

Insurance Claims Management Training Program

Online

28 February - 4 March 2027

UK Training

PARTNER



Insurance Claims Management Training Program

Code: FA32 From: 28 February - 4 March 2027 City: Online Fees: 2200 Pound

Introduction

Claims management lies at the core of the insurance industry, shaping customer trust, regulatory compliance, and overall operational efficiency. Effective handling of insurance claims requires a systematic approach that blends technical expertise, investigative methods, customer care, and awareness of legal frameworks.

This five-day training program equips participants with the skills and tools to manage claims across various lines of business, including motor, medical, property, and liability. Through case studies, practical exercises, and global best practices, participants will gain the ability to detect fraud, resolve disputes, ensure compliance, and deliver a superior customer experience.

Course Objectives

By the end of this program, participants will be able to:

- Understand the full claims lifecycle, from notification to settlement.
- Analyze and process motor, medical, property, and liability claims.
- Apply techniques for claim verification, loss assessment, and dispute resolution.
- Detect and address fraudulent claims using investigative approaches.
- Strengthen communication and negotiation skills with customers and stakeholders.
- Ensure compliance with insurance regulations and governance requirements.
- Implement strategies for claims efficiency and performance improvement.

Course Outlines

Day 1: Fundamentals of Claims Management

- Introduction to claims and their role in insurance.
- Types of claims: motor, medical, property, and liability.
- The claims lifecycle: reporting, assessment, and settlement.
- Roles and responsibilities of claims professionals.
- Case study discussion.

Day 2: Claims Processes and Verification

- Documentation and registration of claims.
- Verification and validation of claims.
- Loss assessment and damage evaluation.
- Collaboration with adjusters, investigators, and experts.
- Quality assurance in claims handling.

Day 3: Fraud Detection and Dispute Resolution

The graphic features the text 'UK Training' in a small, black, sans-serif font above the word 'PARTNER' in a large, bold, black, sans-serif font. The background consists of concentric circles and a chessboard pattern with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver.

- Common fraud indicators in insurance claims.
- Tools and techniques for fraud detection.
- Investigating suspicious claims.
- Managing disputes and conflict resolution.
- Ethical and legal considerations in claims management.

Day 4: Customer Service and Regulatory Compliance

- Effective communication with policyholders.
- Managing customer expectations and enhancing satisfaction.
- Insurance regulations and compliance requirements.
- Governance frameworks and international best practices.
- Improving the customer experience in claims.

Day 5: Performance Improvement and Future Trends

- Key performance indicators KPIs in claims management.
- Digital transformation and InsurTech in claims processes.
- Process improvement strategies to reduce costs and delays.
- Group workshop: building a claims improvement plan.
- Final review, knowledge assessment, and wrap-up.

Why Attend this Course: Wins & Losses

- Gain comprehensive knowledge of insurance claims management processes.
- Build strong skills in fraud detection and dispute resolution.
- Enhance customer service and professional communication.
- Learn from real-world case studies and international best practices.
- Understand compliance requirements and governance frameworks.
- Improve operational efficiency with performance improvement strategies.
- Explore the role of InsurTech and digital transformation in claims.
- Develop practical solutions through hands-on workshops.

Conclusion

The Insurance Claims Management Training Program provides participants with advanced tools and strategies to manage the entire claims lifecycle efficiently and effectively. From fraud detection and dispute resolution to regulatory compliance and digital transformation, this course empowers professionals to deliver value to their organizations while strengthening customer trust.

By applying international best practices and focusing on performance improvement, participants will be well-prepared to excel in the dynamic world of insurance claims management.

Blackbird Training Clients

 MANNAI CORPORATION MANNAI Trading Company WLL, Qatar	 GAC UNE FILIALE D' EGA Alumina Corporation Guinea	 Booking.com Booking.com Netherlands	 OXFAM Oxfam GB International Organization, Yemen	 Capital Markets Authority Kuwait
 Waltersmith Waltersmith Petroman Oil Limited Nigeria	 QNB Qatar National Bank (QNB), Qatar	 Qatar Foundation Qatar	 AFRICAN UNION ADVISORY BOARD ON CORRUPTION Tanzania	 KFAS KFS Kuwait
 Reserve Bank of Malawi Malawi	 Central Bank of Nigeria Nigeria	 Ministry of Interior Kingdom of Saudi Arabia KSA	 Mabruk Oil Company Libya	 Saudi Electricity Company KSA
 BPKH Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia	 NATO Italy	 ENI ENI CORPORATE UNIVERSITY, Italy	 GULF BANK Gulf Bank Kuwait	 General Organization for Social Insurance KSA
 Defence Space Administration Nigeria	 National Industries Group (Holding) Kuwait	 Hamad Medical Corporation Qatar	 USAID Pakistan	 STC STC Solutions, KSA
 North Oil Company North Oil company,	 EKO Electricity EKO Electricity	 OMAN BROADBAND Oman Broadband	 UNITED NATIONS UN.	 Authority for Electricity Regulation, Oman Authority for

UK Training
PARTNER

Blackbird Training Categories

Management & Admin

Entertainment & Leisure
Professional Skills
Finance, Accounting, Budgeting
Media & Public Relations
Project Management
Human Resources
Audit & Quality Assurance
Marketing, Sales, Customer Service
Secretary & Admin
Supply Chain & Logistics
Management & Leadership
Agile and Elevation

Technical Courses

Artificial Intelligence (AI)
Sustainability, ESG & Corporate Responsibility
Advanced Courses
Hospital Management
Public Sector
Special Workshops
Oil & Gas Engineering
Telecom Engineering
IT & IT Engineering
Health & Safety
Law and Contract Management
Customs & Safety
Aviation
C-Suite Training