

23
May

Claims Management

TIME: 9.00 AM TO 5.00 PM

VEUNE: Hotel to be advised later.

7

CPD Hours

FACILITATOR

FOR WHOM

VIKAS SHUKLA

- ❖ Vikas is a senior insurance & risk specialist and a seasoned international trainer.
- ❖ Vikas has worked for nearly 30 years in the non-life insurance industry, in managerial, senior management and consulting roles. He was Director (Underwriting, Claims & Reinsurance) for RSA Group in the Middle East (for Bahrain and Saudi Arabia) before taking over as Executive Director, TON Training and Business Consultancy (UAE).
- ❖ He has worked with businesses and teams across the world, on a wide variety of assignments ranging from Insurance Risk to Claims to Product Development to Governance.
- ❖ Vikas has designed and delivered training programmes and workshops for audiences from across the world. His training sessions are built around his deep understanding of the general insurance business and experience of global best practices, accumulated over the past 3 decades.

- ❖ Employees working in claims areas
- ❖ Managers and Senior Executives who are required interpret claims reports and implement remediation
- ❖ Internal Auditors
- ❖ Individuals in finance and other support functions who wish to strengthen their knowledge of claims
- ❖ Brokers who wish to enhance their understanding of claims

TRAINING AGENDA

- ❖ What connects Claims Management to Strategy?
- ❖ Claims – Capital - Solvency
- ❖ Claims Terminology
- ❖ Application of basic principles
- ❖ Causation | Contract Interpretation
- ❖ Understanding Financials
- ❖ Combined Ratio (COR) and Noise Reduction
- ❖ Claims Aggregation and application
- ❖ Case Reserves | Life Cycle of a Case Reserve
- ❖ Portfolio Reserves
- ❖ IBNR | Computation
- ❖ Claims Leakage
- ❖ Fraud Indicators
- ❖ Claims issues in Reinsurance

FEE PER PARTICIPANT

SGD 802.50*

SGD 427.50* | After 50% FTS Grant|

SGD 132.50* | After 90% FTS Grant for Singaporean 40 year old & above

SGD 780 nett*

Singapore-Based
(Inclusive of 7% GST)

Overseas-Based

*EARLY BIRD REGISTRATION: S\$802.50 (Includes 7% GST) per person. Payment must be received by 15 April 2018.

Normal Registration: S\$963.00 (Includes 7% GST) per person. Closing date: Registration will be closed once limited seats are filled.

REGISTRATION

Claims Management

Date: 23 May 2018 (Wednesday)

Time: 9.00 am to 5.00 pm

Training Incentives: Eligible for 50% FTS Grant (Singaporean 40 years old & above will be eligible for 90% co-funding of direct training costs)*

No .	Participant Name	Designation	Email & Tel	Years of Experience in Insurance

Company Name	
Company Address	
Tel/Mobile	
Contact Person	
Contact Person Email/Tel	

**For enquiries, please contact: Connie
Tel: 6227 7522 or Email: register@igtraining.com.sg**

**For registration,
Fax: 6224 0596 or Email: register@igtraining.com.sg**

| TRAINING INCENTIVES |

Participants are ELIGIBLE* for these training incentives:

FTS-Eligible: This programme is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met. Please note that in no way does this represent an endorsement of the quality of the training provider and programme.

Participants are advised to assess the suitability of the programme and its relevance to participants' business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. FTS claims may only be made for recognised programmes with specified validity period. Please refer to www.ibf.org.sg for more information.

| TERMS & CONDITIONS |

CONFIRMATION – Upon our receipt of your registration, you will receive a seat reservation acknowledgement. Training confirmation email will be sent to you after receipt of payment of fees.

PAYMENT OF FEES – All cheques should be crossed and made payable to "I-G Training Pte Ltd" and mailed to "I-G Training Pte Ltd, Mailbox 882208, Singapore 919191" All payments must be made to us by early bird due date to enjoy preferential pricing. All payment must be made to us at least 1 week before programme commencement date.

REPLACEMENT POLICY – In the event that the participant is unable to attend the training, he/she must find a replacement for his/her seat. There is no additional charge for the replacement. Please inform us in writing at least 3 days before course commencement

WITHDRAWAL without REPLACEMENT POLICY –
Within 3 days after the date of invoice – no charges will apply
More than 3 days after the date of the invoice – 75% of total fee will apply
Less than 5 days before course commencement date – 100% of total fee will apply

CANCELLATION / POSTPONEMENT/CHANGES – I-G Training reserves the right to postpone, cancel or make any changes to any programme, including its outline and materials, without prior notification, in the event of any unforeseen circumstances