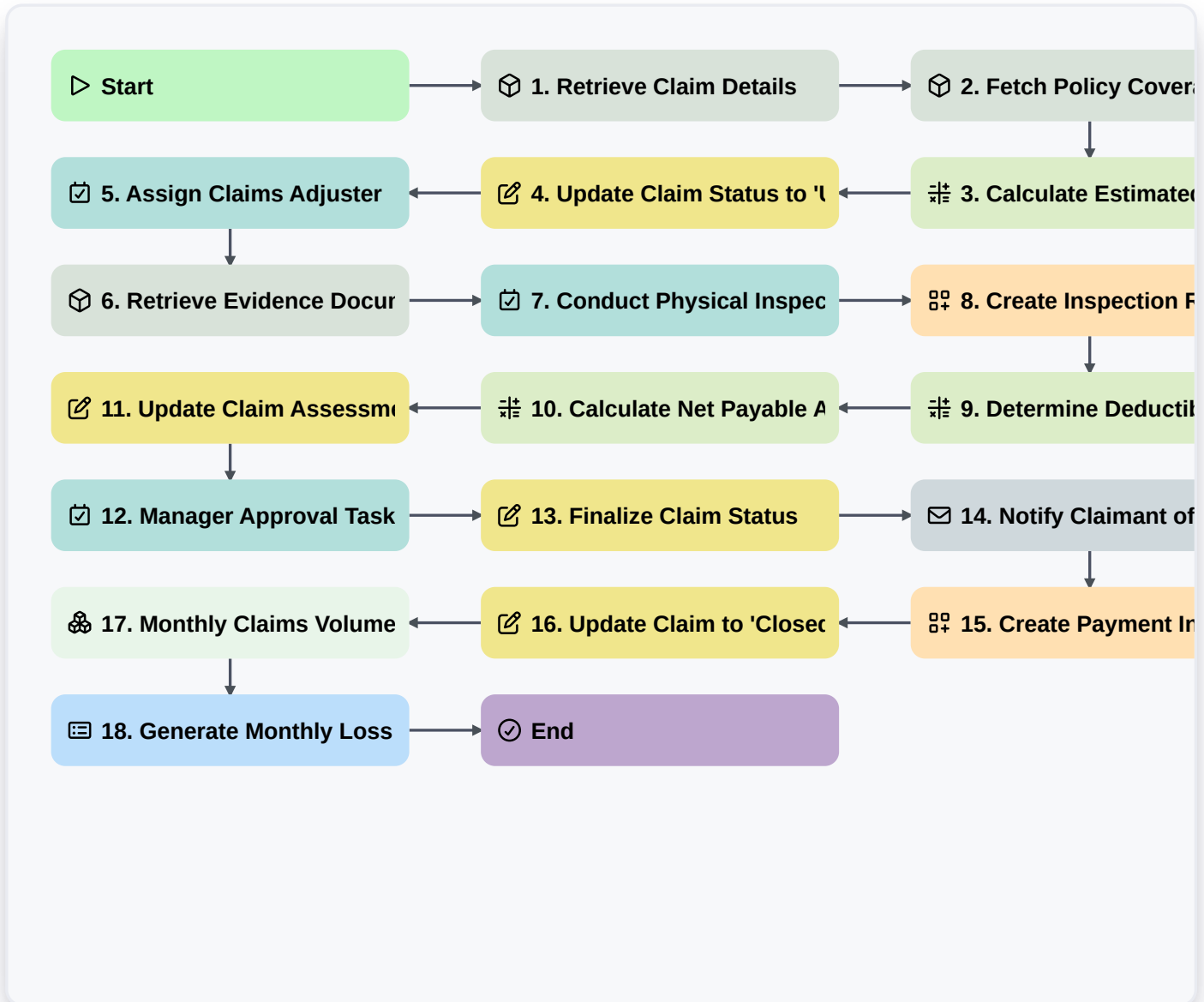


# Cargo Insurance Claims Management Process



## ▷ Start

Start of the Workflow/Process.

## 📦 1. Retrieve Claim Details

Fetch the initial claim submission data and associated shipment information from the Claims Data Model.

## 📦 2. Fetch Policy Coverage

Retrieve the specific insurance policy details to verify coverage limits and terms.

## 🔢 3. Calculate Estimated Loss Value

Calculate the total loss by summing itemized damages and adding estimated shipping/handling costs.

## ✍️ 4. Update Claim Status to 'Under Review'

Update the status field of the claim entry to indicate the assessment phase has begun.

## ✅ 5. Assign Claims Adjuster

Create a task for the Claims Department to assign a qualified adjuster to the case.

## 📦 6. Retrieve Evidence Documentation

Fetch all uploaded photos, inspection reports, and shipping manifests linked to the claim.



## **7. Conduct Physical Inspection**

Create a task for the field agent to perform a physical inspection of the damaged cargo.

## **8. Create Inspection Report**

Create a new entry in the Inspection Reports data model containing findings from the field agent.

## **9. Determine Deductible Amount**

Calculate the portion of the claim that the policyholder must pay based on policy rules.

## **10. Calculate Net Payable Amount**

Subtract the deductible from the total estimated loss value to find the final payout amount.

## **11. Update Claim Assessment**

Update the claim entry with the final calculated loss and the adjuster's recommendation.

## **12. Manager Approval Task**

Create a task for the Claims Manager to review and approve/deny the settlement amount.

## **13. Finalize Claim Status**

Update the claim entry status to 'Approved' or 'Denied' based on the manager's decision.

## **14. Notify Claimant of Decision**

Send an email to the policyholder informing them of the claim outcome and the payout details.

## **15. Create Payment Instruction**

Create an entry in the Finance Data Model to trigger the actual disbursement of funds.

## **16. Update Claim to 'Closed'**

Update the claim status to 'Closed' once the payment instruction is successfully created.

## **17. Monthly Claims Volume Report**

Aggregate all closed claims in the current month to calculate total payout volume and frequency.

## **18. Generate Monthly Loss Ratio Report**

Create a summary report comparing total premiums collected vs. total claims paid for management review.

## **End**

End of the Workflow/Process.