



**SPECIFIC
RECOVERY
MODEL**

FEATURES OF THE TOOL

CORPORATE OPERATIONS AREA (ACSN)

FEATURES OF THE TOOL

Technological tools should facilitate the handling of claims in general, and this type of claim in particular. Therefore, together with the Claims Handling Plan and the agenda, the tool should have certain features, using customization systems that support the specific processing of this type of case file. For this reason, any of the general features can also be applied to **Recoveries**, although we must point out that some of them are exclusive to **Recovery** management.

These features can be grouped as follows:

1) **Automatic incorporation of the claims handling plan corresponding to**

Recoveries: (and their types if necessary)

- a. By means of certain milestones that can be customized locally, or by default once the case file has been generated by the capture.
- b. Manually according to the criteria established under local procedures. Both the general claims handling plan and the tasks that may be necessary at any given time.
- c. As long as there is a specific classification for these case files, it will not be necessary to identify them with a "flag," since the classification itself identifies the **Recovery** or the type of **Recovery** for us. In the event that no specific classifications exist, the tool must allow their identification by means of "flagging," which may also allow for reassignment to other handlers or claims handling centers.

2) **Possibility of reassignment of this type of case file**

- a. Both from the moment it is opened and during the processing, and always supported at certain milestones, it may be necessary to change the handler or claims handling center for this type of case file. For example, if the amicable settlement phase cannot be successfully completed, it may be necessary for another handler to analyze its viability or to take charge of pursuing the legal phase.

3) **Management of Forms and Documents**, enabling:

- Printing of forms (this feature will depend on the system each company uses to send documents).
- Mail status reports.
- SMS status reports.
- Self-direction status reports.
- Expense billing documents.
- Printing of payment documents.
- Customization of the automatic sending of information through any channel (Self-direction, letter, email, SMS, etc.) with the final result of the recovery, in the event of possible implications on the client's policy.
- Customization of the automatic sending of information to any party involved in the case file (third-party company, third party, provider, appraiser, policyholder, office, agency, etc.).
- In **Recourse Recoveries**, a control of the signature of the policy's limiting clauses must be generated (at least for the mandatory grounds that require it under the legislation or regulations in force in the country).

4) **Financial transactions**:

- Multiple payments and collections (for different items: expenses or indemnification).
- Cancellation of collections to Case Files.
- Cancellation of Multiple Collections.
- Transfer of payments to Settled Case Files.
- Billing to Service Providers.
- Collection authorization (economic profiling).
- Economic compensation arising from requirements under agreements.
- Multilateral economic movements.
- Creation and updating of recovery expectations.

5) Controls on handling (business rules):

- Handler case files (case files whose subject has the same tax identification number as a handler).
- Alerts of possible fraud; although the weight of these actions must be found in the case file of the coverage itself, it may happen that the third party, faced with our claim, may alert or confirm a fraud that we have not identified.
- Monitoring of amounts collected.
- Monitoring of deadlines to avoid the limitation period for recovery actions.
- Other customizable alerts for local consideration, e.g.: Alerts or controls for legal case files or case files subject to analysis by the collaborators/attorneys network.
- In **Recourse Recoveries**, a control of the signature of the policy's limiting clauses must be generated (at least for the mandatory grounds that require it under the legislation or regulations in force in the country).

6) Other:

- Access the work of a handler when the supervisor has decided to change handlers
- Alerts relating to the claim or to case files belonging to the same claim.
- Maintenance of user's own schedule.
- Creation of notes for the case files of other handlers
- Consultations with providers, professionals, plans, claims handling centers, handlers, the courts, offices, injured parties, third parties, etc.
- Consultation of case file documentation, maintaining a profile.
- Consultation of vehicle photos by license plate (several claims).
- Customization of deadlines for actions or tasks.
- Customization of assignment criteria.
- Customization of financial items.

In general, the technological requirements needed for **Recoveries** do not differ from the basic needs of any other claim. The manner in which recoveries are managed must follow the same basic principles of quality and transparency as any other claim. In **Conventional Recoveries** and **Agreement Recoveries**, we cannot forget that, from the time the claim is captured and once its type is known, our client must be informed of

the case file number generated by our system and of the next steps foreseen during the management of the claim.

These next steps must be associated with the actual steps to be carried out by the handler, in such a way that the management tool itself can "warn" or "alert" us when the commitments undertaken are about to expire, thus guaranteeing proper compliance with them. For these communications, we will use client self-direction as much as possible.

In **Recovery case files**, except in situations where deductibles previously advanced by our client are claimed, contacts are not so decisive. In general, contact will be made to provide the case file number, the next steps to be taken in the management process, and to report on the final status of the case file, due to the implication it may have on subsequent receipts, in case the loss experience is taken into account in renewals (with the exception of **Recourse Recoveries**).

If we're referring to case files against the client (**Recourse Recoveries**), we must have the capacity to automate certain steps when the agreements reached with the client on the established deadlines and amounts are not fulfilled. All of this must take place through the claims handling plan. In these cases, the subject of the claim is not a third party, but our own policyholder; but from the tool's point of view, the technological requirements must be the same.

If we're talking about **Agreement Recoveries**, it is essential to include the deadlines for responses, as well as all the financial or technical characteristics that the agreement requires, in the transactional system. Otherwise, the efficiency brought about by the agreements will be seriously undermined. For example, consider the type of documentation to be sent, as well as its size or weight due to restrictions specific to the agreement, or include new financial items specific to the agreement.

Once we receive the amount in MAPFRE's accounts from the responsible party, the third-party company or our own policyholder (recourse recoveries), the collection must **automatically** be allocated to the correct case file and to the necessary items.

Another important aspect to take into account even before the claim is made is the statute of limitations. This concept corresponds to the period of time in which a claim can be filed against the other party, after which it is no longer possible to file a claim. These limitation periods should be controlled through a task in the claims handling plan that alerts the handler that the limitation period is approaching its expiration. These limitation periods will be determined by the local legislation in force.

Everything discussed in this document applies when the recoveries are for material damage. In the case of recoveries for injuries or medical expenses, the requirements of the tool should be the same, setting out in concrete terms the relevant tasks within the claims handling plan to be defined for this purpose. At the local level, the tasks that must be associated with the Recovery claims handling plan will be defined, according to the type of recovery.

At the bottom of the document, we have attached six sheets with the functional requirements of the Recoveries sub-process. The sheets are a guideline for requirements and include the necessary information so that the functional requirement can be further developed according to local needs.



Ficha 2.12.1.xlsx



Ficha 2.12.2.xlsx



Ficha 2.12.3.xlsx



Ficha 2.12.4.xlsx



Ficha 2.12.5.xlsx



Ficha 2.12.6.xlsx