

## Introduction to Household Insurance

**Duration:** 1 Day

**Maximum 12 delegates**

### **About the course**

This one day interactive workshop provides an excellent introduction to the principles and practices involved in household insurance. It explores the aspects that need to be understood by those involved in providing basic technical or administrative services.

### **Who should attend?**

This one day interactive workshop is suitable for delegates who are new to household insurance.

### **Course content**

Delegates who successfully complete this workshop will be able to:

- outline the reasons why customers buy household insurance
- compare and contrast the methods of buying household insurance
- explain to customers, the layout of the policy, its format and structure
- outline the policy cover, conditions and exceptions – buildings/contents
- know the extensions in policy cover that are readily available e.g. personal possessions, legal expenses, pets etc
- recognise the principles of underwriting and how they apply to new and existing customers
- apply the principles of risk assessment and risk management
- describe the implication of losses on policy cover, conditions and exclusions
- consider the principles and procedure for handling claims
- describe the need, and the methods, by which claims are resolved satisfactorily