

Candidates are recommended to study the 2018 Edition of the Study Notes for examinations to be held before 2 December 2019.

Insurance Intermediaries Qualifying Examination – Paper II **Syllabus for General Insurance Examination**

1. INSURANCE PRODUCTS

1.1 Motor Insurance

- 1.1.1 Private Vehicle
- 1.1.2 Motor Cycle
- 1.1.3 Commercial Vehicle

1.2 Health Insurance

- 1.2.1 Personal Accident and Sickness Insurance
- 1.2.2 Medical Insurance

1.3 Combined Policy and Package Policy

- 1.3.1 Household Insurance
- 1.3.2 Domestic Helper Insurance
- 1.3.3 Travel Insurance
- 1.3.4 Commercial Combined Policies

1.4 Property Insurance and Pecuniary Insurance

- 1.4.1 Fire and Extra Perils Insurance
 - 1.4.1a Fire Business Interruption Insurance
- 1.4.2 Property “All Risks” Insurance
- 1.4.3 Theft Insurance
- 1.4.4 Glass Insurance
- 1.4.5 Money Insurance
- 1.4.6 Fidelity Guarantee Insurance
- 1.4.7 Surety Bonds

1.5 Engineering Insurance

- 1.5.1 Boiler Explosion Insurance
- 1.5.2 Machinery Breakdown Insurance
- 1.5.3 Contractors’ “All Risks” Insurance
- 1.5.4 Erection “All Risks” Insurance

1.6 Liability Insurance

- 1.6.1 Employers' Liability Insurance
- 1.6.2 Products Liability Insurance
- 1.6.3 Professional Indemnity Insurance
- 1.6.4 Directors' and Officers' Liability Insurance
- 1.6.5 Public Liability Insurance

1.7 Marine Insurance

- 1.7.1 Marine Cargo Insurance
- 1.7.2 Marine Hull Insurance
- 1.7.3 Pleasure Craft Insurance
- 1.7.4 Statutory Requirements for Third Party Risks Insurance

2. UNDERWRITING AND POLICY WORDING

2.1 Proposal and Material Facts

- 2.1.1 Material Facts and Risk Assessment
- 2.1.2 Physical Hazards and Moral Hazards
- 2.1.3 Proposal Forms
- 2.1.4 Methods of Obtaining Material Facts

2.2 Underwriting Procedures

- 2.2.1 Quotations
- 2.2.2 Proposal Forms
- 2.2.3 Issue of Cover Notes, Policies and Certificates of Insurance
- 2.2.4 Premium
- 2.2.5 Levies on Premiums

2.3 Policy Wording, Terms and Conditions

- 2.3.1 Policy Forms and Policy Schedules
- 2.3.2 Common Policy Exceptions and Conditions
- 2.3.3 Use of Excesses, Deductibles and Franchises
- 2.3.4 Warranties, Conditions and Representations
- 2.3.5 General, Specific and Market Exclusions

2.4 Renewals and Cancellations

2.4.1 Renewals

2.4.2 Operation of Cancellation Clauses

3. CLAIMS

3.1 Valid Claims

3.1.1 Legal Requirements for Valid Claims

3.1.2 Invalid Claims

3.1.3 Operation of Policy Provisions Affecting Claims

3.1.4 Duties of Insured after a Loss

3.1.5 Documentary Evidence

3.1.6 Functions of Various Related Professionals

3.2 Claims Handling

3.2.1 Arbitration Condition

3.2.1a Alternative Dispute Resolution Condition

3.2.2 Methods of Settlement

3.2.3 Insurance Complaints Bureau

3.2.3a Claims Adjudication Service

3.2.3b Non-claim Related Mediation Service

4. CUSTOMER SERVICE

4.1 Customer Service and its Importance

4.1.1 The Importance of Customer Service

4.2 Policies and Codes of Conduct of Organizations

4.3 Customer Service Standard and its Implementation

4.3.1 Implementation of Customer Service Standard

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4.5 Legal Implications of Rebating of Commission
