

# The Lifecycle of a Claim

## General Indemnity Scheme



### What you need to do

- ✓ Follow **Claims Notification Procedure**
- ✓ Inform relevant personnel in State Authority about the claim in line with your internal escalation procedures

- ✓ Facilitate interviews with witnesses
- ✓ Gather relevant documents
- ✓ Organise and engage with detailed consultation about claim
- ✓ Respond to queries from Claims Manager
- ✓ Raise any queries on behalf of State Authority

- ✓ Respond to queries from Claims Manager
- ✓ Raise any queries on behalf of State Authority

#### Possible Pathways

Pathways can be interchangeable at times depending on the current state of the claim.

- PIAB
- Mediation / Alternative Dispute Resolution
- Settlement
- Litigation

- ✓ Acknowledge claim outcome and inform appropriate relevant stakeholders internally
- ✓ Raise any queries on behalf of State Authority

- ✓ Liaise with State Claims Agency Risk Manager
- ✓ Consider/analyse any learning from the claim internally
- ✓ Raise any queries on behalf of State Authority

#### PIAB

- ✓ Respond to queries from Claims Manager
- ✓ Identify potential witnesses for interview
- ✓ Gather relevant documents

#### Mediation / Alternative Dispute Resolution

- ✓ Attend mediation
- ✓ Respond to queries from Claims Manager
- ✓ Raise any queries on behalf of State Authority

#### Settlement

- ✓ Respond to queries from Claims Manager
- ✓ Identify potential witnesses for interview
- ✓ Gather relevant documents

#### Litigation

- ✓ Identify relevant witnesses and documents
- ✓ Participate in Liability Consultation
- ✓ Review Defence and swear Affidavit of Verification

