



APPLIES TO ACADEMIC YEAR 2012/2013

## FAK 2232 Household Insurance Claims Handling 1

### Programme

Course in Insurance

### Responsible for the course

Kjell Smedsrud

### Department

Department of Accounting - Auditing and Law

### Term

According to study plan

### ECTS Credits

3

### Language of instruction

Norwegian

### Introduction

This course will give a thorough examination through most aspects of claims handling regarding household insurance claims, both private and industry. Mandatory authorization course for claims handlers working with household insurance claims.

### Learning outcome

#### Acquired knowledge

The students shall obtain a strong theoretical understanding on most topics regarding the daily tasks of a claims representative and have a thorough understanding of how to manage claims handling in Household Insurance on the whole.

#### Acquired skills

This course will give students ability to solve most practical issues that may come into being in claims handling in all topics regarding household insurance.

#### Reflection

During the course, the students should have acquired a conscious attitude to the fact that their professional choices and advises first and foremost are of importance for other people than themselves.

### Prerequisites

The courses Introduction to Insurance ,Introduction to Law part 1 and Household Insurance is recommended.

### Compulsory reading

#### Books:

Arntzen, Andreas, Arne Kielland jr. og Jan B. Jansen. 1993. Forsikringsrett : tingskadeoppgjør , brann- og kombinert forsikring. Advokatfirmaet Arntzen, Underland & Co  
Arntzen, Andreas, Rune Njøs Jacobsen og Sven Iver Steen. 1995. Forsikringsrett : forsikringsvilkårenes ansvarsbestemmelser, villaeier- og hjemforsikring. Advokatfirmaet Arntzen, Underland & Co

#### Other:

Lover, forskrifter og utdelt materiell.

Lycke, Arne og Torp, Anders. Tilleggshäfte til Skadeoppgjør brann- og kombinert forsikring del 1. Siste utgave. Oslo: BI Forsikring

### Recommended reading

#### Course outline

**Terms regarding household-, detached house-, lodge-, construction and fire-insurance, and insurance of valuables.**

Terms regulation regarding:

- **who is insured**, policyholder, common-law wife/husband, live-in partner, common-law spouse,

- mortgagee and others. Special regulations concerning separation and divorce.
- **what is insured**, Definition of the construction concept, all hazards of risk, including natural hazards. The connection between the hazards of risk and safety codes.
- **where is the insurance valid**. Limitations, outside fire and theft insurance etc.

**Terms regarding smaller office buildings, industrial buildings, shops , house owners, housing cooperatives, agricultural and fire insurance.**

Same aspects as above.

**Main regulations regarding claims handling**

- calculation of compensation buildings
- calculation of compensation household effects
- calculation of compensation others
- own risk /new-for –old deduction
- interests
- tax issues
- principles of calculation of compensation regarding interruption loss, rent loss, industry interest policies.

**Contractual relationship between insurance companies**

- double insurance
- warrant of mortgagee clause
- Settlement regarding equalizing of payment
- Recourse agreements regarding fire damages on cars

**Joint regulations regarding claims handling**

- Demands on and evaluation of valuation reports
- Estimated value/ Construction calculations etc.
- Various terms of settlement
- Estimated value/Directed valuation/offer/ expert assessment/by agreement
- Damage refurbishing (RVR)/ immediate measures/ risk prevention/interruption
- Fraud

**Computer-based tools**

It's learning /virtual classroom/intranet facilities)

**Learning process and workload**

Part-time organized as distance education based on self-tuition and two send-ins (not mandatory). Intensive three-days seminars are organized but participation is mandatory.

**Examination**

4 hours individual written exam. If used for Authorization the candidate must obtain at least grade C.

**Examination code(s)**

FAK 22321 Written examination, which account for 100 % of the final grade in the course FAK 2232 Household Insurance Claims Handling 1. 3 credits

**Examination support materials**

All support materials allowed including a BI-defined exam calculator. TEXAS INSTRUMENTS BA II Plus™

Examination support materials are specified under examination information in our web-based Student Handbook. Please note the use of calculator and dictionary.

<http://www.bi.edu/studenthandbook/examaids>

**Re-sit examination**

A re-sit is held at the next scheduled exam in the course.

**Additional information**