

## Specification of Competency Standards for the Logistics Industry

### Unit of Competency

1. Title	Handle insurance claims for war and strikes
2. Code	LOSGIL405A
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 insurance claims for war and strikes.
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 war and strikes, relevant laws, and the claim procedures and requirements of insurance companies</p> <ul style="list-style-type: none"><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 insurance terms for war and strikes, including the terms of navigation, coverage of risks and exclusions</li><li>◆ Understand the survey reports and recommendations from experts</li><li>◆ Understand the impact of relevant legislations on handling insurance claims for war and strikes</li><li>◆ Understand the claim procedures and requirements of insurance companies</li><li>◆ Understand different types of shipping documents, and their use</li></ul>

	<p data-bbox="384 398 751 539">6.2 Handle insurance claims for war and strikes</p> <ul data-bbox="767 226 1474 1816" style="list-style-type: none"><li data-bbox="767 226 1474 367">◆ Provide relevant proofs for insurance companies and intermediaries for lodging a claim</li><li data-bbox="767 398 1474 752">◆ 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 or appointing surveyor to investigate and analyze the accident as deemed necessary</li><li data-bbox="767 772 1474 965">◆ Contact relevant port management departments and other related organizations to assist in handling the incident and the follow-up work</li><li data-bbox="767 985 1474 1227">◆ Contact relevant departments and staff for the causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the losses</li><li data-bbox="767 1247 1474 1335">◆ Assess the total losses and calculate the claim amount</li><li data-bbox="767 1355 1474 1597">◆ Select and provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, survey report and the original receipt from shipyard</li><li data-bbox="767 1617 1474 1816">◆ 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></ul>
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	<ul style="list-style-type: none"> <li>◆ Capable to work out the compensation amount to be paid by the insurance company if the deductible is stated in the insurance contract</li> <li>◆ Collect compensation from insurance companies/intermediaries or through other departments and handle relevant documents</li> </ul> <p>6.3 Professionalism in handling insurance claims for war and strikes</p> <ul style="list-style-type: none"> <li>◆ Handle claims in a cautious manner</li> <li>◆ Act according to the instructions of the customer if handling the claim as an agent</li> <li>◆ Avoid conflict of interests</li> <li>◆ Abide by the rules in respect of confidentiality and non-disclosure</li> <li>◆ Capable to handle claims according to insurance terms for war and strikes, relevant laws, and the claim procedures and requirements of insurance companies</li> </ul>
7. Assessment Criteria	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to timely select and provide relevant documents and information for insurance companies according to claim procedures so as to handle insurance claims for war and strikes.</p>
8. Remarks	