



YOU ARE INVITED TO REGISTER FOR THE FOLLOWING  
**MOTOR INSURANCE COURSES**  
BY MR LESLIE WONG

**Introductory**

**UNDERSTANDING SINGAPORE MOTOR INSURANCE PRINCIPLES & PRACTICES**

**15 & 16 Sep 2022 | 9.00am to 5.00pm**  
**Venue: Onsite (to be advised)**  
**CPD Hours: 14**



**REGISTER NOW**  
Opening Registration Date: **1 June 2022**  
Closing Registration Date: **8 September 2022**



**PROGRAMME HIGHLIGHTS**

This two-day programme provides a comprehensive in-depth study of the main provisions of the Motor Vehicles (Third-Party Risks and Compensation) Act, as well as the structure and practices of the Motor Insurance industry in Singapore.

**FOR WHOM**

General Insurance Agents, Insurance Brokers and Customer Service Officers, Underwriting and Claims Assistants involved in the Motor Insurance class. Also suitable for those Motor traders involved in arranging Motor Insurance for their clients.

**KEY LEARNING OUTCOMES**

By the end of the workshop, participants will be able to:

- Highlight the main provisions of the Motor Vehicles Act and the scope of Motor Insurance coverage.
- List the various types of Motor Insurance documents and describe their appropriate use.
- Describe the various classes of Motor Insurance policies.
- State the various rating systems in use and highlight their differences.
- Describe the typical claims procedures and list the information to be provided by claimants.
- Explain the roles of the various industry bodies formed to address Motor Insurance policyholders' concerns.
- Apply the knowledge gained to more effectively and confidently advise clients on Motor Insurance matters.

**PROGRAMME OUTLINE**

- Motor Vehicles (Third Party Risks And Compensation) Act
- Scope of Motor Insurance Coverage
  - Act Only
  - Third Party Only
  - Third Party, Fire And Theft
  - Comprehensive
- Motor Insurance Documents
  - Proposal Form
  - Certificate Of Insurance
  - Cover Notes
  - Policy Document
  - Endorsements
  - Renewal Notice
  - Claim Form
- Classes of Motor Insurance
  - Private Motor Vehicle Insurance
  - Commercial Motor Vehicle Insurance
  - Motorcycle Insurance
  - Motor Trade Insurance
- Certificate of Entitlement (COE) and Other Related Concepts (ARF, PARF)
- Underwriting philosophy and Rating
  - Motor Trade Insurance
  - Historical Tariff vs New Points Rating System
  - Emergence of Telematics and Data Analytics
  - Autonomous vehicles
- Claims Handling Procedures
  - Motor Claims Framework
  - Independent Damage Assessment Centres (IDAC)
  - Motor Insurers' Bureau Of Singapore (MIB)
  - Tribunal On Motor Third-Party Property Damage (TPPD) Claims
  - Financial Industry Disputes Resolution Centre (FIDReC)
- Singapore Motor Insurance Claims Statistics

**PROGRAMME FEES**

Full Course Fee (before GST): S\$506.00  
Net Course Fee #: S\$86.02 (incl. of 7% GST and after 90% grant) for all Singapore Citizens aged 40 years old and above  
Net Course Fee #: S\$288.42 (incl. of 7% GST and after 50% grant) for Singapore Citizens below 40 years old and all Singapore Permanent Residents

**Intermediate**

**MOTOR INSURANCE CLAIMS: CONTRACTUAL RIGHTS & OBLIGATIONS**

**5 Oct 2022 | 9.00am to 5.00pm**  
**Venue: Onsite (to be advised)**  
**CPD Hours: 7**



**REGISTER NOW**  
Opening Registration Date: **1 June 2022**  
Closing Registration Date: **28 September 2022**



**PROGRAMME HIGHLIGHTS**

This one-day programme will provide participants with the necessary knowledge to effectively manage the Motor Insurance claims process. Participants will also learn about the information required to support the claim decision-making process.

**FOR WHOM**

Claims practitioners with more than 6 years of experience in handling Motor Insurance claims. Also suitable for practitioners who may wish to gain the necessary knowledge to effectively manage the Motor Insurance claims process.

**KEY LEARNING OUTCOMES**

By the end of the workshop, participants will be able to:

- Describe the relevant legislation applicable to Motor Insurance in Singapore.
- Understand the scope of cover in a typical Motor Insurance policy.
- Understand the essential law of contract.
- Apply the basic legal principles in relation to a Motor Insurance contract.
- Manage the Motor Insurance claims process in an efficient and effective manner.
- Know the common market practices in handling Motor Insurance claims.
- Understand the role of the Motor Insurers' Bureau in handling motor accidents involving untraced and uninsured drivers.

**PROGRAMME OUTLINE**

- Legislation and Motor Insurance.
- Understanding Motor policy coverage.
- Law of contract.
- Contract of Utmost Good Faith.
- Licensing issues.
- Claims handling and management.
- Claims involving foreign vehicles.
- Common market practices.
- Rights of third parties against insurers.
- Motor Insurers' Bureau.
- Case study.

**PROGRAMME FEES**

Full Course Fee (before GST): S\$308.00  
Net Course Fee #: S\$52.36 (incl. of 7% GST and after 90% grant) for all Singapore Citizens aged 40 years old and above  
Net Course Fee #: S\$175.56 (incl. of 7% GST and after 50% grant) for Singapore Citizens below 40 years old and all Singapore Permanent Residents

**Intermediate**

**INSIGHTS INTO MOTOR INSURANCE CLAIMS**

**19 Oct 2022 | 9.00am to 5.00pm**  
**Venue: Onsite (to be advised)**  
**CPD Hours: 7**



**REGISTER NOW**  
Opening Registration Date: **1 June 2022**  
Closing Registration Date: **12 October 2022**



**PROGRAMME HIGHLIGHTS**

The 1-day programme seeks to equip practitioners with a better understanding of contractual obligations binding the insured and the insurer in a typical motor insurance policy. Important policy terms and conditions and what these mean will be explained. There will also be case study examples to demonstrate how these apply, including an example of a court award and basis of the judgement.

The programme will also help participants to gain practical insights into claims procedures that will help them to be more effective, and to provide a more positive customer experience when handling a claim.

**FOR WHOM**

General Insurance Agents, Insurance Brokers, Customer Service Officers, Underwriting and Claims Assistants with at least 3 years' experience in handling Motor Insurance claims.

**KEY LEARNING OUTCOMES**

- Understand the motor insurance policy wordings, its terms, and its conditions.
- Give advice confidently on the claims process and requirements of the Motor Claims Framework.
- Distinguish the roles and responsibilities of insured, insurer, surveyors, and repair workshops.
- Apply the rules of the Barometer of Liability (BOLA) and how various scenarios are used to determine liability apportionment.
- Acquire practical insights into handling difficult claimants and dispute resolution.
- Retain knowledge learnt through case study examples.

**PROGRAMME OUTLINE**

- Overview of Motor insurance industry and new developments.
- Construction of the motor insurance policy, wordings, and its terms and conditions.
- Understanding the objectives of Motor Claims Framework (MCF).
- Applying rules of Barometer of Liability Agreement (BOLA).
- Delivering positive claims experience for customers / handling difficult customers.
- Dispute resolution.
- Case study / Role Play.

**PROGRAMME FEES**

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**ADMINISTRATIVE DETAILS**

**LETTER OF UNDERTAKING**

The Financial Institution who sponsored their staff or agents for the course will need to sign a Letter of Undertaking with the SCI before the registration can be confirmed. In the event that the sponsored participant drops out halfway through the course or did not fulfil the financial requirements, SCI will take steps to claw back the course fee subsidy by issuing an invoice to the respective Financial Institution. The Financial Institution will need to make payment to SCI within 7 business days from the date of invoice.

**CLAWBACK CONTRACT**

Participants who register and pay on their own, are required to submit a letter from their company CEO or HR stating that the Financial Institution is supportive of them in attending the course. SCI will then initiate a Clawback Contract for the participant to sign and return to the SCI. In the event that the participant drops out halfway through the course or did not fulfil the course requirements, SCI will take steps to claw back the course fee funding by issuing an invoice to the respective participant. The participant will need to make payment to SCI within 7 business days from the date of invoice.

**ELIGIBLE PARTICIPANTS #:**

Singapore Citizens or Singapore Permanent Residents, physically based in Singapore, sponsored by Financial Institutions (FI):

- Licensed representatives such as insurance agents, financial advisers, and remisers supported by FI principal; or
- General insurance (GI) agents registered with the General Insurance Association's (GIA) Agents' Registration Board.

Other self-sponsored individuals are not eligible for course fee subsidies under the Financial Training Scheme ("FTS").

For enquiries, please email [talk2us@scidomain.org.sg](mailto:talk2us@scidomain.org.sg)