

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Claims**

Title	Open and review general insurance claims files
Code	105513L4
Range	This unit of competency is applicable to those who are responsible for opening claims files. It involves verifying claims information, placing loss reserves and arranging loss investigation.
Level	4
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in handling claims <ul style="list-style-type: none"> <li>• Well versed with types of information required in claims process</li> <li>• Well versed with company reserve policy</li> <li>• Comprehend company claims processing systems</li> <li>• Comprehend company claims policies, procedure and claims reserve guidelines</li> <li>• Comprehend relevant compliance and regulatory requirements in processing claims</li> </ul> </li> <li>2. Review and verify claims files <ul style="list-style-type: none"> <li>• Open claims files in claims processing system for received claims applications</li> <li>• Place loss reserve in accordance with the company's claims reserve guidelines and the authority limit for claims applications received</li> <li>• Screen suspicious checklist and refer the relevant case to superior to decide whether fraud investigation is required</li> <li>• Verify nature, time, place of loss and adequacy of relevant reports to confirm if they are within the scope of insurance policies</li> <li>• Engage service providers or experts in conducting loss investigation and assessment on need basis</li> <li>• Obtain further information and documents from relevant parties if necessary</li> <li>• Determine if further verification or assessment is needed from loss adjusters</li> <li>• Present claims files with supporting correspondences to obtain further advice from relevant personnel if necessary</li> <li>• Review claims recovery checklist to consider subrogation prospect</li> <li>• Attend tribunal representing the claimant or respondent for recovery or for defense of claim on need basis</li> <li>• Evaluate and negotiate claim settlement with claimant</li> </ul> </li> <li>3. Review claims files in accordance with company procedure and regulatory requirements <ul style="list-style-type: none"> <li>• Create proper records in claims files detailing loss assessment results</li> <li>• Place appropriate loss reserve to settle submitted claims</li> <li>• Carry out responsible steps to verify and assess that claimed loss is within the scope of policy.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to review claims file and place loss reserve in accordance with company procedures and regulatory requirements</li> <li>• Able to carry out responsible steps to verify if nature, time, place of loss and adequacy of relevant reports are within the scope of insurance policies</li> <li>• Able to arrange further investigations on loss assessment on need basis</li> <li>• Able to communicate effectively with customers and insurance intermediaries</li> <li>• Able to evaluate and negotiate effectively with claimants.</li> </ul>
Remark	This unit of competency is also applicable to general insurers and life insurers.