

Specification of Competency Standards
for the Property Management Industry
Unit of Competency

Functional Area - Property Management Services for Owners, Tenants & the Community

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| Title | Handle matters relating to insurance claims |
| Code | 110487L4 |
| Range | Works of insurance claim, applicable to liaising and coordinating insurance company, owners/tenants and owners corporation to follow up on insurance claims |
| Level | 4 |
| Credit | 3 |
| Competency | <p>Performance Requirements</p> <p>1. Thoroughly understand insurance coverage and claims procedure</p> <ul style="list-style-type: none"> • Thoroughly understand the coverage of the insurance policies of the property, as well as the claims procedure, time limits and relevant information of the claim <p>2. Handle insurance claims</p> <ul style="list-style-type: none"> • Be able to assist in handling cases of insurance claim, including verifying whether they are covered by insurance, contacting claimants, collating information of claim, submitting information to insurance company, conducting inspections with notaries, etc. • Be able to contact claimants and insurance company to discuss and arrange compensation • Be able to explain to the owners/tenants/clients the steps and procedures of the claim, such as the time and process, and assist the owners/tenants/clients in grasping the outcome of the case, the calculation method of the claim or the reasons for denial of claim by insurance company • Be able to collate all cases of claim, record all claims information as a whole, and do statistics on the types of cases, causes of accidents, claim amounts and compensation amounts, so as to review insurance arrangements or reduce the occurrence of accidents in the future |
| Assessment Criteria | <p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Be able to understand thoroughly the coverage of the insurance policies of the property, as well as the procedures, time limits and relevant information for claims; • Be able to collect relevant information in all aspects according to the circumstances of the case, verify, collate and provide it to the insurance company, and discuss the compensation arrangements with the insurance company effectively; • Be able to clearly explain the insurance claim procedures to the owners/tenants/clients, analyse the case and the handling method, so that the owners/tenants/clients can clearly grasp the outcome of the case and the relevant compensation arrangements; and • Be able to systematically organize and do statistics on claims to facilitate review of insurance arrangements or reduce the occurrence of accidents in future. |
| Remark | |