

# Introduction to Claims Handling

**Duration:** 1 Day

## **About the course**

This course will provide valuable background knowledge into claims handling.

## **Who should attend?**

This course has been designed for delegates with basic involvement in claims work and who wish to extend their knowledge. If delegates have no previous claims experience then ideally they should have some knowledge of insurance.

## **Workshop content**

- Claims principles
  - insurable interest
  - is it covered/proximate cause
  - contribution
  - practical issues
  - subrogation
  - practical issues/investigation
  - indemnity
  - salvage
  - policy limitations
  - uninsured losses
  - external resources
  
- Conditions and warranties
  - non disclosure
  - utmost good faith
  - good faith at the time of a claim
  
- Fraud
  - definition
  - detection