

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Insurance, Legal Matters and Compliance

Title	Handle cargo claims
Code	LOCULC404B
Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of understanding the course of the incident, insurance law and relevant insurance contract terms; providing useful claim documents and information for insurance companies and intermediaries and follow up matters related to cargo claims according to claim procedures so as to protect the interests of the company to handle cargo claims.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of cargo insurance terms, claim procedures and requirements of insurance companies, and relevant legislations and international conventions</p> <ul style="list-style-type: none"> <li>• Understand the operations of the industry</li> <li>• Understand the operations of the company and the risks and liabilities arising from the operation</li> <li>• Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc.</li> <li>• Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law</li> <li>• Understand relevant insurance terms</li> <li>• Understand the impact of relevant legislations and international conventions on handling claims</li> <li>• Understand the claim procedures and requirements of insurance companies</li> <li>• Understand different types of transport documents and their use</li> </ul> <p>2. Handle cargo claims</p> <ul style="list-style-type: none"> <li>• Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimise the losses</li> <li>• Understand relevant insurance terms, the claim procedures and requirements of insurance companies, relevant legislations and international conventions, and handle claims</li> <li>• Assess and report the total losses and calculate the claim amount</li> <li>• Provide useful claim documents and information for insurance companies</li> <li>• Obtain all possible documents, evidence and experts' recommendation to understand the company's position</li> <li>• Understand the survey reports and recommendation to the insurance company about the incident provided by professions</li> <li>• Appoint experts to handle claims on the company's behalf as per company's policy and procedure</li> <li>• Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed</li> <li>• Collect compensation from insurance companies and intermediaries and handle relevant documents according to claim procedures</li> </ul> <p>3. Professionalism in handling cargo claims</p>

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	<ul style="list-style-type: none"><li>• Handle claims according to insurance law, insurance terms, claim-related legislations and international conventions, and the claim procedures and requirements of insurance companies</li><li>• Handle claims in a cautious and equitable manner</li><li>• Avoid conflict of interests</li><li>• Create a proper procedure and documentation requirement to the staff to follow, and ensure the compliance of all operations documents to mitigate the negative impact during cargo claims handling such as offer and acceptance record, documents clarity and correctness, proper filing records and report irregularity mechanism etc.</li></ul>
Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <ul style="list-style-type: none"><li>• Capable of handling claims properly and provide useful documents and information for insurance companies and intermediaries, and follow up matters related to cargo claims according to claim procedures so as to protect the interests of the company</li></ul>
Remark	This UoC is adapted from the Logistics UoC LOSGIL406A