

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Claims

Title	Maintain up-to-date claims records
Code	105466L2
Range	This unit of competency is applicable to those who are responsible for insurance claims records maintenance. It involves claims classification, data input and data maintenance.
Level	2
Credit	2 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in maintain claims records <ul style="list-style-type: none"> • Understand company claims policies, procedures and guidelines • Understand company risk classification policy • Apply methods of classifying data in claims operations • Able to use company claims processing system • Well aware of relevant compliance and regulatory requirements in handling customer data 2. Maintain insurance claims records <ul style="list-style-type: none"> • Classify claims data according to company procedures and guidelines • Update claims records upon requests • Produce claims statistics and reports to relevant units upon requests.
Assessment Criteria	<p>The integral outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to file claims records according to company procedures • Able to update claims records accurately and timely • Able to gather relevant claims data to produce statistics and reports upon requests.
Remark	The unit of competency is applicable to general insurance and life insurers.