

# SOP Template: Guidelines for Communication with Claimants and Stakeholders

This SOP provides **guidelines for communication with claimants and stakeholders**, focusing on clear, respectful, and timely information exchange. It covers best practices for responding to inquiries, managing expectations, maintaining confidentiality, and documenting all communications. The goal is to foster transparent and effective interactions that support trust, collaboration, and resolution throughout the claims process.

## 1. Purpose

To establish standardized communication practices that promote transparency, trust, and mutual understanding between all parties involved in the claims process.

## 2. Scope

This SOP applies to all staff involved in communicating with claimants, beneficiaries, and stakeholders regarding claim inquiries, progress updates, resolutions, and related matters.

## 3. Responsibilities

- All employees must adhere to these guidelines when communicating with claimants and stakeholders.
- Managers must ensure team compliance and provide communication training as required.

## 4. Communication Guidelines

### 1. Clarity and Accuracy

- Use clear, concise, and jargon-free language.
- Verify all information before sharing with claimants or stakeholders.

### 2. Respect and Professionalism

- Be respectful, courteous, and empathetic in all communications.
- Avoid making assumptions or expressing personal opinions.

### 3. Timeliness

- Acknowledge receipt of inquiries within 1 business day.
- Provide substantive responses or status updates within 3 business days or as per service standards.

### 4. Expectation Management

- Clearly outline next steps, expected timelines, and any supporting documentation required.
- Proactively inform on delays or changes in the process.

### 5. Confidentiality

- Protect personal and sensitive information in all communications.
- Do not disclose details to unauthorized individuals.

### 6. Documentation

- Maintain accurate records of all communications in the designated system.
- Document dates, times, parties involved, and content of conversations.

## 5. Communication Channels

- Email

- Telephone
- Written correspondence
- In-person meetings
- Secure online portals (as applicable)

Choose the most appropriate method based on the urgency, sensitivity, and claimant's preferences.

## 6. Escalation Process

1. Refer unresolved or sensitive issues to a supervisor or designated specialist.
2. Communicate escalation to the claimant or stakeholder with an expected timeframe for follow-up.

## 7. Review and Continuous Improvement

- Regularly review communication logs and feedback for areas of improvement.
- Provide periodic training to staff on updated communication standards and cultural competencies.

## 8. References

- Company confidentiality policies
- Data protection regulations
- Internal communication protocols