



4D Group

## Dealing with Catastrophe Claims

### Who would benefit?

The course will provide the opportunity for delegates in a seminar format to discuss and increase their understanding of best practice in responding to catastrophe claims of any sort (not just major property claims). The course will draw on experience and lessons to be learned from catastrophes such as hurricanes, tsunamis, bushfires, terrorist attacks and earthquakes together with some disasters closer to home such as the Boscombe floods and Buncefield.

The course will be suitable for anyone either with responsibility for planning to handle a major catastrophe as well as those keen to extend their general knowledge of the area

### Objective

By the completion of the course the delegates will have a better knowledge of the logistical, technical and practical issues that arise in the aftermath of a catastrophe, both personal, and professional

### Content

- What is a catastrophe – does Swiss Re definition match real life
- Natural and man-made – are there patterns emerging – more of them or just criteria are reducing?
- What makes a catastrophe – what is it about one that makes dealing with it so complicated?
- How should underwriters get a better understanding of where their exposures are?
- Cat modelling and RDS work
- What information should be captured for the claims
- Expert management – how to ensure your loss adjuster does not keel over from exhaustion in the field.
- Cash flow – management of escrows and loss funds
- How to interface with reinsurers and work collaboratively - what questions reinsurers are likely to ask.
- Reviews and inspections – do they have a place in Cat claims handling
- What can UN/Red Cross experience tell us
  - do the relief organisations get it right all the time in their response?
- Practical experiences and discussion from delegates
- Flip side - What about if your office was hit by a hurricane?
- What would you do? How would you ensure that business as usual went on?
- Overview of disaster planning strategies.

### Duration

Half day

### Pre-requisites

Some basic knowledge of insurance either marine or non marine. Does not require specific claims or underwriting knowledge