

# The IAO School

A World of Knowledge



## Bodily Injury Ontario Automobile

### Introduction

This is an intense 5 day program for adjusters dealing with bodily injury claims within Section 3 – Liability Coverage of the Ontario Automobile Policy - OAP 1. The program deals with the major components of handling bodily injury claims in sequence from opening stage to closing. The adjuster will learn to read and interpret the policy and to proactively adjust claims in compliance with the Insurance Act of Ontario.

### Topics Covered:

- Liability Principals & Concepts
- Determining Liability
- Investigating Liability Exposures
  - Scene Investigation
  - Necessary file documentation
  - Fraud Components
- Establishing Liability
  - Concepts
- Reserving
- Statement Taking
  - Methods, Materials Used & Contents of every statement
  - Statement Checklists
  - Technical Do's & Don'ts of Statement

- Understanding medical terms
- Deciphering medical reports
- Searching and understanding case law
- Injury Assessment
- Factors that affect Claim Evaluation
- Evaluating the Claim
- The Negotiation and Litigation process

### Instructors:

All of our instructors have many years of experience in their relevant field of expertise. This practical, hands-on course has been developed and implemented by the actual instructors based on standards, industry rules and regulations and their own professional experiences.

### Accreditation:

- 16 Hours RIBO – Technical
- Certificate upon completion

### Registration:

**Please complete the attached registration form**

**Fees: \$995.00** plus GST and is eligible for Subscriber Volume Discount

**Notice: Enrolment limited to 12 students**



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### How did you hear about us?

- Web site
- Email
- Flyer
- Word of mouth
- Returning student
- Supervisor/Manager

Name: \_\_\_\_\_ Please print clearly

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: ( ) \_\_\_\_\_ Fax: ( ) \_\_\_\_\_

Email: \_\_\_\_\_

### Attendance Authorized by:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Tel: ( ) \_\_\_\_\_ Email: \_\_\_\_\_

(GST # R142172998)

Payment Choice:  Invoice company

\$995.00 + GST  Cheque enclosed  Visa  Master Card

Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### Tuition is payable to:

**CGI Adjusters Inc.**  
150 Commerce Valley Dr. W  
Lock Box 200  
Markham, Ontario L3T 7Z3  
Attention: Tammy Norn

**Inquiries – please contact Tammy Norn at:**

Tel: (905) 695-6691 Toll Free: 1-866-677-0415  
Fax: (905) 695-6424  
Email: [tammy.norn@cgi.com](mailto:tammy.norn@cgi.com)