

## Live Webinar - Introduction to Claims Handling

**Duration:** 3 hours

**Method of delivery:** WebEx

### About the course

This live online interactive insurance webinar will provide valuable background knowledge into claims handling.

The webinar will be highly interactive with delegate participation and engagement throughout.

The webinar is delivered by a Certified Online Learning Facilitator.

### Objectives

Delegates who attend this webinar will be better able to:

- Understand the mechanics and principles of claims handling

### Who should attend?

This course has been designed for delegates with basic involvement in claims work. If delegates have no previous claims experience, then ideally they should have some knowledge of insurance.

### Course content

- Claims objectives – service differentiator
- Claims principles
  - insurable interest
  - is it covered/proximate cause
  - contribution
  - subrogation
  - indemnity
  - policy limitations
  - Conditions and warranties
  - utmost good faith
- We will consider the lifecycle of claims and how the claims principles apply at each stage using a brief case study