



**CLAIMS HANDLING PROCEDURES: A CASE
STUDY OF MARSH INSURANCE BROKERS SDN
BHD**

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**Submitted in Partial Fulfilment of the
Requirement for the
Bachelor of Business Administration with Honours (Insurance)**

**FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
KAMPUS BANDAR MELAKA**

November 2010

DECLARATION OF ORIGINAL WORK



**BACHELOR OF BUSINESS ADMINISTRATION
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"DECLARATION OF ORIGINAL WORK"

I, Haynee Binti Mohamad, (I/C Number: 870330-11-5556)

Hereby, declare that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for this degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature: _____ Date: _____

LETTER OF SUBMISSION

16 November 2010

The Head of Program

Bachelor of Business Administration with Honours (Insurance)

Faculty of Business Management

Universiti Teknologi MARA

110, Off Jalan Hang Tuah,

75300, MELAKA

Dear Sir / Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled “CLAIMS HANDLING PROCEDURES: A CASE STUDY OF MARSH INSURANCE BROKERS SDN BHD” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank You.

Your Sincerely,

HAYNEE BINTI MOHAMAD

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Bachelor of Business Administration with Honours (Insurance)

CHAPTER ONE

INTRODUCTION

1.0 Introduction

1.1 An Overview

Insurance claims are a direct product of the insurance protection that is purchased on behalf of a client. For that reason, the management and handling of a client's claims is the vital test of the standard of value addition and professionalism of company service.

A claim settlement is an agreement between two or more parties to settle a legal claim with payment and other terms. Claim settlements can appear in a number of legal contexts. It is important to alert that settling a claim usually also eliminates the right to make future claims about the legal matter in the future. If people are dissatisfied with the settlement, they should renegotiate, rather than accepting and resolving to pursue the matter further at a later date.

One of the most ordinary forms of claim settlement involves an insurance claim. When people make claims against an insurance policy, the company reviews the claim, determines if it is covered, and offers a settlement to pay the claim. Sometimes this is a clear-cut process, as when someone with complete coverage will be fully paid by the insurance company. In other cases, people may disagree on the amount of claim and the case may end up in court.