

	Claims and Sales In-Charge of all Business Units Service Level Agreement		Document Number: SLA-SS-01.01
Department: Claims	Effective Date: June 19, 2017	Revision No 0	

Agreements:

1. Sales to provide customer profile to include name of contacts, emails, phone address to Claims every closing of account.
2. Claims to coordinate directly to customer regarding settlement of claims particularly outright deduction, to deduct within 30 days upon receiving of information from Finance and shall include Sales for email of weekly updates.
3. For new accounts or business review, claims to prepare and discuss presentation material on how to file a claim or prevent claims based on their product.

DDC: This Document is already Approved and Posted on Intranet.

Please refer to printed files for signatures of approvers.

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