



# HANDS ON WORKSHOP TAKAFUL INSURANCE SERIES (HOW TIS): CLAIMS MANAGEMENT

**2 - 3 SEPTEMBER 2024**



**DEADLINE TO REGISTER**

10 August 2024

# OVERVIEW

This course is aimed at providing knowledge and understanding of the management of the claims function in an insurance/takaful organisation.

# OBJECTIVES

- Understand the management of the claims function.
- Apply claims service principles and practices.
- Relate the application of technical claims principles.
- Understand the financial aspects of the claims function.

# WHO SHOULD ATTEND?

- Insurance claims personnel.
- Assessors.
- Adjusters.
- Researchers.

# METHODOLOGY



- Face-to-face.
- Involves lecture, case studies, exercises and discussions.

# PROGRAMME DETAILS

DATE	TIME
2 - 3 September 2024	8:30 am - 12:00 pm 1:30 pm - 5:00 pm

\*\*\*Subject to change

Please refer to [www.bilif.com.bn](http://www.bilif.com.bn) for the latest updates\*\*\*

# PROGRAMME OUTLINE

MODULES	
The Claims Function	<ul style="list-style-type: none"> <li>• The Evolving Role of the Claims Professional</li> <li>• Claims and the Insurer's Mission</li> <li>• Collaborating with Other Insurer Departments</li> <li>• Communicating and Collaborating with Claimants</li> <li>• Measuring a Claims Function's Success</li> </ul>
Legal Aspects of Insurance Claims	<ul style="list-style-type: none"> <li>• Understanding the Basics of Contracts</li> <li>• Applying the Insurance Contract</li> <li>• How Property and Commercial Law Applies to Claims</li> <li>• Understanding Tort Law and Liability Claims</li> <li>• How Tort Law Affects Claim Settlements</li> </ul>
Case Laws on Claims Relating to Principles of Insurance	<ul style="list-style-type: none"> <li>• Insurable Interest</li> <li>• Utmost Good Faith</li> <li>• Proximate Cause</li> <li>• Indemnity</li> <li>• Subrogation</li> <li>• Contribution</li> </ul>
Regulatory Guideline on Claims	<ul style="list-style-type: none"> <li>• Why Guidelines?</li> <li>• OECD Guidelines for Good Practice for Insurance Claim Management</li> <li>• Malaysia Claims Settlement Practices Policy Document</li> <li>• Brunei Motor Claim Guidelines (MCG)</li> </ul>
Claims Handling Procedures	<ul style="list-style-type: none"> <li>• Procedures For Motor Policies/Certificates</li> <li>• Procedures For Property Policies/Certificates</li> <li>• Procedures For Liability Policies/Certificates</li> <li>• Procedures For Health Policies/Certificates</li> <li>• Procedures For Life Policies/Family Certificates</li> </ul>
Simple Claims Reserving	<ul style="list-style-type: none"> <li>• Purpose of Claims Reserving</li> <li>• The Claims Development Table</li> <li>• Forecasting: Simple Averages &amp; Trends</li> <li>• Case Reserves vs Statistical Methods</li> </ul>
Modernising Claims	<ul style="list-style-type: none"> <li>• ID Based New Business, Underwriting and Claims</li> <li>• Claims Tracking System</li> <li>• Claims Adjustments</li> <li>• Automatic Updates</li> <li>• Claims Settlement and Discharge</li> </ul>
Group Activity: Case Studies	<ul style="list-style-type: none"> <li>• Each Group Will Be Given Different Cases i.e.               <ul style="list-style-type: none"> <li>◦ Motor</li> <li>◦ Residential Property</li> <li>◦ Commercial Property</li> <li>◦ Life</li> </ul> </li> </ul>

# PROGRAMME LEADER

## AZMAN ISMAIL

Azman Ismail graduated from the University of London in the field of Mathematics with Operational Research and has been in the financial services industry since 1985. He has provided training, consultancy and syariah advisory services in Malaysia, Singapore, Indonesia, Saudi Arabia, Qatar, Brunei, Iran and the Philippines and presented papers in Kuala Lumpur, Manama, New York, Tokyo, Brunei, Singapore, Cairo, London, Milan, Taipei, Taroudant and Abu Dhabi. He is an external lecturer for the Master in Islamic Banking and Finance (MIBF) program at the Institute of Islamic Banking and Finance (IiBF), International Islamic University Malaysia (IIUM). He was also a Course Consultant and Member, Board of Studies at the Institute.

He has written and translated thirteen books (15 volumes) and has been commissioned by the Institute for Islamic Banking and Finance (IBFIM) and the International Centre for Education in Islamic Finance (INCEIF). He has also been consulted by the International Shari'ah Research Academy for Islamic Finance (ISRA) and ISRA Consultancy Sdn Bhd. He was a Director for Malaysia for the Life Underwriter Training Council (LUTC), Bethesda, Maryland, USA. He was also a Member of the Information Panel, AmanahRaya, the Public Trustee of Malaysia and is currently a Syariah Advisor to several takaful operations in Malaysia, Singapore and France.

# HOW TIS: CLAIMS MANAGEMENT

■ 2 - 3 September 2024



To apply for the programme, please email your completed form to askSEED@bilif.com.bn by 10 August 2024

CATEGORIES	STAKEHOLDERS	NON-STAKEHOLDERS
FEE	<input type="checkbox"/> \$ 1,200.00	<input type="checkbox"/> \$ 1,400.00

By completing and signing this form, you hereby agree to the terms and conditions below:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

Full Name:  IC Number:   
Position:  Department:   
E-mail:  Phone:

## APPROVING OFFICER

Name:  Email:   
Position:  Department:

Please email the invoice to:

\_\_\_\_\_  
Signature and Company's Stamp

## Terms and conditions:

### Cancellation Policy:

- All cancellation must be submitted to BILIF in writing either by letter or email.
- Any cancellation received 30 days or more prior to the training date will incur a cancellation fee of 10% of the programme fee.
- Cancellation received 8 - 14 days to the training date will incur a cancellation fee of 50% of the programme fee.
- Cancellation of registrations received 7 days or less from the date of training or if the delegate fails to attend the training, he/she will be considered as 'no show' and is subjected to 100% of the programme fee.
- BILIF welcomes and accepts replacement of participants up until a day before the training commences.

### Other terms:

- Participants must complete all scheduled sessions and activities for them to receive the certificate of attendance/ completion.
- Payment must be made upon receipt of invoice issued by BILIF.
- BILIF reserves the right to amend, change or cancel the programme at any given time. We will immediately notify participants and organisations if any such changes are to be made.

# ABOUT BRUNEI INSTITUTE OF LEADERSHIP AND ISLAMIC FINANCE

Brunei Institute of Leadership & Islamic Finance (BILIF) was established in 2010 as the Centre of Excellence for the finance industry in Brunei Darussalam, providing high-quality learning solutions, including signature and collaborative events for human capacity development in the areas of Islamic finance and leadership.

Under the purview of Brunei Darussalam Central Bank (BDCB), BILIF plays a fundamental role in Pillar 5 of Brunei Darussalam Financial Sector Blueprint 2016-2025 in raising financial industry standards, especially in the areas of Islamic finance.

All of our programmes are accredited by Brunei Darussalam National Accreditation Council as Value Added Qualifications. Since its inception, BILIF has conducted 809 programmes and 83 events for more than 16,900 participants, including a suite of Virtual Instructor-Led Training (VILT) programmes and online events (as of December 2023).

BILIF has forged strategic partnerships with local and international organisations over the past 10 years which have allowed us to bring professional programmes, expertise and opportunities to shape future leaders, experts and innovators, particularly in the areas of Islamic finance and leadership. Amongst these strategic partners include The London Institute of Banking & Finance (LIBF), United Kingdom; the Accounting and Auditing Organization for Islamic Financial Institutions (AAOIFI) and Bahrain Institute of Banking and Finance (BIBF), Bahrain; Islamic Development Bank Institute (IsDBI), Kingdom of Saudi Arabia, Singapore

Management University (SMU), Singapore and INCEIF University, Malaysia. Locally, BILIF has also partnered with two of the top higher education institutions in Brunei Darussalam; Universiti Brunei Darussalam (UBD) and Universiti Sultan Sharif Ali (UNISSA) in our joint efforts to impart invaluable knowledge and skills for students and professionals in not only finance but also other private and government sectors.

Appointed by BDCB, BILIF is the official licensing examination centre for Financial Planning Practitioners' Programme (FPPP) and the Qualifying Examination for Insurance/Takaful Agents (QEFITA). BILIF is also the official examination centre for all examinations under Chartered Institute for Securities & Investment (CISI), UK; Chartered Bankers Institute (CBI), UK; International Compliance Association (ICA) and AAOIFI. BILIF has also recently been accepted as a Pearson Vue Authorised Test Centre which can house more than hundreds of examinations such as Certificate in Climate Risk, Certified Internal Auditor® (CIA®) and Certified Associate in Project Management (CAPM), amongst others.

BILIF has received multiple accolades including the "Best Emerging Islamic Finance Training Institution – Brunei 2021" from the International Finance Awards 2022; "Best Islamic Finance Education & Training Brunei 2021" from the Global Banking & Finance Awards® and "Global Good Governance (3G) Human Resource Development Award 2022" received at the 7th Annual 3G Awards Ceremony. BILIF was also awarded its third "GIFA Excellence Award (Islamic Finance Training & Education) 2022, which has been previously received in 2019 and 2021.

## 83

Events

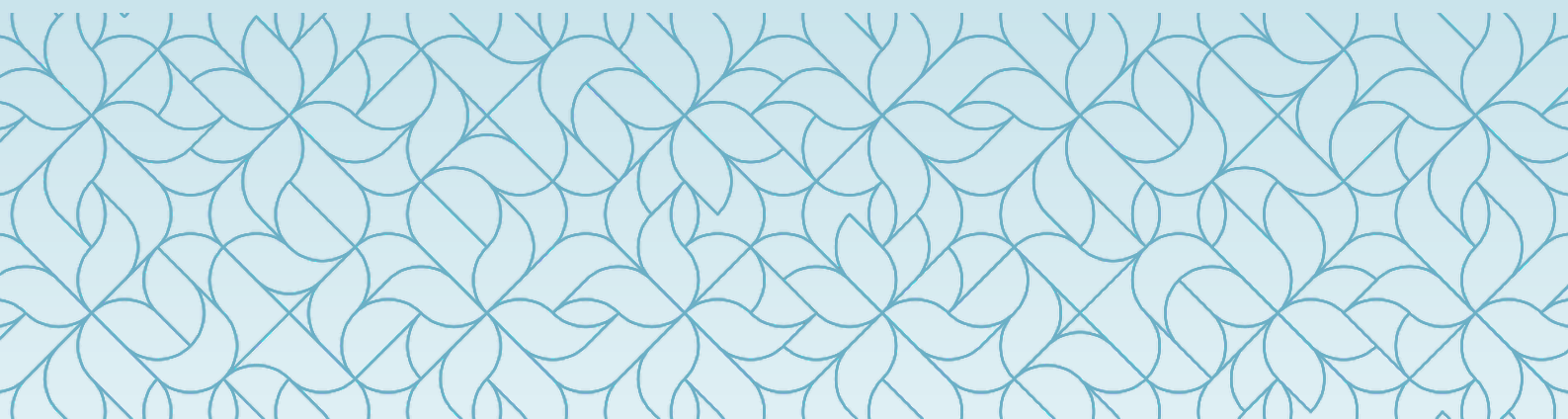
## 809

Programmes  
and Examinations

## 16,900+

Participants

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*Alternatively, you can also WhatsApp us at  
+673 8271140 to learn more about our offerings*