

## Insurance debt collection management

*Munich (Germany)*

*17 - 21 November 2025*

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## Insurance debt collection management

Code: FA28 From: 17 - 21 November 2025 City: Munich (Germany) Fees: 4400 Pound

### Introduction

This course is designed to equip participants with the essential skills and knowledge for effective debt collection management within the insurance sector. Participants will learn strategies to boost collection efficiency, uphold positive customer relationships, and ensure adherence to legal and regulatory standards.

### Course Objectives

Upon completion of this course, participants will be able to:

- Comprehend the core principles of debt collection in the insurance industry.
- Develop effective approaches for managing delinquent accounts while ensuring customer satisfaction.
- Acquire skills in negotiation and communication for successful debt collection.
- Understand compliance requirements and ethical practices in debt collection.
- Utilize tools and strategies for monitoring and enhancing collection performance.

### Course Outlines

#### Day 1: Introduction to Insurance Debt Collection

- Overview of debt collection within the insurance industry.
- Common challenges in managing overdue accounts.
- Roles and duties of debt collection teams.
- Customer segmentation and behavioral analysis.
- Key legal and regulatory frameworks.

#### Day 2: Effective Debt Collection Strategies

- Establishing a comprehensive debt collection process.
- Leveraging tools and technology for debt recovery.
- Crafting tailored collection strategies for different customer profiles.
- Conflict management and dispute resolution.
- Best practices for prioritizing and tracking delinquent accounts.

#### Day 3: Negotiation and Communication Skills

- Building rapport with clients during debt collection.
- Active listening and empathetic communication methods.
- Effective negotiation for repayment agreements.
- Navigating challenging conversations with clients.

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- Crafting persuasive and professional debt collection communication.

#### Day 4: Compliance and Ethical Practices

- Understanding consumer protection laws and regulations.
- Implementing ethical debt collection practices.
- Managing sensitive information and ensuring privacy.
- Preventing undue pressure or harassment in debt collection.
- Conducting internal audits and compliance evaluations for debt collection.

#### Day 5: Performance Monitoring and Improvement

- Establishing key performance indicators KPIs for debt collection teams.
- Analyzing performance metrics and trends.
- Strategies to enhance collection efficiency.
- Team training and development for ongoing improvement.
- Case studies and actionable planning for practical application.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles. The text 'UK Training' is positioned above the word 'PARTNER' in a large, bold, black font.

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