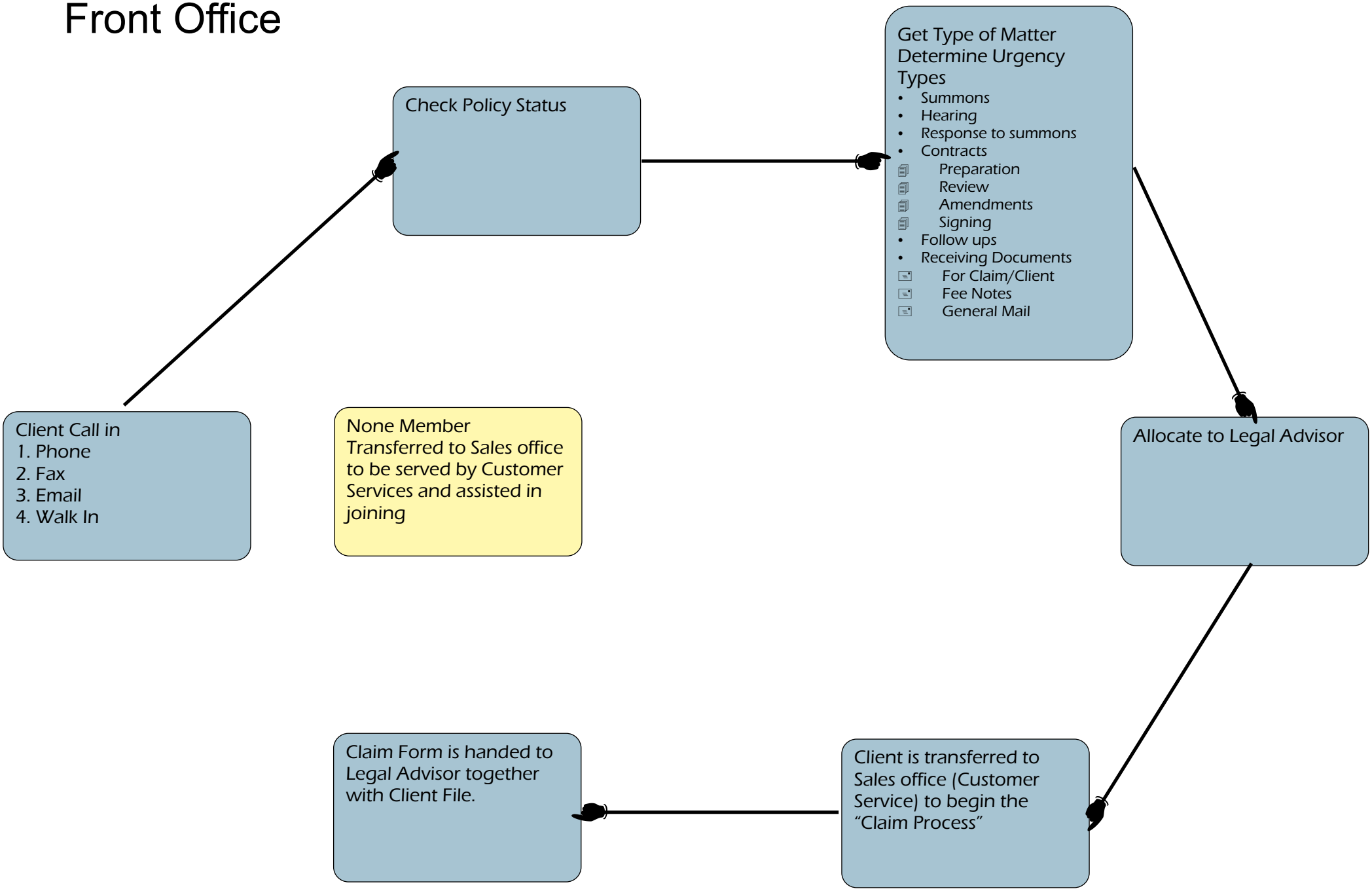
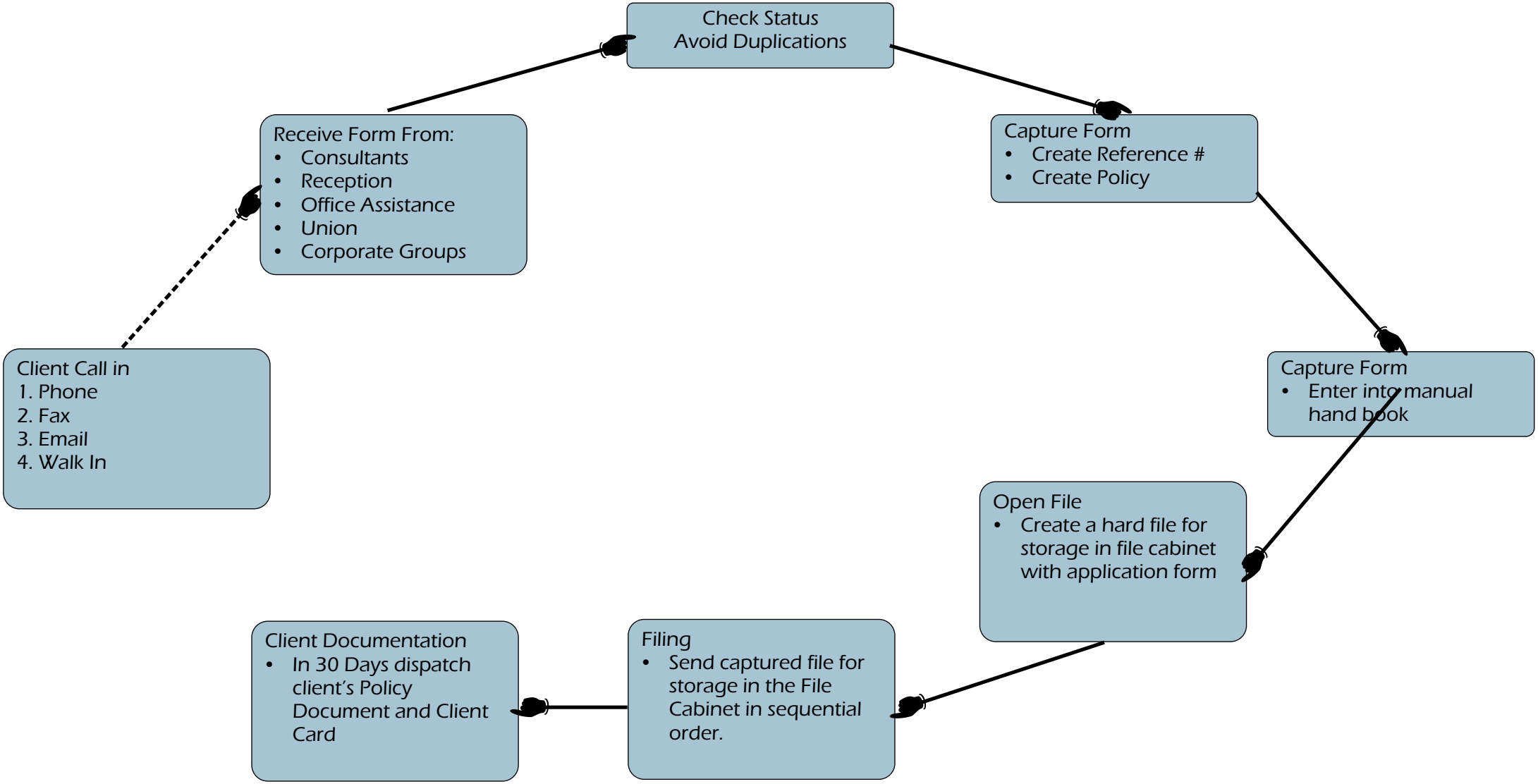
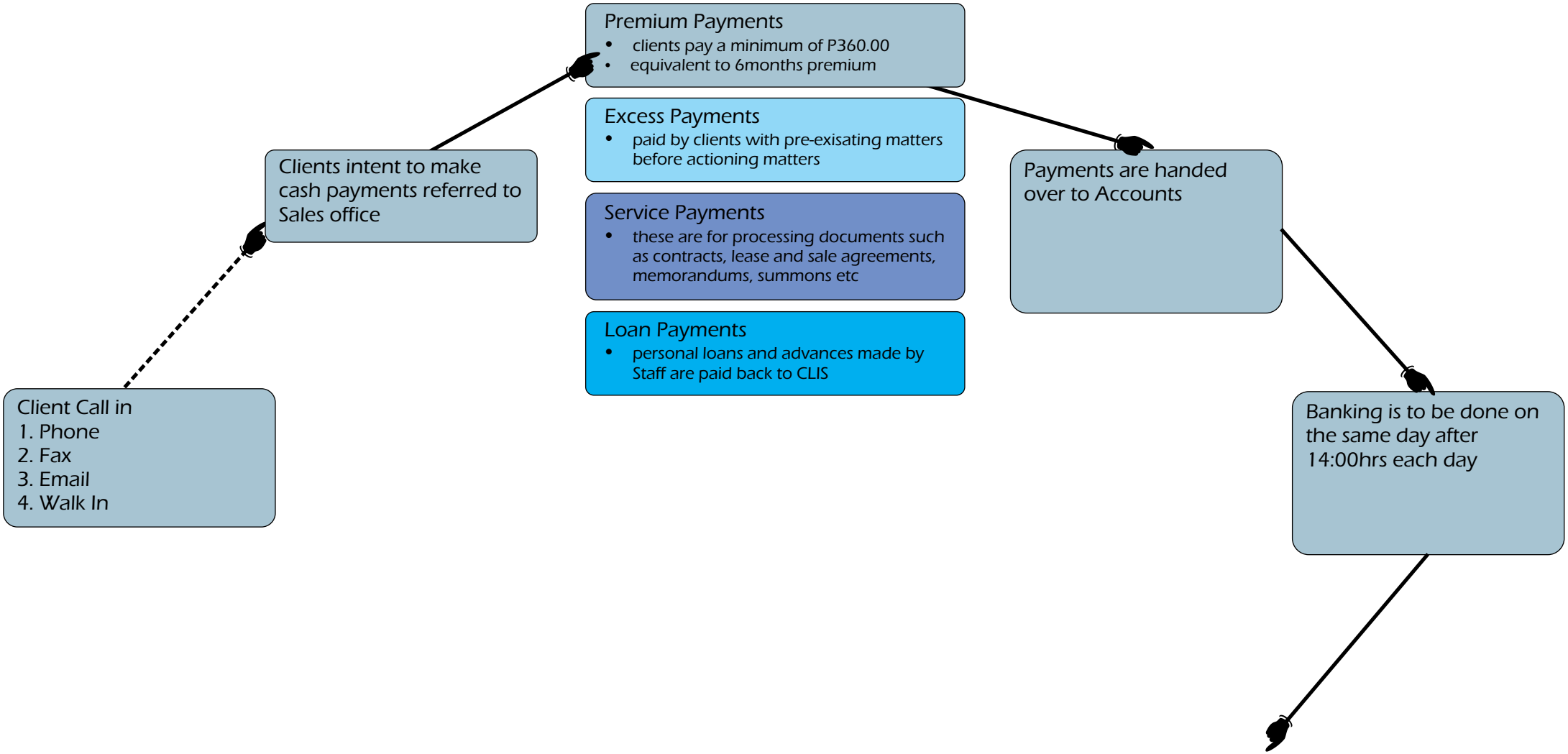
Front Office



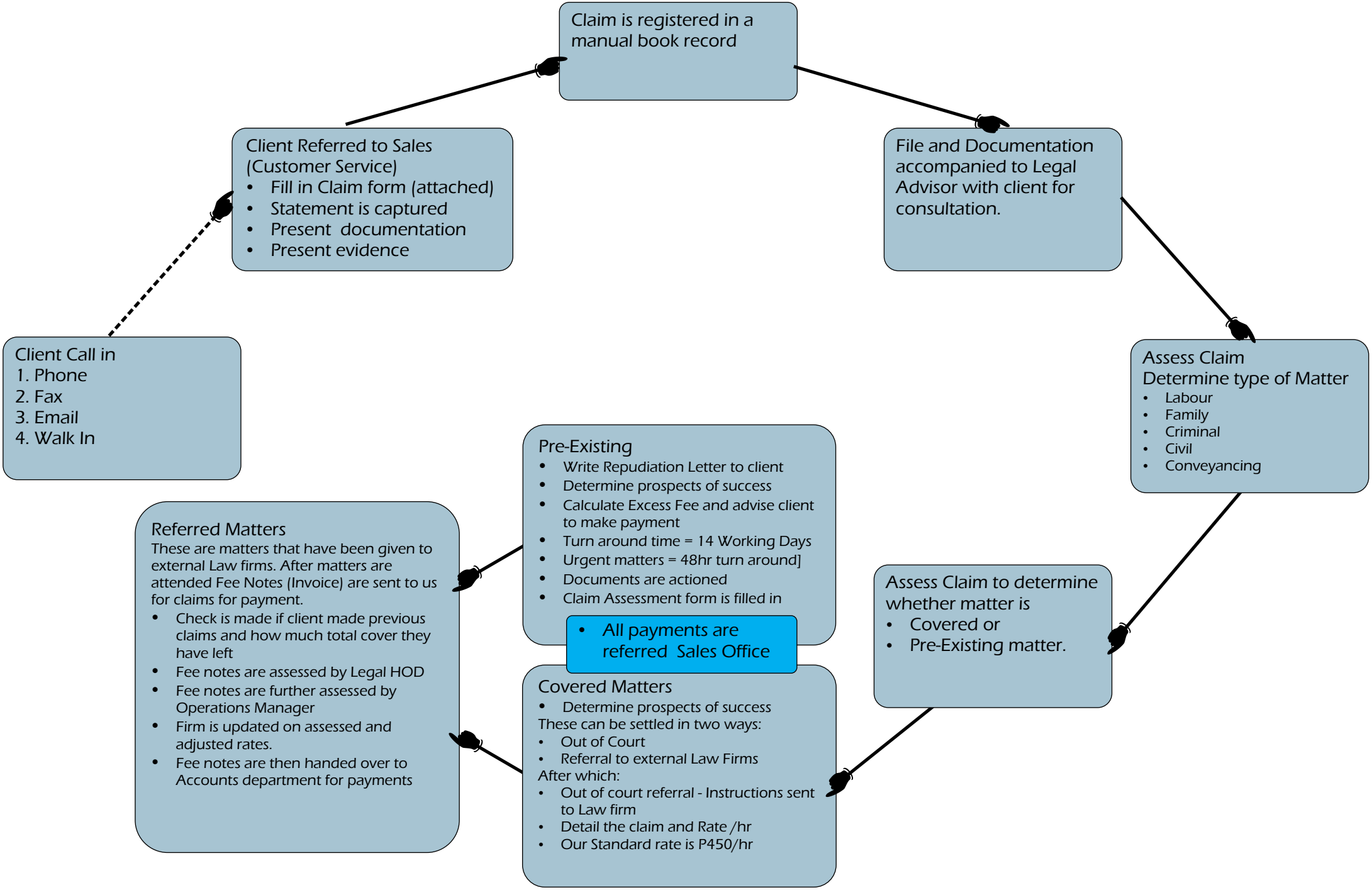
Sales Office - Capturing



Sales Office - Cash Payments



Legal


Claim is registered in a manual book record
Client Referred to Sales (Customer Service)
• Fill in Claim form (attached)
• Statement is captured
• Present documentation
• Present evidence
File and Documentation accompanied to Legal Advisor with client for consultation.
Client Call in
1. Phone
2. Fax
3. Email
4. Walk In
Assess Claim
Determine type of Matter
• Labour
• Family
• Criminal
• Civil
• Conveyancing
Pre-Existing
• Write Repudiation Letter to client
• Determine prospects of success
• Calculate Excess Fee and advise client to make payment
• Turn around time = 14 Working Days
• Urgent matters = 48hr turn around]
• Documents are actioned
• Claim Assessment form is filled in
• All payments are referred Sales Office
Referred Matters
These are matters that have been given to external Law firms. After matters are attended Fee Notes (Invoice) are sent to us for claims for payment.
• Check is made if client made previous claims and how much total cover they have left
• Fee notes are assessed by Legal HOD
• Fee notes are further assessed by Operations Manager
• Firm is updated on assessed and adjusted rates.
• Fee notes are then handed over to Accounts department for payments
Assess Claim to determine whether matter is
• Covered or
• Pre-Existing matter.
Covered Matters
• Determine prospects of success
These can be settled in two ways:
• Out of Court
• Referral to external Law Firms
After which:
• Out of court referral - Instructions sent to Law firm
• Detail the claim and Rate /hr
• Our Standard rate is P450/hr