

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Handle claims for professional indemnity/error and omissions insurance
2. Code	LOGSIL410A
3. Range	This unit of competency is applicable to sea freight agents. Practitioners should be capable to understand the course of the incident, insurance law and relevant insurance terms; to provide useful claim documents and information for insurance companies and intermediaries and follow up matters related to claims for professional indemnity/error and omissions insurance according to claim procedures so as to protect the interests of the company.
4. Level	4
5. Credit	9 (for reference only)
6. Competency	<p style="text-align: center;"><u>Performance Requirements</u></p> <p>6.1 Knowledge of professional indemnity/error and omissions insurance terms, relevant laws, and 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 the relationship with customers when taking the role of an agent or a manager, and relevant contract details, including the rights and obligations of both parties

	<ul style="list-style-type: none"> ◆ Understand the terms of professional indemnity/error and omissions insurance, including negligent performance, fraudulent act of an employee, libel, slander, infringement of intellectual property right and the exclusions ◆ Understand the survey reports and recommendations from experts ◆ Understand the possible infringement acts when providing services as an agent or a manager; the liabilities and litigation costs incurred by negligence, errors and omissions arising from operation; and the impact of relevant legislations on handling professional indemnity/error and omissions insurance ◆ Understand the claim procedures and requirements of insurance companies, including notification period, submission of relevant proofs and claim documents <p>6.2 Handle claims for professional indemnity/errors and omissions 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 analyze the accident as deemed necessary and making proper defences against the claimant
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	<ul style="list-style-type: none">◆ Contact relevant departments and staff for the details and causes of the incident; collect relevant documents and information for lodging a claim; take appropriate measures to minimize the faults and losses of the company◆ Provide relevant claim documents and information for insurance companies, including notice of claim, list of claim, survey report, the contract signed between the agent/manager and the customer, and the claim documents exchanged between the insured and the third party◆ Never commit oneself to liabilities, financial implications or guarantee of compensation without the consent of the insurance company◆ 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 claims formulated by the insurance company and handle relevant documents
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	<p>6.3 Professionalism</p> <ul style="list-style-type: none"> ◆ Handle claims in a cautious manner in handling ◆ Act according to the instructions of the claims for customer if handling the claim as an agent professional ◆ Handle claims according to the terms of indemnity/errors and omissions insurance, relevant laws, and the claim procedures and requirements of insurance companies
<p>7. Assessment Criteria</p>	<p>The integrated outcome requirement of this unit of competency is:</p> <p>(i) Capable to provide insurance companies with relevant claim documents and information according to claim procedures so as to handle claims for professional indemnity/errors and omissions insurance.</p>
<p>8. Remarks</p>	