

Specification of Competency Standards of the Insurance Industry

Unit of Competency

Functional Area: Claims

Title	Manage the production of claims reports for life insurance
Code	105683L5
Range	This unit of competency is applicable to those who are responsible for managing life insurance claims reports. It involves retrieving claims records, generating reports, maintaining reports and identifying ways to improve claims report management process.
Level	5
Credit	3 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> 1. Possess knowledge in producing life insurance claims reports <ul style="list-style-type: none"> • Comprehend company's claims recording system • Know how to retrieve claims records from company's claims processing system • Comprehend claims report management techniques • Know about relevant compliance and regulatory requirements 2. Manage the production of life insurance claims reports <ul style="list-style-type: none"> • Produce regular claims reports for claims monitoring purpose • Produce specific claims reports to relevant units upon requests • Produce regular reports to analyze claims trends • Identify areas where risk selections or improvements can be made • Produce regular claims reports and exception reports to monitor claims portfolios and to ensure the compliance of claims governance • Maintain generated claims reports according to company procedures • Observe the regulatory requirements on claims reports and customer record handling 3. Manage the production of accurate life insurance claims reports <ul style="list-style-type: none"> • Produce regular claims reports with all required details upon requests • Produce claims reports according to specific requirements upon requests.
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> • Able to identify required record elements to generate claims reports • Able to produce accurate claims reports timely with all the required records according to company procedures and regulatory requirements • Able to maintain up-to-date claims reports • Able to gather relevant record elements to produce specific reports upon requests.
Remark	