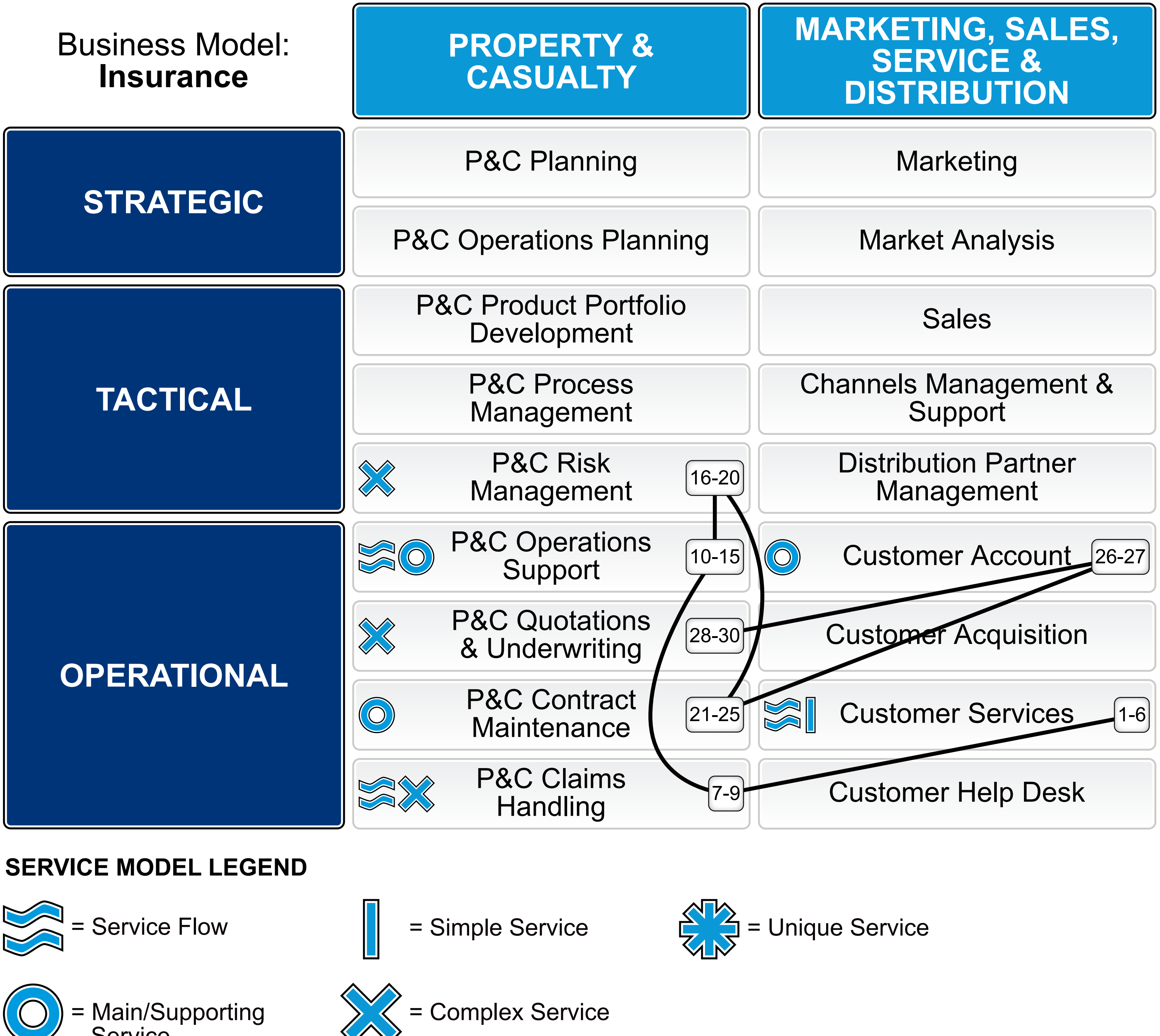

1. Perform Initial Review
2. Discuss with Claimant
3. Create "Loss Notice"
4. Prepare Rejection Notice
5. Prepare Settlement Notice
6. Enter Reply
7. Validate Customer
8. Validate Policy
9. Log Status
10. Perform Detailed Review
11. Create Claim
12. Assign Investigator and Adjuster
13. Log Status
14. Cut Check and Close Claim
15. Log Payment
16. Perform Risk Assessment
17. Investigate Claim
18. Perform Fraud Protocal
19. Update Litigated
20. Forward to State Fraud Division
21. Assess Claim
22. Prepare Rejection
23. Prepare Settlement
24. Update Pending Claims
25. Finalize Claim
26. Update Customer Account
27. Log Status
28. Evaluate Settlement
29. Update Premium & Exclusions
30. Notify Customer Service