

Specification of Competency Standards
for the Logistics Industry
Unit of Competency

Functional Area - Insurance, Legal Matters and Compliance

Title	Handle claims for air cargo liability insurance
Code	LOAFLC403B
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 useful 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. Knowledge of air cargo liability insurance terms, relevant laws and claim procedures of insurance companies</p> <ul style="list-style-type: none"> • Understand the basic principles of insurance law, including the principle of utmost good faith, duty of disclosure, insurable interest, contract of indemnity, etc. • Understand the impact on the validity of insurance contracts by violation of the basic principles of insurance law • Understand the relationship with customers, including the rights and obligations of both parties • Understand the insurance contract terms of air cargo liability • Understand the claim procedures and requirements of insurance companies, including: notification period, submission of relevant proofs and claim documents • Understand the survey reports and recommendations from experts • Understand the possible tortious liabilities when providing air freight service; the liabilities and litigation costs incurred by negligence, errors and omissions arising from operation; and the impact of relevant legislations <p>2. Handle claims for air cargo liability insurance</p> <ul style="list-style-type: none"> • Capable to act according to claim procedures, for example, informing the insurance company and the claim agent of the incident or the claim promptly or within the specified period of time; appointing appropriate experts to investigate and analyse the accident as deemed necessary and making proper defences against the claimant • Contact relevant departments or personnel for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimise the faults and losses of the company • Apply international conventions effectively to protect the interests of the company • Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, survey report, contract concerned, and the claim documents exchanged between the insured and the third party • Consult insurance companies and intermediaries to make appropriate response to the third party on liabilities, providing paying compensation or claims for damage, etc. • Follow up the progress of the claim with insurance companies and intermediaries; jointly negotiate with the claimants to fight for the best compensation option or appoint lawyers to handle possible litigation • Verify the final compensation formulated by the insurance company and handle relevant documents <p>3. Professionalism in handling claims for air cargo liability insurance</p>

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	<ul style="list-style-type: none">• Handle claims in a cautious manner• Avoid conflict of interests• Handle claims for air cargo liability insurance according to the terms of insurance, relevant laws, and the claim procedures and requirements of insurance companies
Assessment Criteria	The integrated outcome requirement of this unit of competency is: <ul style="list-style-type: none">• Capable to provide insurance companies with relevant claim documents and information according to claim procedures so as to handle claims for air cargo liability insurance.
Remark	The functional area “Insurance and Legal Matters” was revised as “Insurance, Legal Matters and Compliance”. This UoC code was changed from LOAFIL403A to LOAFLC403B.