

April 2013 Examination – 820 Advanced claims

Question	Syllabus learning outcome(s) being examined
1	1 - Understand the claims environment 4 - Understand and apply claims technical management
2	3 - Understand and apply claims management practices 4 - Understand and apply claims technical management
3	1 - Understand the claims environment 4 - Understand and apply claims technical management
4	3 - Understand and apply claims management practices 4 - Understand and apply claims technical management 5 - Understand and calculate the cost of management practices

This list is not exhaustive; marks will be awarded for relevant information and other learning outcomes.