

Confirmations tips for CAC CR (as of 10th July Meeting)

1) CAC information

- Claim History
- Hotline Handler Remark
- Accident Location
- TP Information

Claim History

NEW MOTOR - LUDU'S PARTNER PUBLIC COMPANY LIMITED - 2P/7073(YGN) - Saved

Case - Case for Interactive experience

BY PHONE Claim Channels | Claim Admin Case Handler | CL/YGN/MNF/24000109 Claim No | Credit Link Claim Category

Current Claim Case Flow Completed in 12 days

Intimation Survey Assessment Payment Post-Claim

GENERAL TIMELINE CLAIM INTIMATION **CLAIM SCORE** CLAIM PROCESS THIRD PARTY FILE ATTACHMENT CLAIM SCORE RATING LOG ...

Accident Frequency on One Risk 6

Underinsured Yes

View Policy

Body and Paint

View Claim History

View DMS Image

View DMS Document

Customer Service Hub

Read-only This record's status: Resolved

Claim History

Claim No	Intimation ...	Risk Name	Driver Name	Workshop N...	Accident De...	Claim Categ...	Status	Claim Status	Assessor N...
2P/7073(YGN) 2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)	2P/7073(YGN)

We will proceed with the existing API for claim history, which is currently located under **Claim Score** tab.

Hotline Handler Remark & Accident Location

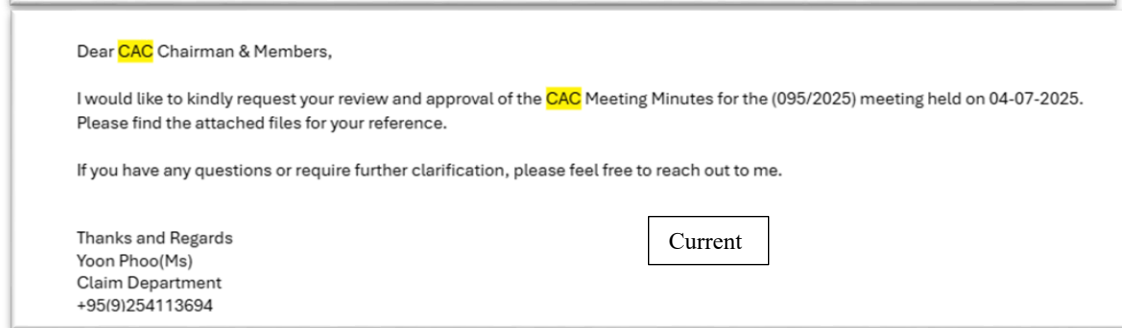
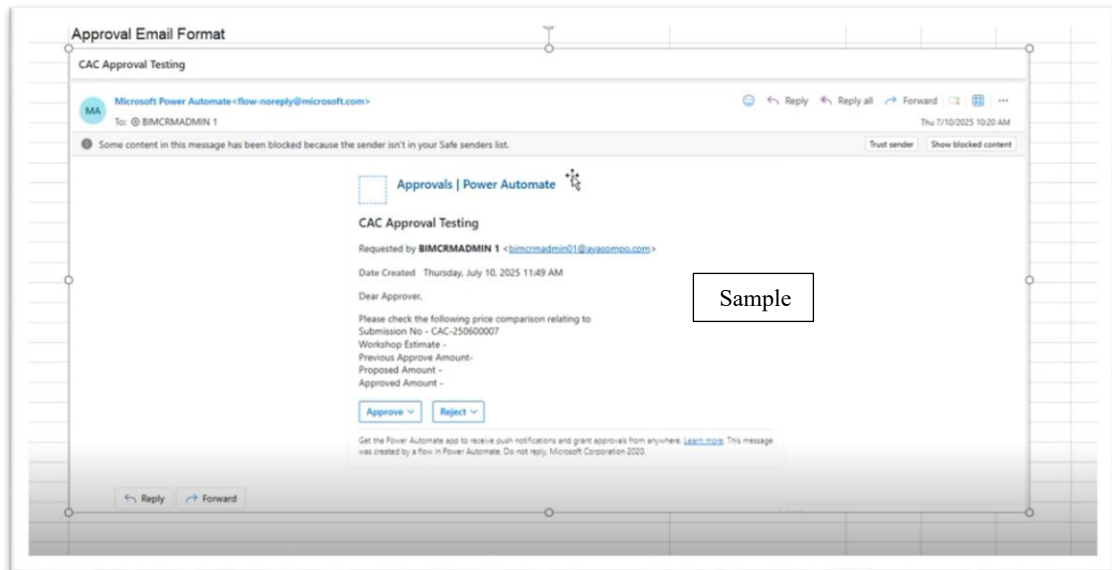
Hotline handler remark & accident location are two different fields and will be shown separately.

TP Information

Following facts will be included for third party summary: (all in one field with commas)

1. Third Party Type
2. Vehicle No/Name/NRIC
3. Contact Number
4. Driver Name
5. License No
6. Damage List
7. Surveyor Comment

2) Approval Email Format



Requested by BIMCRMADMIN 1 <bimcrmadmin01@ayasompo.com>

Date Created: Thursday, July 10 2025 11:49 PM

Suggested Template

Dear CAC Chairman,

Seeking your kind approval. Please refer to the following summary for the approval details.

Vehicle Type – Third Party Vehicle/Insured Vehicle

Claim Case Type – Authorized Workshop/Lumpsum/Customer Choice


Claimed Amount –

Proposed Amount –

Approved Amount – Verifier Comments -

3) DMS Confirmation

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