

**Unit: IC8 Settle complex insurance claims**

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**Overview**

This unit may be suitable for you if you work for an insurer, or an intermediary or other organisation with authority to settle 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 pursue any potential recoveries and will update co-insurers, re-insurers or other interested parties as they require. You will negotiate the claim according to the facts and circumstances involved. You will agree a final settlement figure, obtaining formal discharge of the claim from the claimant where this is required and you will arrange payment of the final settlement.

***Outcomes of effective performance***

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| IC8/O1 You obtain all information necessary to make an assessment                    | IC8/O10 You provide interested parties with updated information as required                                      |
| IC8/O2 You assess liability and quantum of damages based on the information obtained | IC8/O11 You negotiate the liability and quantum of damages   |
| IC8/O3 You take appropriate action where fraud is suspected                          | IC8/O12 You agree final settlement figure and inform interested parties  |
| IC8/O4 You make decisions up to the limit of your agreed authority                   | IC8/O13 You obtain formal discharge of the claim from the claimant where this is required                        |
| IC8/O5 You evaluate issues effectively and make appropriate decisions                | IC8/O14 You arrange the settlement   |
| IC8/O6 You request missing information or documents promptly                         | IC8/O15 You keep accurate and complete records   |
| IC8/O7 You issue correspondence and documents to claimants promptly                  | IC8/O16 You comply with legal requirements, industry regulations, organisational policies and professional codes |
| IC8/O8 You provide accurate information and instructions to appropriate specialists  |  |
| IC8/O9 You pursue potential recoveries promptly                                      |  |

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***Behaviours which underpin effective performance***

- IC8/B1 You use information and knowledge effectively, efficiently and ethically
- IC8/B2 You show understanding of others and deal with them in a professional manner
- IC8/B3 You pay attention to details that are critical to your work
- IC8/B4 You are vigilant for potential risks
- IC8/B5 You keep information confidential and secure and disclose it only to those authorised to receive it
- IC8/B6 You negotiate effectively
- IC8/B7 You show integrity, fairness and consistency in the assessments and decisions you make
- IC8/B8 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

***Knowledge and understanding***

- 1. Your organisation's customer service procedures (including dealing with complaints)
- 2. Your organisation's procedures for notifying underwriters
- 3. Your organisation's procedures for recording claims settlements
- 4. Your organisation's estimating practices
- 5. The roles and functions of other parties involved in claims
- 6. The existence and purpose of claims information and information exchange systems where appropriate
- 7. Sources of advice and information
- 8. Methods of claims assessment and investigation and the resources your organisation has to conduct these activities
- 9. Your organisation's procedures for handling emergency claims
- 10. The policy cover, terms and conditions relevant to your work
- 11. The material information that should be disclosed
- 12. Your organisation's systems and procedures for recording and amending information
- 13. How to access customer records
- 14. Your organisation's procedures for late notification of claims
- 15. Your organisation's procedures for payment of claims
- 16. Your organisation's procedures for recording claims settlements
- 17. Authorised sources of information, supply or repair needed, to settle claims
- 18. The importance of allocating correct cause codes and event dates
- 19. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities