

# MASTERFUL CLAIM MANAGEMENT

## 5 – 6 FEBRUARY 2018



Like underwriting management, claims management is not only important but critical to the survival of an insurance company or takaful operator.

The business of insurance or takaful is to pay claims, but it must be done correctly to enhance customer relationships and prevent fraud. With so much at stake, why is claims management not given the priority it should? This course will provide you with the insights of managing insurance and takaful claims.



## OBJECTIVES

To provide an understanding of the legal framework of insurance claims, development of claims philosophies, managing the technical aspects of claims and detecting fraud claims through claims system technology.



## PROGRAMME OUTLINE

### DAY 1

#### LEGAL FRAMEWORK

- The Legal System and its Role in Insurance Claims
- Principles of Insurance As Applied To Claims
- Regulatory Guidelines on Insurance Claims

#### BREAK

#### APPROACHES TO CLAIMS

- Claim Handling Vs Claims Management
- Financial Impact of Claims Management Strategy
- Alternative dispute resolution

#### LUNCH/PRAYER BREAK

#### CLAIMS RESERVING AND CASE STUDY

- Case Reserves and IBNR Reserves
- Philosophy and Methods of IBNR Reserving
- Credibility Issues

⇒ Overview of Selected IBNR Claims Reserves Methods: The Cape Cod Method, Bornhuetter-Ferguson Method etc

#### BREAK

#### CASE STUDY - CONTINUE

- The Link Ratio Method
- The Chain Ladder Method

### DAY 2

#### DISPUTE RESOLUTION AND LITIGATION

- Causes of Disputes
- Alternative Dispute Resolution
- Litigation in Court

#### BREAK

#### LEVERAGE ON THE TECHNOLOGY

- Technical Aspects of Claims Management
- Integrated Claims Processing System
- Advanced Analytics Tools For Fraud Detection
- Claims Document and Content Management Tools
- Mobile Solutions for Claims Management
- Streamline Claims Processing

#### LUNCH/PRAYER BREAK

#### DETECTING FRAUD CLAIMS AND CASE STUDY

- Fraud in Motor Claims
- Fraud in Fire Claims
- Fraud in Marine Claims
- Fraud in Miscellaneous Claims

#### BREAK

#### CASE STUDY - CONTINUE

- Group Presentation



## TRAINER PROFILE

Azman Ismail has been in the insurance and takaful industry since 1985 and since 1997, has provided training and consultancy services in Malaysia, Singapore, Indonesia, Saudi Arabia, Qatar and Brunei and presented papers at international levels in Kuala Lumpur, Malaysia, New York, Tokyo, Brunei, Singapore, Cairo, London, Milan and Taipei.

He is an external lecturer for the Master in Banking and Finance (MIBF) program at the Institute of Islamic Banking and Finance (IIBF), International Islamic University Malaysia (IIUM). He is also a Course Consultant and Member, Board of Studies, at the Institute. He has written four books and has been commissioned by the International Centre for Education in Islamic Finance (INCEIF). He has also been consulted by the both the Research and Consultancy Units of the International Shari'ah Research Academy for Islamic Finance (ISRA).

He was a Director for Malaysia for the Life Underwriter Training Council (LUTC), Bethesda, Maryland, USA. He is also a Member of the Information Panel, Amanah Raya Berhad, the Public Trustee of Malaysia. Azman is a Shariah Advisor to Munich Re Takaful.

# REGISTRATION FORM MASTERFUL CLAIM MANAGEMENT

5 - 6 FEBRUARY 2018



Please register the following names:

1	Name:
	Position:
	Department:
	Email:
	Telephone:
2	Name:
	Position:
	Department:
	Email:
	Telephone:
3	Name:
	Position:
	Department:
	Email:
	Telephone:

Approved by:

Signature:	
Name:	
Position:	
Department:	
Email:	
Telephone:	

(Stakeholders are participants from MOF, AMBD and all domestic banks in Brunei Darussalam)

Your fee includes workshop material, refreshments, and certificate.

CIBFM operates a strict NO CANCELLATION POLICY upon receiving registrations from organisations.

CIBFM reserves the right to cancel or postpone the programme should the minimum number of participants of 8 is not met.

## Course Fee

Stakeholders	\$950
Non-Stakeholders	\$1,250

Please submit your completed form to registration @cibfmbrunei.com by **5 JANUARY 2018**

Contact us today



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