



Code of Professional Responsibility as Adopted September 1984

Preamble

A Certified Claims Professional is a person who has demonstrated by examination, experience and tempered by knowledge of laws and procedures in handling and administering cargo claims. The certification of professional status (CCP) attests to this knowledge and experience, but beyond these attributes the Claims Professional realizes that their work requires attention to the responsibility they owe to their employer, to the people with whom they work, and to the people that may be their temporary adversaries. To this end that there is a guide to them of the high level of all of these responsibilities this Code has been adopted.

I. Loyalty

A Certified Claims Professional shall render to their employer the highest standard of loyalty, keeping all matters coming before them in course of their work in the utmost confidence, where requested.

II. Professional Competence

A Certified Claims Professional shall continuously strive to increase their knowledge and competence in the cargo claims management field.

III. Continuing Education

A Certified Claims Professional is encouraged to give of their time and energy to increase knowledge in cargo claims management to their colleagues. They are further encouraged to respond when asked to teach, lecture and write about this field.

IV. Conduct

A Certified Claims Professional shall conduct them self with integrity. They shall avoid false or evasive statements, either oral or written, and shall deal fairly with their employer and their colleagues.

V. Claim Settlement Standards

Certified Claims Professionals shall conduct their daily work, whether preparing and filing claims, or reviewing and settling claims, with an eye to the facts of record, and shall base their decisions on those facts as applied to the law. They shall neither bow to intimidation or duress nor be swayed by friendship or persuasion. They shall be ruled by fair-minded consistency as long as the facts known to them are known to be true.

