



APPLIES TO ACADEMIC YEAR 2014/2015

FAK 2633 Household Insurance Claims Handling

Programme

Bachelor of Management, 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

The course gives in-depth coverage of most areas both private and corporate within household insurance claims handling. The course is compulsory for those needing a licence for household insurance claims handling. The course also provides in-depth coverage of particular issues that are important for this business area.

Learning outcome

Acquired knowledge

After having completed the course the students shall have gained a good theoretical understanding of a claims officer's tasks and be able to account properly for claim settlement techniques in household insurance. After the course the students shall have acquired in-depth knowledge of claims settlements of household insurance claims as regards the pledgee's position in the insurance settlement, a reduction of claim caused by the policy-holder's responsibility for the insurance incident, the insurance company's recourse towards the tortfeasor, fraud in the insurance settlement, the expert assessment of the insurance loss and the responsibility of the private individual. The students shall be able to account for these areas by referring to relevant legal provisions and important court decisions.

Acquired skills

After the course the students shall be able to provide counselling and perform extensive claim settlements within this insurance area.

Reflection

It's a clear goal that students shall be aware that the decisions they make in their profession and they advice they give are primarily very important for other people.

Prerequisites

The courses "Introduction to Insurance" and "Household Insurance". Own experience from insurance work is also important for a general understanding.

Compulsory reading

Books:

Arntzen, Andreas, Arne Kielland jr. og Jan B. Jansen. 1993. Forsikringsrett : tingskadeoppgjør , brann- og kombinertforsikring. Advokatfirmaet Arntzen, Underland & Co
Arntzen, Andreas, Rune Njøs Jacobsen og Sven Iver Steen. 1995. Forsikringsrett : forsikringsvilkårenes ansvarsbestemmelser, villaeier- og hjemforsikring. Advokatfirmaet Arntzen, Underland & Co
Lycke, Arne og Anders Torp. 1997. Skadeoppgjør brann/kombinert forsikring : del 1 - Tilleggshefte. Forsikringsakademiet. 110 sider

Other:

Annet:

Eget selskaps tariff, vilkår og brosjyrer
Lover, forskrifter og utdelt materiell.

Recommended reading

Course outline

Insurance terms for the following private insurances: house-owner, home, holiday cottage, construction and fire insurance as well as insurance for particular valuables

- The terms' provisions concerning *who* the insurance applies to: insured party, spouse, co/habitant/member of household/shared housing, pledgee, provisions concerning separation/divorce
- The terms' provisions on *where* the insurance applies: geographical limitations, outside fire and theft insurance, etc.
- Provisions concerning *what* is included, which involves defining what is meant by the building.
- The provisions on what damage that is covered: all perils at risk incl. natural hazards and the connection between perils at risk and safety regulations.

Conditions for the following insurances for SMEs: shop, company, office, housing cooperative, house-owner, building, agricultural and fire insurance.

- See item on private insurances (above)

Important provisions for claims settlements

Calculation of damages on buildings

Calculation of damages on household effects

Calculation of damages on other items

Own risk/new-for-old deduction

Interest

Charge issues

Principles for calculating damages from interruptions, loss of rent payments, interest policy for business

Agreements between companies

Double insurance

Pledgee guarantee pool/Settlement agreement between companies

Recourse agreement on fire damage to cars in car repair shops

Common terms for claims settlements

- Requirements to and assessment of appraisal report
- Construction calculation system, etc.
- Various forms of settlement
- Appraisal/controlled bill/tender/estimate/pursuant to agreement
- Damage reorganizing (RVR) immediate measures/risk preventive measures/disruption
- Fraud

Estimates

- Major

Secured 3rd party pursuant to law and agreement

- Chattels
- Building

Safety regulations

Identification (private/company)

- Intent/gross negligence by the secured

Notice of reduction of claim

Committee procedure in practice (how complaints are handled)

Recourse

Orders

Limitation rules

Valid/invalid insurance

Computer-based tools

Must have access to the Internet

Learning process and workload

Part-time

The course is conducted as distance teaching with self-tuition and 4 hand-in assignments

Intensive teaching is given at mandatory sessions (2+ 3 days)

Recommended workload:

Activity	Workload
Participation in intensive teaching 5 days	40
Preparations for lectures	9
Work on syllabus	100
Exercises/activities on its learning	15
Do hand-ins (4)	32
Exam	4
Total recommended workload	200

Examination

A four-hour individual written exam concludes the course. The grade C or better is required in order to be approved for authorization.

Examination code(s)

FAK 26331 written exam. The exam accounts for 100% of the grade in the course FAK 2633, 7,5 credits

Examination support materials

All support materials allowed.

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

It is only possible to retake an examination when the course is next taught. All retaken examination will incur an additional fee.

Additional information