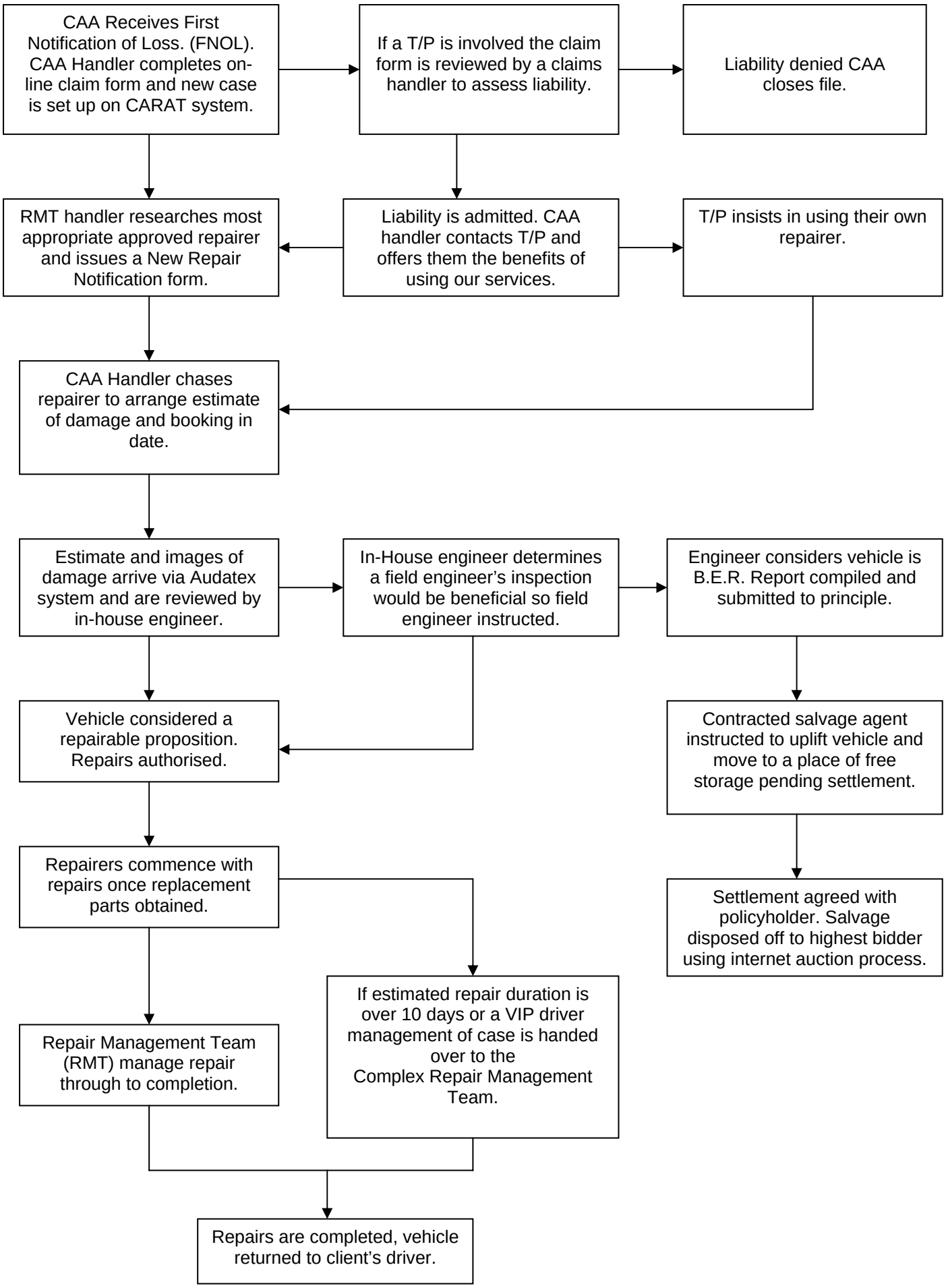
CAA Receives First Notification of Loss. (FNOL). CAA Handler completes on-line claim form and new case is set up on CARAT system.
If a T/P is involved the claim form is reviewed by a claims handler to assess liability.
Liability denied CAA closes file.
RMT handler researches most appropriate approved repairer and issues a New Repair Notification form.
Liability is admitted. CAA handler contacts T/P and offers them the benefits of using our services.
T/P insists in using their own repairer.
CAA Handler chases repairer to arrange estimate of damage and booking in date.
Estimate and images of damage arrive via Audatex system and are reviewed by in-house engineer.
In-House engineer determines a field engineer's inspection would be beneficial so field engineer instructed.
Engineer considers vehicle is B.E.R. Report compiled and submitted to principle.
Vehicle considered a repairable proposition. Repairs authorised.
Contracted salvage agent instructed to uplift vehicle and move to a place of free storage pending settlement.
Repairers commence with repairs once replacement parts obtained.
Settlement agreed with policyholder. Salvage disposed off to highest bidder using internet auction process.
If estimated repair duration is over 10 days or a VIP driver management of case is handed over to the Complex Repair Management Team.
Repair Management Team (RMT) manage repair through to completion.
Repairs are completed, vehicle returned to client's driver.