

ABSTRACT

The ACE Group of Companies is one of the world's largest providers of property and casualty insurance and reinsurance. ACE is also one of the most innovative providers of insurance products and services. ACE offers most classes of non-life protection to commercial establishments and individual consumers. It also acts as a claims settling agency, provides surveys and loss control services, and is a correspondent in Thailand for overseas insurance brokers not operating in the country.

The current claim payment system is based on the semi-computerized system. Most of claim payment is done by manual system. The human error usually happened when issuing claim payment cheque. The existing system requires claim staffs to maintain re-check it many times to ensure that errors might not occur, and they also have to face the general problems of manual system, which are error-prone and has a high maintenance cost.

The new proposed system is limited only to Claim Payment Information System for Health & Accident Insurance. The system is analyzed by using structured analysis technique; for instance, the context and data flow diagram. The designing of the proposed system covers software, database, input and output. This is to solve and also minimize problems. The system has been implemented with Microsoft Access, which is user-friendly application. All users concerned can easily produce transaction, update, print report and generate output through the screen and hard copy.