

POULTRY INSURANCE

UNDERWRITING AND CLAIMS CONSIDERATIONS

Certain directives concerning underwriting of Poultry business and claims procedures were issued vide circular HO:RID:09-93/CR-3825 dated 26/07/93 and same are as under :-

1. (a) Duly completed proposal form is an essential prerequisite for acceptance of poultry business. The farm should have adequate veterinary facilities.
(b) Close scrutiny followed by pre-acceptance inspection if necessitated must be carried out by the company's veterinary doctors or officers. However, this should be an essential exercise for big farms.
2. It should be ensured that all birds in the farm are insured and no selection is allowed.
3. A poultry farm should have a full time veterinary doctor in respect of following cases when:
 - (a) Number of hatchery/parent birds is 15,000 and above or proposed sum insured is Rs.20 lacs and above.
 - (b) In case of layers/Broilers, if a farm has more than 50,000 and above birds or proposed sum insured is Rs.20 lacs.
 - (c) For a farm having 50,000 birds and above.

In other farms with less number of birds, it has to be ensured that adequate vety. facilities are available and in case of any epidemic, vety. doctor should supervise the farm round the clock.

4. Veterinary soundness certificate from a qualified Veterinary doctor has to be obtained.
5. As per policy condition, it is essential for the insured to maintain proper record with regard to daily stock position, feed consumption, medication or vaccination etc. They are also supposed to maintain the farm in good condition. It will, therefore, be essential for the underwriting office to ensure that due compliance with this policy condition is made

not only at the time of acceptance but random checking of the same should also be carried out atleast on fortnight basis if not weekly.

6. In case of claim, it will be mandatory to get the loss surveyed and duly examined by the vety. doctor. As already advised you to prepare a list of vety. doctors in your area on flag company basis and same should be utilised for this purpose. In case there is loss exceeding Rs. 25,000/-, the same should be duly surveyed by an approved firm or licensed surveyor preferably having veterinary doctor(s) as their partner(s) or employees on retainership basis.
7. Settling claims on weekly basis is highly irregular and the claims must be assessed only after the period of insurance is over or on the basis of provision of excess clause for layers/broilers/hatchery birds after a certain period as provided in the scheme.
8. On intimation of claim, immediate inspection must be carried out and in case epidemic, inspection must be carried out by company's vety. officer or vety. doctor on panel on daily basis suggesting the insured various loss prevention measures/medication and physical counting of the living birds should be done and carcasses should also be verified alongwith checking the various records.
9. While settling the claims, the concerned office should obtain following documents without fail:
 - (a) Loss intimation
 - (b) Claim form
 - (c) Daily mortality register
 - (d) Treatment certificate
 - (e) Vaccination particulars
 - (f) Post mortem report
10. A cross check should be made with regard to details given in the claims with mortality register of the farm.
11. If mortality in epidemic form occurs, daily inspection should be made by the vety. doctor.
12. Those farms where there is persistent heavy loss during last 3 years should not be renewed. The cancellation clause should be enforced to cancel policies in force wherever a close monitoring warrants this action.
13. As far as possible, birds should be insured with the nearest operational office to enable close monitoring of claims.

14. Random checking of records of the insured, prompt intimation of claims and immediate inspection of claims reported are additional measures to control the claims.
15. The HO, RO and DO should have a sound system to collect statistics of premium and incurred claims within reasonable time as this would facilitate prompt remedial measures. Quarterly reviews by R.O.s, D.O.s and B.O.s should be made for timely action.
16. Wherever large claims of doubtful origin are reported, investigation by vety. doctor must be conducted in consultation with R.O.

Needless to mention that other terms and conditions of the policy, laid down underwriting and claims procedure shall be followed/complied with without any dilution.