

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle claims for loss of hire
2. Code	LOSGIL404A
3. Range	This unit of competency is applicable to charterers and sea freight operators. Practitioners should be capable to understand relevant insurance contract terms, to provide claim documents and information for insurance companies and to follow up matters related to claims for loss of hire.
4. Level	4
5. Credit	6 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of insurance terms for loss of hire, relevant laws, and the claim procedures and requirements 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 insurance terms for loss of hire◆ Understand the survey reports and recommendations from experts◆ Understand the impact of relevant legislations on handling claims for loss of hire◆ Understand the claim procedures and requirements of insurance companies◆ Understand the terms of charterparty◆ Understand different types of shipping documents, and their use

	<p data-bbox="384 405 715 488">6.2 Handle claims for loss of hire</p> <ul style="list-style-type: none"> <li data-bbox="767 226 1476 360">◆ Provide relevant proofs for insurance companies and intermediaries for lodging a claim <li data-bbox="767 405 1476 757">◆ Capable to act according to the claim procedures of the insurance company, for example, informing the surveyor and the claim agent stated in the policy within the specified period of time and appointing surveyor to investigate and analyze the accident as deemed necessary <li data-bbox="767 779 1476 1077">◆ Contact relevant departments and staff for the causes of the dispute with charterers or of loss of hire; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the losses <li data-bbox="767 1099 1476 1182">◆ Assess the total losses and calculate the claim amount <li data-bbox="767 1205 1476 1451">◆ Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim and the claim documents exchanged with charterers <li data-bbox="767 1473 1476 1659">◆ Follow up the progress of the claim with insurance companies and intermediaries, and keep relevant departments and staff informed until the case is closed <li data-bbox="767 1682 1476 1877">◆ Capable to work out the compensation amount to be paid by the insurance company if the deductible is stated in the insurance contract
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	<ul style="list-style-type: none"> ◆ Collect compensation from insurance companies/intermediaries or through other departments and handle relevant documents <p>6.3 Professionalism in handling claims for loss of hire</p> <ul style="list-style-type: none"> ◆ Handle claims in a cautious manner ◆ Act according to the instructions of the customer if handling the claim as an agent ◆ Avoid conflict of interests ◆ Abide by the rules in respect of confidentiality and non-disclosure ◆ Capable to handle claims according to terms for charterer’s liability insurance, relevant laws, and the claim procedures and requirements of insurance companies
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide insurance companies with relevant documents and information according to claim procedures so as to handle claims for loss of hire.</p>
8. Remarks	