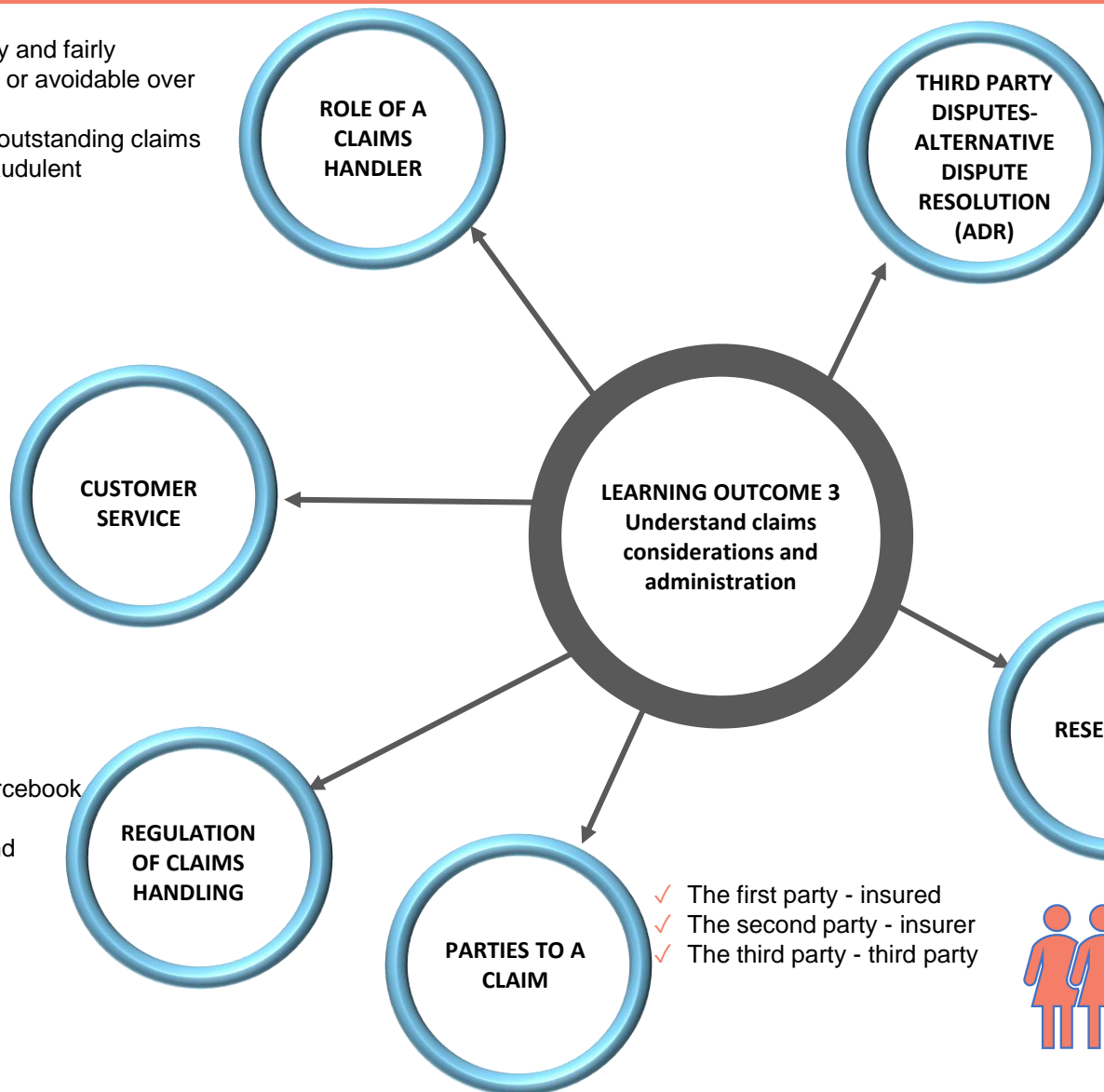


- ✓ Deal with all submitted claims quickly and fairly
- ✓ Settle claims with minimum wastage or avoidable over payment
- ✓ Estimate accurately the final cost of outstanding claims
- ✓ Distinguish between genuine and fraudulent



- ✓ Customer awareness
- ✓ Expectation of service
- ✓ Competition

- ✓ Insurance: Conduct of Business Sourcebook (ICOBs)
- ✓ Consumers Insurance (Disclosure and Representations) Act 2012
- ✓ Insurance Act 2015
- ✓ Enterprise Act 2016



Adjudicative options

- ✓ Arbitration
- ✓ Adjudication
- ✓ Expert determination

Non-adjudicative options

- ✓ Negotiation
- ✓ Joint settlement/round table meetings
- ✓ Mediation
- ✓ Early neutral evaluation/expert evaluation
- ✓ Conciliation



- ✓ Outstanding claims reserve
- ✓ Incurred but not reported (IBNR) reserve
- ✓ Incurred but not enough reported (IBNER) reserve
- ✓ Equalisation reserves
- ✓ Catastrophe reserves
- ✓ Unearned premium reserve and unexpired risk reserve
- ✓ Provision for claims handling expenses
- ✓ Re-opened claims reserves

- ✓ The first party - insured
- ✓ The second party - insurer
- ✓ The third party - third party

