

ABSTRACT

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SERVICING CUSTOMER GOODS INSURANCE CLAIM PROCESS

Professional work practices are carried out at PT Fuse Nano Tekno. During the work to become a servicing customer with the task of helping the customer claim process. Work under the supervision and guidance of superiors. In carrying out professional work. Praktikan has an important role in the process of submitting claims for Tokopedia customers who are currently collaborating with PT Fuse Nano Tekno. Some of them are helping customers to submit claims, assisting the claim process, following up the customer's claim process and informing the results of their claim progress. In addition, the practice also has a task to input customer policy data which is done every day .

Keywords: Insurance, claims, customer servicing.