

**Specification of Competency Standards**  
**for the Logistics Industry**  
**Unit of Competency**

Functional Area - Insurance, Legal Matters and Compliance

Title	Handle claims for air cargo damage
Code	LOAFLC402B
Range	This unit of competency is applicable to air freight and relevant operators. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance contract terms; to provide claim documents and information for insurance companies and intermediaries and follow up claim matters according to claim procedures so as to protect the interests of the company.
Level	4
Credit	6 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess the knowledge of insurance terms, claim procedures of insurance companies, and relevant legislations /international conventions</p> <ul style="list-style-type: none"> <li>• Understand the operation of the air freight industry, and the cargo damage, loss and delay occurred during operation</li> <li>• Understand air cargo insurance terms</li> <li>• Understand the claim procedures and requirements of insurance companies</li> <li>• Understand the preliminary claims procedures and awareness of all staff on handling claim email/letter/phone enquiry</li> <li>• Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc.</li> <li>• Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law</li> <li>• Understand the impact of relevant legislations/international conventions on handling claims</li> </ul> <p>2. Handle claims for air cargo damage</p> <ul style="list-style-type: none"> <li>• Understand the course of the incident through different channels and collect relevant documents and information for lodging a claim; take appropriate measures to minimise the losses</li> <li>• Understand air cargo insurance terms, the claim procedures and requirements of insurance companies, relevant legislations/international conventions, and handle claims</li> <li>• Assess the lose amount and calculate the claim amount</li> <li>• Provide useful claim documents and information for insurance companies, such as master air waybill, house air waybill, notice of claim and investigation report, etc.</li> <li>• Analyse the survey reports and recommendations from experts</li> <li>• Appoint appropriate experts to handle claims on the company's behalf as deemed necessary</li> <li>• Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments informed until the case is closed</li> <li>• Collect compensation from insurance companies and intermediaries and handle relevant documents according to procedures</li> <li>• Establish claim history for future strategies plan, operation review or any precaution setup</li> </ul> <p>3. Professionalism in handling air cargo damage claims</p>

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	<ul style="list-style-type: none"><li>• Handle claims according to insurance law, insurance terms, claim-related legislations /international conventions, and the claim procedures and requirements of insurance companies</li><li>• Handle claims in a cautious manner</li><li>• Avoid conflict of interests</li></ul>
Assessment Criteria	The integrated outcome requirement of this unit of competency is: <ul style="list-style-type: none"><li>• Capable to handle claims and provide relevant documents and information for insurance companies and intermediaries, and follow up claim matters according to claim procedures so as to protect the interests of the company.</li></ul>
Remark	The functional area “Insurance and Legal Matters” was revised as “Insurance, Legal Matters and Compliance”. This UoC code was changed from LOAFIL402A to LOAFLC402B