

(Translation)

Notification of the Office of the Insurance Commission

Re: Rules and Conditions for Accrediting Institutions as Training Institutions for Applicants for Loss Adjuster License Issuance or Renewal and Training Courses Required for Registration, B.E. 2553 (2010)

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To comply with section 35/3 and section 35/4 of the Non-Life Insurance Act, B.E. 2535 (1992), as amended by the Non-Life Insurance Act (No. 2), B.E. 2551 (2008), which prescribe that an applicant for loss adjuster license issuance or renewal must pass training courses organized by the Office or institutes accredited by the Office, the Office hereby issues the following notification.

Clause 1 In this notification,

"Office" means the Office of the Insurance Commission; and

"loss adjuster" means any person granted a license by the registrar to be a loss adjuster and registered with the Office of the Insurance Commission.

Clause 2 Institutions accredited by the Office as training institutions for applicants for issuance or renewal of loss adjuster licenses shall comply with the rules and conditions and shall have the following qualifications and training courses.

(1) Being a higher education institution, or an institution or organization registered under law or certified by law and accredited and registered by the Office;

(2) Training courses:

(2.1) the training for the purpose of applying for a license and registration as a loss adjuster shall consist of training hours of no less than 12 hours on the following topics:

- (a) laws in relation to loss assessment;
- (b) code of professional conduct for loss adjusters;
- (c) principles of valuation of damaged assets and the form of report

writing;

- (d) principles of insurance, conditions, coverage, and exclusions under insurance policies;
- (e) interesting information regarding the performance of loss assessment in a professional manner;
- (f) methods for creating the image and credibility of loss adjusters; and
- (g) case studies.

(2.2) Additional training for the application for loss adjuster license renewal shall consist of training hours for any additional course on one or several topics under (2.1) of no less than three hours.

(3) For each training session, details of topics under (2) and the list of knowledgeable and experienced speakers shall be submitted to the Office for approval at least one month before the training.

Clause 3 Any institution wishing to apply for accreditation by the Office as training institutions for applicants for loss adjuster licenses or loss adjuster license renewal must file its application and evidence in accordance with the rules and conditions specified in clause 2 with the Office.

Clause 4 Upon being granted approval by the Office under clause 2 (3) the training institution shall undertake the following acts:

- (1) announce the date, time and place for receiving applicants for training in a disclosed place, on the websites of the training institutions or via public relations media;
- (2) receive applicants for training by requiring them to complete an application, specify the course, and attach a copy of their identification card or a copy of their loss adjuster license (in the case of applying to renew the loss adjuster license) as the case may be;
- (3) inspect the qualifications of the applicants and specify the training courses, to ensure accuracy and completeness in accordance with the qualifications prescribed for the application for loss adjustment licenses or renewal thereof, by inspecting them via the Office's website;
- (4) announce the list of eligible applicants for training in a disclosed place or on the websites of training institutions at least three days before the date of the training;
- (5) submit the information on all applicants for training to the Office via the virtual private network (VPN) at least three days before the training, with the following details:
 - (5.1) name of the training institution;
 - (5.2) the training institution's code;
 - (5.3) name, surname and citizen ID no. of applicants;
 - (5.4) type of license and license no. (in case of license renewal);

(5.5) name of the training course;

(5.6) date of training; and

(5.7) training venue;

(6) the training institution shall provide training in accordance with the prescribed course and shall ensure that trainees will attend training on the date, at the time and venue as specified, by requiring trainees to personally sign in for training in the registration form. If there is any trainee who comes in 30 minutes later than the scheduled time of a training session, it shall be deemed that the trainee fails the training;

(7) the trainers must be approved by the Office as per the list of names and training topics specified in the training plan;

(8) the training institution shall provide training textbooks or manuals as approved by the Office to the trainees;

(9) the training institution shall ensure that trainees fill out the survey on trainers at the end of the training course, to be presented to the Office upon request by the Office;

(10) the training institution will grant a certificate of training, in the form as attached hereto, to trainees who passed the training;

(11) the training institution must submit information of all persons who passed training to the Office via VPN within three days from the end of the training, which shall contain the following details:

(11.1) name of the training institution;

(11.2) training institution's code;

(11.3) name, surname and citizen ID no. of persons who passed the training;

(11.4) type of license and license no. (in case of license renewal);

(11.5) the training course held; and

(11.6) date of issuance of the certificate of training.

(12) If the training institution accepts all applicants for training in accordance with the training plan approved by the Office but the training is subsequently canceled or postponed, the training institution must procure another training institution accredited and approved by the Office to hold training for the applicants provided that this shall not release the training institution that canceled or postponed the training from legal liability towards the applicants for training in any respect.

Clause 5. The training institution must keep evidence of applications, organizing of training, applicant information, training sign-in forms, and trainer evaluation forms. It must also provide a summary of the training results, for a period of two years from the date of training, for presenting to the Office upon request by the Office.

Clause 6 The Office will consider revoking its accreditation of the institution as training institution for applicants for loss adjuster license issuance or renewal if it is found that the institution commits any of the following acts:

- (1) violates or fails to comply with this notification;
- (2) fails to organize training courses or fails to provide trainers as approved by the Office;
- (3) illegally issues certificates of training; or
- (4) commits an act that causes or may cause damage to the trainees.

This notification shall come into force from now onwards.

Notified on 3 November 2010.

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(Mrs. Chantra Purnariksha)

Secretary-General

Insurance Commission

Note: The reason for the issuance of this notification is that the Non-Life Insurance Act, B.E. 2535 (1992), as amended by the Non-Life Insurance Act (No. 2), B.E. 2551 (2008), prescribes that the applicants for a license and registration as loss adjuster and applicants for loss adjuster license renewal shall pass training organized by the Office or institutions accredited by the Office. Therefore, it is necessary to issue this notification.