



## Property Claims Handling P18

Name: \_\_\_\_\_

Department: \_\_\_\_\_

I understand the areas....

	Yes	No	I think so
<b>1. The property insurance environment</b>			
<b>2. The policy</b>			
Terms of cover			
Insured perils			
<b>3. Policy liability</b>			
Insurable interest			
Proximate cause			
Pre-inception issues			
Construction and common defects			
Security devices			
<b>4. Basis of settlement</b>			
Indemnity			
Underinsurance			
Additional covers and other extensions			
<b>5. Fraud</b>			
Fraud indicators			
Fraud identification			
Police liaison			
<b>6. Claims handling</b>			
Subrogation			
Contribution			
Delegated authority			
Reserving			
Complaint handling			
<b>7. Regulatory issues and trade associations</b>			
The Financial Services Authority			
Trade and market associations			
Dispute resolution			

Please list the most important topics you would like to cover in your training session

- 1 .....
- 2 .....
- 3 .....
- 4 .....