



Aspects of US Claims Handling

Tactics

- Creating a Strategy
- Relations with agents, insureds, lawyers, counsel and experts
- Investigation and Research
- Managing the process
- Negotiations

Reserving

- Philosophy
- Assessing liability, quantum and contribution
- Costs and expenses

Alternative Dispute Resolution (ADR)

- Arbitration
- Mediation

Specific Features of US Law

- Overview of the US Legal System
- Bad faith claims against Insurers
- Punitive Damages
- Jury Trials
- Class Actions
- Contingent Fees
- Claims trends and developments

Case studies

- Applying the information learned to claims examples

The Trainer – Dr Dexter Morse

Dr. Dexter Morse has considerable insurance and reinsurance experience in all leading insurance markets. He has held senior positions in the Insurance and Reinsurance arena, most recently as Senior Legal Counsel for a leading Reinsurer where he headed up their London Market North America Claims Management Team. Dexter has lectured extensively on Insurance and Law topics internationally and regularly contributes articles to industry publications.

RISK specializes in Training and Coaching in the areas of Management, Leadership, Insurance/ Reinsurance, Risk, Fraud, Law, Claims and Intercultural Issues.

This course is offered on-site to Insurers, Reinsurers, Law Firms, Risk Managers, Loss Adjusters, Brokers, Management and Human Resource Professionals.

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