



4D Group

Reinsurance Claims Handling Introduction

Who would benefit?

Anyone starting their career in a reinsurance claims department either as a broker or a reinsurer.

Objective

To get a basic level of confidence and understanding of the adjustment of reinsurance claims.

Content

- What is reinsurance: Why is it bought, why is it written, what is its history
- Principles of insurance/reinsurance
 - insurable interest, indemnity, average, reinstatement
 - The importance of policy definitions
- Different types of reinsurance
 - fac, proportional and non proportional treaty
 - how they work and what they are best suited for
- Key clauses and wordings
 - how they have been interpreted in the courts
 - What happens if there are gaps in the coverage
- Role of the claims department within a reinsurer, and its relationship with other departments and operations
 - Functions within the claims department
 - What should the claims team be doing other than dealing with claims?
- Case study: "A claim is made"
 - practical review of a claim from start to finish highlighting issues with wordings and reviewing the decision making process (including claim file specific reserving, expert management etc)
- London market claims handling processes, role of XCS
- Review of any differences between handling different sorts of inwards claims (first party and third party)
- Letters of credit - use and operation
- Use of loss adjusters, lawyers and other outside experts
 - How should they be managed – can they be managed by reinsurers if acting for direct insurers only?
- Handling inspections of records and audits to maximum advantage - both inwards and outwards
 - Examples of inspection and audit results
- The "perfect" claims file – good or bad??
- What about your own reinsurance
 - how should claims be handled to ensure the maximization of your outwards claims recoveries
- Introduction to loss reserving
 - reasons for reserving; what is an accurate reserve;
 - IBNR- importance of technical reserves in insurance accounts - with worked exercises.
- What if it all goes wrong
- Litigation procedures and handling disputes:
 - typical reinsurance arbitration procedures
 - brief introduction to ADR and mediation.
- FSA regulatory impact on claims handling and audits.
- Does anything change if either cedant or reinsurer is based in US or anywhere other than London?
- Course review - multiple choice question and answer test

Duration

One day

Pre-requisites

Basic introduction to reinsurance would be helpful however basics will be refreshed in this course