



Chartered
Insurance
Institute

英國特許保險學院

CII FIS CPD Webinar

Claims Handling: Essential Laws and Skills

Part 1: 20 & 21 July 2021 | 3pm - 6pm (6 CPD hours)

Part 2: 27 & 28 July 2021 | 3pm - 6pm (6 CPD hours)

CPD Webinar under Financial Incentive Scheme for Professional Training (FIS)

COURSE FEE

HKD 200 per 6-hour course

OVERVIEW

In this comprehensive 12-hour course, we will look at the principles of insurance law that govern the way in which claims are handled and essential skills to handle claims in an efficient and effective manner.

By the end of the training, participants will be able to:

- explain the key principles of law relevant to claims handlers in the insurance industry.
- identify the core skills that will assist a claims handler in the investigation of insurance claims.
- implement a strategy to handle insurance claims more efficiently and effectively.

SPEAKER

Jeff Heasman

COURSE OUTLINE

- The foundations of insurance law, including on which insurance contracts are based
- Causation and proximate cause made simple
- Claims under the policy: payments, repudiation and subrogation
- Essential claims handling skills to handle claims efficiently and effectively
- Using the internet and social media when handling claims