

# Young Insurance Professionals Programme (YIPP)

## Course 06: Introduction to Insurance & Reinsurance Claims

### Course Overview

This course is designed to develop a practical working knowledge of handling and managing insurance and reinsurance claims. Certain fundamentals of Insurance and Reinsurance claims management are covered which, when understood, will allow for consistent practice at the basic level.

This online course equips the delegate with basic and foundational knowledge in insurance and reinsurance claims management.

### Course Objectives

At the end of this course delegates will:

- Have a clear understanding of what claims management is and its role in an insurance or reinsurance company.
- Be able to appreciate the scope of legal issues that apply to claims management.
- Understand the process of vetting a claim and determining whether it is covered or not.
- Understand the necessary claims processes required to secure an efficient administration.
- Understand the basics of negotiating, litigating and adjusting claims including payment.
- Be familiar with the processing of non-complex property claims.
- Be familiar with the processing of non-complex liability claims.
- Be able to deal with complaints and bad faith accusations.
- Be able to review outsourcing needs.

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## Course Outline

1. A definition of claims management and its role in an insurance company
  - 1.1. What is claims management?
  - 1.2. What should be the underlying philosophy?
2. A definition of claims management and its role in a reinsurance company
  - 2.1. What is claims management?
  - 2.2. What should be the underlying philosophy?
3. The legal position
  - 3.1. For an insurance company
  - 3.2. For a reinsurance company
4. Factors determining the validity of a claim
  - 4.1. A Review of the Important Aspects to Determine Coverage Under an Insurance Policy
  - 4.2. A review of the important aspects to determine coverage under a reinsurance contract
5. **Claims administration.**
  - 5.1. For an insurance company
  - 5.2. For a reinsurance company
6. **Claims negotiation, adjustment, litigation and payment**
7. **Processing non-complex property claims**
  - 7.1. Insurance aspects

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- 7.2. Reinsurance aspects
- 8. Processing non-complex liability claims
  - 8.1. Insurance aspects
  - 8.2. Reinsurance aspects
- 9. Dealing with complaints and bad faith accusations
- 10. Outsourcing
  - 10.1. Insurance aspects
  - 10.2. Reinsurance aspects
- 11. Conclusion
- 12. Appendix

## General Information

**Course Format:** Online

**Duration:** 3 hours in one sitting, 10 days for self-paced

**Target Audience:** Reinsurance Claims Specialists, In-house Lawyers, Run-off Managers, Brokers, Actuaries & Professional Advisers.

**Delivery Approach:** Case studies, aptitude tests, examples