

Media Release

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ANZIIF Launch New Short Course to Help Insurance Professionals 'Get It Right' with Expert Reports

The Australian and New Zealand Institute of Insurance and Finance (ANZIIF) is proud to announce the launch of a new short course: *Getting it Right: right expert, right job, right time*.

This course designed to enhance the skills of claims agents and brokers in effectively utilising expert reports during the claims process.

It was developed in response to concerns raised during the recent Parliamentary Flood Inquiry, which highlighted the improper use of expert reports. Instances of claims being unjustly declined due to misunderstandings or misinterpretations of these reports underscore the need for education in this area.

Getting it Right equips insurance professionals involved in claims management, particularly residential property damage claims, with the skills to:

- Identify when specialist expertise is required
- Select the appropriate expert for the situation
- Brief experts to provide the details required
- Interpret expert reports and apply their findings to the claims decision
- Recognise and avoid the common pitfalls.

The course contains case studies and real-life examples to demonstrate the human and business consequences of using expert reports incorrectly.

"This new course will ensure insurance professionals can access courses which have been identified by legislators and regulators for areas of improvement in the sector in a timely and relevant manner, to continually strive for better outcomes for customers", says ANZIIF CEO, Katrina Shanks.

Getting it Right: right expert, right job, right time is the final instalment in a trio of short courses released by ANZIIF with the aim of providing insurance professionals with the skills to deliver lasting, positive outcomes to customers. The other two short courses in the trio are *Creating Good Outcomes for Customers Experiencing Vulnerabilities*, and *Empathetic Claims Management*.

To accompany the launch of the new short course, ANZIIF will be hosting a free webinar as part of the *Thursday Thought-Leaders* series. This webinar, titled "Reviewing Expert Evidence



at AFCA," will feature Chris Lamos, Senior Ombudsman of General Insurance, as he explains how AFCA weighs and evaluates expert reports when dealing with insurance complaints.

Through the short course and webinar, ANZIIF continues to empower insurance professionals with the knowledge and tools to deliver exceptional service and outcomes for customers. [Registrations for the webinar can be made here.](#)

Enrolments for the short course can be made [here](#), or visit the ANZIIF website at anziif.com.

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