

FSPGI07 – SQA Unit Code H5G0 04

Carry out initial assessment and investigate complex insurance claims



Overview

This unit may be suitable for you if you work for an insurer, an intermediary or another organisation with authority to handle complex claims. Claims are complex when they are not routine and cannot be dealt with mechanistically, for example, when a claim involves negotiation or is technically demanding. You will assess if the claim is valid and repudiate claims which should not be met. You will identify all relevant policy terms, conditions and warranties. You will identify the potential liability and notify any interested parties. You will instigate enquiries into liability, and/or quantum of damages and will place on notice any parties from whom a potential recovery may be made. You will need to pay attention to details that are critical to your work and present information clearly and concisely.

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Performance criteria

- You must be able to:*
- P1 Make an initial assessment of the validity of the claim up to the limit of your authority
 - P2 Refer any situations you are not authorised to deal with to the appropriate person/department
 - P3 Dispatch the appropriate correspondence and/or documentation within the timescales required
 - P4 Identify and request missing information and/or documentation
 - P5 Obtain the information required to assess the potential liability and/or quantum, using specialists where appropriate
 - P6 Prepare, review and/or update reserves for claims
 - P7 Notify any interested parties of the progress of the claim
 - P8 Resolve difficulties or discrepancies associated with the claim in the best interests of the customer
 - P9 Identify all terms and conditions which may apply to the claim
 - P10 Take appropriate action where you identify a reason for repudiating a claim, including providing relevant documentation
 - P11 Identify potential adverse claims features and refer them promptly to the appropriate person
 - P12 Provide detailed instructions to relevant parties in progressing the claim
 - P13 Take appropriate action, by following agreed procedures, where fraud or potential fraud is suspected
 - P14 Keep accurate and complete records at all times
 - P15 Monitor and maintain progress regarding the claim, taking relevant actions to ensure that required timescales are met
 - P16 Provide all relevant parties with the information appropriate to progressing the claim

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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 The policy cover, terms and conditions relevant to your work including standard and non-standard extensions and/or limitations
- K4 Sources of advice and information
- K5 The limits of your authority and the action required when a claim falls outside those limits
- K6 Methods of claims assessment and investigation and the resources your organisation has to conduct these activities
- K7 Your organisation's procedures for handling emergency claims
- K8 The principles used by your organisation to estimate and set reserves
- K9 Your organisation's systems and procedures for accessing, recording and amending information
- K10 Relevant case law and quantum valuations
- K11 Your organisation's estimating practices
- K12 Your organisation's customer service procedures including those for dealing with complaints
- K13 The effects of claims leakage on insurers
- K14 Your organisation's procedures for late notification of claims
- K15 Your organisation's requirements relating to the application of codes, laws and regulatory requirements as they impact on your activities
- K16 The roles and functions of other parties involved in claims
- K17 Procedures for dealing with adverse features discovered during the claims process
- K18 The actions to be taken by the insured after a loss
- K19 The parties involved in progressing complex insurance claims, the information that they need from you towards ensuring effective progress and how to provide this
- K20 Signs of fraud in a claim and the action required

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Additional Information

Behaviours

1. You use information and knowledge effectively, efficiently and ethically
2. You keep information confidential and secure and disclose it only to those authorised to receive it
3. You negotiate effectively
4. You show understanding of others and deal with them in a professional manner

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