1. **Insurance contracts**
   a. Definition
   b. Types of insurance contracts

2. **Insurable Interest**
   a. Definition
   b. History and essentials of insurable interest
   c. Transfer

3. **Utmost Good Faith**
   a. Definition, Principles and Practice
   b. Material Facts and Duty of Disclosure
   c. Representations and Warranties
   d. Breaches of Utmost Good Faith

4. **Proximate Cause**
   a. Definition and Importance of Proximate Cause
   b. Application, Burden of Proof and Amendment of policy terms

5. **Indemnity**
   a. Definition and Link with Insurable Interest
   b. Policy terms affecting Indemnity
   c. Methods of providing Indemnity
   d. Indemnity and its application in Marine Insurance and Insurances of the Person

6. **Subrogation**
   a. Definition and how subrogation arises
   b. Subrogation Limitations

7. **Contribution**
   a. Definition and essential features
   b. Modification, Limitation and Calculation

8. **Documents used in insurance and their contents**
   a. Proposal / Application forms
   b. Slips, cover notes and certificates of insurance
   c. Structure and content of insurance policies : endorsements : Construction of policies
   d. Renewal notices
   e. Claim documents

9. **Underwriting**
   a. Underwriting process
   b. Consideration of moral/physical hazards
   c. How to deal with sub-standard risks
   d. Surveys and medical reports

10. **Premiums**
    a. Terminology
    b. Calculation
    c. Policy cancellation and premium refunds
    d. Levies

11. **Renewals**
    a. Renewal procedures for life and non-life
    b. Days of grace (Grace period)
    c. Renewal terms
    d. Long-term agreements

12. **Claims**
    a. Insured’s rights & duties: express and implied, and the code of conduct for Insurers
    b. Investigation and settlement of claims
    c. Claim settlement considerations
    d. Ex-gratia payments
    e. Resolving claims’ disputes
    f. Reinstatement of the sum insured

13. **Reserves and Ratios**
    a. Purpose and types of reserves
    b. Unearned premium reserves
    c. I.B.N.R.
    d. Types of Ratios

14. **Marketing insurance and customer services**
    a. Insurance Marketing and Methods
    b. Insurance consumer
    c. Consumers’ needs
    d. Information before purchase
    e. Claims and Renewal Servicing

15. **Application of reinsurance**
    a. Types of Reinsurance
    b. General Features
    c. Calculation of Reinsurance recoveries
    d. Portfolio transfers
Reading list

Lloyd's of London Press – Introduction to Insurance, D. S. Hansell

Study Notes for the Insurance Intermediaries Qualifying Examination (Principles and Practice of Insurance, General Insurance)

The Chartered Insurance Institute – Principles and Practice of Insurance, Steele John T

John Murray – Success in Insurance, Diacon and Carter