Course Title: Technical Writing for the Insurance Professional

Instructor: Katrina Baxter

Course Website: http://www.collin.edu/ce/courses/insurance-technical-writing.html

Course Description: In this course you will learn how to identify potential coverage issues and prepare written correspondence that includes statutory policy language such as reservation of rights letters and disclaimers.

Suggested Course Prerequisite(s): TX All-Lines Property & Casualty Pre-Licensing Adjuster Training

Course Objectives: 1. Prepare professional correspondence as required by insurance adjusters quoting policy language. 2. Understand the Texas Department of Insurance guidelines on notice to insureds and what the notice legally must include. 3. Review legal petitions to determine coverage issues and prepare correspondence to address the allegations made.

Textbook(s): None required

Lesson Plan –
Session 1 - Required policyholder notifications per the Texas code 541 and 542. Timelines to send notification and the importance of identifying coverage issues and completing timely investigations.
Session 2 - Coverage Investigations and policy interpretations of coverage. Lawsuit review for litigated files and identifying coverage issues from the allegations in the petition.

Course Sessions: listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, assignments, and days.

Method of Evaluation: Unless otherwise stated, course completion is evaluated on the basis of attendance. Students must be in attendance 90% of the class time in order to be considered a successful completer of the course.

Students must be in attendance 90% of each course in a certificate series for successful completion and to earn a certificate as specified.

Students must complete all courses (core and no. of elective courses needed) to complete a certificate series within two years from start date of the first course taken.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.
http://www.collin.edu/studentresources/personal/studenthandbook.aspx