**24. Efficient Claim System**

**Abstract:**

The objective is to design and develop a system for the processing of settlement of the claim very promptly and fairly. The system is designed to enable claimants to perform their activities more efficiently.

**Existing System:**

The present systems are maintained manually with information being stored in traditional ways. This makes the management of data complex. It often leads to mismanagement of data and data losses. Searching for required data is time consuming. The system cannot coordinate the activities of claimants and claim service representative.

**Proposed System:**

The proposed system maintains all information in a centralized database. The information can be accessed by any one that is claimant or any other representatives in the system. The system allows one to conduct all operations effectively and efficiently.

**Modules:**

1. Claimant

2. CSR (claimant service representative)

3. FNOL supervisor

4. Inspection/survey

1. **Claimant module:**

Claimant is the actual user and need to register first and applying for claims to csr. Then csr will performs all the process and finally updates status to the claimant.

**2. Claim service representative:**

CSR sits on in the call-center and attends calls from the insured , claimants and agents.

He obtains information regarding the loss and registers the FNOL (first notice of loss) in the system. He can change the status of FNOL.FNOL will have the information that is required to register the loss and will be specific to LOB(line of business).

**3. FNOL supervisor:**

The FNOL supervisor has the capacity to view, modify, delete and verify the FNOLs. He can assign FNOL to inspection /survey team to inspect the accident claim or theft claim for further clarification.

**4.Inspection/survey :**

Inspection/survey user will go to the address as mentioned in the FNOL and will gather all the details and verify if the claim is valid or not. If not then the FNOL will be rejected.