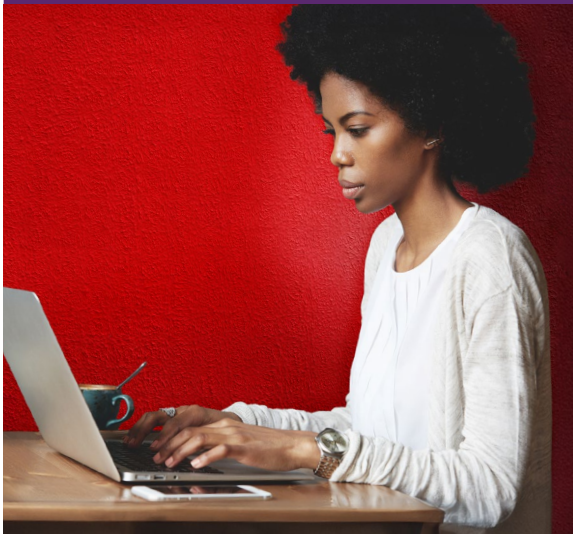# RGA Global Claims Manual: Devoted to Claims, Dedicated to Claims Professionals

Unique tools and knowledge sharing to reinforce best practices and assist claims professionals in reaching the right decision.

Overseas Death Claims Guide

A risk-management and fraud tool featuring:

- Country-specific information, evidence requirements, sample documents and fraud risk ratings
- A risk calculator which assesses the likelihood of fraud and offers guidance on managing overseas death claims
- Red Flags for identifying potentially fraudulent activity

Pathfinder

A professional claims training program with a customizable learning experience. Visually engaging content uses a variety of media, interactive case studies and knowledge tests to help claims professionals enhance their expertise.

Best Practice Guides

Practical advice on claims management, including key medical information, example definitions, key considerations and guidance on the evidence required to substantiate claims.

Knowledge Sharing

- Regular RGA claims publications, including:
  - RGA's Global Claims Views: a newsletter featuring short, topical articles about important claims issues, written by RGA claims experts
  - Global Health Brief: a newsletter written by health claims managers focusing on hot topics within the health industry
  - ReFlections: RGA's Global Medical newsletter
- 'What's New': thousands of regularly updated global articles covering a wide range of topics which may be of interest to claims professionals

Additional Features

- Take10 Podcasts: conversations created specifically for claims assessors
- Behavioral Science Toolkit: uses a scientific and evidence-based approach to improve claims experience
- Long Covid Toolkit: a practical guide to help claims assessors adjudicate and manage Long COVID claims
- Interactive case studies
- Webcasts
- Online training modules

RGA Global Claims Manual

For more information, or to register, visit https://central.rgare.com and click on the Global Claims Manual tile, or email us at GlobalClaimsManualHelp@rgare.com.