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THE MALAYSIAN  
INSURANCE INSTITUTE

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11



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# A Practical Understanding of General Insurance Underwriting and Claims Management

*Training Programme No. 10001106478*

**1 - 2 November 2022**

**9.00 a.m. - 4.00 p.m. (Malaysia Time)**

Registration Closing Date: 31 October 2022

# ABOUT THE COURSE

In this course, participants will be introduced to the concept of insurance, and focus on the structure and components of insurance. Participants will also learn about the major General Insurance products available in the market.

# LEARNING OUTCOMES

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

# COURSE CONTENT

## Day 1: 1 November 2022

- Introduction to underwriting
- Underwriting process
- Underwriting ecology system
- Pricing
- Challenges
- Case Study

## Day 2 : 2 November 2022

- Claims management concepts and procedures
- Outsourcing of claims functions
- Claims estimating and reserving
- Ex gratia and fraudulent claims
- The role of litigation in claim process
- Approaches to complaint handling and dispute resolution
- Bank Negara Malaysia guidelines on Motor and Non Motor Claims
- Case Study





## PROGRAMME DETAILS



### Date & Time

1 -2 November 2022  
9.00 a.m. – 4.00 p.m. (both days)  
Registration Closing Date:  
31 October 2022



**Early Bird** (Register before 18 October 2022)

### **MII Member**

RM880 (Single), RM830 (Group)

### **Non Member**

RM1,050 (Single), RM1000 (Group)

### **International**

USD250 (Single), USD230 (Group)

### **Normal Fee**

### **MII Member**

RM950 (Single), RM900 (Group)

### **Non Member**

RM1,100 (Single), RM1,050 (Group)

### **International**

USD280 (Single), USD260 (Group)

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## TARGET AUDIENCE

Senior Insurance Practitioners – Underwriters, Claims, Brokers and Adjusters

# ABOUT THE TRAINER



**KWONG CHEE KUENG**  
**PhD FMII FSII FCII**

Kwong has more than 25 years of working experience in the Malaysian non-life industry. He embarked on his insurance career in the marketing function and later moved to a technical role that encompasses both underwriting and claim functions. He is now heading the branch underwriting department of a large foreign-owned non-life insurance company in Kuala Lumpur. He is also an active seasonal trainer for the Malaysian Insurance Institute (MII).

Kwong earned and completed his undergraduate study in Business Administration (major in Finance) from the Universiti Utara Malaysia (UUM) in 1995. He later completed his Master of Business Administration (MBA) in 2002 at the Graduate School of Management, Universiti Putra Malaysia (UPM). He earned his PhD from the Putra Business School, Universiti Putra Malaysia (UPM) in 2020.

In addition, he is presently a fellow member of the Malaysian Insurance Institute, Singapore Insurance Institute (SII) and Chartered Insurance Institute (CII).

## CONTACT US

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



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012 210 0465



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012 652 3934

Scan the QR Code or click [HERE](#) to register:



# REGISTRATION POLICY

- Registration can be done via at [www.mii4u.org/ilms/user/login](http://www.mii4u.org/ilms/user/login).
- 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.

# HUMAN RESOURCE DEVELOPMENT CORPORATION (HRD CORP) TRAINING GRANT

Employers that are registered with HRD Corp are eligible for training grants through the SBL-KHAS scheme under the HRD Corp. The company is advised to submit the Grant Application through HRD Corp e-TRiS system:

- at least 7 working days prior to the commencement of the official training date;
- that approval from HRD Corp is obtained before the official training date as this will affect the claims submission upon completion of the training.

**Note: Please note that Grant Applications that do not comply with HRD Corp requirements and timelines will be ineligible to claim for training grants through the SBL-KHAS scheme under the HRD Corp and programme fees are to be borne by the Company.**

## Important Notice

In regards to Personal Data Protection Act 2010 ("the Act"), please note that your personal data is used, stored, disclosed and processed by MII solely for the Purpose of registering training courses and/or in connection to other MII products or services. Your personal information may also be disclosed or transferred to relevant third party i.e to the industry related associations, industry related companies, government agencies and any of their respective agents. Any inquiries or complaints with respect to your personal information may also be channeled to MII by submitting such request to MII via post, email ([customer-care@mii.org.my](mailto:customer-care@mii.org.my)).