

APPENDIX 1

**COURSE CONTENTS
FOR
INTERMEDIATE COURSES**

Course Objectives for Modules 1 to 8

At the end of this course, the participants will :

- 🏠 have essential knowledge of the coverage provided by each respective class of insurance.
- 🏠 know the exclusions and key conditions.
- 🏠 know the rating and underwriting considerations for each respective class of insurance.
- 🏠 understand from the exclusions new opportunities.
- 🏠 know the strong selling points for each respective class of insurance.
- 🏠 Understand the claims handling procedures and the settlement of claims

Module 1 - Essential Elements of Risk and Insurance

Session 1 - Risk and Insurance

- X Concepts of Risk
- X Concepts of Insurance
- X Functions of insurance
- X Benefits of Insurance
- X Legal aspects of insurance
 - Why Insurers do not pay claims?
 - Insurable interest
 - Utmost good faith
 - Proximate cause
 - Why insurers do not pay in full?
 - Indemnity and the application of average
 - Subrogation
 - Contribution
- X Insurance Documentation
 - Proposal Forms
 - Cover Notes
 - Certificates of Insurance
- X Legal Effects of Conditions and Warranties

Session 2 - The Concept of Risk Management

- \$ The Definition of Risk Management
- \$ The Benefits of Risk Management
- \$ The Objectives of Risk Management
- \$ The Risk Management Process
- \$ Overview and Application of Risk Management

Session 3 - Insurance

- \$ Major Classes of General Insurances
 - S Fire and Fire Con-Loss
 - S Miscellaneous Accident Classes
 - S Liability Classes
 - S Engineering Classes
 - S Marine
- X Rating, Acceptance Criteria and Terms

Session 4 - Reinsurance

- X The Need for Reinsurance
- X The Types of Reinsurance
 - Treaty and Facultative
 - Proportional and Non Proportional

Session 5 - Claims

- X The Role of the Claims Department
- X The Duties of the Insured and the Insurer
- X Property Claims Procedure
- X Liability Claims Procedure

Module 2 - Fire Insurance Workshop

Session 1 - Theoretical aspects of Fire Insurance

- X The Meaning of Fire
- X Conditions and Warranties
- X Legal Principles of Fire Insurance
- X Coverage and Limitations of Extensions
- X Acceptance Criteria
- X Rating and Underwriting Considerations
- X The Fire Policy, Cover Note and the Proposal form
- X Coverage and Limitations of Special Perils
- X Essentials of Fire Risk Assessment
- X Claims Handling Procedures and Basis of Settlement

Session 2 - Practical Applications

- X Cases on Underwriting
- X Cases on Cover Notes
- X Cases on Description of Interest
- X Cases on Risk Assessment
- X Cases on Risk Improvement
- X Cases on Risk Acceptance
- X Cases on Quotations
- X Cases on Claims

Session 3 - Marketing and Selling

- X Know Your Product
- X Know Your Market
- X The Essential selling Skills
- X The Need for Fire Insurance with Full Perils
- X The Relationship between Probability and Severity
- X Dealing with the Competition
- X The Need to Negotiate
- X The Art of Comparison
- X The Meaning of Conditional Acceptances and Lost Opportunity

Module 3 - Fire Consequential Loss Workshop

Session 1 - Fire Consequential Loss

1. The Need for Fire Consequential Loss
 - X Limitations of the Fire Policy and the Benefits of the Fire Con-Loss Policy
 - X Protection for the business, maintains Cash Flow, after a severe loss. Pays for
 - continuing standing charges
 - additional expenses
 - loss of net trading profits
- b. Gross Profit**
 - X How to work out the sums insured (definition of gross profit)
 - X Relationship between the sum insured and the maximum indemnity period and the multipliers
 - X How the policy works (the loss formula)
 - Clause A
 - Clause B
 - less savings
 - average
 - X Definitions
 - Gross Profit and Gross Revenues
 - Shortage in Turnover
 - Indemnity Period
 - Turnover
 - Maximum Indemnity Period
 - Standard Turnover
 - Rate of Gross Profit
 - Actual Turnover
 - Annual Turnover
 - X Other circumstances clause
 - X Alternative trading premises clause
 - X Premium adjustment clause
- c. Rating and Extensions and Premium Calculations**
 - X Average base rate
 - X Extensions
 - Customers & suppliers
 - Public utilities
 - Prevention of access
 - Upward adjustment clause
 - Departmental clause
 - Interdependency clause
 - Accumulation of stock
 - New business clause

Session 4 - Marketing & Selling

- X How to sell a Fire Consequential Loss policy
- X Technical Knowledge and Skills Requirement
- X Know Your Clients Business
- X Package Your Specifications to Suit The Customers Needs

Session 5 - Practical Application

- X There are over 30 scenarios and computations

Module 4 - Miscellaneous Accident

Classes of Insurances are :

Burglary, Money, All Risks, Equipment All Risks, Marine Cargo & Goods in Transit

Session 1 - Theoretical Aspects of Miscellaneous Accident Insurances

- X Principles of Security
- X Basic Coverages
- X Particular Exclusions and Conditions
- X Acceptance Criteria
- X Rating and Underwriting Considerations
- X Risk Control as Applied to Burglary and Money Insurances
- X Extensions - their Coverages and Limitations
- X Claims Handling Procedures for each Class

Session 2 - Practical Applications

- X Cases on Underwriting
- X Cases on Risk Assessment
- X Cases on Risk Control
- X Cases on Risk Acceptances
- X Cases on Quotations
- X Cases on Claims

Session 3 - Marketing and Selling

- X The Need for such Insurances
- X Dealing with the competition
- X Preparations and Negotiations

Module 5 - Property Claims

Session 1 - Compliance

- X Named Insured
- X Period of Insurance
- X Items Insured
- X Circumstances of the Loss
- X Policy and Proposal Form
- S Coverage
- S Exclusions
- S Conditions
- S Warranties
- S Extensions

Session 2 - Investigations

- X Duties of the Insured
- X Claims Notification
- X Burden of proof
- X Documentation
- X Valuation of the Property at the Time of Loss and at the Place of Loss
- X Establishing Liability
 - Investigate into Proximate Cause
 - Establish Start, Spread and Extinguishment
 - Check for Fraud
- X Check Against Description of Property Insured
- X Check Against Sums Insured
- X Application of Average/Excesses and Adjustment
- X Handling of Claims Disputes

Module 6 - Liability Workshop

Session 1 - Theoretical Aspects of Liability Insurances

- X The Law of Tort
- X Branches of the Law of Tort
- X Policy Coverage and Limits of Indemnity
- X Particular Exclusions and Conditions
- X Types of Damages
- X Claims Handling and Settlement
- X The Judiciary System
- X Alternative Dispute resolution
- X Underwriting Factors

Session 2 - Types of Liability Insurances

- X Public Liability
- X Products Liability and Product Recall
- X Professional Indemnity
- X Carriers Liability
- X Warehousemen Liability
- X Extensions and Clauses

Session 3 - Rating and Underwriting Considerations

- X Basis of Premium Computation
- X Claims Experience
- X Excesses and Deductibles

Session 4 - Claims Procedures

- X The Importance of Out of Court Settlement
- X The Types of Damages
 - Special and General
 - Punitive and Exemplary

Session 5 - The Practical Aspects

- X Cases on Risk Acceptances
- X Cases on Risk Control
- X Cases on Claims
- X Cases on Disputes and Negotiations
- X Cases on Quotations

Session 4 - Marketing and Selling

- X The Need
- X Duty of Care Applies to Everybody
- X No Limits to Legal Liability
- X Target Niche

Module 7 - The Legal Aspects of Motor Insurance

Session 1 - Legal Principles applying to Motor Insurance

- X Insurable Interest
- X Duty of Disclosure
- X Proximate Cause
- X Indemnity

Session 2 - The Policy Coverage and Exclusions

- X Third Party
- X Comprehensive
- X Private Cars
- X Commercial Vehicles

Session 3 - Duties of the Insured in the Event of a Loss

- X Due Diligence Pre Loss
- X Notification
- X Due Diligence Post Loss

Session 4 - The Claims Procedures (OD Claim)

- X Police Report
- X Immediate Notification
- X Completing the Motor Accident Report/Claims Form
- X Type of Loss
 - Fire
 - Theft or
 - Accidental Collision
 - Windscreen
- X Towage and Approved Motor Repairer
- X Loss Adjuster=s Approval
- X The Repair, Replacement, Betterment, Constructive Total Loss
- X The Discharge Voucher and the Excess
- X The Adjustment and Settlement
- X The Market Value Clause

Session 4 - The Claims Procedures (TP Claim)

- X The Standard of Care
- X The Scene of the Accident
 - Names and Particulars of Witnesses
 - Names and Particulars of the Third Party

- X Police Reports (from all parties to the accident) must be obtained
- X The Police Summon (if any)
- X Immediate Notification
- X The Writ of Summons
- X The Appearance

- X Type of Damages suffered by Claimant :
 - Bodily Injury (Passengers or Others)
 - Property damage (Vehicle/Real or Personal)
- X Common Law Principle of Indemnity
- X Loss of Use
- X Special damages
- X General damages
- X Out of Court Settlement
- X Alternative Dispute Resolutions
- X Civil Litigation

Session 5 - The Claims Procedures Against Third Parties

- X Note the Time, Date and Location
- X Note and Document Witnesses
- X Identify and Document the TP Driver=s Particulars
- X Make Police Report
- X Inform TP Driver to Notify his Insurer
- X Tow Car to Authorised Workshop
- X Appoint Loss Adjuster
- X File Claim Against TP Insurer
- X Types of Damages
 - Own Damage**
 - Loss of Use
 - Loss of NCD) need to show proof of
 - Excess) OD claim
 - Bodily Injury**
 - Special
 - General

Module 8 - Health and Personal Accident Insurance

Session 1 - Health Insurance

- \$ Legal Principles as applied to Health Insurance
 - S Utmost good faith
 - S Insurable Interest
 - S Indemnity
 - S Contribution
 - S Subrogation
- \$ PIAM Wordings
- \$ Definitions
- \$ Policy Coverage
- \$ Exclusions
- \$ Conditions
- \$ Acceptance Criteria

Session 2 - Personal Accident

- \$ Legal Principles as applied to Personal Accident Insurance
 - S Utmost good faith
 - S Insurable Interest
 - S Indemnity
 - S Contribution
 - S Subrogation
- \$ Policy Coverage
- \$ Exclusions
- \$ Conditions
- \$ Acceptance Criteria