

# HANDLING DIFFICULT CLAIMS



*At The*

## ADVANCED CLAIMS CONTROL & MANAGEMENT COURSE

Organised by

**INVESTRAD CONSULTING**

**Facilitator: Olawale Onaolapo**  
**DGM [Technical Operations]**  
**Sovereign Trust Insurance Co. Ltd.**

**Date: 14<sup>th</sup> to 16<sup>th</sup> November, 2001.**

**Definitions:**

- **Something not easy, requiring effort, strength, skill or ability**
- **Person not easily pleased or satisfied. Easily offended**
- **Inability to reach decision on settlement**
- **Rejection of offer of settlement**

**Conditions Precedent:**

- **Utmost Good Faith**
- **Insurable Interest**
- **Proximate Cause**
- **Indemnity**
- **Subrogation**

**The Specifics:**

- **Underinsurance**
- **Contribution**
- **Policy Excess**
- **Single Article Limit**
- **Non-Payment of premium before loss**
- **Delayed settlement of claim**

**Human Factors:**

- **Sheer Ignorance**
- **Greed**
- **Propensity for litigation**

**Regulatory Framework:**

- **Time for delivering policy documents**
- **Payment for brokers assumed for insurers**
- **Modification on the rule of disclosure**
- **Modification on the rule of warranty**

**Implications:**

- **Customer Relationship Management (CRM)**
- **Development of new competencies**
- **Challenge of Globalisation**