

3.1 Outline the contents of a typical insurance policy, for the following classes of insurance, in terms of cover, exclusions and the main special conditions

- 3.1.1 Commercial property insurance (fire and perils, all risks, money, glass, goods in transit, theft)
- 3.1.2 Home Insurance
- 3.1.3 Travel Insurance
- 3.1.4 Medical insurance
- 3.1.5 Liability Insurance (Personal, public, products, professional indemnity)
- 3.1.6 Personal accident insurance
- 3.1.7 Business interruption insurance
- 3.1.8 Legal expenses
- 3.1.9 Motor Insurance (Private, Commercial, Motorcycle)

3.2 Understand the roles and services provided by:-

- 3.2.1 Claims handlers
- 3.2.2 Third party Administrators
- 3.2.3 Authorized repairs
- 3.2.4 Insurer's help lines
- 3.2.5 Reinsurers
- 3.2.6 Insurance Intermediaries
- 3.2.7 Loss adjusters
- 3.2.8 Loss assessors
- 3.2.9 Legal assistance, including uninsured loss recovery firms
- 3.2.10 Surveyors
- 3.2.11 Disaster recovery companies

4. Claims Administration and Handling

4.1 Explain the organization and role of a claims department, the claims manager and claims handlers

- 4.1.1 Service standards
- 4.1.2 Claims procedures and protocols for the classes of business covered in 3.1
- 4.1.3 Strategies for cost control and containment

4.2. Be aware of the significance of fraudulent claims and methods of detection

- 4.2.1 Significance of fraudulent claims on the performance of insurers and the industry
- 4.2.2 Rights of insurers in fraudulent claims
- 4.2.3 Effect on the policy of fraudulent claims
- 4.2.4 Methods of detection of fraudulent claims
- 4.2.5 Procedures to reduce the instances of fraudulent claims

5. Claims Systems and Management

5.1 Explain the operation of the different kinds of claims systems

- 5.1.1 Difference between own and third party claims
- 5.1.2 Applying reserves and estimates
- 5.1.3 Settled, Outstanding, IBNR and IBNER claims

5.2 Management and regulatory reporting requirements for insurers

- 5.2.1 The significance of correct recording and reporting
- 5.2.2 Calculating a loss ratio

6. Settlement of Claims

6.1 Explain the significance of policy conditions and their breach

- 6.1.1 Express and Implied Conditions
- 6.1.2 Conditions precedent to the contract
- 6.1.3 Conditions subsequent to the contract
- 6.1.4 Conditions precedent to liability
- 6.1.5 Void and voidable claims
- 6.1.6 Ex-gratia claims
- 6.2 Explain how claims are settled
 - 6.2.1 Indemnity claims: cash, repair, reinstatement or replacement
 - 6.2.2 Partial claims and Total losses
 - 6.2.3 Reinstatement or indemnity basis of settlement
 - 6.2.4 Application of excesses or deductibles
 - 6.2.5 Application of average (underinsurance)
 - 6.2.6 Salvage
 - 6.2.7 Benefit claims
 - 6.2.8 Disputes and arbitration

7. Compulsory Insurance and Regulation of the Insurance Industry

- 7.1 Be aware of the different models operating for compulsory insurances in the Middle East (Medical and Motor)
- 7.2 Discuss the essential elements in dealing with claims for compulsory insurance schemes (Medical and Motor)
- 7.3 Outline the benefits of Compulsory Insurance schemes in the Middle Eastern economies (Medical and Motor)

Private study	Students should undertake a minimum of 40 hours of private study.
Assessment	Test: Two hours, 100 multiple choice questions. 70% pass mark.
Language	These courses are available in English and in Arabic.
Accreditation	1 credit towards Associate of the Gulf Insurance Institute 10 non specific CII credits at Certificate level
Certificates	Certificates will only be issued to candidates passing the test.