



UNDERSTANDING SERIOUS INJURY: New training program launched to fill adjuster knowledge gap

(Toronto, ON – February 3, 2012) A high calibre program that focuses on managing the recovery of an injured person is being launched by the Insurance Institute of Ontario, in collaboration with the Ontario Insurance Adjusters' Association (OIAA).

Understanding Serious Injury: Adjuster Training & Education will be available **beginning April 2012** to all levels of adjusters, following a successful and well-received pilot held in November 2011. The comprehensive, eight-day program offers applied technical training and education specifically developed for adjusters and their employers.

Developed by insurance industry subject matter experts and in partnership with the OIAA, Understanding Serious Injury prepares bodily injury and accident benefit adjusters to manage the recovery of claimants, with a focus on improving their experience towards a successful recovery.

The program was developed in response to the Financial Services Commission of Ontario's 5-year Automobile Review that recommended insurance claims departments need to better focus on the needs of claimants with serious injuries.

Understanding Serious Injury consists of five modules over eight days that covers the progression of adjusting a serious injury under new guidelines and measures. The final module uses a case study that will ensure comprehension of the learning and develop skills that are applicable to the daily work of adjusting a serious injury claim.

Peter Hohman, president and CEO, Insurance Institute said that the Institute is dedicated to providing innovative solutions for educating the industry and responding to new regulations and recommendations – such as the need for this new adjuster training program.

"Understanding Serious Injury is cutting-edge training that provides bodily injury and accident benefit adjusters with the practical knowledge and skills they need to become more effective in their roles when handling these often challenging and complex cases."

More information on the program:

For more information including the schedule and how to register for the April launch, please visit www.insuranceinstitute.ca/SeriousInjury.

About The Insurance Institute: The Insurance Institute has been educating all sectors of the property and casualty insurance industry since 1899. It is the industry's premier source for professional development. Its mandate is to help people employed in the property and casualty insurance industry

stay current with an evolving world and to stay connected with their employer's business and the needs of their clients. The Insurance Institute offers real-time Web, distance learning and in-class programs and is known for its internationally recognized Chartered Insurance Professional (CIP) and Fellows Chartered Insurance Professional (FCIP) designation programs. The Insurance Institute has over 37,000 members across Canada, including over 16,000 graduates of the CIP and FCIP designation programs.
www.insuranceinstitute.ca

– 30 –

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