



## Certificate Examination Syllabus

- **CH 1 - Introduction to the Insurance Industry**
  - Risk and Risk Transfer
  - The Parties
  - Contract Law
  - Legal Liability
  - Insurable Interest
  - Utmost Good Faith
  - Indemnity
  - Proximate Cause
  - Contribution
  - Subrogation
  - Customer Service
  - Communication
  - The Financial Services Authority
  - The Data Protection Act 1998
  
- **CH 2 - Introduction to Claims Handling**
  - Introduction to the Insurance Policy
  - Policy Conditions and Warranties
  - The Perils
  - Introduction to Claims Validation
  - Claims Handling - Negotiation
  - Reasonable Care
  - Mitigation
  - Gradually Operating Cause
  - Underinsurance
  - Repudiations
  - Fraud, Detection and Prevention
  - Financial Crime
  
- **CH3 - Advanced Claims Handling**
  - Basic Building Elements
  - Alternative Accommodation
  - Construction (Design and Management) Regulations 2007
  - Catastrophe Handling
  - Claims Handling - Business Interruption
  - Civil Procedure (as relevant to Claims Handlers)
  - Damages and Reserving of Injury Claims