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

1) CAC information

   - Claim History

   - Hotline Handler Remark

   - Accident Location

   - TP Information

<u>Claim History</u>

        We will proceed with the existing API for claim history, which is currently located under **Claim Score** tab.
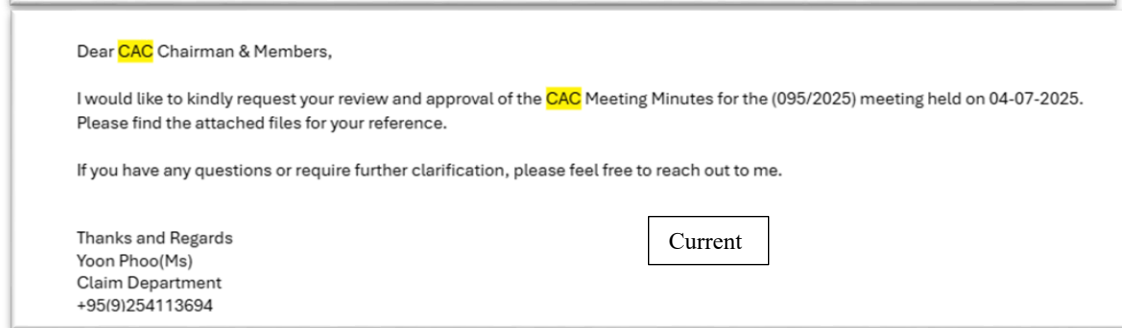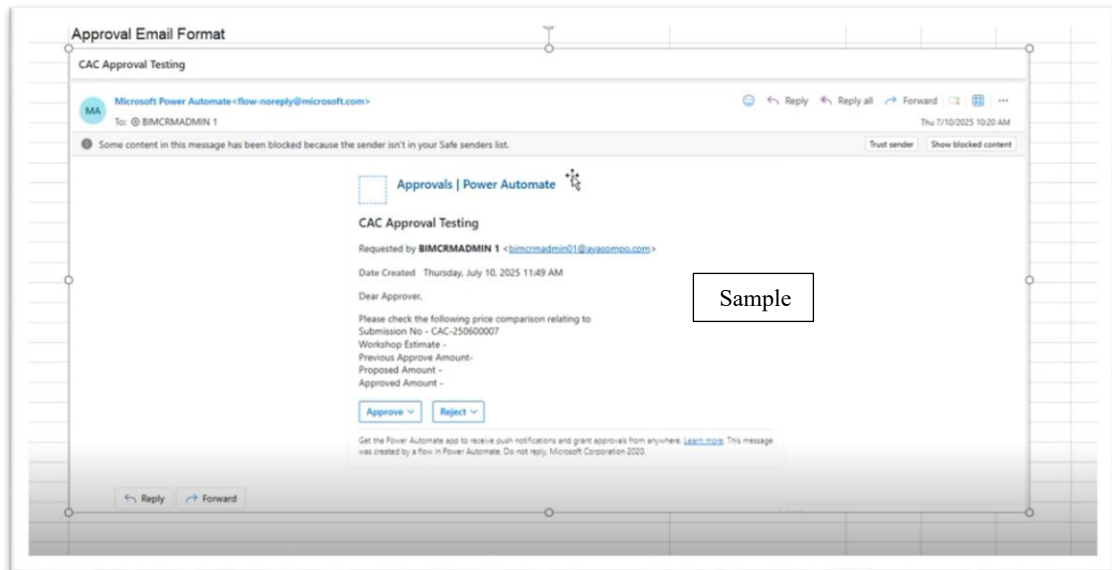
<u>Hotline Handler Remark &Accident Location</u>

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

Sample

Dear CAC Chairman & Members,

I would like to kindly request your review and approval of the CAC Meeting Minutes for the (095/2025) meeting held on 04-07-2025. Please find the attached files for your reference.

If you have any questions or require further clarification, please feel free to reach out to me.

Thanks and Regards
Yoon Phoo(Ms)
Claim Department
+95(9)254113694

Current

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

Files with the same name cannot be uploaded multiple times; therefore, duplicate files will be prevented.