

1. **PENDING ACCEPTANCE [3]**

Upon case assignment to the adjuster, there must be an alert going to the adjuster via email or text message.

The adjuster should be able to view the case and confirm his acceptance of the case assigned to him. There should be a button to click the acceptance.

Once acceptance confirmed the case status will change to under investigation.

– Automatic activation

1. **ASSIGNMENT CANCELLED [1]**

During his investigation, the insurer may have cancelled the assignment and the staff and manager would have acknowledged.

1. **UNDER INVESTIGATION [25]**

Once the adjuster acknowledges his assignment, status will change from Pending Acceptance to Under Investigation. The adjuster will print out the case details together with the police reports and documents. The adjuster will open his own physical file and will proceed with his investigation.

Once the investigation is completed the adjuster will prepare his report in ms word format and will upload the investigation report into the system. The adjuster is also required to upload the insured statement together with other documents obtained during his investigation, ie police report, employment letters, medical report, JPJ searches, SD and etc.

Once the report uploaded into the system, an auto alert must go to the respective editor/manager. Alert can be of email or text message.

– Automatic activation

1. **FOLLOW UP REQUESTED [2]**

During investigation the adjuster may encounter issues where he needs assistance from adjusters from other branches to help him to conduct investigation at a particular state. The requested follow up numbers should be stacked here.

1. **FOLLOW UP GIVEN [4]**

The adjuster also would have obtained follow up requests from other branches. The given follow up should stack here.