Advanced Insurance Underwriting and Claims Management Training Course



09 - 13 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #BI8229_32306

Course Introduction / Overview:

This comprehensive course provides an in-depth exploration of the critical functions of insurance underwriting and claims management, two pillars that determine the profitability and reputation of any insurance carrier. The curriculum is designed to bridge the gap between risk assessment and claims settlement, fostering a holistic understanding of the insurance lifecycle. Participants will move beyond theoretical principles to master the practical application of best practices in both domains. Drawing on insights from leading industry literature, such as "Principles of Risk Management and Insurance" by the esteemed academic George E. Rejda, the course emphasizes how strategic underwriting decisions directly impact claims outcomes. At BIG BEN Training Center, we believe that a synergistic approach is essential for sustainable success. This program equips professionals with the advanced skills needed to evaluate complex risks, manage a profitable underwriting portfolio, and handle claims efficiently and ethically, thereby enhancing customer satisfaction and minimizing financial loss. It is an essential program for anyone seeking to excel in the dynamic and challenging world of insurance.

Target Audience / This training course is suitable for:

- Insurance Underwriters and Assistant Underwriters.
- Claims Managers, Adjusters, and Examiners.
- Risk Managers and Analysts.
- Insurance Brokers and Agents.
- Reinsurance Professionals.
- Compliance and Legal Officers in the insurance sector.
- Actuarial Assistants and Trainees.
- Insurance Operations Managers.

Target Sectors and Industries:

- General Insurance and Non-Life Insurance Companies.
- Life and Health Insurance Providers.
- Reinsurance Companies.
- Insurance Brokerage Firms and Agencies.
- Third-Party Administrators (TPAs).
- Corporate Risk Management Divisions.
- Financial Services and Banking Institutions with insurance arms.
- Governmental bodies and regulatory authorities overseeing the insurance industry.

Target Organizations Departments:

- Underwriting Department.
- Claims Department.
- Risk Management Department.
- Legal and Compliance Department.
- Product Development Department.
- Actuarial Department.
- Customer Service Department.
- Internal Audit and Quality Assurance Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Analyze complex risks using advanced underwriting techniques and data analytics.
- Develop and implement effective underwriting guidelines and pricing strategies.
- Manage an insurance portfolio to achieve profitability and growth targets.
- Master the end-to-end claims management process from first notice of loss to final settlement.
- Conduct thorough claims investigations and accurately assess liability and quantum.
- Identify and combat insurance fraud through proactive detection and prevention methods.
- Apply best practices in claims negotiation, litigation management, and subrogation.
- Evaluate the impact of emerging technologies and InsurTech on underwriting and claims functions.
- Ensure compliance with evolving regulatory requirements and ethical standards in the insurance industry.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lectures to a blended learning approach that incorporates a variety of dynamic instructional techniques. The course heavily relies on real-world case studies, allowing participants to analyze complex underwriting scenarios and challenging claim files in a controlled environment. Collaborative group workshops and breakout sessions encourage peer-to-peer learning and the exchange of diverse perspectives on risk assessment and claims strategy. Role-playing exercises, particularly in modules covering negotiation and client communication, provide a safe space to practice and refine critical soft skills. Interactive discussions, expert-led Q&A sessions, and practical problem-solving activities are integrated throughout the five days. This hands-on approach ensures a deeper understanding of the material and equips attendees with the confidence and competence to implement best practices in their respective roles.

Course Agenda (Course Units):

Unit One: Foundations of Modern Insurance Underwriting

- The core principles and purpose of underwriting.
- Risk assessment, selection, and classification.
- The underwriting process and information gathering.
- Understanding policy wording, terms, and conditions.
- Introduction to pricing strategies and rate-making.
- The role of reinsurance in underwriting management.
- Ethical considerations and regulatory frameworks in underwriting.

Unit Two: Advanced Underwriting and Portfolio Management

- Underwriting specialized and complex commercial lines.
- Financial analysis for underwriting commercial risks.
- Predictive analytics and data-driven underwriting decisions.
- Managing the underwriting portfolio for profitability and balance.
- Underwriting audits and quality assurance.
- Developing and implementing effective underwriting guidelines.
- The impact of market cycles on underwriting strategy.

Unit Three: Principles of Effective Claims Management

- The role and importance of the claims function.
- The claims handling process from notification to closure.
- Effective investigation and evidence gathering techniques.
- Policy interpretation and coverage analysis in claims.
- Accurate reserving and financial management in claims.
- Documentation standards and best practices in claims files.
- Customer service excellence in claims handling.

Unit Four: Advanced Claims Handling and Resolution Strategies

- Managing complex and large loss claims.
- Introduction to litigation management and alternative dispute resolution.
- Techniques for effective negotiation and settlement.
- Fraud detection, investigation, and prevention strategies.
- Managing third-party service providers and loss adjusters.
- Subrogation and recovery processes and best practices.
- Handling catastrophe and disaster-related claims.

Unit Five: Integration, Technology, and Future of Insurance

- The synergistic relationship between underwriting and claims.
- Impact of InsurTech on underwriting and claims automation.
- Leveraging data analytics for improved decision-making across functions.
- Emerging risks and their impact on the insurance industry.
- Regulatory changes and compliance challenges.
- Developing a customer-centric approach in both underwriting and claims.
- Future trends and the evolution of the insurance professional's role.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasing automation and AI in insurance, how can underwriters and claims professionals balance data-driven decisions with the essential human elements of empathy and ethical judgment?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by its deeply integrated approach, treating underwriting and claims not as separate silos but as interconnected functions crucial to an insurer's success. Unlike programs that focus on only one area, this training provides a 360-degree view of the insurance value chain, demonstrating how underwriting decisions directly influence the nature and outcome of future claims. The curriculum is built upon a foundation of practical application, prioritizing real-world case studies and interactive problem-solving over purely theoretical instruction. Participants will not just learn the 'what' but master the 'how' of implementing best practices in complex scenarios. Furthermore, the course is distinctly forward-looking, dedicating significant attention to the impact of InsurTech, data analytics, and emerging risks. This ensures that attendees are prepared not only for the challenges of today but also for the evolving landscape of the insurance industry tomorrow. The focus is on developing strategic thinking and analytical skills that empower professionals to add tangible value to their organizations.