



## **Introduction to Claims Handling**

### **Course Description**

This course is for those who are new to the claims environment and will be useful for new claims technicians, claims brokers and other who need an overview of the claims process. This course is also useful as a refresher. This is an interactive workshop.

### **Course Objectives**

You will gain an understanding of:

- The claims process
- Contract law and insurance documentation
- Property claims
- Liability claims, including litigation procedures
- Motor claims

### **Course Content**

- What does the customer expect in terms of customer service
- The life cycle of a claim
- The importance of reserving
- Questioning Techniques to get the information you require
- Contract Law and the Insurance Contract
- Policy Documentation
- Disputes
- Industry codes
- Property claims
- Liability claims
- Motor claims
- The litigation process

Through out the course reference will be made to the principles of insurance and how they are relevant to claims.

### **Trainer Sarah Godfrey**

Sarah Godfrey has worked within the insurance industry for more than 21 years. She has experience of all major classes of business with particular knowledge of liability classes where she has previously managed liability claims staff for a major insurer. She has been a trainer for the past four years, training within the general insurance market, delivering courses on claims, household, motor and liability amongst others. Sarah also delivers business skills training to both insurance and non insurance based companies. Prior to entering the training world, she worked for 19 years for a multi-national insurance company, where she was one of their claims managers. Sarah holds a qualification in Further Adult Education Teaching.

**Duration** 1 day  
**Date** 4<sup>th</sup> November 2010  
**Time** 9.30 am – 4.30 pm  
**Venue** IMC Training Rooms, 16 St Clare Street, London EC3N 1LQ  
**Fee** £245.00 +VAT (including refreshments and buffet lunch)  
**Bookings** To reserve a place on this course please contact Tony Gregory  
Telephone: 020 7481 9070 or email: [tony.gregory@imc-seminars.com](mailto:tony.gregory@imc-seminars.com)