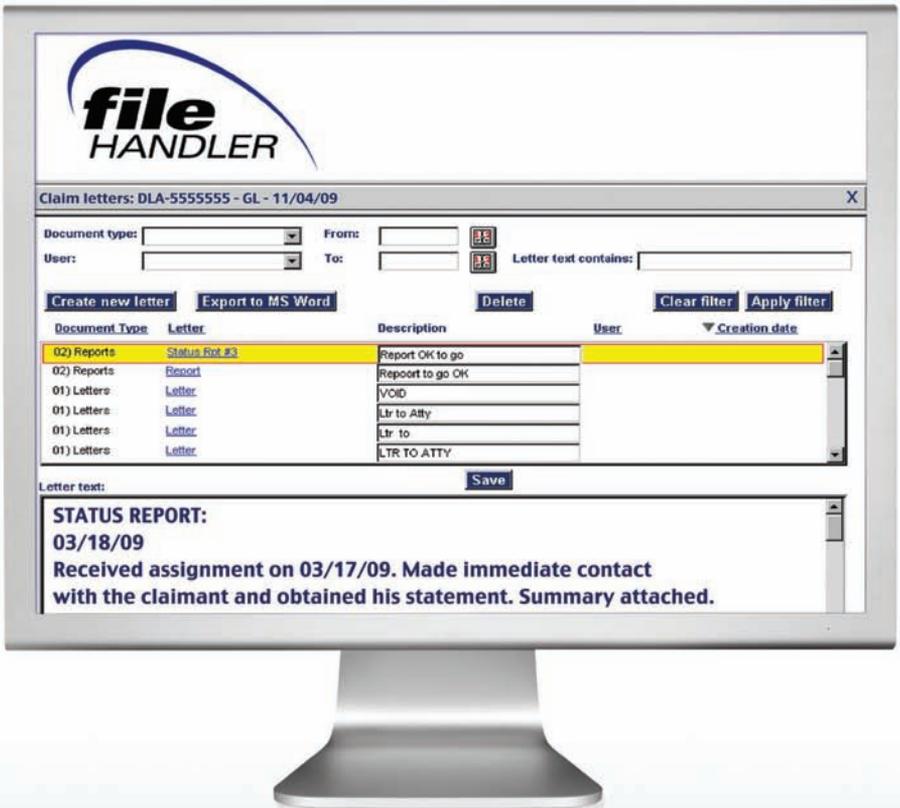


ACCESS

Client Access to DMA's Claims System



Client Access to DMA's Claims System

DMA (David Morse & Associates) uses a Web browser-based claims system in all its offices.

We can provide access to the system for our clients so clients can instantly view progress on claims that have been assigned to a DMA adjuster. Access to the system would include the following benefits:

- ▶ Access to DMA adjuster notes, diaries, reports, photographs, any other attachments and invoices. For example, if you need to know whether an appointment with an insured or claimant has been made, you can access DMA's claims system, rapidly locate the specific claim in which you are interested and check the Notes field. No need to call the adjuster and possibly leave a message and wait for a return call.



Claim notes : DLA-000123456 - GL - 04/01/2009

Party: From date: Note type:

Handler: To date: Note text contains:

[Edit](#) [Report](#) [Clear filter](#) [Apply filter](#)

Party	Handler	Note type	Note date	Note text
...
...
...
...

Note text:

...

- ▶ Past reports, photos, email traffic on the subject of the claim and more all accessible via your web browser in the Claims System.

Claim detail : DLA-000123456 - GL - 04/01/2009

[Edit claim detail](#) [Reassign Tier](#)

Claim #:	DLA-000123456	LOB:	IA
Party:	County of Los Angeles	Category:	Reserved
Company:	ABC ins - LA, CA (INV WC)	Received date:	04/01/2009 02:30:00 PM
Handler:	Smith, John	Reported date:	04/01/2009 12:00:00 AM
Client claim #:	12345678-0000	Loss date:	09/27/2008 12:00:00 AM
Client contact:	Doe, Jane	Date entered:	04/01/2009 02:32:03 PM
Bill to client:	ABC ins - LA, CA (INV WC)	Status:	Opened
Loss causation:		Closed date:	
Accident location:		Closure method:	
Claim type:	Worker's Comp	Reopened date:	09/27/2008 12:00:00 AM
Claim status:		Catastrophe flag:	No
Benefit state:		Catastrophe #:	0

- ▶ Electronic attachments to the claim file can be downloaded to your computer at any time. Financial transactions, reserves and payments, can be entered and tracked and reported as needed.

- ▶ Many standard reports on claims are available from the claims system report menu. Custom data exports from the system are also available.

The screenshot shows a web application window titled "Claim diary : DLA-000123456 - GL - 04/01/2009". It features a search interface with the following fields and controls:

- Party: [Dropdown]
- Handler: [Dropdown]
- Diary type: [Dropdown]
- From: [Text] [Clear]
- To: [Text] [Clear]
- Status: [Dropdown] (set to "Open")
- Buttons: Edit, Report, Clear filter, Apply filter

Below the filters is a table with the following data:

Party	Handler	Diary type	Diary date	Status	Diary text
County of Los Ang.	Smith, John	Report Diary	03/31/2009	Open	Status due 4-3-09

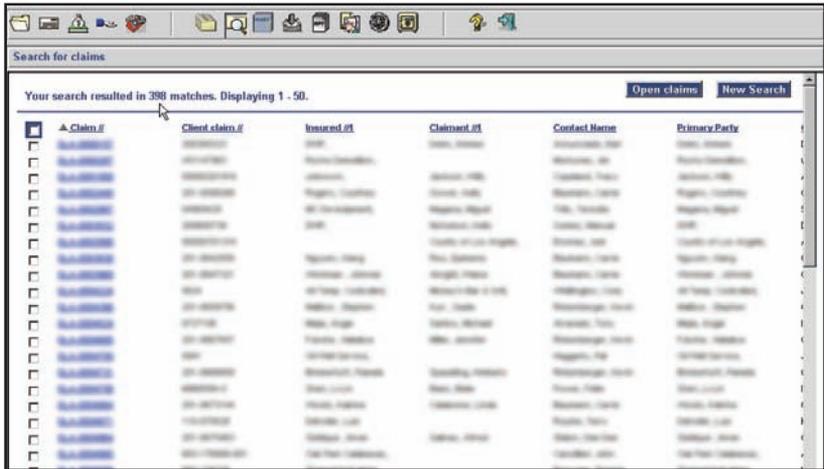
At the bottom, there is a "Diary text:" field containing "Status due 4-3-09".

- ▶ Access to the system is secure. Only individuals with user names and passwords will have access, and then only to assignments from the company they work for and the specific office in which they are employed. Client access is limited to only that client's claims.

The login screen displays the following elements:

- Text: "Please login to continue"
- Field: "User ID:" [Text Input]
- Field: "Password:" [Text Input]
- Button: "Login"

Additional training is available to enable the client to exchange communications with the handling adjuster by efficient use of claims diaries from within the system.



The system provides search procedures making it easy to find the claim in which you are interested. You can search by DMA's claim number, your claim number, insured or claimant name, date the assignment was sent to DMA, etc.



The system makes our work for you more efficient and our turnaround time faster. We would like to also put the system to work for you. Once your office decides to obtain access, we will provide web training sessions, user names and passwords to get you going.

If this is something that would benefit you and your office, please give us the name and contact data for the appropriate person in your company with which to make the arrangements necessary to establish access.

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