



Avoiding Errors and Omissions Claims in The New Way of Working

Trainer:
Neil Park



7 December 2021
3.00 p.m. -5.00 p.m.

Closing Date: 1 December 2021



OVERVIEW

The arrival of the COVID-19 pandemic in 2020 thrust insurance brokers rapidly into a digital world with the vast majority of customer interactions taking place online and many insurance brokers working from home. This brought both business benefits and challenges.

Once the risk of COVID-19 recedes although many brokers may return to the office most people recognise that there will be some permanent changes to the way we work.

In this workshop we discuss what tools and techniques brokers can use in the new way of working to continue to reduce the risk of customer complaints and errors and omissions claims arising from the broker not providing the correct advice.



COURSE CONTENT

- Common causes of complaints and errors and omissions claims against insurance brokers
- Tools and techniques that brokers have used to manage their errors and omissions risk
- Potential impact of digital and remote working on broker errors and omissions claims
- How brokers can adapt their risk controls to the new environment



FEE

Early Bird Fee (Registration before 22 November 2021)

MII/CII Members: Local RM 200 | International USD 50

Non Members: Local RM 250 | International USD 75

Normal Fee

MII/CII Members: Local RM 250 | International USD 60

Non Members: Local RM 350 | International USD 85

TRAINER'S PROFILE



Neil Park
Trainer and Consultant

Neil Park is an experienced trainer and consultant currently working in the insurance industry in United Kingdom and internationally. He delivers workshops in technical insurance (including property, business interruption, liability, professional indemnity, directors' and officers' liability and cyber risk), risk management, insurance broking and sales and negotiation skills.

He has a strong commercial insurance background, with working experience for 20 years at international brokers both in London and North America, leading teams and managing major client relationships.

Neil is a Fellow of the Chartered Insurance Institute (FCII), has an MA in Economics from the University of Cambridge and an MBA.

CONTACT US

For further information or any inquiries related to this programme, please email us at sales@mii.org.my or call our Sales Officers:



Ashraff Mohd Rasol
012 210 0465



Azean Arifin
017 649 2510



Santhi Mogan
012 652 3934

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