

October 2011 Examination – P85 Claims practice

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