

NAME OF SUBJECT	INSURANCE PRINCIPLES AND MARKET PRACTICE	
LEARNING & SKILL OUTCOMES	OBJECTIVES	
Illustrate the basic insurance products	<ul style="list-style-type: none"> • Illustrate how the insurance market operates in Malaysia • Demonstrate the risk and insurance in the context of the insurance market 	
Illustrate the legal and regulatory framework of the Malaysian Insurance industry, their principles and practices.	<ul style="list-style-type: none"> • Apply the insurance legal principles and its application to insurance policies • Illustrate the insurance underwriting procedures • Illustrate the insurance procedures for claims • Illustrate the conduct of insurance business 	
CONTENT OUTLINE		
<p>THE INSURANCE MARKET PLACE</p> <ul style="list-style-type: none"> • Main features of the insurance market • Relationships between buyers, intermediaries and sellers, and the different distribution channels • Main features of intermediaries in the insurance market • Role and responsibilities of key insurance professionals • Organisation structure and insurance market associations in Malaysia 		
<p>RISK AND INSURANCE</p> <ul style="list-style-type: none"> • Meaning of risk and the risk management process • Relationship between severity, frequency, risk and insurance • Function and operation of insurance • Self-insurance, coinsurance, reinsurance and captive insurance • Benefits of insurance 		
<p>PRINCIPLES OF INSURANCE</p> <ul style="list-style-type: none"> • Formation of an insurance contract: <ul style="list-style-type: none"> • Offer and acceptance • Intention to create a legal relationship • Consideration • Form • Contractual capacity • Basic principles of insurance: <ul style="list-style-type: none"> • Insurable interest • Utmost good faith • Indemnity • Contribution • Subrogation • Proximate cause • The making of insurance contract • The proposal form • Long-term care insurance • Modification of the principle of indemnity • Underinsurance and application of average 		
<p>INSURANCE REGULATIONS AND CONSUMER PROTECTION</p> <ul style="list-style-type: none"> • Role of the government in insurance supervision • Legislation and regulatory changes • Role of the Malaysia Deposit Insurance Corporation (PIDM) • Compulsory insurance under the Workmen's Compensation Act 1952 • Compulsory insurance under the Road Transport Act 1987 		

- Anti-Money Laundering & Anti-Terrorism Financing Act 2001 (AMLATFA)
- Seven principles of the Personal Data Protection Act 2010
- Main provisions of the Malaysia Competition Act 2010
- Financial consumer complaints & dispute resolution

UNDERWRITING PROCEDURES

- Risk assessment
- Selection process

- Survey and risk improvement
- Premium rating and the use of tariffs
- The proposal form and the insurance contract
- Assumption of risk
- Calculation and payment of premium

CLAIMS PROCEDURES

- Claims notification by the insured
- Documentary evidence needed to support a claim intimation
- Claims settlement methods
- Fraudulent claims

GENERAL INSURANCE PRODUCTS

- Motor Insurance
- Property Insurance
- Marine Insurance
- Liability insurance
- Engineering insurance
- Personal accident
- Medical & health insurance

LIFE INSURANCE PRODUCTS

- Term assurance
- Whole life
- Endowment
- Annuity
- Riders
- Participating contracts
- Non-participating contracts