

Risk Management System



Efficient claims processing is no accident

It is when things go wrong that your business has the opportunity to demonstrate excellence and dedication to quality customer service. Show your clients that you value their business through faster turn around times for claim processing and rapid response to queries. Improve analysis and forecasting of data for operations with optimized reporting. Our Risk Management System (RMS) provides a world class claims storage and retrieval environment that will provide you with tangible cost savings.

RMS is a powerful Windows® based application that will give your organization claim tracking capabilities in three major insurance modules - Freight Insurance, Motor Vehicle Insurance and General Insurance. When integrated together these modules provide financial reporting across multiple lines of insurance. The system also caters for multiple divisions.

Common processing features include:

- Screens designed for rapid data entry.
- All actions on claims are tracked.
- Financial audit trails.
- Payments and recoveries.
- Reports may be exported in PDF format and transferred electronically.
- Mail merging of MS Word letters.
- Cross-divisional multi-line risk management.
- Financial reporting.
- Monthly divisional reports.
- Increased analysis and forecasting of data for operations.
- Improved analysis of problem areas.
- Data trees for easy viewing of related information.
- User level security.
- Head office functions where claims over a threshold limit are processed independently.
- Integrates seamlessly with all LABERG freight related applications.

Payment Processing

A cheque may be raised against one or more claims and you will be able to generate payment letters automatically. RMS will also allow you to track GST amounts. The system will automatically complete a claim when the outstanding amount reaches zero.

Letter Processing

RMS allows you to process letters using MS Word templates. You will be able to select claim particulars and automatically mail merge these details into your letters. You may also call custom functions to provide calculations, and signatories can automatically be applied. All of your letters are stored and archived.

High Speed Data Entry

As with all LABERG applications, data entry screens have been designed for data entry speed and accuracy. An entire claim is entered within one comprehensive screen and can easily be retrieved for review and updating. Answering phone enquiries and providing follow up actions are a breeze with all claim information instantly available at your fingertips. All financial details and actions are tracked automatically and can easily be audited.

Versatile Reporting

Reports may be exported in PDF format and transferred electronically, saving on time and mailing expenses. This high degree of flexibility makes RMS a powerful claims management package. You will minimize your costs and improve efficiency through use of electronic media.



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Freight Claims Processing

RMS covers all aspects of Freight Insurance across the four types of Freight - Air, Road, Sea and Rail. You will be able to report on claims:

- Across lanes
- By depot
- By service
- By commodity code
- By connote
- By damaged code
- By sender, receiver or claimant

To minimize data entry and ensure accuracy, RMS can link to your internal systems to extract data from live transactions. Letter templates can also be linked to the screen for automatic letter generation. To minimize data entry during the processing of high volume transactions from a particular client, batch data entry is available.



General Insurance Claims

The Risk Management System allows your company to process claims for all general incidents and accidents. Claim categories include:

- Property damage
- Public liability
- Fire damage.

Other categories may be added according to the needs of your company.



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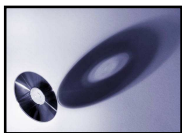
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Motor Insurance Claims

The Risk Management System will enable your company to process all Motor Vehicle claims with greater speed and efficiency. RMS links to the fleet and Human Resource Management information for your business, enabling you to enter details at the press of a button. This not only saves time but also minimizes data entry duplication and increases data accuracy. Reporting by driver or vehicle and accident location is available, and custom reports can be built easily.

The screenshot shows a software window titled "Motor vehicle claims" with various input fields and dropdown menus. The "Our reference" field contains "M22". The "Cars in claim" dropdown is set to "14 CAR 111". The "Registered" field shows "200322". The "Fleet number" is "14" and "Rego" is "CAR 111". The "Insurance Co" is "ACME Insurance". The "Division" is "BULKFRIDGE". The "Street" is "WHITE STREET". The "Country" is "AUS AUSTRALIA" and "Postal code" is "2222 PENSHURST". The "Date entered" is "28/05/2003", "Incident date" is "20-05-03", and "Notification" is "19-05-03". The "Depot" is "SYD SYDNEY". The "Cause" is "DOOR OPENED", "Result" is "IMPACT DAMAGE (NOT OT)", and "Fault" is "DRIVER". The "FIS status" is "OPEN".



Free 30 Day Trial!

Find out for yourself how the Risk Management System will put you in complete control of your claims processing. Contact us now to receive your free introductory CD. You will be able to download a trial version of the application and our online help will have you processing claims in no time!



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