P2 PRACTICE-ORIENTED PROGRAMMES

Singapore College of Insurance

Enhanced Support for Training
Training Allowance Grant (TAG)

An IBF-FTS Recognised Course

Intermediate

INSIGHTS INTO MOTOR INSURANCE CLAIMS

Date (s): 18 September 2020
Time: 9.00am to 5.00pm
CPD Hours: 7

REGISTER NOW

Opening Registration Date: 2 January 2020
Closing Registration Date: 15 September 2020

PROGRAMME HIGHLIGHTS

The one-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.

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.

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 FEES+

Full Course Fee (incl.GST)	$329.56
Net Course Fee# (incl.GST & after 95% grant)	$36.96

+ Valid Until 31 December 2020

PROGRAMME LEADER

Mr Leslie Wong

 # Company-sponsored individuals (SC/PRs) from financial institutions (FIs) pay net course fees as indicated. In addition, under the new IBF Training Allowance Grant, FIs can receive S$15 per training hour after these employees complete training in IBF recognised courses.

With the exception of licensed agents or representatives (i.e. financial advisors, traders, insurance agents, remisiers) representing a legal principal entity, FTS funding is not claimable for all other self-sponsored individuals. The licensed agents or representatives will pay course fees net of enhanced course fee subsidies and the IBF Credit, subject to the prevailing grant cap for FTS.

- *Self-sponsored individuals with credits in their SkillsFuture account can tap on it for the course fee payable.*