Singapore College of Insurance

2nd Intake

Unlocking The Power Of
ChatGPT
In Insurance Organisations

— Introductory —

7 July 2023 | 9.00am to 5.00pm | 7 CPD Hours
Venue: Carlton Hotel

Programme fee: $648.00 per pax (incl of 8% GST)
No funding.

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PROGRAMME HIGHLIGHTS

The goal of this programme is to help participants understand how ChatGPT can be leveraged in insurance organizations to enhance productivity, improve customer service, and streamline insurance-related processes. Through hands-on practice and team activities, participants will learn how to effectively use ChatGPT in insurance-specific scenarios and unlock its power in their day-to-day work.

FOR WHOM

Executives and staff from insurance and/or reinsurance companies who are involved in general insurance and/or life insurance underwriting, marketing and/or claims handling.

Also suitable for insurance brokers, insurance agents, reinsurance brokers, financial advisors and other insurance practitioners

COMPLIMENTARY

Each participant will receive:
- E-Book worth S$20: "A Guide to Effective ChatGPT Prompting"
  - Be on your way to driving productive and engaging ChatGPT conversations like a pro!
- ChatGPT Prompting Cheat Sheet worth $199
  - Knowledge base of 10,000 proven and tested ChatGPT prompts

LEARNING OBJECTIVES

At the end of this programme, participants should be able to:

- Have an overview of ChatGPT.
- Understand the application of ChatGPT in insurance and insurance organisations.
- Understand the benefits of using ChatGPT in general insurance and/or life insurance underwriting, marketing and/or claims handling.
- Describe examples of successful implementations of ChatGPT in the insurance industry

- Explain the challenges and opportunities of using ChatGPT in insurance.
- Generate ideas on how ChatGPT can be integrated into participants' work environments.
- Develop action plans to implement ChatGPT strategies in participants' insurance organizations.

PROGRAMME OUTLINE

Introduction to ChatGPT in Insurance

- Overview of ChatGPT and its applications in insurance organizations
- Benefits of using ChatGPT in general insurance and/or life insurance underwriting, marketing, and/or claims handling
- Examples of successful implementations of ChatGPT in the insurance industry
- Discussion on challenges and opportunities of using ChatGPT in insurance

Hands-On Practice with ChatGPT

- Participants will use their respective devices (e.g., laptops, tablets) for hands-on practice
- Guided exercises on using ChatGPT for insurance-related tasks, such as generating insurance quotes, responding to customer inquiries, processing claims, and analyzing data
- Practical tips and best practices for using ChatGPT effectively in insurance scenarios
- Q&A session to clarify doubts and address concerns

Teamwork Activities- encouraging collaboration, communication, and problem-solving skills

- Scenarios and role-plays involving insurance-specific situations where ChatGPT can be utilized
- Debriefing and discussion on lessons learned, challenges faced, and strategies for using ChatGPT as a team

Realising the Power of ChatGPT

- Group discussions on the potential of ChatGPT in transforming insurance processes and improving outcomes
- Brainstorming session to generate ideas on how ChatGPT can be integrated into participants' work environments
- Developing action plans to implement ChatGPT strategies in participants' insurance organizations
- Wrap-up session summarising key takeaways

RESOURCES REQUIRED OF PARTICIPANTS:

Laptops, tablets, or other devices for hands-on practice (To be brought to the venue by workshop participants)

PROGRAMME LEADER:

Jason Tan (Corporate Master Trainer, A.I. Trainer)

Jason is a highly experienced professional with a strong background in financial services. Jason brings a unique aspect to his speaking engagements and training sessions. He possesses first-hand experience and knowledge in working with AI, generative AI, and specifically ChatGPT. With his ChatGPT experiences, he offers valuable insights and perspectives on AI, generative AI, and the capabilities of ChatGPT. Jason is adept at conducting, engaging and running informative sessions on these topics, keeping his audience captivated throughout.

Information presented on this marketing material is correct at the time of publishing. However, changes to the programme contents, dates, time, duration, venue and faculty members can occur owing to unforeseen circumstances. Every effort will be made to inform all participants of such changes on a timely basis.