



APPLIES TO ACADEMIC YEAR 2013/2014

## FAK 2626 Motor Insurance Claims Handling part A

### Programme

Bachelor of Management, Banking and Insurance, Single courses

### 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 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
<b>Total recommended use of time</b>	<b>200</b>

**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 specified 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**