VERISURE CURRENT STATE PROCESS FLOW

1. Start

2. Customer submits claims via phone, email or physically

3. Rep receives the claim and manually inputs details into management system

4. Is document complete? —No→

8

5. Rep requests for for more documentation from customer.

6. Customer sends requested document(s)

7. Rep receives document from customer

8. Claim file passed to claims handler manually

9. Calim handler manually reviews claims and all supporting document

10. Claim handler makes decision

11. Is documentation correct? —Yes→

12. Notify customer of Rejection

13. Rep updates the customer

4 weeks

14, Customer calls to find out situation of claim

15. Rep Notifies customer of approval

16. Customer Receives payment

17. End