

**Unit: LT4 Authorise payments of claims against long term contracts**

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**Overview**

This unit is about ensuring that documents that relate to claims under a long term contract are correctly issued and that subsequent payments of claims are correct. You make sure reasons for the claim have been accurately identified and recorded, that all documents and calculations are accurate and that your organisation's procedures have been fully carried out before claims documents are issued. You will ensure that all documents and calculations are complete and accurate and that your forms procedures have been fully met before you make the necessary arrangements to pay the claim.

***Outcomes of effective performance***

- LT4/O1 You confirm that the reason for the claim has been accurately identified and recorded
- LT4/O2 You identify any inaccuracies or omissions in documents and calculations and correct these where necessary
- LT4/O3 You authorise the issue of the necessary documents to progress the claim
- LT4/O4 You promptly refer claims which you are not authorised to deal with to the appropriate person
- LT4/O5 You arrange for the claim to be paid within your organisation's procedures and timescales
- LT4/O6 You comply with legal requirements, industry regulations, organisational policies and professional codes

***Behaviours which underpin effective performance***

- LT4/B1 You are vigilant for potential risks
- LT4/B2 You pay attention to details that are critical to your work
- LT4/B3 You show integrity, fairness and consistency in the decisions you make
- LT4/B4 You make information available only to those who need it and have a right to it
- LT4/B5 You carry out tasks with due regard to your organisation's policies and procedures, including those covering health and safety at work

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***Knowledge and understanding***

**Organisational procedures, systems and products**

1. Policy and procedures for supplying information to customers and others and keeping records of requests
2. Time-scale standards
3. Guidelines on disclosure of information to others
4. Policy and procedures regarding writing to customers
5. Filing and information retrieval systems
6. Customer service procedures (including dealing with complaints)
7. Accounting procedures for dealing with claims
8. Procedures for recording claims settlements
9. Procedures for handling emergency claims situations
10. Ledger systems
11. Sources of advice and information at work
12. How to access customer records
13. The limits of your own personal authority and the action required if a claim received is beyond them
14. The information required from a claimant before sending a claim document
15. Reasons for settlement of claims
16. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including health and safety, as they impact on your activities

**Information regarding current and non-current products of your organisation:**

1. Detailed information on contract cover
2. Standard contract wording
3. Optional extensions

4. Limitations
5. Other standard endorsement wordings
6. Underwriting criteria
7. Available customer help-lines
8. Specialist services associated with claims
9. How to deal with lost contract documents
10. The need for and your organisation's procedures for dealing with the following documents: death certificate, presumption of death, certificate of identity, evidence of age documents, form of discharge, documents to establish proof of title, medical reports

**Industry products and practices**

1. The principles affecting: underwriting; policy terms; premium and rating factors; extent of cover in the products.
2. The principles of insurance: utmost good faith; insurable interest; proximate cause
3. The role of specialists and appropriate officials in claims
4. How to identify possible frauds in claims
5. The roles and function of potential interested parties relating to claim applications
6. The structure of standard contracts
7. Factors influencing settlement for the class of claim in question (e.g. common law, relevant statutes)

**Regulation & legal requirements**

1. The relevant legal and regulatory requirements affecting your work and how to meet them
2. The role of the financial ombudsman service
3. HM Revenue & Customs regulations which apply to claims on long term contracts