

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Investment and Financial Management					
<b>TSC</b>	Insurance Claims Handling					
<b>TSC Description</b>	Handle assessment and investigation of insurance claims to ensure efficiency and effectiveness of claims functions and reduce risk exposure					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>FSE-FIN-3025-1.1</b>	<b>FSE-FIN-4025-1.1</b>	<b>FSE-FIN-5025-1.1</b>	
			Process claims and monitor accounts receivables to support efficient claims functions	Develop procedures for claims processing and investigate payment discrepancies	Drive claims function strategies and ensure effectiveness of claims processing	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Documentation required to support expenses</li> <li>Timelines for claims</li> <li>Broker commissions</li> <li>Procedures for monitoring payment and handling overdue payments</li> <li>Techniques for monitoring, evaluating and reviewing payment handling processes</li> <li>Insurance and underwriting knowledge</li> <li>Fraud detection and prevention</li> </ul>	<ul style="list-style-type: none"> <li>Documentation required to support expenses</li> <li>Timelines for claims</li> <li>Broker commissions</li> <li>Procedures for monitoring payment and handling overdue payments</li> <li>Techniques for monitoring, evaluating and reviewing payment handling processes</li> <li>Insurance and underwriting knowledge</li> <li>Negotiation techniques</li> </ul>	<ul style="list-style-type: none"> <li>Procedures for collecting claims and payments</li> <li>Laws and regulations</li> <li>Insurance principles and terms</li> <li>Industry trends and development</li> <li>Claims handling strategies and guidelines</li> <li>Market Intelligence</li> <li>Legal knowledge Industry best practices for fraud identification</li> </ul>	
<b>Abilities</b>			<ul style="list-style-type: none"> <li>Check calculations of expenses for completeness and inclusion of required supporting evidence</li> <li>Determine that claims amounts are correct, and are in line with the amounts payable</li> <li>Conduct investigation to determine acceptance or rejection of claims</li> </ul>	<ul style="list-style-type: none"> <li>Develop the organisation's standard operating procedures for collecting claims and payments</li> <li>Monitor and evaluate payment handling systems</li> <li>Cascade information to team members in operating payment handling systems and procedures</li> </ul>	<ul style="list-style-type: none"> <li>Endorse organisation's standard operating procedures for collecting claims and payments</li> <li>Evaluate impact of changes to claims handling to the organisation</li> <li>Formulate claims handling strategies to maintain high standards</li> <li>Evaluate effectiveness of claims function and</li> </ul>	

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			<ul style="list-style-type: none"> <li>• Process valid claims for expenses within agreed timelines</li> <li>• Maintain accurate and up-to-date records of claims made</li> <li>• Ascertain outstanding receivables due</li> <li>• Monitor transactions to ensure timely collection of receivables</li> <li>• Verify records of outstanding receivables due</li> <li>• Identify common indicator of fraud and incorporate these into claims decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor feedback from staff and customers regarding systems and procedures</li> <li>• Identify new methods and systems for dealing with payments</li> <li>• Monitor payments and ensure data is updated timely and accurately</li> <li>• Investigate payment discrepancies</li> <li>• Perform analysis to detect and investigate potential fraudulent activities against common indicators of fraud</li> </ul>	<p>claims handling approaches</p> <ul style="list-style-type: none"> <li>• Ensure claims function effectiveness</li> <li>• Advice on fraud investigation methods for fraudulent activities</li> </ul>	
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