
Claude-CoT

Level,Capability,Parent,Description

1,Product Development & Management,"Ability to design, create, launch and manage insurance products and services that meet customer needs while complying with Australian regulatory requirements including the Insurance Contracts Act and ASIC regulations."

2,Product Design,Product Development & Management,"Ability to conceptualize and design insurance products based on market research, risk assessment, and Australian regulatory requirements."

2,Product Pricing,Product Development & Management,"Ability to determine competitive and sustainable premium rates considering risk profiles, claim patterns, and regulatory pricing constraints specific to the Australian market."

2,Product Lifecycle Management,Product Development & Management,"Ability to manage insurance products through their full lifecycle from inception to retirement, ensuring ongoing compliance with evolving Australian regulations."

3,Product Performance Analysis,Product Lifecycle Management,"Ability to monitor and analyze product performance against key metrics including profitability, market penetration, and compliance with Australian standards."

3,Product Enhancement,Product Lifecycle Management,"Ability to refine and improve existing products based on market feedback, claim data, and changing Australian regulatory requirements."

3,Product Retirement,Product Lifecycle Management,"Ability to systematically withdraw products from the market while managing existing policyholder obligations in accordance with Australian consumer protection laws."

1,Claims Management,"Ability to identify, track, and respond to a demand or request to indemnify customers under the terms of an insurance policy, complying with the Insurance Contracts Act and ASIC's claims handling requirements."

2,Claims Processing,Claims Management,"Ability to receive, validate, and process insurance claims in accordance with Australian claims handling standards and regulatory timeframes."

2,Claims Settlement,Claims Management,"Ability to determine appropriate claim outcomes and provide compensation to policyholders in accordance with Australian consumer law and industry codes of practice."

2,Fraud Detection & Prevention,Claims Management,"Ability to identify, investigate, and prevent fraudulent insurance claims in compliance with Australian legal frameworks and privacy laws."

3,Claims Handling,Claims Processing,"Ability to manage the end-to-end claims journey including initial notification, assessment, and decision-making with consideration for specific Australian natural disaster response protocols."

3,Claims Recovery,Claims Settlement,"Ability to recover costs from third parties through subrogation, salvage, or reinsurance arrangements within the Australian legal context."

3,Dispute Resolution,Claims Management,"Ability to address and resolve customer complaints and disputes relating to claims decisions through internal processes and external schemes like the Australian Financial Complaints Authority (AFCA)."

1,Underwriting,"Ability to evaluate, select, classify, and price risks according to their insurability under company guidelines while maintaining compliance with Australian prudential standards and discrimination laws."

2,Risk Assessment,Underwriting,"Ability to evaluate insurance applications and determine the level of risk represented, factoring in Australian-specific risk factors such as natural disaster zones."

2,Policy Issuance,Underwriting,"Ability to create and issue insurance policies based on underwriting decisions while ensuring compliance with Australian documentation and disclosure requirements."

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- 2,Exposure Management,Underwriting,"Ability to monitor and manage aggregate risk exposures across the portfolio, with particular attention to Australian climate and catastrophe risks."
- 3,Individual Risk Assessment,Risk Assessment,"Ability to evaluate specific risk factors for individual applicants including localized Australian risk factors such as flood zones or bushfire risk areas."
- 3,Automated Underwriting,Risk Assessment,"Ability to leverage data and algorithms to streamline risk assessment processes while complying with Australian privacy and data protection requirements."
- 3,Reinsurance Management,Exposure Management,"Ability to identify, secure and manage reinsurance arrangements to mitigate catastrophic risk exposure, particularly for Australian-specific natural disaster events."
- 1,Customer Relationship Management,,"Ability to establish, maintain and enhance relationships with customers throughout their lifecycle while adhering to Australian consumer protection and privacy regulations."
- 2,Customer Acquisition,Customer Relationship Management,"Ability to attract and convert prospective customers through ethical marketing and sales approaches compliant with Australian financial services licensing requirements."
- 2,Customer Service,Customer Relationship Management,"Ability to provide support and assistance to customers across multiple channels in line with Australian service standards and consumer expectations."
- 2,Customer Retention,Customer Relationship Management,"Ability to maintain relationships with existing customers and encourage loyalty in accordance with Australian customer engagement best practices."
- 3,Digital Customer Experience,Customer Service,"Ability to deliver seamless digital interactions across web and mobile platforms in line with Australian digital accessibility standards."
- 3,Customer Complaint Management,Customer Service,"Ability to handle customer grievances efficiently and effectively in accordance with ASIC requirements and AFCA guidelines."
- 3,Customer Insights & Analytics,Customer Relationship Management,"Ability to gather and analyze customer data to improve products and services while maintaining compliance with Australian Privacy Principles."
- 1,Regulatory Compliance & Risk Management,,"Ability to identify, assess, monitor and mitigate risks while ensuring adherence to Australian regulatory requirements including APRA prudential standards and ASIC oversight."
- 2,Compliance Management,Regulatory Compliance & Risk Management,"Ability to ensure adherence to Australian insurance regulations, industry codes and standards including the Insurance Contracts Act and Financial Services Reform Act."
- 2,Enterprise Risk Management,Regulatory Compliance & Risk Management,"Ability to identify, assess and mitigate risks across the organization in accordance with Australian risk management standards."
- 2,Financial Risk Management,Regulatory Compliance & Risk Management,"Ability to identify and manage financial risks including solvency, liquidity and capital adequacy in compliance with APRA requirements."
- 3,Climate Risk Management,Enterprise Risk Management,"Ability to assess and respond to emerging climate-related risks specific to the Australian context including increased frequency of natural disasters."
- 3,Regulatory Reporting,Compliance Management,"Ability to prepare and submit required reports to Australian regulatory bodies including APRA and ASIC in accordance with statutory timeframes."
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3,Anti-Money Laundering Compliance,Compliance Management,"Ability to detect and prevent money laundering activities in accordance with Australian AML/CTF legislation and AUSTRAC requirements."
