Advanced Transportation Insurance and Claims Management Training Course

02 - 06 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #LOG4824_150457

Course Introduction / Overview:

The global transportation and logistics sector is the backbone of international trade, yet it is fraught with inherent risks, from cargo damage and loss to complex liability disputes. Effective transportation insurance and claims management are therefore not just operational necessities but strategic imperatives for business continuity and financial stability. This comprehensive training course is meticulously designed to provide a deep, A-to-Z understanding of this critical field. Drawing upon established principles and contemporary challenges, the curriculum explores the intricate web of policies, regulations, and best practices. As noted by the esteemed academic Robert M. Merkin in works like "Marine Insurance: A Legal and Documentary Analysis," a thorough grasp of legal and documentary intricacies is paramount. BIG BEN Training Center has developed this program to bridge the gap between theoretical knowledge and practical application, empowering participants to navigate the complexities of claims, mitigate risks proactively, and optimize insurance coverage. This course moves beyond basic procedures to instill a strategic mindset for managing transportation risks, ensuring your organization is resilient and well-protected in a dynamic global market.

Target Audience / This training course is suitable for:

- Claims Managers and Adjusters.
- Logistics and Supply Chain Professionals.
- Insurance Underwriters and Brokers.
- Risk Managers and Analysts.
- Freight Forwarders and Carriers.
- Legal Counsel and Paralegals in the transport sector.
- Procurement and Sourcing Managers.
- Operations Managers responsible for shipping and distribution.
- Compliance Officers.

Target Sectors and Industries:

- Logistics and Supply Chain Providers.
- Maritime and Shipping Companies.
- Aviation and Air Cargo Operators.
- Road and Rail Freight Transportation.
- Manufacturing and Industrial Goods.
- Retail and E-commerce.
- Insurance and Financial Services.
- Government agencies and public transportation authorities.
- Energy and Commodities Trading.

Target Organizations Departments:

- Logistics and Distribution.
- Supply Chain Management.
- Insurance and Risk Management.
- Legal and Compliance.
- Claims and Recovery.
- Procurement and Contracts.
- Finance and Accounting.
- Operations Management.

Course Offerings:

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

- Analyze and interpret complex transportation insurance policies and clauses.
- Master the end-to-end claims management process from notification to settlement.
- Identify, assess, and mitigate risks across various modes of transport.
- Develop and implement effective cargo loss prevention and control strategies.
- Understand the legal framework and liabilities governing carriers and shippers.
- Navigate the complexities of subrogation and recovery procedures.
- Evaluate claims accurately and negotiate settlements effectively.
- Manage documentation requirements for different types of transportation claims.
- Apply knowledge of Incoterms to insurance and liability contexts.
- Address challenges related to multimodal and international shipments.

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 foster a dynamic learning environment built on experiential activities. The course heavily utilizes real-world case studies of complex transportation insurance claims, allowing participants to analyze challenging scenarios and develop robust problem-solving skills. Interactive group discussions and collaborative workshops encourage the sharing of diverse perspectives and experiences, enriching the learning process for all. Practical exercises, such as mock claim negotiations and risk assessment simulations, provide hands-on experience in a controlled setting. Our expert instructors facilitate sessions that are both informative and engaging, providing continuous feedback and guidance. This blended approach, combining expert instruction with practical application and peer-to-peer learning, ensures a comprehensive and lasting understanding of transportation insurance and claims management principles.

Course Agenda (Course Units):

Unit One: Foundations of Transportation Insurance

- Introduction to transportation risk and insurance principles.
- Key terminology in freight and cargo insurance.
- Types of transportation insurance policies (marine, aviation, inland transit).
- The legal and regulatory framework governing transportation insurance.
- Understanding insurable interest and the principle of utmost good faith.
- Role of insurance brokers, underwriters, and claims adjusters.
- Overview of the global insurance market for transportation.

Unit Two: Policy Analysis and Risk Assessment

- Deconstructing the cargo insurance policy structure.
- Analyzing key clauses, warranties, and exclusions.
- The impact of Incoterms 2020 on risk, liability, and insurance.
- Conducting a comprehensive risk assessment for a shipment.
- Insurance considerations for different modes of transport (sea, air, road, rail).
- Understanding coverage for general average and salvage charges.
- Specialized coverage for perishable goods, hazardous materials, and high-value cargo.

Unit Three: The End-to-End Claims Management Process

- Procedures for immediate claim notification and reporting.
- The critical role of proper documentation in claims processing.
- Conducting a thorough investigation and evidence gathering.
- Techniques for quantifying and calculating losses accurately.
- The process of claim presentation and submission.
- Negotiating claims with insurers and third parties.
- Finalizing settlements and the payment process.

Unit Four: Advanced Claims Scenarios and Loss Prevention

- Managing complex claims involving multiple carriers and jurisdictions.
- Identifying and combating fraudulent claims.
- Strategies for effective salvage and disposal of damaged goods.
- Developing and implementing a proactive loss prevention program.
- Utilizing technology for risk monitoring and claims management.
- Carrier liability regimes and their limitations.
- Case studies on catastrophic losses and their insurance implications.

Unit Five: Subrogation, Recovery, and Dispute Resolution

- Understanding the principles and process of subrogation.
- Identifying liable third parties for recovery actions.
- Strategies for maximizing recovery potential.
- The role of surveys and expert reports in subrogation.
- Alternative dispute resolution methods: mediation and arbitration.
- Litigation management in transportation insurance disputes.
- Future trends and emerging risks in transportation insurance.

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:

Considering the rise of autonomous shipping and drone delivery, how must traditional transportation insurance frameworks evolve to address the novel risks and liabilities they introduce?

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

This course distinguishes itself by offering a holistic and strategic perspective on transportation insurance and claims, moving far beyond mere procedural training. While other programs may focus narrowly on filling out forms, our curriculum, curated by BIG BEN Training Center, delves into the intricate interplay between policy language, international commerce regulations like Incoterms, and operational risk management. We emphasize the development of critical thinking and analytical skills, enabling participants to interpret complex clauses and assess liability in nuanced, real-world scenarios. A key differentiator is our forward-looking approach, which integrates discussions on emerging risks such as supply chain cyber threats, climate-related disruptions, and the insurance implications of autonomous transportation. The course is designed not just to teach how to process a claim, but to cultivate experts who can architect robust loss prevention programs, strategically manage a portfolio of risks, and lead effective subrogation efforts. By blending legal principles with commercial practicalities, we empower professionals to become strategic assets who can protect and enhance their organization's bottom line.