

Insurance Claims Series

2ND INTAKE: INSIGHTS INTO MOTOR INSURANCE CLAIMS

Intermediate



11 April 2018
9.00 am to 5.00 pm
7 CPD Hours

Venue: Singapore College of Insurance

Register Now @ www.scicollge.org.sg

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.

PROGRAMME HIGHLIGHTS

This 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.

KEY LEARNING OUTCOMES

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

- 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.

FEE

Member Company	Non-Member Company	Overseas Participant
S\$280.00 (before 7% GST)	S\$308.00 (before 7% GST)	S\$308.00
S\$299.60 (including 7% GST)	S\$329.60 (including 7% GST)	

ADMINISTRATIVE INFORMATION FOR TECHNICAL TRAINING PROGRAMMES

REGISTRATION POLICY

Registrations should be made online at www.scicollege.org.sg. Before registering, participants should refer to the “For Whom” section of the respective Programmes, to ensure that they meet the recommended experience and programme prerequisites. A good command of English language is essential. The SCI reserves the right to reject any participant who does not meet the recommended experience and programme prerequisites.

SCI will only confirm the programme and will send a Programme Confirmation E-mail to participants (at the e-mail address as provided in the Registration Form) once the minimum enrolment for the programme has been met or one month before the programme commencement date, whichever is earlier, and provided that the full payment has been received. If the programme is cancelled or postponed, SCI will notify participants by email one month before the programme commencement date.

SCI reserves the right to make changes to the programme details owing to unforeseen circumstances.

ACCOMMODATION FOR OVERSEAS PARTICIPANTS

Overseas participants are required to book the accommodation using the hotel booking form (a copy of which can be found in our website and participants are advised to download the correct form according to the hotel of their choice) and make the accommodation payment directly to the hotel.

Overseas participants should book their accommodation and air tickets ONLY after they have received the Programme Confirmation E-mail from the SCI.

ATTENDANCE POLICY

Participants must attain a minimum 75% attendance for the programme to be awarded with the Certificate of Attendance (COA).

FINANCIAL TRAINING SCHEME (FTS)

The FTS is available to eligible entities at a 50% funding level of programme fees, subject to all eligibility criteria being met. Singapore Citizens aged 40 years and above are eligible for 90% co-funding of direct training costs, subject to a cap of S\$2,000 per participant per programme, with effect from 1 July 2016. FTS claims may be made only for programmes as listed in the FTS Programme Directory with the specified validity period. For more information, please refer to: <https://www.ibf.org.sg/programmes/Pages/IBF-FTS.aspx>

Note: FTS Funding does not apply to overseas-based participants/delegates, as well as ancillary expenses of participants/delegates, whether they are from Singapore or overseas.

CPD HOURS

CPD hours awarded by SCI are recognised by GIA for fulfilling the CPD requirements set out under the GIA’s Guidelines on Continuing Professional Development

WITHDRAWAL / POSTPONEMENT POLICY

Please refer to the SCI website at: <https://www.scicollege.org.sg> for the respective programmes.

CONTACT DETAILS

Singapore College of Insurance Limited

9 Temasek Boulevard #14-01/02/03
Suntec Tower Two, Singapore 038989

General Enquiry: (+65) 6221 2336 • Fax: (+65) 6220 6684
E-mail: talk2us@scidomain.org.sg • Website: www.scicollege.org.sg

CPE Registration No.: 199408491M

Period of CPE Registration: From 26 September 2015 to 25 September 2019