



4D Group

## Introduction to Claims Handling

### Who would benefit?

As a highly interactive workshop, this course is suitable for those who are new to the claims environment as claims technicians or claims brokers and those who would benefit from an overview of the claims process. The course would also be useful for those interested in a refresher course. The principles of insurance and their relevance to claims will be referred to throughout the course.

### Objective

This course gives attendees an understanding of the claims process, an insight into liability claims, litigation process, motor and property claims. It will also give an understanding of contract law and insurance documentation.

### Content

- Customer expectations and customer service
- The life-cycle of a claim
- The importance of reserving
- Positive questioning techniques to get the information you need
- Contract Law and the Insurance Contract
- Policy documentation
- Disputes
- Industry codes
- Claims
  - Liability claims
  - Motor claims
  - Property claims
- The litigation process

### Duration

One day