

MII Training

A Practical Understanding of General Insurance Underwriting and Claims Management



8 & 9 May 2024



In-Person Training



OVERVIEW

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.

TARGET AUDIENCE

Senior Insurance Practitioners –
Underwriters, Claims, Brokers and Adjusters

LEARNING OUTCOMES

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



know what are the fundamentals of underwriting in insurance



list the functions of the overall claims management

COURSE CONTENT

DAY 1

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

DAY 2

- 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

TRAINER PROFILE



KWONG CHEE KUENG

MBA, FCII, CHARTERED INSURER

Mr Kwong has more than 15 years of experience in managing insurance requirements for corporate clients and underwriting of various insurance portfolio. He coaches, trains, delivers talks and provides advice on topics related to insurance technical matters, particularly on business interruption to corporate clients, brokers, agents as well as marketing personnel.

He graduated from Universiti Utara Malaysia (UUM) with a Bachelor of Business Administration (majoring in finance). He obtained his Master of Business Administration (MBA)

from Universiti Putra Malaysia (UPM) and University of Aix-Marseille, France. He is a fellow member of the Chartered Insurance Institute (UK).

Mr Kwong currently the head of the underwriting and claims departments at a leading insurance company in Kuala Lumpur, Malaysia.

PROGRAMME DETAILS



8 & 9 May 2024

9.00 a.m. – 5.00 p.m.

Registration Closing Date: 3 May 2024

MII Member

Non Member

Early Bird
(Register before
24 April 2024)

Single
RM 1,080 / USD250

Single
RM 1,180 / USD272

Normal Fee

Single
RM 1,180 / USD272

Single
RM 1,280 / USD300

Group
RM 1,030 / USD240

Group
RM 1,080 / USD250



HRD Claim Application



Malaysian Insurance Institute (MII) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?

HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?

Malaysian Insurance Institute (MII) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system.

Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Malaysian Insurance Institute (MII).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Malaysian Insurance Institute (MII) invoice.

Malaysian Insurance Institute (MII) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?

Please click on link for information on training grants application:
<https://hrdcorp.gov.my/employer-guidelines/>

4. What are the supporting documents required?

Please click on link for information on training grants application:
<https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/>

Important Notice

- Effective **1st August 2019**, training programmes must commence within **six (6) months** from the date of training grant applications are made and training claim submissions must be made **not more than six (6) months** from the date the training programmes are completed.
- Application must be submitted by employers before training date commencement
- Please click on the following link for more information on training claims application - <https://hrdcorp.gov.my/employer-guidelines/>

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at ithelpdesk@hrdcorp.gov.my

Application Process

01 Application via e-Tris

Documents Required:

- ✓ Quotation / Invoice
- ✓ Training Schedule / Course Content
- ✓ Trainer Profile

02 Approval

Documents Required:

- ✓ To share Grant ID to Training Provider

03 Claim

Documents Required:

- ✓ Itinerary (airfare) - if any
- ✓ Receipt & Invoice (transportation) - if any





Malaysian Insurance Institute

197701004772 (35445-H),
Level 6, Bangunan AICB,
No. 10 Jalan Dato' Onn,
50480 Kuala Lumpur, Malaysia

For further information, please contact:
Email: sales@mii.org.my