



APPLIES TO ACADEMIC YEAR 2012/2013

FAK 2626 Motor Insurance Claims Handling part A

Programme

Bachelor of Management

Responsible for the course

Kjell Smedsrud

Department

Department of Accounting - Auditing and Law

Term

According to study plan

ECTS Credits

7.5

Language of instruction

Norwegian

Introduction

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

Learning outcome

Acquired knowledge

The students shall obtain a thorough knowledge of relevant laws, terms and regulations of the insurance companies' policy conditions regarding claims handling of motor vehicles. The students shall acquire a practical understanding of how a claims handler's tasks can be solved and how a systematic claims handling technique regarding damages of motor vehicles will be given.

Acquired skills

At the end of this course, the students should be able to evaluate motor vehicle damages and claims experience and carry out simple claims.

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 or similar, Motor Insurance, and at least one year work experience at a claims handling division.

Compulsory reading

Books:

Plogvoll, Stein. 2001. Regressavtalen : Ansvarsvurderinger etter sammenstøt i trafikken. BI Forsikring. 332 sider. Boka er under revisjon

Sollie, Harald. 2002. Skadeoppgjør motorvogn del 1. 3. utg. BI Forsikring. 234 sider. Boka er under revisjon

Other:

Lover, forskrifter og utdelt materiell

Recommended reading

Course outline

Problem descriptions regarding terms in the insurance policy and The Insurance

Contracts Act.

Cases of doubt

Special terms and special types of Insurance**Settlements of claims****Apportionment of liability****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 four send-ins (not mandatory).

Intensive seminars 4 days are organized (2+2 days)

Recommended workload in hours:

Activity	Timebruk
Preparation for intensive seminars	12
Participation on a intensive seminar 4 days (2+2)	32
4 send-inns (not mandatory)	32
Curriculum	102
Exercises and activities on Itslearning	17
Exam	5
Total recommended use of time	200

Examination

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

Examination code(s)

FAK 26261 Motor Insurance Claims Handling A. Written examination, which account for 100 % of the final grade in the course FAK 2626 Motor Insurance Claims HandlingA. 7,5 credits.

Examination support materials

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

Examination support materials at written examinations are specifies under exam 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