

## Insurance Claims: Administration and Management

### COURSE OVERVIEW

Efficient and fair claims handling is critical to maintaining trust and operational success in the insurance industry. This course provides practical knowledge and strategies for managing the end-to-end insurance claims process—from initial notification and assessment to settlement and dispute resolution.

Delegates will gain insights into regulatory requirements, fraud detection, customer communication, and effective claims documentation. The course focuses on enhancing service quality, reducing risk exposure, and ensuring claims compliance.

### WHO SHOULD ATTEND?

This course is suitable for Claims Managers, Insurance Officers, Claims Adjusters, Underwriters, Risk and Compliance Officers, Brokers, Customer Service Managers, and professionals involved in insurance operations and administration.

### COURSE OUTCOMES

Delegates will gain knowledge and skills to:

- Understand the full lifecycle of an insurance claim
- Manage claims documentation, investigation, and communication effectively
- Apply industry best practices in claims processing and settlement
- Identify and manage fraudulent claims
- Improve turnaround time and customer satisfaction in claims handling
- Ensure regulatory and legal compliance in claims management
- Collaborate effectively with internal teams, clients, and third-party assessors

### KEY COURSE HIGHLIGHTS

At the end of the course, you will understand:

- Step-by-step process for effective claims administration
- Tools for documentation, assessment, and reporting
- Techniques for detecting and managing insurance fraud
- Best practices for client communication and dispute resolution
- Key metrics for claims performance, efficiency, and turnaround
- Overview of legal and regulatory frameworks in claims handling
- Coordination with legal teams, assessors, and reinsurance partners
- Templates for claims intake, tracking, settlement, and review

All our courses are dual-certificate courses. At the end of the training, the delegates will receive two certificates.

1. A GTC end-of-course certificate
2. Continuing Professional Development (CPD) Certificate of completion with earned credits awarded