

# Complaints and Claims Management System

The system developed by our company incorporates the whole process of successive procedural principles, which include the whole claim lifecycle from its submission to its final conclusion. The entire process of a submitted claim or complaint is strictly electronic, and the claimant is informed of the outcome of claim or complaint procedure in a structured form.



## The Main Points of the Complaint and Claim Procedure

- Recording of complaints and claims, which are structured according to the type of product or type of complaint
- Assessing the completeness of the data entered, completion with relevant information and forwarding to the individual steps of investigation
- Monitoring of periods during the investigation, recording activities in the process of investigation and escalation of solution
- Chargeback resolution and handling of given claims and complaints
- Proposals for corrective action and indemnity
- Evaluation of the causes and the success of corrective actions
- Evaluation of statistical reports
- Imaging and printing predefined reports and printouts
- System integration with information systems of third parties