

# module 01 | Structure and organization



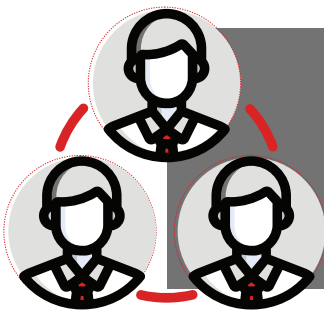
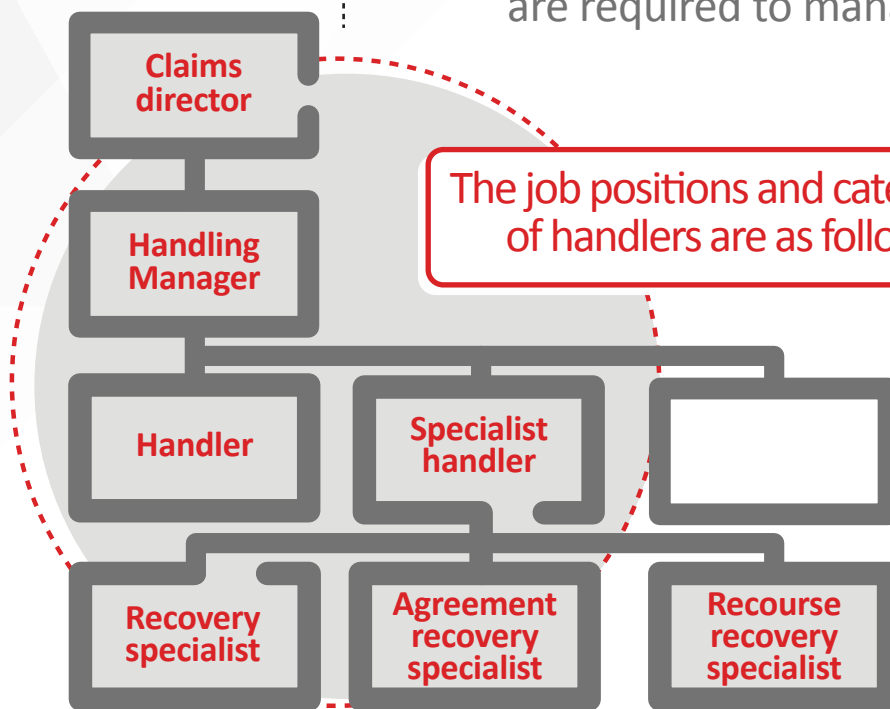
The **management of recoveries** must be a key process due to its **economic impact**

to **make it effective**,

there must be structures in place that more efficiently enhance the monitoring of these types of case files and the revenue obtained from them.

In addition to the structures, **specialists** are required to manage these claims: **the handlers.**

The job positions and categories of handlers are as follows:



During the management of recovery case files, the Claims and Benefits Areas must work together with other areas and the appropriate contacts must be identified in each of them.

Each country will have to **adapt** the relationship model to its own local conditions.

