

April 2014 Examination – P85 Claims practice

Question	Syllabus learning outcome(s) being examined
1	1 – Understand key aspects of claims handling
2	1 – Understand key aspects of claims handling
3	1 – Understand key aspects of claims handling 4 – Understand key aspects of handling third party liability claims
4	4 – Understand key aspects of handling third party liability claims 1 – Understand key aspects of claims handling
5	1 – Understand key aspects of claims handling
6	2 – Understand key aspects of handling personal lines claims, including motor 1 – Understand key aspects of claims handling 4 – Understand key aspects of handling third party liability claims
7	1 – Understand key aspects of claims handling 2 – Understand key aspects of handling personal lines claims, including motor 3 – Understand key aspects of handling property claims, including business interruption 4 – Understand key aspects of handling third party liability claims
8	2 – Understand key aspects of handling personal lines claims, including motor
9	2 – Understand key aspects of handling personal lines claims, including motor
10	3 – Understand key aspects of handling property claims, including business interruption
11	1 – Understand key aspects of claims handling 3 – Understand key aspects of handling property claims, including business interruption 4 – Understand key aspects of handling third party liability claims
12	3 – Understand key aspects of handling property claims, including business interruption
13	4 – Understand key aspects of handling third party liability claims
14	4 – Understand key aspects of handling third party liability claims
15	1 – Understand key aspects of claims handling