
Claims Handling – Post-Claim Considerations

Date: 7 July 2022 (Thursday)

Time: 3:00pm – 6:00pm

Course level: Intermediate

Learning Outcomes:

Upon completion of this course, students will have:

- Gained in-depth technical knowledge from the leading market professionals
- Deep understanding of post claim consideration, including investigations, policy limitations, coverage and liability

Course Outline:

The course content will cover the following topics:

- Claims investigation
- Policy limitations
- Coverage and liability
- Uninsured losses
- Good faith at the time of a claim
- Fraud detection and prevention
- Claims support services

Presenter: **Grace Maxted, LLB (Hons), ACII**

Grace has over 15 years of experience in the insurance industry. In 2015, she became self-employed and now run training sessions for the London market, delivering training on CII exam modules from Certificate level through to Advanced Diploma and a number of courses on general insurance topics.

She trains both regional and international insurance companies and currently undertake coursework marking, scrutineering projects, technical editorial reviews and book updates for the CII.