



IMPLEMENTATION OF LOSS ADJUSTMENT PROCESS AT
CRAWFORD & COMPANY ADJUSTERS (M) SDN BHD

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BACHELOR OF BUSINESS ADMINISTRATION

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UNIVERSITI TEKNOLOGI MARA

BANDAR MELAKA

APRIL 2010

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Submitted in Partial Fulfilment
Of the Requirement for the
Bachelor of Business Administration
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UiTM, MELAKA

2010



**BACHELOR OF BUSINESS ADMINISTRATION (HONS) INSURANCE
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“DECLARATION OF ORIGINAL WORK”

I, Azizul Huzaini Bin Sejani, (I/C Number: 870214-23-5497)

Hereby, declare that,

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of any investigation work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____

Date: _____

LETTER OF SUBMISSION

April 2010

The Head of Program
Bachelor of Business Administration (Hons) Insurance
Faculty of Business Management,
Universiti Teknologi Mara,
Kampus Bandar Melaka
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75300 Melaka

Dear Sir ,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “**IMPLEMENTATION OF LOSS ADJUSTMENT PROCESS AT CRAWFORD & COMPANY ADJUSTERS (M) SDN BHD**” to fulfill the requirement as needed by the Faculty of Business Management, University Teknologi MARA.

Thank you.

Yours sincerely,

Azizul Huzaini Bin Sejani

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Bachelor of Business Administration (Hons) Insurance

ABSTRACT

This study is about implementation of loss adjustment process at Crawford & Company Adjusters (M) Sdn Bhd. It consists of introduction which will briefly explain the information on the background of the company, the issue and element of the study and also the purpose of the study.

This study will be focus on the practice of loss adjustment process by the company. It will briefly discuss about the problem that arise during implementing the process and will discuss more about adjusters.

The information gathering for this study will be based on an extensive research of the relevant journal, articles, websites including the company websites and related documents about the company practice on loss adjustment process.

The conclusion of this study was the outcome from the findings. Through the research, it shows based on the gap identification; a clear finding and result are observed. The finding showed there are a little different between facts and company practice.