

14. Competency Profile (CP)

SECTION	(G) Wholesale and Retail Trade; Repair of Motor Vehicles and Motorcycles		
GROUP	(452) Maintenance And Repair of Motor Vehicles		
AREA	Automotive After Sales Services (Motor Insurance Claim) & Motor Vehicle Insurance		
NOSS TITLE	Motor Vehicle Damage & Repair Assessment Operation		
NOSS LEVEL	Three (3)	NOSS CODE	G452-009-3:2022

CU TITLE & CU CODE	Produce claimant accident vehicle profile. G452-009-3:2022-C01
CU DESCRIPTOR	<p>Produce claimant accident vehicle profile describes the competency in compiling claimant and vehicle documents as well as handling claimant enquiries regarding motor insurance claim.</p> <p>The person who is competent in this CU should be able to record accident vehicle information, record claimant information, and brief claimant on motor insurance claim procedure.</p> <p>The outcome of this CU is motor insurance claim documents compiled, motor insurance claim procedure explained to claimant and claimant accident vehicle profile produced as per motor insurance claim requirements.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Record accident vehicle information.	1.1 Identify vehicle information. 1.2 Compile vehicle information 1.3 Prepare accident vehicle profile.	1.1 Registration number, make & model, Vehicle Ownership Certification (VOC), road tax, chassis number, engine number, and odometer reading determined as per submitted vehicle information documents. 1.2 Accuracy and completeness of vehicle information confirmed as per company's Standard Operating Procedure (SOP). 1.3 Accident vehicle profile generated according to company's SOP.
2. Record claimant information.	2.1 Identify claimant personal particulars.	2.1 Name, identification card number, contact details and address determined as per submitted personal documents.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	2.2 Compile claimant personal particulars. 2.3 Prepare claimant profile.	2.2 Accuracy and completeness of claimant personal particulars confirmed as per company's SOP. 2.3 Claimant profile generated according to company's SOP.
3. Brief claimant on motor insurance claim procedure.	3.1 Provide information on insurance claim process. 3.2 Explain subscribed motor insurance policy to claimant. 3.3 Provide information on types of motor insurance claims. 3.4 Provide information on motor insurance claim mandatory documents. 3.5 Provide information on motor insurance claim supporting documents. 3.6 Explain motor insurance claim documents submission checklist. 3.7 Obtain claimant authorisation letter and insurance claim form. 3.8 Verify motor insurance claim documentation completion status. 3.9 Arrange motor vehicle repair order registration.	3.1 Information on insurance claim process communicated as per claimant enquiry. 3.2 Motor insurance policy entitlements clarified to claimant as per subscribed motor insurance policy. 3.3 Information on types of motor insurance claims clarified as per claimant enquiry. 3.4 Information on motor insurance claim mandatory documents clarified as per motor insurance claim requirements. 3.5 Information on motor insurance claim supporting documents clarified as per motor insurance claim requirements. 3.6 Motor insurance claim documents submission checklist clarified as per motor insurance claim requirements. 3.7 Claimant authorisation letter and insurance claim form completed and signed as per motor insurance claim requirements. 3.8 Motor insurance claim documentation completion status confirmed based on documents submission checklist. 3.9 Motor vehicle repair order registration extended to relevant parties according to company's SOP.

CU TITLE & CU CODE	Perform motor insurance claim documentations verification. G452-009-3:2022-C02
CU DESCRIPTOR	<p>Perform motor insurance claim documentations verification describes the competency in assessing submitted motor insurance documents and confirming documentations completion.</p> <p>The person who is competent in this CU should be able to access motor insurance claim case assignment, inspect motor vehicle insurance policy details, and verify motor vehicle insurance supporting documents.</p> <p>The outcome of this CU is motor insurance claim documents checked and compiled as per motor insurance claim requirements.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Access motor insurance claim case assignment.	1.1 Check case assignment reference number. 1.2 Determine insurance claim type. 1.3 Check claimant claim entitlement. 1.4 Confirm repairer category. 1.5 Confirm motor insurance claim assignment acceptance.	1.1 Case assignment reference number confirmed based on company's insurance online system database. 1.2 Insurance claim type confirmed based on claimant report and insurance industry practice. 1.3 Claimant claim entitlement confirmed based on claimant insurance policy/certificate. 1.4 Repairer category selected based on type of vehicle damage. 1.5 Motor insurance claim assignment acceptance updated.
2. Inspect motor vehicle insurance policy details.	2.1 Check insurance policy of subject vehicle. 2.2 Check claimant insurance claim entitlement. 2.3 Check insurer customised terms contents. 2.4 List out coverage of motor insurance.	2.1 Insurance policy of subject vehicle determined based on claimant report. 2.2 Claimant insurance claim entitlement determined based on claimant insurance policy schedule. 2.3 Insurer customised terms contents determined based on claimant insurance policy schedule. 2.4 Coverage of motor insurance specified based on claimant insurance policy schedule.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
3. Verify motor vehicle insurance supporting document.	3.1 Determine motor vehicle insurance claim supporting document requirement. 3.2 Check police report details. 3.3 Check Vehicle Ownership Certificate (VOC) details. 3.4 Check motor vehicle insurance validity status. 3.5 Determine police investigation result. 3.6 Check accident scene photos. 3.7 Arrange additional supporting evidence requirement.	3.1 Motor vehicle insurance claim supporting document requirement confirmed according to insurance claim requirement. 3.2 Police report details verified against insurance claimant report. 3.3 Vehicle Ownership Certificate (VOC) details confirmed as per police report and insurance policy. 3.4 Motor vehicle insurance validity status confirmed as per insurance policy. 3.5 Police investigation result confirmed as per police report. 3.6 Sufficiency of accident scene photos confirmed as per insurance claim requirement. 3.7 Additional supporting evidence requirement compiled according to insurance claim requirement.

CU TITLE & CU CODE	Perform Vehicle Damage Assessment (VDA). G452-009-3:2022-C03	
CU DESCRIPTOR	<p>Perform Vehicle Damage Assessment (VDA) describes the competency in determining degree of damage on the vehicle and estimation of vehicle repair or replacement costing.</p> <p>The person who is competent in this CU should be able to carry out motor vehicle insurance claim preliminary inspection, carry out motor vehicle visual inspection, carry out motor vehicle electronic system inspection, carry out hybrid and electric vehicle inspection and carry out vehicle damage estimation.</p> <p>The outcome of this CU is Vehicle Damage Assessment (VDA) report prepared as per motor insurance claim requirements.</p>	
WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Carry out motor vehicle insurance claim preliminary inspection.	1.1 Check claimant profile. 1.2 Access motor vehicle insurance claim inspection checklist. 1.3 Take vehicle damage photographs. 1.4 Take motor vehicle information photographs. 1.5 Check seat frame condition. 1.6 Check brake system condition. 1.7 Check infotainment system condition. 1.8 Check steering system condition. 1.9 Retrieve Diagnostic Trouble Code (DTC) and history record.	1.1 Accuracy of claimant details confirmed as per motor insurance claim case assignment. 1.2 Motor vehicle insurance claim inspection checklist acquired according to company's SOP. 1.3 Four-angle and damage on vehicle photographed according to insurance claim requirement. 1.4 Motor vehicle chassis number, engine number, odometer reading and road tax photographed according to insurance claim requirement. 1.5 Functionality on seat frame recorded on checklist. 1.6 Functionality status on brake system recorded on checklist 1.7 Functionality status infotainment system recorded on checklist. 1.8 Functionality status on steering wheel recorded on checklist. 1.9 Diagnostic Trouble Code (DTC) recorded on checklist. 1.10 Functionality status on Supplementary Restraint System (SRS) recorded on checklist. 1.11 Existing pre-accident damage confirmed and recorded on checklist.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	1.10 Check Supplementary Restraint System (SRS) condition. 1.11 Check existing pre-accident damage.	
2. Carry out motor vehicle visual inspection.	2.1 Check vehicle structural panel damage. 2.2 Check vehicle steering system damage. 2.3 Check vehicle suspension and wheel system damage. 2.4 Check vehicle engine damage. 2.5 Check vehicle transmission damage. 2.6 Check vehicle Heating, Ventilation and Air Conditioning (HVAC) damage. 2.7 Check vehicle interior damage. 2.8 Update motor vehicle visual inspection checklist.	2.1 Vehicle structural panel severity of damage ascertained according to inspection method. 2.2 Vehicle steering system severity of damage ascertained according to service/repair manual and wheel alignment equipment. 2.3 Vehicle suspension and wheel system severity of damage ascertained according to service/repair manual and visual inspection procedure. 2.4 Vehicle engine severity of damage ascertained according to vehicle service/repair manual. 2.5 Vehicle transmission severity of damage ascertained according to vehicle service/repair manual. 2.6 Vehicle Heating, Ventilation and Air Conditioning (HVAC) severity of damage ascertained according to vehicle service/repair manual. 2.7 Vehicle interior severity of damage ascertained according to vehicle service/repair manual. 2.8 Motor vehicle visual inspection checklist completed according to determined format.
3. Carry out motor vehicle electronic system inspection.	3.1 Plug in On-Board Diagnostic (OBD) tools. 3.2 Retrieve engine system trouble code. 3.3 Retrieve transmission system trouble code. 3.4 Retrieve braking system trouble code.	3.1 On-Board Diagnostic (OBD) tools connected to vehicle according to operation manual. 3.2 Engine system trouble code recorded on checklist. 3.3 Transmission system trouble code recorded on checklist. 3.4 Braking system trouble code recorded on checklist. 3.5 Passive and active safety system trouble code recorded on checklist. 3.6 Driving assist system trouble code recorded on checklist. 3.7 Security system trouble code recorded on checklist.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	3.5 Retrieve passive and active safety system trouble code. 3.6 Retrieve driving assist system trouble code. 3.7 Retrieve security system trouble code. 3.8 Update motor vehicle electronic system inspection checklist.	3.8 Motor vehicle electronic system inspection checklist completed according to determined format.
4. Carry out hybrid and electric vehicle inspection.	4.1 Coordinate On-Board Diagnostic (OBD) tools connection. 4.2 Retrieve Battery Management System (BMS) trouble code. 4.3 Retrieve Thermal Management System (TMS) trouble code. 4.4 Retrieve electrical motor trouble code. 4.5 Retrieve power distribution unit trouble code. 4.6 Update hybrid and electric vehicle inspection checklist.	4.1 Connectivity of On-Board Diagnostic (OBD) tools arranged with certified personnel according to hybrid and electric vehicle (EV) service/repair manual. 4.2 Battery Management System (BMS) trouble code recorded on checklist. 4.3 Thermal Management System (TMS) trouble code recorded on checklist. 4.4 Electrical motor trouble code recorded on checklist. 4.5 Power distribution unit trouble code recorded on checklist. 4.6 Hybrid and electric vehicle inspection checklist completed according to determined format.
5. Carry out motor vehicle damage estimation.	5.1 Identify part and component severity of damage. 5.2 Identify vehicle repair duration. 5.3 Identify vehicle repair miscellaneous items.	5.1 Part and component's severity of damage determined based on inspection result. 5.2 Vehicle repair duration determined according to vehicle repair guidelines. 5.3 Vehicle repair miscellaneous items determined based on vehicle repair guidelines. 5.4 Vehicle paint materials determined according to repair estimate report.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	5.4 Identify vehicle paint materials. 5.5 Identify Corrosion Protection (CP) materials. 5.6 Generate VDA report.	5.5 Corrosion Protection (CP) materials determined according to repair estimate report. 5.6 VDA report printed out and filed according to company's SOP.

CU TITLE & CU CODE	Handle motor insurance electronic claim system. G452-009-3:2022-C04
CU DESCRIPTOR	<p>Handle motor insurance electronic claim system describes the competency in submitting the motor insurance claim using electronic claim system platform.</p> <p>The person who is competent in this CU should be able to carry out motor insurance claim data entry, carry out motor insurance claim documents submission and check motor insurance electronic claim status.</p> <p>The outcome of this CU is required motor insurance claim data and documents uploaded to electronic claim system platform as per motor insurance claim requirements.</p>

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1. Carry out motor insurance claim data entry.	1.1 Obtain accident and claimant profile. 1.2 Log-in into motor insurance electronic claim system. 1.3 Key-in claimant profile. 1.4 Key-in part and component information. 1.5 Key-in labour information. 1.6 Key-in miscellaneous items information. 1.7 Key-in paint & Corrosion Protection (CP) materials information.	1.1 Accident and claimant profile selected according to case assignment reference number. 1.2 Motor insurance electronic claim system accessed according to electronic claim system registration requirements. 1.3 Claimant profile data uploaded according to electronic claim system requirements. 1.4 Part and component information uploaded according to electronic claim system requirements. 1.5 Labour information uploaded according to electronic claim system requirements. 1.6 Miscellaneous items information uploaded according to electronic claim system requirements. 1.7 Paint & Corrosion Protection (CP) materials information uploaded according to electronic claim system requirements.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
2. Carry out motor insurance claim documents submission.	2.1 Check motor vehicle document sufficiency. 2.2 Attach claimant mandatory documents. 2.3 Attach claimant supporting documents. 2.4 Attach related photographs. 2.5 Check motor insurance electronic claim checklist completion. 2.6 Generate motor insurance electronic claim estimation report. 2.7 Submit motor insurance electronic claim estimation report.	2.1 Motor vehicle document sufficiency confirmed according to insurance claim requirement. 2.2 Claimant mandatory documents submitted according to electronic claim system requirements. 2.3 Claimant supporting documents submitted according to electronic claim system requirements. 2.4 Related photographs submitted according to electronic claim system requirements. 2.5 Completion of motor insurance electronic claim checklist confirmed according to insurance claim requirement. 2.6 Motor insurance electronic claim estimation report printed out and filed according to company's SOP. 2.7 Motor insurance electronic claim estimation report submitted to insurer according to insurance claim procedure.
3. Check motor insurance electronic claim status.	3.1 Determine motor insurance claim status. 3.2 Determine motor insurance claim issue. 3.3 Arrange additional motor insurance claim requirement. 3.4 Resubmit motor insurance claim supplementary. 3.5 Confirm motor insurance claim approval status. 3.6 Appeal motor insurance claim approval offer.	3.1 Motor insurance claim status confirmed from electronic claim system. 3.2 Motor insurance claim issue listed out based on insurance company feedback. 3.3 Additional motor insurance claim documentation and evidence compiled according to insurance company requirement. 3.4 Motor insurance claim supplementary submitted according to insurance claim procedure. 3.5 Motor insurance claim approval status verified from electronic claim system. 3.6 Appeal of motor insurance claim approval offer submitted according to insurance claim procedure.

CU TITLE & CU CODE	Perform motor insurance claim deliberation. G452-009-3:2022-C05	
CU DESCRIPTOR	<p>Perform motor insurance claim deliberation describes the competency in engaging discussion with related party to agree on estimation of vehicle repair.</p> <p>The person who is competent in this CU should be able to prepare motor insurance claim deliberation requirements, carry out accident vehicle joint-inspection, verify circumstances and consistency of accident and finalise motor insurance repair estimation cost.</p> <p>The outcome of this CU is motor insurance repair estimation cost confirmed and insurance claim recommendation report prepared based on deliberation outcome.</p>	
WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1 Prepare motor insurance claim deliberation requirements.	1.1 Identify motor insurance claim status. 1.2 Access motor insurance claim required documents. 1.3 Check completion of required documents. 1.4 Arrange vehicle for joint-inspection. 1.5 Access related vehicle manuals. 1.6 Determine motor insurance claim deliberation meeting details.	1.1 Motor insurance claim status determined based on electronic claim system status. 1.2 Motor insurance claim required documents compiled as per motor insurance claim deliberation requirements. 1.3 Completion of required documents confirmed as per motor insurance claim deliberation requirements. 1.4 Vehicle readiness for joint-inspection confirmed as per motor insurance claim deliberation requirements. 1.5 Related vehicle manuals compiled as per motor insurance claim deliberation requirements. 1.6 Insurance claim deliberation meeting details confirmed based on mutual agreement between relevant parties.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
2 Carry out accident vehicle joint-inspection.	2.1 Check vehicle information profile. 2.2 Take vehicle damage photographs. 2.3 Take motor vehicle information photographs. 2.4 Confirm vehicle mechanical system damage. 2.5 Confirm electrical system damage. 2.6 Confirm electronic system damage. 2.7 Confirm Electric Vehicle (EV) damage. 2.8 Conduct accident vehicle static check. 2.9 Confirm Diagnostic Trouble Code (DTC) and history record. 2.10 Confirm supplementary Restraint System (SRS) damage. 2.11 Confirm existing pre-accident damage. 2.12 Update claim estimation report.	2.1 Accuracy of vehicle information confirmed as per motor insurance claim deliberation requirements. 2.2 Vehicle's four-angle and damage photographed according to insurance claim guidelines. 2.3 Motor vehicle chassis number, engine number, odometer reading and road tax photographed according to insurance claim guidelines. 2.4 Vehicle mechanical system damages verified and recorded on inspection checklist. 2.5 Electrical system damage verified and recorded on inspection checklist. 2.6 Electronic system damage verified and recorded on inspection checklist. 2.7 Electric Vehicle (EV) damage verified and recorded on inspection checklist. 2.8 Accident vehicle static check result verified and recorded on inspection checklist. 2.9 Diagnostic Trouble Code (DTC) and history record verified and recorded on inspection checklist. 2.10 Supplementary Restraint System (SRS) damage verified and recorded on inspection checklist. 2.11 Old and new accident damage verified and recorded on inspection checklist. 2.12 Claim estimation report compiled and filed according to company's SOP.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
3 Verify circumstances and consistency of accident.	3.1 Evaluate evidence documents. 3.2 Survey accident scene. 3.3 Carry out accident inquiry. 3.4 Prepare motor vehicle accident investigation report.	3.1 Inconsistency of accident details identified based on police investigation report, accident scene photographs and sketch plan. 3.2 Accident location visited and assessed based on police investigation report, accident scene photographs and sketch plan. 3.3 Accident details reconfirmed based on inquiry with claimant, witness and investigation officer as per company's SOP. 3.4 Motor vehicle accident investigation report generated according to company's SOP.
4 Finalise motor insurance repair estimation cost.	4.1 Determine accident vehicle part and component severity of damage. 4.2 Confirm accident vehicle repair duration. 4.3 Confirm accident vehicle miscellaneous items. 4.4 Confirm accident vehicle paint materials. 4.5 Confirm accident vehicle Corrosion Protection (CP) materials. 4.6 Produce claim estimation report.	4.1 Accident vehicle part and component severity of damage confirmed according to motor insurance claim proposal. 4.2 Accident vehicle repair duration concluded according to motor insurance claim proposal. 4.3 Accident vehicle miscellaneous items concluded according to motor insurance claim proposal. 4.4 Accident vehicle paint materials concluded according to motor insurance claim proposal. 4.5 Accident vehicle Corrosion Protection (CP) materials concluded according to motor insurance claim proposal. 4.6 Claim estimation report generated according to insurance claim procedure.

CU TITLE & CU CODE	Perform vehicle repair works coordination and final inspection. G452-009-3:2022-C06	
CU DESCRIPTOR	<p>Perform vehicle repair works coordination and final inspection describes the competency in organising vehicle repair works and ensuring compliance of vehicle repair works specification.</p> <p>The person who is competent in this CU should be able to carry out vehicle repair order assignment, coordinate spare parts issuance, coordinate vehicle repair works, carry out vehicle final inspection, coordinate motor vehicle authority inspection, carry out vehicle handover, and prepare final motor insurance claim documentation.</p> <p>The outcome of this CU is accident vehicle repair works completed as per vehicle repair works specifications and repaired vehicle handed over to claimant as per motor insurance claim procedure.</p>	
WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
1 Carry out vehicle repair order assignment.	1.1 Identify accident vehicle repair related documents. 1.2 Identify vehicle body repair manual and dimension. 1.3 Identify vehicle service manual. 1.4 Assign vehicle repair order.	1.1 Accident vehicle repair related documents determined as per vehicle repair work requirements. 1.2 Vehicle body repair manual and dimension determined as per vehicle repair work requirements. 1.3 Vehicle service manual determined as per vehicle repair work requirements. 1.4 Vehicle repair order submitted to respective parties according to company's SOP.
2 Coordinate motor vehicle spare parts issuance.	2.1 Identify required motor vehicle spare parts. 2.2 Complete motor vehicle spare parts requisition form. 2.3 Submit motor vehicle spare parts requisition form. 2.4 Follow up motor vehicle spare parts requisition status.	2.1 Required motor vehicle spare parts determined based on spare parts breakdown approval. 2.2 Motor vehicle spare parts requisition form filled up as per spare parts requisition procedure. 2.3 Motor vehicle spare parts requisition form handed over as per spare parts requisition procedure. 2.4 Motor vehicle spare parts availability confirmed as per submitted requisition. 2.5 Purchased spare parts specification compliance confirmed based on inspection findings.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
	2.5 Check purchased motor vehicle spare parts specification. 2.6 Arrange motor vehicle spare parts allocation.	2.6 Motor vehicle spare parts allocated according to company's SOP.
3 Coordinate vehicle repair works.	3.1 Determine Mechanical, Electrical and Trim (MET) removal and refitting works. 3.2 Arrange MET removal and refitting works. 3.3 Arrange body repair and panel replacement works. 3.4 Arrange paint and Corrosion Protection (CP) works. 3.5 Check repair work progress.	3.1 MET removal and refitting works confirmed according to inspection checklist. 3.2 MET removal and refitting works assigned to relevant parties according to company's SOP. 3.3 Body repair and panel replacement works assigned to relevant parties according to company's SOP. 3.4 Paint and Corrosion Protection (CP) works assigned to relevant parties according to company's SOP. 3.5 Repair works progress confirmed with repairer as per agreed repair schedule.
4 Carry out vehicle final inspection.	4.1. Identify final joint-inspection members. 4.2. Access vehicle pre-delivery inspection checklist. 4.3. Verify Mechanical, Electrical and Trim (MET) removal and refitting works. 4.4. Verify body repair and panel replacement works. 4.5. Verify paint and Corrosion Protection (CP) works. 4.6. Verify vehicle system functionality test result. 4.7. Produce final inspection report.	4.1 Final joint-inspection members determined according to company's SOP. 4.2 Vehicle pre-delivery inspection checklist acquired according to company's SOP. 4.3 Quality compliance of MET removal and refitting works confirmed according to vehicle service/repair manual. 4.4 Quality compliance of body repair and panel replacement works confirmed according to body repair manual. 4.5 Quality compliance of paint and Corrosion Protection (CP) works confirmed according to visual inspection procedure. 4.6 Vehicle system functionality confirmed according to vehicle service/repair manual. 4.7 Final inspection report generated according to company's SOP.

WORK ACTIVITIES	WORK STEPS	PERFORMANCE CRITERIA
5 Coordinate motor vehicle authority inspection activities.	5.1 Determine vehicle authority inspection requirements. 5.2 Prepare required inspection documentation. 5.3 Arrange vehicle authority inspection. 5.4 Compile vehicle authority inspection documentation.	5.1 Vehicle authority inspection requirements confirmed according to <i>Garis Panduan Penukaran Struktur Panel Kenderaan Kemalangan (JPJ)</i> and related inspection procedure. 5.2 Accuracy and completeness of inspection documentation confirmed according to <i>Garis Panduan Penukaran Struktur Panel Kenderaan Kemalangan (JPJ)</i> and related inspection procedure. 5.3 Vehicle authority inspection assigned to relevant parties according to company's SOP. 5.4 Vehicle authority inspection documentation filed according to company's SOP.
6 Carry out vehicle hand over.	6.1 Compile vehicle hand over documentation. 6.2 Arrange vehicle handover appointment. 6.3 Prepare vehicle for cleaning before hand over. 6.4 Hand over vehicle to customer. 6.5 Check completion of hand over document. 6.6 Compile vehicle hand over documentation record.	6.1 Vehicle hand over documentation filed according to company's SOP. 6.2 Vehicle hand over appointment details communicated to customers according to company's SOP. 6.3 Vehicle arranged for cleaning before hand over according to company's SOP. 6.4 Vehicle delivered to customer according to company's SOP. 6.5 Completion of hand over document confirmed according to insurance claim requirement and company's SOP. 6.6 Vehicle hand over documentation record filed according company's SOP.
7 Prepare final motor insurance claim documentation.	7.1 Compile related motor insurance claim documents. 7.2 Submit final motor insurance claim documents. 7.3 Produce final motor insurance claim report.	7.1 Completeness of motor insurance claim documents confirmed according to company's SOP. 7.2 Submission of final motor insurance claim documents completed according to company's SOP. 7.3 Final insurance claim report generated according to company's SOP.