

# Life Insurance Code of Practice - Investigators

## Course Objectives

The Life Insurance Code of Practice is published by the Financial Services Council and sets out the life insurance industry's key commitments and obligations to customers on standards of practice, disclosure and principles of conduct for their life insurance services, such as being open, fair and honest.

This training module was developed to cover the requirements of the Life Insurance Code of Practice and in particular the obligations surrounding investigations. The aim of this course is to provide professional development for investigators working in the insurance industry that need to comply with the requirements of the Code, on behalf of Insurers.

Learning outcomes:

- Background
- Regulatory context
- Overview of all Parts of the Code
- Consumers requiring additional support
- Requirements relevant to Interviews/Factual Investigations
- Requirements relevant to surveillance
- Knowledge check

## Course Overview

In the module, participants will cover:

- Background
- Regulatory context
- Introduction
- Section 3 - Policy design and disclosure
- Section 4 - Sales practices and advertising
- Section 5 – When you buy insurance
- Section 6 – Policy changes and cancellation rights
- Section 7 – Consumers requiring additional support
- Section 8 – When you make a claim
- Section 9 – Complaints and disputes
- Section 10 - Standards for third parties dealing with underwriting or claims
- Section 14 – Access to information
- Rest of the Code
- Knowledge check

## Accreditation

Accredited 1.5 ANZIIIF CIP points

## Course Delivery

Online

## Registration

For pricing and registration contact Hywel Williams at [hwilliams@procaregroup.com.au](mailto:hwilliams@procaregroup.com.au) or 0428 236 390.

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