

FSPGI09 – SQA Unit Code H5G2 04

Agree settlement of straightforward claims for uninsured losses



Overview

This unit may be suitable for you if you work for a legal expenses insurer or any organisation involved in agreeing settlement of straightforward uninsured losses. Your work must involve finalising uninsured losses. You assist customers with the recovery of uninsured losses. You check that you have all documentation and/or information required to deal with the uninsured loss aspect of the claim. You pursue others, as necessary, to achieve a recovery. You will need to present information clearly and concisely and pay attention to details that are critical to your work.

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Performance criteria

- You must be able to:*
- P1 Identify and obtain the information you need to agree settlement of the claim
 - P2 Ensure the claim is formulated and submitted to the third party correctly
 - P3 Monitor the progress of the claim and deal with any delays
 - P4 Refer problems and claims which are outside your authority to the appropriate person in your organisation
 - P5 Negotiate with others to resolve problems and finalise the claim in the best interests of your client and in accordance with your organisation's procedures
 - P6 Arrange for settlement of the claim
 - P7 Handle any problems or complaints associated with the claim in accordance with your organisations procedures
 - P8 Keep accurate and complete records
 - P9 Comply with legal and regulatory compliance requirements, industry regulations, organisational policies and professional codes

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Knowledge and understanding

You need to know and understand:

- K1 Relevant insurance and legal principles and regulations which affect your activities
- K2 The structure of the insurance market and the roles and responsibilities of the various parties within it as they impact on your activities
- K3 Sources of information and advice for dealing with complex claims and uninsured losses
- K4 The policy cover, terms and conditions relevant to your work including standard extensions, excesses and/or limitations
- K5 The limits of your authority and the action required when a claim falls outside those limits
- K6 Your organisation's procedures for dealing with uninsured losses
- K7 Your organisation's procedures for recording claims settlements
- K8 Your organisation's systems and procedures for accessing, recording and amending information
- K9 Your organisation's customer service procedures including those for dealing with complaints
- K10 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K11 The roles and functions of other parties involved in claims
- K12 The information and/or documentation required to process a claim

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Additional Information

Behaviours

1. You act within the limits of your responsibility
2. You show understanding of others and deal with them in a professional manner
3. You use communication styles that are appropriate to different people and situations

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Relevant occupations	Finance
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