

**April 2013 Examination – P85 Claims practice**

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