

## Financial Services - Claims Adjustor

<b>Sector:</b> Financial Services	<b>Occupation:</b> Claims Adjustor	<b>Credential(s):</b> Property Casualty Insurance Fundamentals Certification (PCIFC) – from The Institutes

CareerWise Colorado (CWC) will introduce and support development of these **Career Ready competencies** throughout the apprenticeship (through boot camp, periodic CWC convening's, and training modules delivered by supervisors/coaches over time).

Career Ready Competencies		
<b>Entrepreneurial</b>	<b>Critical thinking and problem solving</b>	<input type="checkbox"/>
	<b>Creativity and innovation</b>	<input type="checkbox"/>
	<b>Inquiry</b>	<input type="checkbox"/>
	<b>Risk taking</b>	<input type="checkbox"/>
<b>Personal</b>	<b>Self-direction</b>	<input type="checkbox"/>
	<b>Adaptability and flexibility</b>	<input type="checkbox"/>
	<b>Self-management</b>	<input type="checkbox"/>
<b>Civic/Interpersonal</b>	<b>Collaboration and teamwork</b>	<input type="checkbox"/>
	<b>Communication</b>	<input type="checkbox"/>
	<b>Global and cultural awareness</b>	<input type="checkbox"/>
	<b>Ethics and integrity</b>	<input type="checkbox"/>
<b>Professional</b>	<b>Core Academic Foundation</b>	<input type="checkbox"/>
	<b>Time management</b>	<input type="checkbox"/>
	<b>Grit and resilience</b>	<input type="checkbox"/>
	<b>Work ethic</b>	<input type="checkbox"/>
	<b>Self-advocacy</b>	<input type="checkbox"/>

## Technical Competencies

For each competency, use the letter X to indicate whether each competency can be taught and evaluated on the job.

Number	Technical Competencies of the Occupation Pathway
<input type="checkbox"/> 1	Check data for errors <ul style="list-style-type: none"> <li>• Prepare insurance claim forms or related documents and review them for completeness.</li> </ul>
<input type="checkbox"/> 2	Compile data or documentation <ul style="list-style-type: none"> <li>• Post or attach information to claim file</li> </ul>
<input type="checkbox"/> 3	Post or attach information to claim file <ul style="list-style-type: none"> <li>• Enter claims information into database systems.</li> <li>• Organize or work with detailed office or warehouse records, using computers to enter, access, search or retrieve data.</li> </ul>
<input type="checkbox"/> 4	Discuss account status or activity with customers <ul style="list-style-type: none"> <li>• Contact insured or other involved persons to obtain missing information.</li> </ul>
<input type="checkbox"/> 5	Appraise property values
<input type="checkbox"/> 6	Explain fundamentals of homeowners' property coverage
<input type="checkbox"/> 7	Interview witnesses or injured workers and policyholders. <ul style="list-style-type: none"> <li>• Interview or correspond with policyholders and injured workers to obtain information and investigate claims.</li> <li>• Interview or correspond with injured workers, witnesses, physicians, or other relevant parties to determine claim settlement, denial, or benefits.</li> </ul>
<input type="checkbox"/> 8	Prepare documentation for contracts, transactions, or regulatory compliance <ul style="list-style-type: none"> <li>• Prepare insurance claim forms or related documents and review them for completeness.</li> </ul>

<input type="checkbox"/> 9	Explain regulations, policies, or procedures <ul style="list-style-type: none"> <li>• Provide customer service, such as limited instructions on proceeding with claims</li> </ul>
<input type="checkbox"/> 10	Send information, materials or documentation <ul style="list-style-type: none"> <li>• Transmit claims for payment or further investigation.</li> </ul>
<input type="checkbox"/> 11	Gather financial records <ul style="list-style-type: none"> <li>• Supplemental - Obtain wage and policy information from policyholder</li> </ul>
<input type="checkbox"/> 12	Verify accuracy of records <ul style="list-style-type: none"> <li>• Supplemental - Examine titles to property to determine validity and act as company agent in transactions with property owners.</li> </ul>
<input type="checkbox"/> 13	Verify claim information to determine benefit eligibility <ul style="list-style-type: none"> <li>• Supplemental - Communicate with former associates to verify employment record and to obtain background information regarding persons or businesses applying for credit.</li> </ul>
<input type="checkbox"/> 14	Review customer insurance information <ul style="list-style-type: none"> <li>• Review insurance policy to determine coverage.</li> </ul>
<input type="checkbox"/> 15	Calculate data to inform organizational operations <ul style="list-style-type: none"> <li>• Examine claims forms and other records to determine insurance coverage.</li> </ul>
<input type="checkbox"/> 16	Estimate costs of claim benefits <ul style="list-style-type: none"> <li>• Review medical treatment records, medical bills to determine the extent of liability.</li> </ul>
<input type="checkbox"/> 17	Calculate costs of goods or services <ul style="list-style-type: none"> <li>• Calculate amount of claim.</li> </ul>

<input type="checkbox"/> <b>18</b>	<p>Prepare legal or investigatory documentation</p> <ul style="list-style-type: none"> <li>• Analyze information gathered by investigation and report findings and recommendations.</li> <li>• Prepare report of findings of investigation</li> </ul>
<input type="checkbox"/> <b>19</b>	<p>Report information to managers or other personnel</p> <ul style="list-style-type: none"> <li>• Refer questionable claims to investigator or claims adjuster for investigation or settlement.</li> </ul>
<input type="checkbox"/> <b>20</b>	<p>Negotiate agreements to resolve disputes</p> <ul style="list-style-type: none"> <li>• Negotiate claim settlements and recommend litigation when settlement cannot be negotiated.</li> </ul>
<input type="checkbox"/> <b>21</b>	<p>Advise others on legal or regulatory compliance matters</p>
<input type="checkbox"/> <b>22</b>	<p>Explain how insurers are regulated</p>
<input type="checkbox"/> <b>23</b>	<p>Explain insurer financial performance</p>
<input type="checkbox"/> <b>24</b>	<p>Explain fundamentals of marketing as it pertains to the insurance industry</p>
<input type="checkbox"/> <b>25</b>	<p>Explain fundamentals of underwriting and ratemaking</p>
<input type="checkbox"/> <b>26</b>	<p>Explain fundamentals of risk management</p>
<input type="checkbox"/> <b>27</b>	<p>Explain fundamentals of loss exposures</p>
<input type="checkbox"/> <b>28</b>	<p>Explain fundamentals of insurance policies</p>
<input type="checkbox"/> <b>29</b>	<p>Explain fundamentals of personal insurance overview</p>
<input type="checkbox"/> <b>30</b>	<p>Explain fundamentals of automobile insurance and society</p>

<input type="checkbox"/> 31	Explain fundamentals of personal auto policy: liability, med pay, and uninsured motorist coverage
<input type="checkbox"/> 32	Explain fundamentals of PAP: physical damage, duties after an accident, endorsements
<input type="checkbox"/> 33	Explain fundamentals of homeowners' liability, conditions, coverage forms, and endorsements
<input type="checkbox"/> 34	Explain fundamentals of other residential insurance
<input type="checkbox"/> 35	Explain fundamentals of other personal property and liability insurance
<input type="checkbox"/> 36	Explain fundamentals of life insurance planning
<input type="checkbox"/> 37	Explain fundamentals of retirement planning
<input type="checkbox"/> 38	Explain fundamentals of disability and health insurance planning
<input type="checkbox"/> 39	Explain fundamentals of commercial property insurance
<input type="checkbox"/> 40	Explain fundamentals of business income insurance
<input type="checkbox"/> 41	Explain fundamentals of commercial crime and equipment breakdown insurance
<input type="checkbox"/> 42	Explain fundamentals of inland and ocean marine insurance
<input type="checkbox"/> 43	Explain fundamentals of commercial general liability Insurance
<input type="checkbox"/> 44	Explain fundamentals of Commercial Auto Insurance
<input type="checkbox"/> 45	Explain fundamentals of workers compensation and employers' liability insurance

<input type="checkbox"/> <b>46</b>	Explain fundamentals of business owners' and farm insurance
<input type="checkbox"/> <b>47</b>	Explain fundamentals of specialty coverages