

Continuing Professional Development Certificate

Claims excellence for corporate - What does it look like for them?

Date: Wednesday 09 November 2016

Time: 1.15pm - 2.00pm

Speakers: Katie Moore / Angela Doran, Group Risk Manager Vodafone Group Services Ltd / LGSS

In this IIL lecture Katie Moore and Angela Doran explained what corporate clients require and value most from the claims process and outcomes and how they link loss management with the overall risk management programme. The presentation covered how larger corporate organisations, often with wide ranging exposures, manage insurance programmes and consequent claims within the broader context of their risk management and risk financing strategies. Katie and Angela explained that although there may be substantial retained layers within such programmes it was important for claims management processes to recognise corporate organisations' requirements; particularly from the perspective of financial management, risk governance and their ability to trade.

By the end of this lecture, members would have gained an insight into:

- What corporate firms value most
- The link between claims and risk management
- The key concerns for the corporate client



This lecture or podcast can be included as part of your CPD requirement should you consider it relevant to your professional development needs. It is recommended that you keep any evidence of the CPD activity you have completed and upload copies to the recording tool as the CII may ask to see this if your record is selected for review.