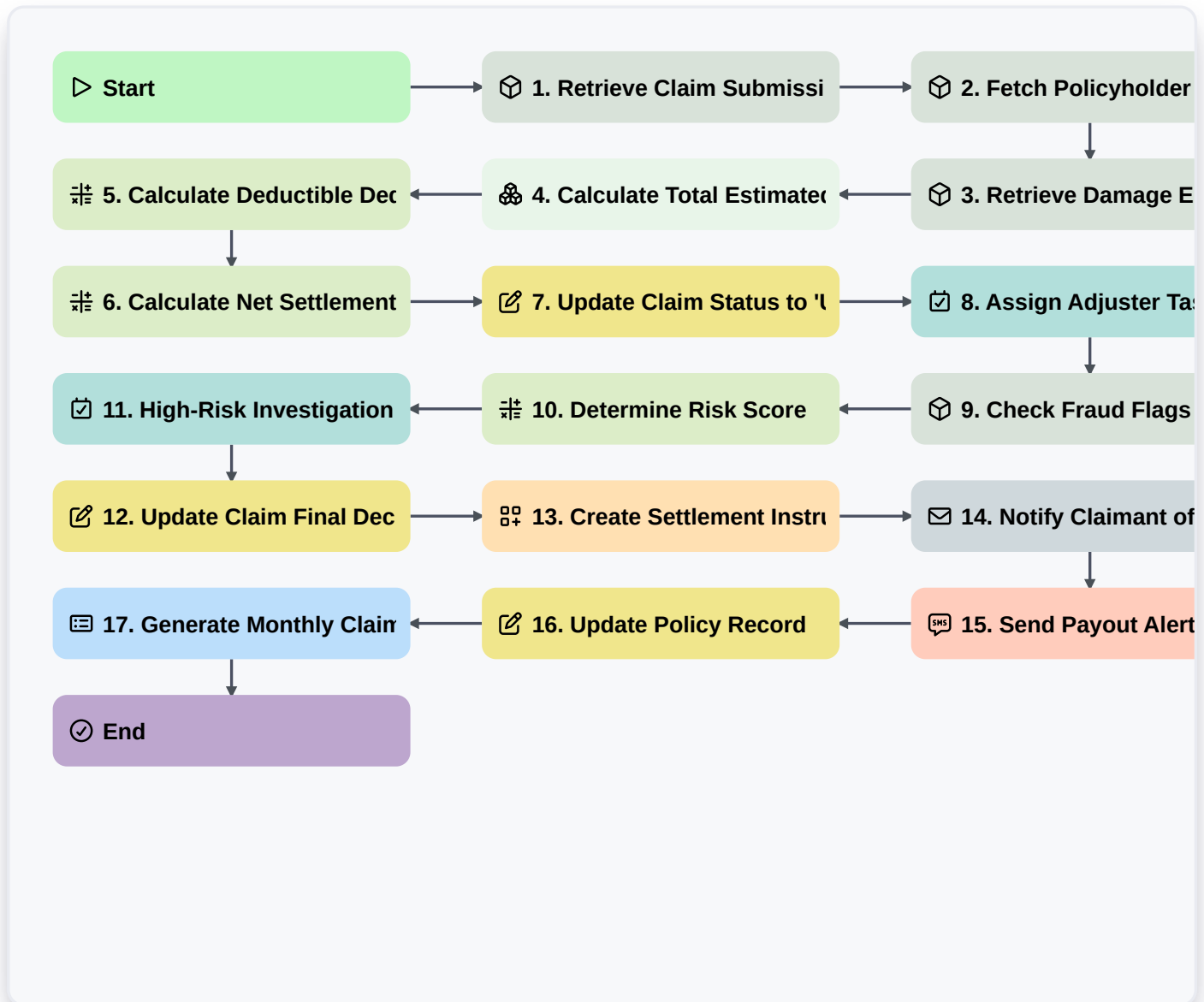


# Automated Claims Settlement Process



## Start

Start of the Workflow/Process.

## 1. Retrieve Claim Submission

Fetch the initial claim entry submitted by the customer including policy details and incident description.

## 2. Fetch Policyholder Profile

Retrieve user data and historical claim records for the identified policyholder.

## 3. Retrieve Damage Estimates

Get all line items from the 'Damage Assessment' data model associated with this claim ID.

## 4. Calculate Total Estimated Loss

Sum the cost of all parts and labor entries from the Damage Assessment data model.

## 5. Calculate Deductible Deduction

Subtract the policyholder's mandatory deductible from the Total Estimated Loss.

## 6. Calculate Net Settlement Amount

Calculate the final payout amount (Total Loss - Deductible).



### **7. Update Claim Status to 'Under Review'**

Update the claim entry status to reflect that an adjuster is currently reviewing the file.

### **8. Assign Adjuster Task**

Create a task for a Claims Adjuster to verify the validity of the damage estimates.

### **9. Check Fraud Flags**

Retrieve data from the Fraud Detection model to check for suspicious patterns.

### **10. Determine Risk Score**

Calculate a risk score based on claim frequency and fraud flag presence.

### **11. High-Risk Investigation Task**

Create a high-priority task for the Fraud Investigation Unit if the risk score exceeds a threshold.

### **12. Update Claim Final Decision**

Update the claim entry with the final approved amount and settlement decision (Approved/Denied).

### **13. Create Settlement Instruction**

Create a new entry in the 'Payments' data model to trigger the bank transfer.

### **14. Notify Claimant of Approval**

Send an automated email to the customer confirming their claim has been settled and providing the payout details.

### **15. Send Payout Alert**

Send a brief SMS notification to the user's registered phone number regarding the funds transfer.

### **16. Update Policy Record**

Update the user's policy data model to reflect the completed claim and any impact on premiums.

### **17. Generate Monthly Claims Report**

Generate a summary report of all settled claims, total payouts, and average processing time for management.

### **End**

End of the Workflow/Process.