

Claim initiated by the Glass Shop

1st screen:

Welcoming

Thank you for calling the Glass Claims department of **Insurer** my name is _____, can I start by getting your name please?

1. Thank you (**Technician's Name**), How can I help you today?
2. Is there any other damage?
3. Is this the first time this damage is reported?
4. What is the policy number?
5. When did the damage happen? (Avoid using the word « date of lost »).
6. Can you provide me with the Make, Model and Year of the vehicle?
7. Can I have the last 6 digits of your serial number? **For SSQ you must ask for the complete VIN #.**
8. Is the damage bigger or smaller than a dollar coin?
9. What is the mileage on the vehicle?
10. What is the license plate number?

2nd screen :

11. What is the name of the insured?
12. Can you confirm the address of the insured?
13. Can I have the phone number of the insured?
14. Does he have a second contact number?

3rd screen :

15. Now I need to have your workshop phone number?
(Validated the name of the shop and its location before selecting it)

4th screen :

16. Who was driving the vehicle when the damage happened?
Or Who was the person responsible for the vehicle when the damage was found?
17. Is the vehicle for personal or commercial use?
18. Do we have the part number? (For replacement only)
19. Do we need to add something else?

5th screen :

20. What was the cause of the damage? (**Add a note to journal**)

Confirmation of converge

Repair (only)

We do have a coverage for the windshield repair. If it doesn't hold, there's a deductible of \$ payable by the insured

Replacement

We do have coverage for broken windows with a deductible of (amount)\$ applicable.

Call Closing

Unrestricted

The work order number is (WO#) and a copy of will be sent to you right away

Restricted

I must send this request to authorization before I can provide the work order number. It will be sent as soon as it's authorized. You can use the policy number as a reference at this time.

21. Do you have any additional questions for me today (**Customer Name**)

Thank you for calling. We appreciate your business.