

April 2011 Examination – P85 Claims practice

Question	Syllabus learning outcome(s) being examined
1	5 - Understand the effective negotiation and settlement of claims
2	5 - Understand the effective negotiation and settlement of claims
3	5 - Understand the effective negotiation and settlement of claims
4	1 - Know key aspects of the regulatory environment of insurance claims
5	1 - Know key aspects of the regulatory environment of insurance claims
6	3 - Understand the importance and uses of claims information
7	4 - Understand how to investigate and determine indemnity or liability
8	5 - Understand the effective negotiation and settlement of claims
9	5 - Understand the effective negotiation and settlement of claims
10	1 - Know key aspects of the regulatory environment of insurance claims
11	2 - Understand how to determine the existence of cover 5 - Understand the effective negotiation and settlement of claims
12	3 - Understand the importance and uses of claims information
13	5 - Understand the effective negotiation and settlement of claims
14	2 - Understand how to determine the existence of cover
15	4 - Understand how to investigate and determine indemnity or liability