

# Global Learning Semesters

## Course Syllabus

Course: INSU-415 Claims Management

Department: Finance and Economics

Host Institution: Intercollege, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
INSU-415	Claims Management	3
Semester Offered	Contact Hours	Prerequisites
Spring	42	INSU-305 or consent of instructor
Department	Level of Course	Language of Instruction
Finance and Economics	Upper Division	English

### Course Description

The course covers topics such as Claims Terminology, Concepts and Process, Corporate Claims Philosophies, Claims Procedure and Management of Claims Operations, Claims Under Various Types of Policies, IT in Claims Handling, Quality Management, Claims Estimating and Reserving, Outsourcing the Claims Function, Insurance Intermediaries and Claims, Settling Claims and Handling Fraudulent Claims, Complaint Handling and Dispute Resolution, Litigation in the Claims Process, Protocols for Service Delivery, Claims Estimating and Benchmarking, International Considerations.

### Instructor

Mr Christodoulos Proestos

### Course Aims and Objectives

The course provides an understanding of the development of claims philosophies, the implementation of claims systems, the management of claims functions, the management of the claims service and the application of claims practice to transacting insurance business on an industry wide basis

### Teaching Methods

The course is structured around lectures, problem and case discussions, individual and group prepared assignments.

### Course Teaching Hours

42 hours (lectures/presentations). The course is delivered during the Spring semester in 14-weeks (3 hours/week)

### Evaluation and Grading

Project/homework: 20%  
Mid-Term: 40%  
Final Exam: 40%

## Readings and Resources

### Required Textbook

Study Course 820: Claims Management, The Chartered Insurance Institute. 1999

### Recommended Reading

Chartered Insurance Institute, The Journal, London