

# Young Insurance Professionals Programme (YIPP)

## Course 07: Advanced Insurance & Reinsurance Claims

### Course Overview

This course serves as an advanced version of the introduction to insurance and reinsurance claims management course that is designed to develop a practical working knowledge of handling and managing insurance and reinsurance claims.

This online course further delves into advanced techniques and practices in insurance and reinsurance claims management.

### Course Objectives

At the end of this course delegates will:

- Understand the process to develop a claims strategy and document this in a concise claims manual.
- Understand the process of claims reporting and reserving.
- Appreciate the factors necessary to resolve complex claims.
- Be familiar with related complex claims issues such as those arising in alternative risk transfer structures and insurance linked securities.
- Appreciate catastrophe claims management.
- Be familiar with international claims and litigation aspects.

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## Course Outline

- 1. Developing a claims philosophy and claims manual**
  - 1.1. Local regulatory position
  - 1.2. Objectives and strategy
  - 1.3. Consultation with key people within the organisation
- 2. Claims reporting and reserving**
  - 2.1. Insurance aspects
  - 2.2. Reinsurance aspects
- 3. Dealing with complex claims**
  - 3.1. Insurance aspects
  - 3.2. Reinsurance aspects
- 4. Related complex claims issues**
  - 4.1. Alternative risk transfer claims
  - 4.2. Insurance linked securities
- 5. Catastrophe claims management**
  - 5.1. Insurance aspects
  - 5.2. Reinsurance aspects
- 6. International claims and litigation aspects**
  - 6.1. Insurance aspects
  - 6.2. Reinsurance aspects
- 7. Conclusion**

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## 8. 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