

Specification of Competency Standards of the Insurance Industry

**Unit of Competency**

**Functional Area: Claims**

Title	Settle life insurance claims
Code	105677L4
Range	This unit of competency is applicable to those who are responsible for life insurance claims settlement. It involves determining settlement amounts and settlement options for individual claims applications.
Level	4
Credit	4 (for reference only)
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Possess knowledge in settling life insurance claims <ul style="list-style-type: none"> <li>• Comprehend company procedures and guidelines of claims settlement</li> <li>• Comprehend company's claims settlement systems</li> <li>• Comprehend options in claims settlement</li> <li>• Comprehend company's claims processing system</li> <li>• Comprehend relevant compliance and regulatory requirements in processing claims</li> </ul> </li> <li>2. Process settlements for life insurance claims applications <ul style="list-style-type: none"> <li>• Verify identity of payees to ensure their eligibility to receive the claim payments</li> <li>• Identify potential frauds</li> <li>• Determine the best settlement options (if any) in accordance with corporate claims procedures and guidelines</li> <li>• Present claims with supporting evidence to obtain approval from appropriate authorities for respective settlement amounts</li> <li>• Liaise with financial unit to prepare settlement cheques</li> <li>• Settle approved claims in accordance with company guidelines</li> <li>• Review reinsurance arrangements and report claims to the reinsurers according to the reporting requirements under the reinsurance agreements</li> </ul> </li> <li>3. Settle life insurance claims according to corporate claims guidelines <ul style="list-style-type: none"> <li>• Verify eligibility of payees to receive claims payments based on existing policy records</li> <li>• Settle claims with settlement amounts determined by corporate claims guidelines</li> <li>• Communicate with relevant finance and claims units to process settlements.</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Able to review existing policy records to determine payees' eligibility for claims payments</li> <li>• Able to determine accurate settlement amounts</li> <li>• Able to settle claims in accordance with company procedures and guidelines, as well as relevant compliance and regulatory requirements</li> <li>• Able to collaborate with finance and claim units to settle claim compensations.</li> </ul>
Remark	