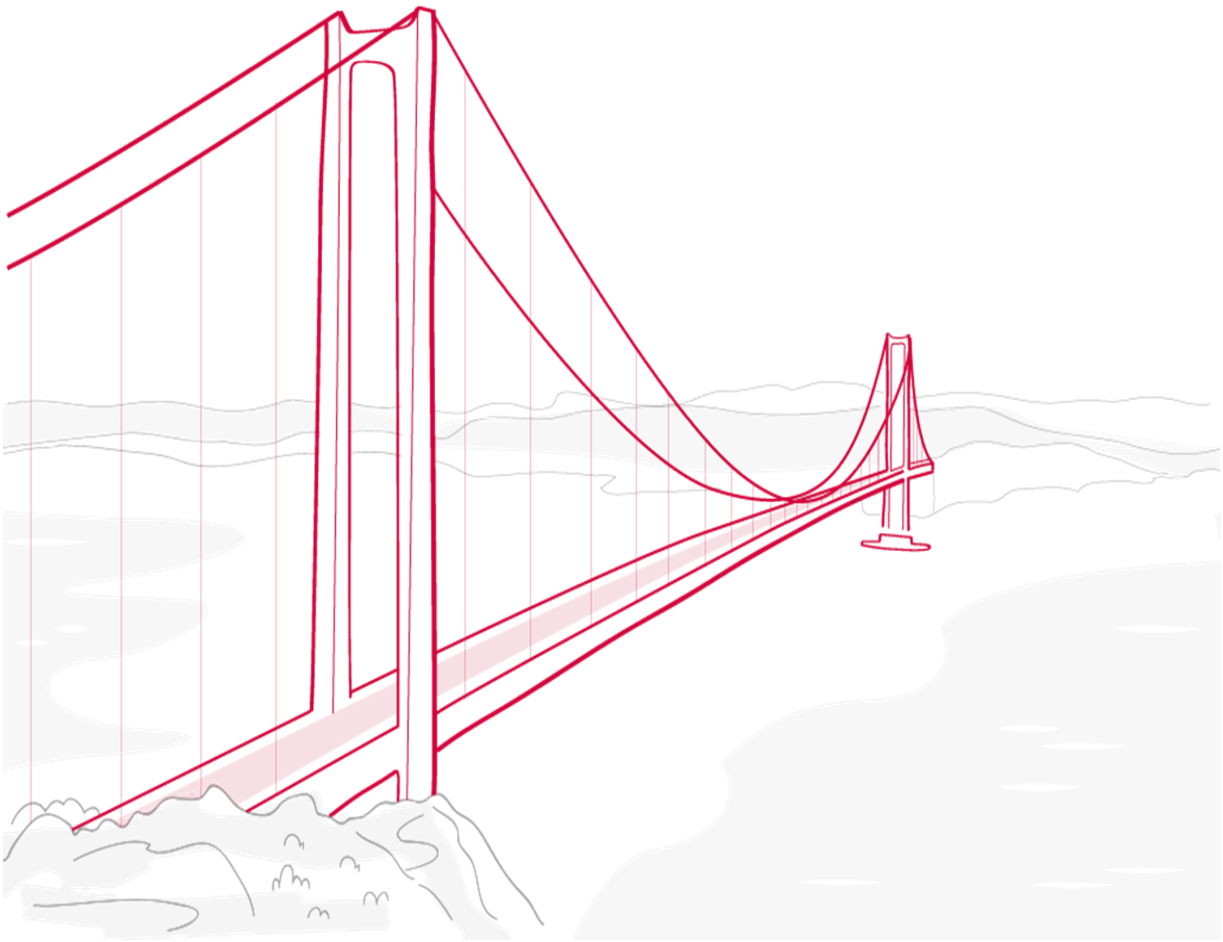
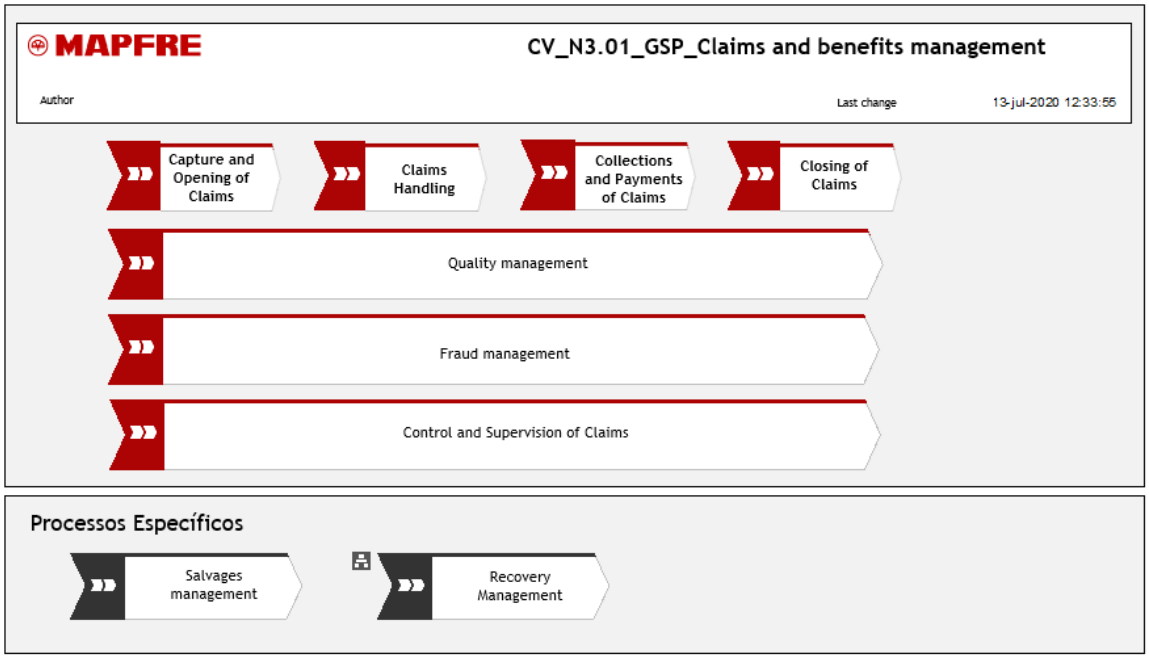
MAPFRE



SPECIFIC RECOVERY MODEL

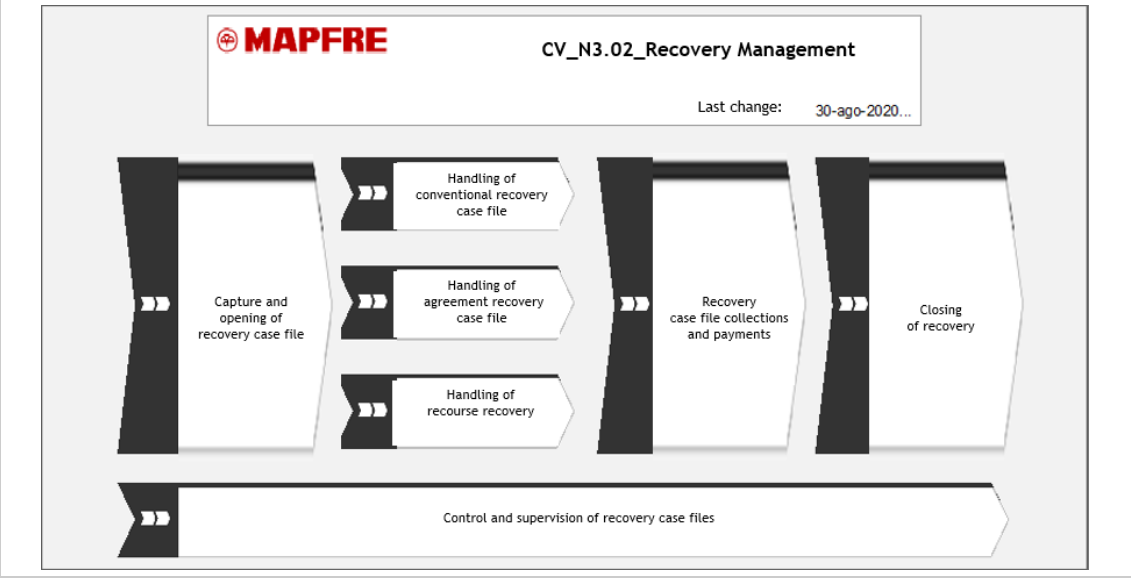
PROCESSES

CORPORATE OPERATIONS AREA (ACSN)



Process	Description	Objective	Limits
Recovery Management	The recovery process comprises the activities to validate whether the recovery case file is appropriate and to begin its management so that MAPFRE recovers the amount from the third party responsible for a claim (or from its insurer) previously paid by MAPFRE to its policyholder. The recovery is the amount that MAPFRE has previously paid to its policyholder under the current policy and that MAPFRE recovers from the third party responsible for an accident or claim (or from its	• Receive the recovery case file • Evaluate the recovery case file by setting allowable limits • Accept or reject the recovery case file • Manage the recovery case file schedule	**- Lower limit:** • Identification of recovery case file in the claims capture • Recovery case file opened • Payment of the case files associated with the recovery • Request for recourse recovery **- Upper limit:** • Recovery case file collected and closed

Process	Description	Objective	Limits
	insurer). Recovery refers to subrogation on the part of the insurer (MAPFRE), whereby it takes the place of the policyholder in the exercise of those initiatives or rights that the policyholder would have in respect of the third parties that caused the accident or claim, in order to recover from them the amount for which they should be legally liable as a result of the damages that have occurred.		



PROCESS MAP OR VALUE CHAIN RECORD

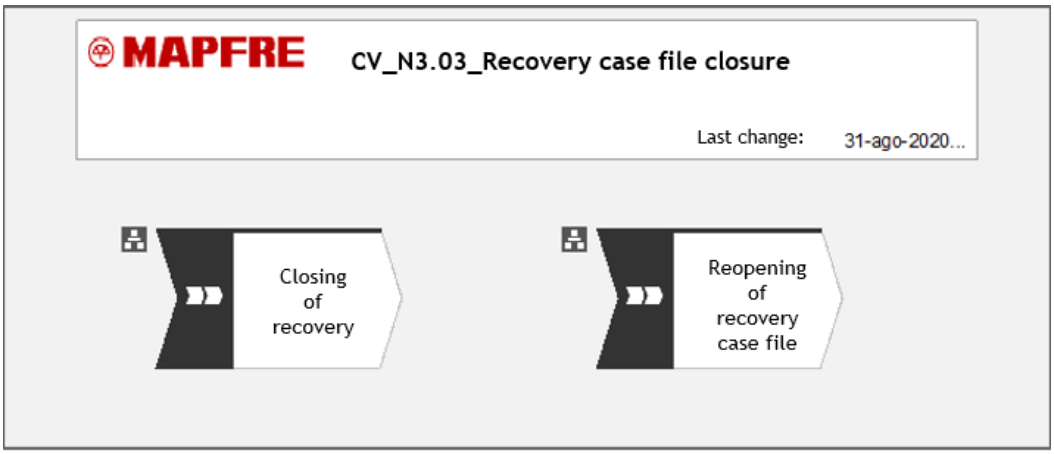
Name	CV_N3.02_Recovery Management
Description	
Supervisor	

Process	Description	Objective	Limits
Capture and opening of recovery case file	The process of capturing and opening a recovery case file encompasses the set of actions aimed at obtaining and recording information related to a potential recovery.	• Open conventional recovery case files • Open agreement recovery case files • Open recourse recovery case files	- **Lower limit:** • Identification of conventional recovery case file in claims capturing or handling • Identification of agreement recovery case file in claims capturing or handling • Identification of recourse recovery case file in claims capturing or handling - **Upper limit:** • Conventional recovery case file opened • Agreement recovery case file opened • Recourse recovery case file opened
Handling of conventional recovery case file	The conventional recovery handling process comprises the activities to validate whether the conventional recovery case file is appropriate and to begin its management in order for MAPFRE to recover the amount that it has previously paid to its policyholder under the current policy and that it recovers from the third party responsible for an accident or claim (or from its insurer). Recovery	• Receive the recovery case file • Evaluate the recovery case file by setting allowable limits • Accept or reject the recovery case file • Manage the recovery case file schedule	- **Lower limit:** • Recovery case file opened • Payment of the case file associated with the recovery **- Upper limit:** • Closing of conventional recovery case file • Recovery case file ready to be collected

Process	Description	Objective	Limits
	refers to subrogation on the part of the insurer (MAPFRE), whereby it takes the place of the policyholder in the exercise of those initiatives or rights that the policyholder would have in respect of the third parties that caused the accident or claim, in order to recover from them the amount for which they should be legally liable as a result of the damages that have occurred.		
Handling of agreement recovery case file	The agreement recovery handling process comprises the activities to validate, through agreements that can be established at the sector, bilateral or multilateral level between insurance companies, whether or not the recovery case files are appropriate. The scope of action and content will depend on each agreement. The Agreements seek to improve efficiency by establishing common rules for all member companies and to ensure that all claims fall within the framework of the agreement, thereby reducing	• Receive the recovery case file • Evaluate the recovery case file by setting allowable limits • Accept or reject the recovery case file • Manage the recovery case file schedule	- **Lower limit:** • Recovery case file opened • Payment of the case file associated with the recovery - **Upper limit:** • Closing of agreement recovery case file • Recovery case file ready to be collected

Process	Description	Objective	Limits
	the time taken to handle claims. Sector-wide agreements respond to the need to: • Improve the service provided to policyholders. • Standardize handling. • Reduce management costs.		
Handling of recourse recovery	The insurance company's Right of Recourse allows it to recover, from the policyholder, what was previously paid to the injured party in the cases determined by law or as the result of an agreement between the parties. The Right of Recourse is closely linked to local legislation and should therefore always be taken into consideration before initiating any proceedings.	• Receive the recovery case file • Evaluate the recovery case file by setting allowable limits • Accept or reject the recovery case file • Manage the recovery case file schedule	- **Lower limit:** • Recovery case file opened • Payment of the case file associated with the recovery - **Upper limit:** • Closing of the recourse recovery case file • Recovery case file ready to be collected
Recovery case file collections and payments	The collections and payments process for recovery case files covers the activities related to the management of the recovery and the possible issuing of any payment.	• Identify existence of collections/payments • Information validation • Collection/payment analysis • Adjust collection or reserve expectations • Authorization or rejection of payment (returns) • Payment/collection notification	**- Lower limit:** • Need for collection/payment associated with a recovery case file **- Upper limit:** • Collection/payment associated with a recovery case file

Process	Description	Objective	Limits
Closing of recovery	The recovery closing process covers the activities necessary for the closing or reopening of recovery case files (conventional and agreement) and recourse recoveries.	• Identify closure • Check collection and/or reserve expectations • Complete and close recovery case file • Reopening of recovery case file	**- Lower limit:** • Need to close recovery case file (with or without collection) • Need to close recourse recovery case file (with or without collection) • Need to reopen recovery case file **- Upper limit:** • Recovery case file closed • Recovery case file reopened
Control and supervision of recovery case files	The control and supervision of recoveries includes follow-up and monitoring activities at the level of the recovery case file, as well as from a global perspective of the status of all recoveries. It includes the planning and definition of objectives, the analysis and monitoring of critical control points and commitments made to third parties, as well as the implementation of monitoring actions.	• Planning and identification of objectives at the recovery case file level (supervision) • Planning and identification of objectives at the global level (control and monitoring) • Management analysis at recovery case file level (supervision) • General dashboard analysis (control and monitoring) • Execution of actions at recovery case file level • Definition of corrective measures and improvements (control and monitoring) • Follow-up and closure of supervision at recovery case file level (supervision) • Follow-up of corrective actions and improvements and finalization of follow-up at agreement level (control and supervision)	**- Lower limit:** • Identification of need for control and supervision of a recovery case file or recovery agreement **- Upper limit:** • Completed monitoring and supervision of a recovery case file • Possible corrective measures/actions



PROCESS MAP OR VALUE CHAIN RECORD

Name	CV_N3.03_Recovery case file closure
Description	
Supervisor	

Process	Description	Objective	Limits
Closing of recovery	The recovery closing process covers the activities necessary for the closing of recovery case files (conventional and agreement) and recourse recoveries.	• Identify closure • Check collection and/or reserve expectations • Complete and close recovery case file	**- Lower limit:** • Need to close recovery case file (with or without collection) • Need to close recourse recovery case file (with or without collection) **- Upper limit:** • Recovery case file closed • Recourse recovery case file closed

Process	Description	Objective	Limits
Reopening of recovery case file	Covers the activities to be carried out in case it is necessary to reopen a recovery case file.	• Reopening of recovery case file	**- Lower limit:** • Need to reopen recovery case file • Recovery case file closed **- Upper limit:** • Recovery case file reopened