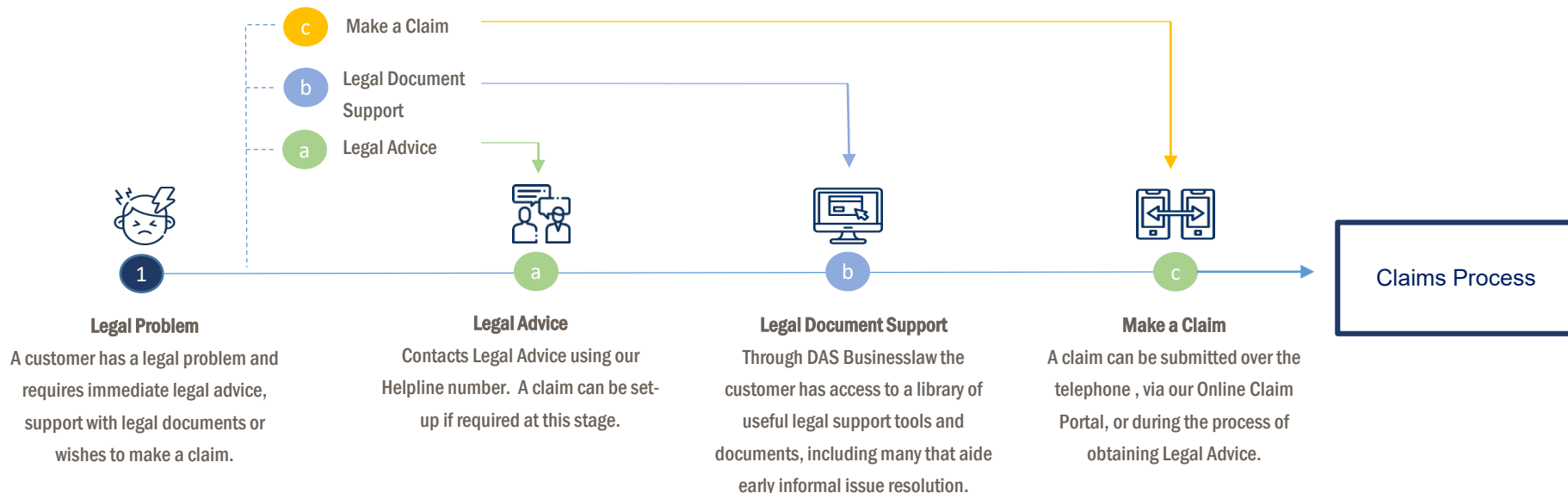


DAS service approach

Using DAS digital tools – building an more integrated approach.

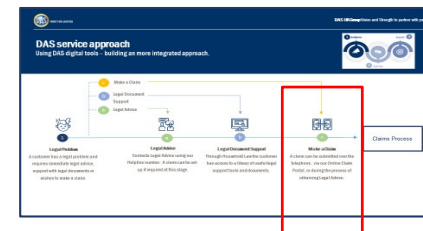


DAS claims process

Using DAS digital tools – building an more integrated approach.



Q1 2021: customer channel preference
 36% Online Claims Form
 39% Through Legal Advice
 15% Contact Centre
 10% Email (largely via Business Partner)



2

Do I have a policy?

This is confirmed immediately if policy details (EDI) is in place. In the absence of EDI this **can take up to 5 working days**.



3

Am I covered?

Claims are assessed and cover confirmed **within 5 working days** (if not sooner). If cover is in place next steps are confirmed and a solicitor appointed.



4

Solicitor Appointment

The appointed solicitor will contact the customer within 24 hours of receiving the claim. Next steps will be explained e.g. first step is for prospects to be assessed and confirmed.



5

Ongoing Claim Progress

Prospects is confirmed and next steps discussed. The customer is updated in line with their preferred method and frequency of communication.



6

Claim Resolution

The claim is resolved successfully e.g. by way of settlement, mediation or at court.

DAS service approach - Commercial

Using DAS digital tools – building an more integrated approach.



1

Dave decides to take on some help. He notices in his insurance newsletter that his policy has online tools to help him set this up correctly.



2

Dave activates his Businesslaw account and reads the employment guide. He's a bit confused, but there is a telephone number.



3

Dave speaks to a legal advisor that evening and everything is set. He sends the employment contract and it's all signed online.



4

The first 6 months go well enough. But then Dave's new employee keeps getting headaches and becomes increasingly unreliable



9

Dave's claim is checked quickly. As he'd followed the advice he has kept strong evidence, which allows his DAS Law solicitor to successfully defend him and avoid it going to tribunal.



8

Dave's insurance includes employment cover. And as he's spoken to legal advice he knows he can file his claim online in the evening, so he doesn't lose time on site.



7

Dave's employee, doesn't return and later Dave receives an angry email alleging bullying and discrimination



6

Dave speaks to a legal advisor again. He understands what he needs to do to manage persistent sickness absence. He has a link to his Businesslaw account for a guide to keep him on track.



5

Dave has never had to manage anyone before and he's tempted to sack him as he's more trouble than he's worth. But he's a bit unsure. He remembers how good the advisor was.