

Updated Insurance Claim Policy Criteria

Dear [Agent's Name],

We are writing to inform you of the updated criteria for our insurance claim policy, effective [Effective Date]. These changes are aimed at improving our process and ensuring that our agents have the necessary information to assist our clients better.

Key Updates:

- **Documentation Requirement:** All claims must now include [specific documents].
- **Claim Submission Deadline:** Ensure that claims are submitted within [timeframe] from the date of incident.
- **Customer Communication:** Agents should provide clients with regular updates about their claim status.

We believe these updates will enhance our service quality and streamline the claim process. Please review the attached documents for detailed information on the new criteria.

If you have any questions or require further clarification, do not hesitate to reach out to us.

Thank you for your continued support.

Sincerely,

[Your Name]

[Your Title]

[Company Name]