SCI ONLINE
Global Classroom

Singapore College of Insurance

SCI *Presents*

Insurance Documents and Claims

4 CPD hours

2021

REGISTER NOW

Programme Highlights

This course is suitable for Insurance Executives/Assistants, Agents, Brokers, Call Centre and Front-line Staff, including those whose job responsibilities require a basic understanding of General Insurance concepts, principles and fundamentals.

For Whom

Insurance executives
Insurance Assistants
Agents
Brokers
Call Centre & Front-line Staff
Jobs that require a basic understanding of General insurance concepts, principles and fundamentals

Course Outline:

- **Insurance Documents**
- **Claims**

Learning Outcomes

At the end of the course, the participants will be able to:

- know the purpose of a proposal form and explain how it forms the basis of the insurance contract
- be familiar with the main sections of questions asked for in the proposal form, including the declaration and the warning statement
- understand what a cover note is
- explain the functions of a certificate of insurance
- be familiar with the various sections of an insurance policy document
- understand the various types of conditions in an insurance policy
- know what warranties and the two types of warranties in insurance contracts are
- know the purpose of an endorsement and the renewal notice
- understand the uses of a renewal certificate and the information contained in it
- realise the importance and the uses of a claim form, as well as outline the main sections contained in it
- acquire some basic knowledge of the general claims procedures
- know how claims are reported or notified
- know how claims investigation and assessment are done
- understand what is included in a plan of investigation
- understand what goes into preparing a proof of loss
- determine with whom the onus of proof of a loss/damage rests
- understand the duties of the insured after a loss
- recognise the role and functions of loss adjusters and other claims professionals
- identify how the following claim conditions operate to affect claims:
  - average
  - contribution
  - limitation period
  - reinstatement
- understand what is insurance fraud and industry's efforts to combat insurance fraud
- describe the various claim settlement options available
- know the working on the reinstatement of sum insured
- know the rights of the insurer after a claim
- explain the common methods of settling claim disputes

Course Duration

Course Duration: 4 Hours
Assessment Duration: No time limit
Assessment Format: 10 Multiple Choice Questions

Programme Fee

S$32.10 (inclusive of 7% GST)

Funding: to be advised

How To Access SCI Cloud Classroom

Upon successful payment and registration, the confirmation email will include a weblink which will direct the candidate to a login page. Alternatively, you would see an icon on the SCI Website titled “SCI Cloud Classroom”. Click on the icon and you would be routed to the login page. Use the same credentials to login as the candidate’s profile created at SCI website.

Completion Requirement

Participants must fully complete all the contents and score at least 75% for the 10 True-False questions at the end of the course within the one-month access period from the time of registration.

Key Features

Video lectures embedded into contents and with quizzes

Practical and can be accessed anytime, anywhere

SMART Certificate of Completion

A Smart Certificate of Completion will be issued within 4 working days, once all the course requirements are fulfilled, including passing the assessment.

Singapore College of Insurance
CPE Registration No: 199408491M
Period Of CPE Registration: From 26 September 2019 to 25 September 2023

For enquiries, please contact: Singapore College of Insurance
Tel: (65) 6221 2336 Fax: (65) 6220 6684 Website: www.scicollege.org.sg

Information presented on this marketing material is correct at the time of publishing. However, changes to the programme contents, dates, time, duration, venue and faculty members can occur owing to unforeseen circumstances. Every effort will be made to inform all participants of such changes on a timely basis.

© 2020 Singapore College of Insurance Limited (SCI). All Rights Reserved By SCI.

Updated: 22 Jan 2021