

● 21 CPD Hours | Introductory

Property and Casualty Insurance Claims: A Foundation Programme

[Register Here](#)

Venue: To be advised

Dates: 11, 13 & 15 March 2024

Time: 9.00 a.m. to 5.00 p.m.

Programme Highlights

Join our intensive 3-day program meticulously crafted to empower junior loss adjusters and claims handlers. Delve into the intricacies of property, engineering, and casualty insurance claims under the expert guidance of a seasoned professional with extensive experience in the loss adjusting and claims handling industry.

This program is not just limited to junior professionals; it is a valuable resource for insurance experts, including intermediaries, eager to bolster their expertise in property, engineering, and casualty insurance claims. Through engaging case studies and hands-on learning, participants will acquire practical technical knowledge that not only sharpens their skills in handling claims but also equips them to adeptly address customer service, complaints, reserving, and fraud-related challenges, promoting a comprehensive approach to claims training.

Moreover, this course emphasizes the importance of ethical practices, instilling a deep understanding of business ethics and codes of conduct within participants, enabling them to position themselves as a proficient and ethically driven professional in the world of insurance claims.

For Whom

- Claims handlers with not more than five years' experience in handling property, engineering and casualty insurance claims.
- Insurance professionals, including brokers, and agents, wishing to enhance their knowledge and skills in handling property, engineering and casualty insurance claims.
- Loss adjusters, and third-party administrators with not more than five years' experience in handling property, engineering and casualty insurance claims.

Key Learning Objectives

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

- Understand insurance principles and market structure in Singapore.
- Know the coverage of the common Property, Engineering and Casualty insurance policies.
- Understand the essence of Property, Engineering and Casualty Insurance claims handling
- Know the issues pertaining to customer service, complaints, reserving and fraud
- Know the importance of business ethics and codes of conduct.
- Know how to negotiate effective claims settlements.

Programme Outline

Module 1:

Insurance Principles and Market Structure

- Risk and Insurance
- Principles of Insurance
- Market Structure
- Introduction to Self-Insurance, Co-Insurance, Reinsurance, and Captive Insurance

Module 2:

Property Insurance: Coverage & Claims Handling

- Fire Insurance
- Industrial All Risks/All Risks Insurance
- Business Interruption Insurance
- Handling material damage claims
- Handling business interruption claims

Module 3:

Casualty Insurance: Coverage & Claims Handling

- Public Liability Insurance
- Products Liability Insurance
- Work Injury Compensation Insurance
- Handling third party liability claims

Module 4:

Engineering Insurance: Coverage & Claims Handling

- Contractors All Risks
- Erection All Risks
- Machinery Breakdown
- Deterioration of Stocks
- Handling engineering claims

Module 5:

Business Ethics and Code of Conduct

- Definition, Role and Duties of Claims Handlers & Experts
- Principles of Business Ethics
- Ethical Responsibilities & Codes of Conduct
- Benefits of Sound Business Ethics

Module 6:

Customer Service, Complaints, Reserving, and Fraud

- Definition of a Customer
- Understanding Customer Expectations
- Key Elements of Customer Service Excellence and its Application in Claims Management
- Complaint Management
- Methods Of Claim Reserving
- The Impact Of Claims Fraud
- Detecting Claims Fraud

Module 7:

Negotiating Effective Settlement

- Principles of Negotiation
- Negotiation Process and Techniques
- Settlement Options

Programme Leader

THANGARAJAH THANGAMANY has over 26 years of extensive experience in the field of loss adjusting. After rising to head operations in one of Malaysia's largest international adjusting firms, he made a significant move to Singapore, becoming a vital part of a leading loss adjusting firm where his remarkable journey led him to the position of Director of the Property & Casualty Division, and later, Chief Operating Officer, responsible for managing multiple divisions, including Property & Casualty, Construction & Engineering, and Third-Party Administration.

Thanga's expertise spans a wide spectrum of large and complex claims across various Asian countries. Currently, he is the Managing Director of the largest local loss adjusting firm, steering its performance, strategy, and operations. He is also the President of the Loss Adjusters Association of Singapore and the Singapore Councilor for the Australasian Institute of Chartered Loss Adjusters.

Programme Fee

Full Course Fee: S\$1,090.00
(incl. of 9% GST)

Net Course Fee: S\$790.00
(incl. of 9% GST and after 30% FTS funding)
for Singapore Citizens below 40 years old and
Singapore Permanent Residents

Net Course Fee: S\$590.00
(incl. of 9% GST and after 70% FTS
funding) for Singapore Citizens aged 40
years old and above

This course is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met.

Please note that in no way does this represent an endorsement of the quality of the training provider and course. Participants are advised to assess the suitability of the course and its relevance to his/her business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. FTS provides 30% - 70% course fee subsidy support for direct training costs subject to a cap of S\$500 per candidate per course subject to all eligibility criteria being met.

Find out more on www.ibf.org.sg

SINGAPORE COLLEGE OF INSURANCE

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Period Of CPE Registration: 26-09-2023 to 25-09-2027

For enquiries, please contact: Singapore College of Insurance

Tel: (65) 6221 2336 | Email: talk2us@scidomain.org.sg | Website: www.scicollege.org.sg

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.

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