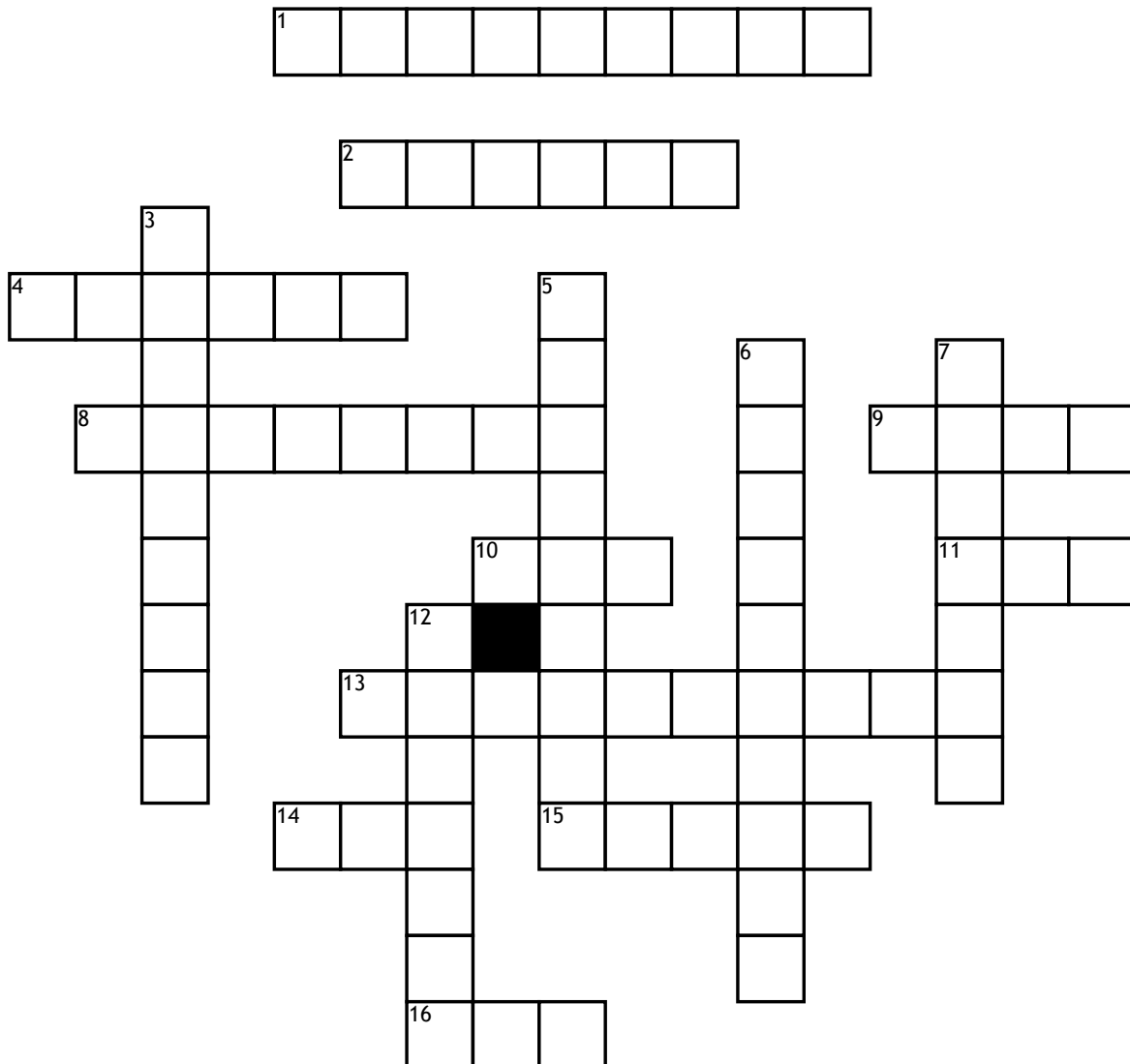


Name: \_\_\_\_\_

Date: \_\_\_\_\_

# Time to Settle



## Across

1. An assessor must be appointed when there are issues with a \_\_\_\_\_ wall
2. An assessor must be appointed where there is \_\_\_\_\_ of liquid/water
4. Members must be kept informed of progress at least every how many days?
8. A solicitor must be appointed on all \_\_\_\_\_ injury claims
9. Claim payments should be raised or challenged with how many days of information received?

10. Where repairs are authorised, the Member must be advised with how many business days?

11. The claim should be accepted or declined within how many business days
13. An assessor must be appointed where an event such as \_\_\_\_\_, cyclone floor or fire
14. Who do you engage with to assist when struggling with documentation
15. An Investigator must be appointed after \_\_\_\_\_ days where a stolen vehicle remains unrecovered
16. In the event of a total loss, the member must be contacted with how many business days to discuss process

## Down

3. Communication should be via \_\_\_\_\_ where possible before email
5. What needs to be updated at every touchpoint
6. An investigator must be appointed on all potentially \_\_\_\_\_ claims
7. An assessor must be appointed where the claim cost is likely to exceed \$\_\_\_\_\_ thousand
12. The \_\_\_\_\_ checklist must be followed when raising payments