

Insurance Claims Series

GENERAL INSURANCE CLAIMS MANAGEMENT & NEGOTIATION SKILLS **NEW**

Intermediate

27 & 28 June 2018
9.00 am to 5.00 pm
14 CPD Hours

Venue: Marina Mandarin Singapore

Register Now @ www.scicollege.org.sg

FOR WHOM

- Those with at least 3 years of experience in managing claims or those who intend to take on a claims management role within their organisations.
- Anyone who has any element of decision making within their role which may require them to negotiate with other parties, both within and outside their own organisation.

PROGRAMME HIGHLIGHTS

For any insurance company, claims is the life-blood of the company. In today's highly competitive and economically challenging environment, claims settlement can serve as a market differentiator. A properly managed claims process is critical for the brand success of the company. Besides improving operational efficiencies, it is also important that the claims professional be equipped with negotiation skills. Becoming a skilled negotiator will give claims professionals the power to influence and control the outcome of claims cases. They will also be more effective in resolving claims disputes. Day 1 of this programme will focus on claims management; Day 2 will focus on negotiation skills. Practical considerations will be emphasised through exercises whereby participants will have the opportunity to role-play and apply various negotiation techniques in a claims context.

KEY LEARNING OUTCOMES

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

- Explain how an effective claims management process can impact the brand.
- Explain the basic claims process and how it might differ between insurance classes and types of claims.
- Know how to effectively use technology, experts and outsourcing in the claims process.
- Know the importance of proper reserving, the use of actuaries and proper quality controls.
- Know how to deal with fraudulent claims.
- Know the different methods of dispute resolutions and complaints handling in a claims situation.
- Know the reasons for negotiation and how to negotiate effectively in a claims context.
- Understand self-awareness and how to read others.
- Understand the various negotiation approaches and the pitfalls.
- Apply proper communication techniques in negotiation.

FEE

Member Company	Non-Member Company	Overseas Participant
S\$1,040.00 (before 7% GST)	S\$1,144.00 (before 7% GST)	S\$1,144.00
S\$1,112.80 (including 7% GST)	S\$1,224.00 (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

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CPE Registration No.: 199408491M

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