



Managing an Effective Claims Function

Core Details

9.30am — 12.30pm
City of London



3 CPD Hours

To Book

Call
+44 (0)204 551 8568
(Please choose option 2)

Email
info@thezishi.com

Online
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Your Consultant Sally Pearce

Sally worked for 20 years as an underwriter before joining the Financial Ombudsman Service (FOS). She was part of the team that started FOS, providing direction for new workstreams and authoring of technical guidance. After 6 years with FOS, Sally left to work in the Lloyd's Market managing complaints, working closely with claims teams and providing direction on Conduct Risk and TCF (Treating Customers Fairly). She also worked with Lloyd's to design and implement the framework for standards reviews. She undertook claims and underwriting reviews and trained/mentored other reviewers. She worked with a number of managing agents to develop action plans to ensure compliance. Sally set up her own business in 2014, helping firms with conduct risk and TCF. Her company is a member of the Association of Professional Compliance Consultants and an associate member of the Lloyd's Market Association.

"A claim is the defining moment in the relationship between an insurer and its customer. It's the chance to show that the years spent paying premiums were worth the expense. If a claim is handled well, retention rates may rise. If handled poorly, the insurer may not only lose the customer, but also damage its wider reputation."

– Source: "Cutting the cost of insurance claims" – PwC

The speed and accuracy with which claims are handled are major drivers of service differentiation in an industry that is resolutely price-competitive. Because customer expectation is high and tolerance of poor performance is low, it is in a business's own interests to make sure that it does all that it can to get things right first time and to respond quickly and efficiently when errors occur.

Also, insurance - by its nature - is open to abuse either through the actions of one-off opportunists, or from those who perpetrate organised crime. Fraud is the biggest area of concern and the UK insurance industry and its regulators are becoming increasingly successful at detecting it and punishing those responsible.

This half day training session will allow delegates to fully understand the importance of managing a claims function effectively, leaving them able to:

- Describe the basic claims handling process
- Explain the regulatory requirements relating to claims handling
- Consider the effectiveness of governance and controls around claims handling in their own organisation and the implications of not doing things right
- Explain the requirements relating to handling claims-related complaints



Managing an Effective Claims Function

Agenda

Cost

£395 / person + VAT £474

A discount of 10% per person is available when booking for 2 or more delegates on the same course in a single booking.

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In-house Course?

This course works well as an in-house event, contact us to discuss your needs on 0204 551 8568 or email info@thezishi.com



ZISHI Cornerstone



The CPD Standards Office
CPD PROVIDER: 21020
2016 - 2018
www.cpdstandards.com



Session	Content
Claims handling – how it works	<ul style="list-style-type: none"> • Claims handling – the basic process <ul style="list-style-type: none"> • The claim form • Third Party Claims • Double Insurance • Claims settlement • Rejecting a claim
Claims handling and regulation	<ul style="list-style-type: none"> • Claims handling and the FCA's Principles for Businesses • Insurance Conduct of Business Sourcebook (ICOBS) 8: Claims Handling • Treating Customers Fairly • FCA's Thematic Reviews • Lloyd's minimum standards
Governance and controls	<ul style="list-style-type: none"> • Preventing claims fraud and the Fraud Act 2006 • Policies and procedures • The use of Information Technology (IT) in claims handling and its benefits • Management accountability • Outsourcing claims handling • Auditing claims • Management reporting
Handing claims related complaints	<ul style="list-style-type: none"> • FCA & Lloyd's requirements • Financial Ombudsman Service (FOS)

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