

MII LIVE & INTERACTIVE VIRTUAL TRAINING

Online Streaming via Zoom

Limited seats available. GRAB YOURS NOW!!

About the Course

With challenging markets, the claims and underwriting functions have become a critical focus area for insurers. In our opinion, a successful insurers should :

- ensure greater claims and underwriting effectiveness, while still achieving customer experience improvements
- realise opportunities for change can mean improved results, and is the first path to reinventing a claims or underwriting operation.

Therefore it is crucial for insurers to understand and comprehend the knowledge in the areas to enable them to analyse and enhance their claims and underwriting functions.

Key Learning Outcome

At the end of the course, participants will be able to:

- know what are the fundamentals of underwriting in insurance; and
- list the functions of the overall claims management concepts and procedures.

Course Structure & Content

- 2 sessions of 4 hours each delivered on consecutive days (1 session of 4 Hours per day).
- A breaks after each hour (around 5 mins)

SESSION 1 – 4 Hours	SESSION 2 – 4 Hours
Part 1 <ul style="list-style-type: none"> • Introduction to Underwriting • Underwriting Process • Underwriting Ecology System • Pricing • Challenges 	Part 2 <ul style="list-style-type: none"> • Claims Management Concepts and Procedures • Outsourcing of Claims Functions • Claims Estimating and Reserving • Ex-Gratia and Fraudulent Claims • The Role of Litigation in Claims Process • Approaches to Complaint Handling & Dispute Resolution • Bank Negara Guidelines on Motor & Non-Motor Claims

Who Should Attend

Senior Insurance Practitioners – Underwriters, Claims, Brokers and Adjusters

Training Schedule

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2 Sessions of 4 Hours Each

29 - 30 June 2020

Session 1 – 9.00 a.m. – 1.00 p.m.

Session 2 – 9.00 a.m. – 1.00 p.m.

Trainer's Profile

CHARAN KAUR A/P KAPAL SINGH
AMII, ACII, MBA

Charan joined the insurance industry in 1981 and has a good 35 years' experience in the fields of underwriting, claims, reinsurance, servicing and training.

She has 16 years of training experience in insurance and soft skills. Apart from working in various fields in the insurance industry she has also been a part time trainer for professional programs such as the Diploma and Associateship of The Malaysian Insurance Institute (DMII, AMII).

She is currently involved in assisting the marketers in developing and securing more business and providing them with the right knowledge in insurance coverage so that they do not face any difficult situations in their business.

Date	29-30 June 2020
Time	Session 1 – 9.00 a.m. – 1.00 p.m. Session 2 – 9.00 a.m. – 1.00 p.m.
Price	MII Member RM 450 (1-2 pax), RM 400 (3 pax and above) Non Member RM 650 (1-2 pax), RM 600 (3 pax and above) International USD160 (1-2 pax), USD140 (3 pax and above) (HRDF Claimable) * Subject to HRDF Conditions * Price is inclusive 6% SST
Level	Intermediate

REGISTRATION POLICY & DECLARATION

- Registration can be done via at www.mii4u.org/ilms/user/login. (*Group Registration: Minimum 3 pax and above)
- MII practices a non credit policy. As such, all companies and individuals are required to make payment before the commencement of the course. However, confirmed seats are subject to availability.
- MII reserves the right to reschedule, change the trainer, modify the course content or cancel the course without prior notice.
- Participants or authorised contact persons will be notified of updates regarding the course through email, fax or phone.
- Cancellation after the closing date is not allowed. However, replacement of participant is accepted

Important Notice

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