



CH2 CERTIFICATE - SYLLABUS

CH2 Certificate Syllabus

CH2 – Claims Handling

- 1 Introduction to the insurance policy
- 2 Policy conditions and warranties
- 3 The perils
- 4 Introduction to claims validation
- 5 Claims handling – negotiation
- 6 **Mitigation:**
 - Mitigation measures for household contents
 - Evaluating the benefit of repair or restoration
 - Controlling mitigation spend
- 7 Gradually operating cause
- 8 Underinsurance:
 - Penalties for underinsurance
- 9 Repudiations
- 10 Fraud, detection and prevention
- 11 Financial crime