

# The IAO School

A World of Knowledge



## ABC'S OF ADJUSTING CLAIMS RESIDENTIAL PROPERTY – BLOCK 2

### Introduction

This 2-day course is designed to instruct you on adjusting a property claim from the opening stage to closing. It serves not only as a beginner's course for the new telephone property adjuster but as a refresher for the experienced adjuster. Through theory and individual and group exercises, you will learn a systematic way to adjust property claims in accordance with policy wordings. A prerequisite is the knowledge of the different property policies forms and how to interpret them.

### Topics covered include:

- Reserving
- Common Perils
- Initial Contact
- The Proof of Loss
- Red Flags
- Reading the Estimate
- Settlement Options
- The Schedule of Loss
- Recovery & Leakage

### You will:

- Learn the adjusting steps from opening to closing
- Become skilled at the Initial Contact & explaining the claims process to the insured
- Learn to recognize & deal with documents

### Instructor:

**Steve DelGreco** has been associated with the insurance industry for 20 years and is an experienced claims and underwriting call centre manager. Steve joined CGI in 2001 to supervise a claims department consisting of Accident Benefits, Bodily Injury, Auto PD and Property adjusters. Steve is an Ambassador for the Insurance Institute responsible for promoting the positive aspects of the insurance industry to the general public, with focus on young individuals.

### Accreditation:

- Insurance Council of Manitoba
- Insurance Councils of Saskatchewan
- Alberta Insurance Council
- The Insurance Council of British Columbia

### Fees:

**\$495 plus GST** and is eligible for Subscriber Volume Discount

### Registration:

Simply fax the registration form on the reverse to The IAO School at (905) 474-1240 or return via e-mail at [wenda.meachern@cgi.com](mailto:wenda.meachern@cgi.com)

**Notice: Take Block 1 & 2 consecutively and pay only \$795 plus GST.**



