	<h1>Claims - PRAM</h1> <h2>Process Risk Assessment Matrix</h2>	Document Number:
	Department: Claims	Effective Date: November 9, 2023
		Revision No 6

Legend:

Probability of Occurrence		Average No. of Transactions/Cases per Month
High	Almost certain will occur	11 and above
Medium	Might occur at some time	6 to 10
Low	Remote Possibility	0 to 5


Severity of Risk	
Critical	Will greatly affect stakeholders satisfaction
Non-Critical	Less effect on stakeholder satisfaction

PROCESS RISK ASSESSMENT MATRIX								
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Reporting of claims incident	Unreported irregularity on cargo delivery	Unmonitored cargo delivery status/RUD (Rejected Upon Delivery)	Low	Critical	Coordinate immediately with operations, customer service and claims coordinator.	Email/Viber	Re-orientation of checkers on the on-time reporting of irregularity on every delivery	2Ps on Reporting of Claims Incident and Cargo Incident Report Attendance
	Late reporting of irregularity on cargo delivery	NO CIR (Cargo Incident Report) has been made by the checker/Delayed turn-over of CIR to Claims Coordinator			Strict compliance of operations on within 24hours submission of CIR to Claims Coordinator upon discovery of the incident		Re-orient checkers on the important use of CIR including proper use (how to fill-up) and on time submission to CSR Checkers must always be provided CIR form/template during pick-up and delivery	
	Unavailability of Manpower due to pandemic	Unable to perform reporting of claims incident due to work rotation, unavailable transportation, LGU safety protocols	Low	Critical	Request assistance from branches operations to include the task in their work rotation Multi-tasking of manpower	E-mail/Viber	Implement flexible work arrangement / Work from home	Email, Viber, Text message, Call

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Filing of Claims	No Claim Letter Filed	Standard Operating Procedure was not cascaded to Claimant and not strictly implemented.	Medium	Critical	Coordinate immediately to Sales In-charge and Customer Service Representative of the account for them to coordinate and discuss with the client or customer the requirements and procedures in filing claims	Email/Viber	Initiate alignment meeting on SOP on claims to Sales In-charge with the account/client Schedule regular alignment meeting with Sales In-charge & Customer Service Representative Initiate alignment meeting on SOP on Claims to Sales In-charge with the Account/Client	SOP copy 2Ps for Filing of Claims and Minutes of the meeting
	Late filing of Claim		Low					
	Incomplete required documents submitted	NO SOP on Claims Process had been discussed and approved before closing the account	Medium					
	No payment/ settlement from insurance company/third party Denied claims by insurance or undervalued or No Declared Value	Submitted incomplete documents required No pre-alert/late filing of claims Below the deductible amount as per insurance policy	Low	Critical	Always be aware/familiar to Insurance Policy Alignment of Standard Operation Procedures of Service Agreement (SLA) or Contract (Indicate the Claims Process & Requirements) between F2 and Client before the execution of service	Email / Supporting Documents/Viber	Always submit all required documents Always send pre-alert email on a possible claim to insurance Always check first amount to be claimed prior to filing of claim to insurance	E-mail / Cargo Marine Insurance Policy / Supporting Documents

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Filing of Claims	Delayed processing of Claims by Insurance Company	Work rotation of Employees in Insurance Company	Low	Critical	Immediately coordinate with person in-charge in the Insurance company through email, viber, text	Email / Viber / Text	Implement virtual meetings and flexible work arrangement	E-mail
		Unable to gather supporting documents such as incident report, BL from Shipping lines, Formal Claim Letter from Claimant, Sales Invoice, Packing List due to work rotation, unavailability of transportation, LGU safety protocol due to pandemic	Low	Critical	Immediate cascading of information on the status of the required documents Submit available documents through email	Email / Viber / Text	Recommend to Insurance Partner to incorporate in the renewal of Marine Open Policy acceptance of Soft copy of required documents in filing claims	Email / Viber / Text
	No/Delayed filing of claims of Customer(s)	Temporary shutdown of customer's business/ work rotation due to pandemic	Low	Critical	Immediately coordinate with person in-charge through email, viber, text	Email / Viber / Text	Implement telecom/virtual meetings. Flexible work arrangement	Email / Viber / Text
Claim Settlement	Late settlement of Claims	Need the GP & Rev Need to Identify the person responsible for pass on charges	Medium	Critical	Update 2P's (7 Days) Always remind person in-charge for the preparing of the GP & Rev Need the commitment person in-charge for GP & Rev Upon preparation of CIR need to identify person responsible for the damage or lost of the items	Email/viber	Must prepare the Job Aid for the Checker in preparation CIR, need to identify the person responsible	Email/Viber

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Claim Settlement	Unverified claims	Incomplete/ No documents submitted	Medium	Critical	Coordinate with Sales In-charge/CSR to remind customers on the required documents and the timeline in filing claims (hard/soft copy)	Email/Viber	Visit Customers together with the Sales In-charge to align the process and procedure on claims settlement for their understanding Make a presentation to client on the company's process and procedure to settle claims	E-mail
		Unable to conduct physical inspection due to temporary closure of business, work rotation, unavailable transportation, LGU safety protocols due pandemic	Low	Critical	Require Operations/CSR to send documents such as Incident Report, Pictures during delivery through email/viber	Email, Viber, Pictures	Constant reminder to Operations team to send required documents upon discovery of incidents	E-mail
	Loss of account	Un-settled/delayed settlement of filed claims	Low	Critical	Review/revalidate cause of delayed/unsettled claims	Emails, submitted documents	Conduct meeting/ virtual meeting with Sales In-charge to discuss details of conducted causes of un-settled / delayed settlement for filed claims	E-mail
	Outright Deduction of Filed Claims	Mandated by Account/Client. Un-settled/delayed settlement of filed claims	High	Critical	Coordinate with Sales In-charge. Review SOP/SLA of the account Review/revalidate cause of delayed/unsettled claims	Emails, submitted documents	Conduct meeting/virtual meeting with customer to align customer's process on filed claims with our internal process. Remind Sales In-charge to discourage outright deduction agreement with customers prior to closing of account Present to customer the process on how to settle and prevent claims	E-mail/ Viber/MOM

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Outright Deduction	Unvalidated outright deductions	Mandated by Account/Client Stipulated in the proposal / contract / SLA (Service Level Agreement) No formal claim letter filed	Low	Critical	Ask assistance from Sales In-charge on accounts that are implementing outright deduction to inform account to send summary of for outright deduction with references (HWB #/PWB #) via email to claims team and finance prior to actual outright deduction	Email	Visit customers/Virtual meeting together with the Sales In-charge to understand and align customer's process with our internal process.	Guidelines on Outright Deduction & E-mail
	Transactions from previous month/year outright deducted to current year	No/Incomplete supporting documents	Low		Directly coordinate with the account/client for the supporting documents of the outright deduction		Remind Sales In-charge to discourage outright deduction agreement with customers prior to closing of account Present to the customer the process on how to settle and prevent claims.	Pres Mat on claims settlement and prevention
Preparation and Selling Activity	No selling activity	No potential buyer Pandemic Insufficient manpower/help er	Low	Non-critical	Look for Bulk Buyer Asked assistance from operations team	Email	Remind operations a day before the selling activity Push items for sale and order through email	2Ps for Preparation and Selling Activity & E-mail
	Unavailability of Manpower due to pandemic	Unable to perform selling activity due to work rotation, unavailable transportation, LGU safety protocols due to pandemic	Low	Critical	Conduct online selling Request assistance from branches operations to include the task in their work rotation	E-mail, IT Helpdesk, F2 Marketplace	Multi Tasking Solicit lot/bulk buyers	E-mail, SMS, Call

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Claims Disposal	Undisposed /unsold Claims items	No available potential buyers	Low	Critical	Coordinate with MMD for potential disposal buyers/proper disposal	E-mail, SMS, Call	Provision for at least 3 potential disposal buyers	E-mails & Meetings
	Lack of storage area	No designated storage area			Ask assistance from BU for storage in their warehouse	E-mail, SMS, Call	Escalate to top management (through F2 Corporate Center Project)	
	Unavailability of Manpower due to pandemic	Delayed disposal of claims due to work rotation, unavailable transportation, LGU safety protocols	Low	Critical	Request assistance from branches operations to include the task in their work rotation	E-mail, SMS, Call	Multi Tasking	E-mail
Claims Inventory Monitoring	Un-updated claims inventory	No report/late report on pallet positioning from Operations	Low	Critical	Require Operations to report in the Weekly Leaders' Meeting the inventory and pallet positioning with aging	E-mail, SMS, Call	Once/twice a week schedule of actual warehouse inventory of all cargoes inside the warehouse (including non- moving cargoes)	Leaders Meeting Report
	Unavailability of Manpower due to pandemic	Unable to perform Claims Inventory due to work rotation, unavailable transportation, LGU safety protocols	Low	Critical	Request assistance from branches operations to include the task in their work rotation	E-mail, SMS, Call	Multi Tasking	E-mail, SMS

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