



4D Group

Casualty Workshop for Placing and Claims Advanced

Who would benefit?

This is a very practical programme about placing practice and is aimed at those who have some working experience in Casualty and who wish to develop their understanding and skills.

Objective

To give an understanding of slip preparation, the process after submission and practical claims handling issues.

Content

Introduction and overview

Classes of business being addressed in the workshop

Slip preparation

- Market reform slip – does it make a difference

- Contract certainty – can it be done, does it need to be done

 - Application of the code of practice

 - Subjectivities – can these ever be eradicated

- Use of the Lloyds QA tool

- General Underwriters Agreements

- Claims handling provisions

- Market or bespoke wordings – any benefit in processing terms

- Use of the Market wordings central resources

What actually happens after slip is submitted to XIS – what are they doing apart from always querying everything?

Claims handling

- Is the slip/policy in line with the intention at the time of placing

- Claims Scheme – more work or better for the client

- Key practical claims handling issues in selected major liability forms

- Electronic claims files – can they work for liability/casualty business?

Practical work

- Role play the underwriter - review some sample sections of wordings and identify where they could be improved/clarified/tightened

- Debate in group how and why any recommended changes should be made

Duration

One day

Pre-requisites

Working experience in claims is desirable