

Evaluation table for skill 05-512:

Settle personal-lines and commercial-lines automobile insurance claims based on the client's coverage

The candidate must have the ability to:		%¹
1. Determine the nature of the claim	1.1 Gather and analyze the information contained in the notice of loss 1.2 Gather relevant information for the investigation 1.3 Determine the causes of the loss, the liability and the possibility of recovery	20%
2. Validate the eligibility of the loss	2.1 Evaluate the scope of applicable coverage and endorsement in order to determine loss eligibility 2.2 Complete the investigation and analyze the information gathered to determine whether the claim is legitimate and eligible 2.3 Identify information to be communicated to other stakeholders in the insurance contract	40%
3. Determine the value of the claim and propose a settlement	3.1 Adjust the reserve and control the loss 3.2 Apply contract terms and conditions to calculate and justify the indemnity 3.3 Determine the documents to be given to claimants for indemnification purposes and record information about the loss in the Automobile Claims Database	20%
4. Help the claimant through the claims settlement process	4.1 Inform the claimant of his rights as well as the protection and services he is entitled to under the contract and applicable laws 4.2 Inform the claimant of his contractual obligations 4.3 Explain the claims settlement process	20%

1. Relative importance (weighting) of a given theme in relation to the examination as a whole.