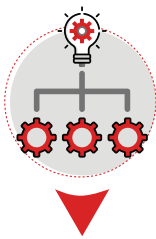


module 05 | Risks Control



We must rely on risk analysis when managing claims in order to **improve internal monitoring** by helping to prevent operational risk.



Procedures for risk monitoring



Identification of risks



Participation in the process of analyzing risk indicators



Establishing management and mitigation measures



Dimensions



- › Risk type
- › Affected processes
- › Description of the risk
- › Monitoring modality
- › Control
- › Mitigation measures
- › KRIs

Examples of recovery risk

Communications in recovery management are not completed correctly and in due time, as established in both internal and external regulations.

The rating systems for recovery case files are inadequate.