Insurance Law, Policy Interpretation, and Claims Settlement Training Course

02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

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Course Introduction / Overview:

This comprehensive training course provides an in-depth exploration of the critical pillars of the insurance industry: law, policy interpretation, and claims settlement. In a sector governed by complex legal frameworks and intricate contract language, a thorough understanding of these areas is paramount for professional success and organizational integrity. This program is designed to demystify the complexities of insurance contracts, moving from foundational legal principles to advanced settlement strategies. As the renowned academic Robert E. Keeton articulated in his seminal work, "Keeton on Insurance Law," the principles of insurance are deeply rooted in legal doctrine and public policy. This course, offered by BIG BEN Training Center, builds upon such foundational knowledge, equipping participants with the practical skills to dissect policy language, conduct thorough claims investigations, and navigate the nuances of negotiation and dispute resolution. Participants will gain the confidence to manage claims efficiently, mitigate legal risks, and ensure fair and equitable outcomes, thereby upholding both regulatory compliance and the highest ethical standards in claims handling. This journey from A to Z covers everything from initial claim notification to the complexities of insurance litigation and alternative dispute resolution.

Target Audience / This training course is suitable for:

- Insurance Claims Adjusters and Examiners.
- Insurance Lawyers and Paralegals.
- Underwriters and Risk Managers.
- Insurance Brokers and Agents.
- Corporate Legal Counsel.
- Compliance Officers in the insurance sector.
- Professionals aspiring to a career in claims management.
- Customer Service Managers in insurance companies.

Target Sectors and Industries:

- Insurance and Reinsurance Companies.
- Law Firms specializing in insurance law.
- Insurance Brokerage and Agency Firms.
- Large Corporations with significant self-insured retentions.
- Third-Party Administrators (TPAs).
- Governmental bodies and regulatory agencies.
- Banking and Financial Services.
- Healthcare and Medical Malpractice Insurers.

Target Organizations Departments:

- Claims Department.
- Legal and General Counsel Department.
- Underwriting Department.
- Risk Management Department.
- Compliance and Regulatory Affairs Department.
- Internal Audit Department.
- Customer Service Department.
- Product Development Department.

Course Offerings:

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

- Interpret complex insurance policy provisions and exclusions with accuracy.
- Apply fundamental principles of insurance law to real-world claims scenarios.
- Conduct systematic and effective claims investigations and documentation.
- Analyze coverage issues and draft clear reservation of rights letters.
- Develop strategic approaches to negotiation and claims settlement.
- Evaluate liability and quantify damages in various types of claims.
- Manage the claims process from initial notice of loss to final resolution.
- Identify and address potential issues of bad faith and insurance fraud.
- Navigate alternative dispute resolution (ADR) methods like mediation and arbitration.
- Understand the legal dynamics of subrogation and contribution.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, interactive, and highly practical, ensuring that participants can immediately apply their learning in a professional context. We move beyond traditional lecture-based formats to create a dynamic learning environment. The course heavily relies on the analysis of real-world case studies, allowing participants to grapple with the same challenges they face in their roles. Interactive group discussions and workshops encourage the sharing of diverse perspectives and collaborative problem-solving. A significant portion of the training is dedicated to hands-on exercises, including policy interpretation drills and simulated claims settlement negotiations, which provide a safe space to practice and refine critical skills. Our expert instructors facilitate these sessions, providing personalized feedback and guiding participants through complex legal and ethical dilemmas. The methodology emphasizes a balanced approach, combining a solid understanding of insurance law and theory with the practical, actionable strategies required for effective claims management and settlement. This ensures a comprehensive and lasting learning experience.

Course Agenda (Course Units):

Unit One: Foundations of Insurance Law and Contract Principles

- The legal framework of the insurance industry.
- Key principles of insurance: utmost good faith, insurable interest, indemnity.
- Formation and elements of a valid insurance contract.
- Understanding the structure of an insurance policy.
- The role of regulatory bodies in insurance law.
- Common law and statutory influences on insurance.
- Ethical considerations and professional duties in insurance.

Unit Two: Mastering Insurance Policy Interpretation

- General rules of contract and policy construction.
- Analyzing declarations, insuring agreements, and definitions.
- Deconstructing conditions, exclusions, and endorsements.
- The doctrine of reasonable expectations.
- Resolving ambiguities: Contra Proferentem rule.
- Duties of the insured and the insurer.
- Case studies in interpreting property, liability, and specialty lines policies.

Unit Three: The Complete Claims Handling and Investigation Process

- The claims process from first notice of loss to closure.
- The duty to investigate and its legal implications.
- Techniques for effective information gathering and interviews.
- Proper claims documentation and record-keeping.
- Utilizing experts and specialists in claims investigation.
- Analyzing and evaluating evidence.
- Identifying red flags for potential insurance fraud.

Unit Four: Advanced Negotiation and Claims Settlement Techniques

- Strategies for effective claims negotiation.
- Understanding liability assessment and quantum of damages.
- Structured settlements and other payment models.
- Drafting settlement agreements and releases.
- Managing difficult negotiations and challenging claimants.
- The psychology of negotiation in claims settlement.
- Documenting the negotiation and settlement process for audit trails.

Unit Five: Dispute Resolution, Litigation, and Emerging Trends

- Coverage disputes and the duty to defend.
- Writing effective reservation of rights and denial letters.
- Alternative Dispute Resolution (ADR): mediation and arbitration.
- The insurance litigation process and key milestones.
- Understanding bad faith claims and how to avoid them.
- Subrogation rights and recovery processes.
- The impact of technology and InsurTech on claims and law.

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 claims processing, how can insurance professionals preserve the essential human elements of empathy and ethical judgment in settlement negotiations?

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

This course distinguishes itself by offering a holistic and integrated perspective that bridges the critical gap between abstract legal theory and the practical realities of day-to-day claims handling. While many programs focus on either the legal aspects or the procedural steps of claims, this training synthesizes them into a cohesive whole. We move beyond simply teaching participants what policy language says, and delve into why it is written that way, exploring the legal precedents and risk management principles that shape it. The curriculum is heavily weighted towards practical application, utilizing a case-study methodology that immerses participants in complex, real-world scenarios requiring critical thinking and strategic decision-making. A core differentiator is the significant emphasis on negotiation and dispute resolution simulations, which are not merely theoretical discussions but are structured exercises designed to build tangible skills in communication, strategy, and conflict management. The course provides a strategic-level understanding, empowering professionals not just to process claims, but to manage them as a key function of risk mitigation and corporate integrity.