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CASE STUDY

Dumfries
& Galloway



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INSURANCE CLAIM HANDLING

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GOSS





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BACKGROUND

Make an Insurance Claim

[Home](#) > [Residents](#) > [Roads, transport and streets](#) >

Personal Information

Title *

First Name *

Surname *

Address lookup



MY TASKS

Claim management
dashboard



Make an Insurance Claim



Manage claims

Manage claims

Claimant Details

Title Mr
First Name Andy
Surname Orchard
Email andybarryorchard@gmail.com
Phone number 08448803637

Claim Details

Claim ref 8582-4690-1396-9500
Insurer ref
Current Status New
Date of claim 2017-05-23 10:54:28
Type of claim Roads
Defect type Pothole
Type of loss Property Damage
Legal representation No
Witnesses No
Police contacted No

[View full claim form](#)

[View full claim](#)

Update History

| Date | Name | Note | Status | Public |
|----------------------|----------|-------------------------|-------------|--------|
| 2017-May-23 09:54:28 | System | Assigned to road's team | Road's team | N |
| 2017-May-23 09:54:28 | Claimant | Claim form submitted | New | Y |

[Add Update](#)

Attachments

[Request Information](#)

[Send to insurer](#)

Request Details

Question/Request*

Can we have some further details please on the broken wheel?

Question/Request*

Info requested

Attachments

Upload a file

Choose File No file chosen

Remove File

Add Another Attachment

Remove Attachment

Next

Update History

| Date | Name | Note | Status | Public |
|----------------------|--------------|---|---------------|--------|
| 2017-May-23 11:13:39 | Andy Orchard | Details of additional information requested. | New | Y |
| 2017-May-23 11:09:50 | Claimant | Response - The alloy wheel has cracked. | Assigned | Y |
| 2017-May-23 10:24:53 | Andy Orchard | Request/note - Can we have some further details please on the broken wheel? | With claimant | Y |
| 2017-May-23 10:23:47 | Andy Orchard | Can we have more info on the damaged wheel? | New | N |
| 2017-May-23 10:17:43 | Andy Orchard | Can you tell us more about the claim itself? | New | Y |
| 2017-May-23 09:54:28 | System | Assigned to roads team | Roads team | N |
| 2017-May-23 09:54:28 | Claimant | Claim form submitted | New | Y |

Add Update

Note history



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OUTCOMES

TIME & SAVINGS COMPARISON : CUSTOMER CONTACT

Current



Proposed

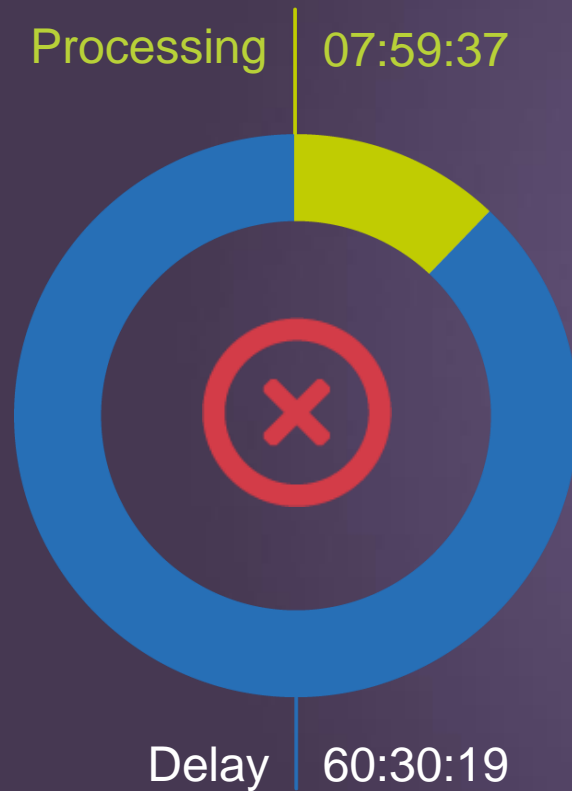


Savings

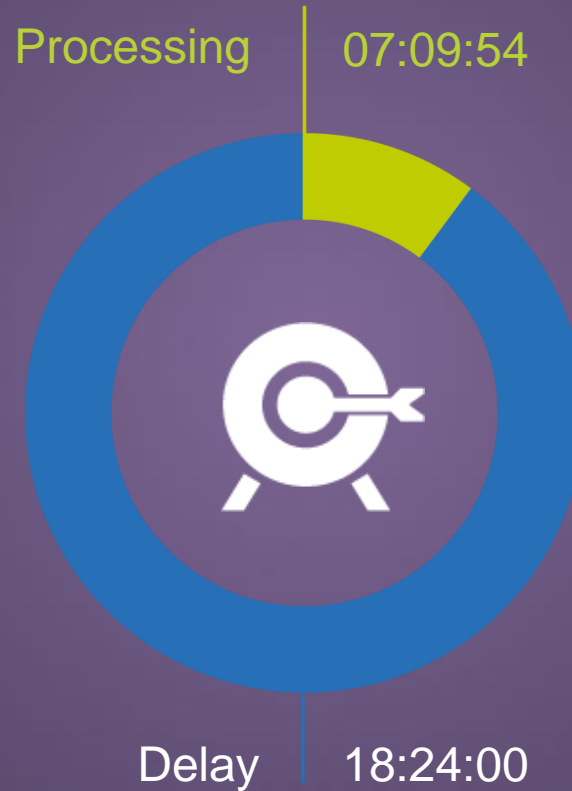


TIME & SAVINGS COMPARISON : RECEIPT TO SETTLEMENT

Current



Proposed



Savings



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**THANK YOU
ANY QUESTIONS?**