

**Candidates are recommended to study the 2018 Edition of the Study Notes for examinations to be held from 12 November 2018 onwards.**

## **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**

### **4.4 Legal and Regulatory Obligations of Organizations**

### **4.5 Legal Implications of Rebating of Commission**

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