



**Insurance**  
INSTITUTE OF EAST AFRICA  
— Insurance Education Anywhere Anytime —

# MANAGE NON-ROUTINE AND COMPLEX LIABILITY CLAIMS



**Public Workshop**

## Overview

This course describes the skills and knowledge required to manage non-routine and complex insurance claims, including: -

- identifying non-standard issues
- determining the business impact
- managing all aspects of the claims resolution process

## Suitability

The course applies to those who apply specialist knowledge and functions when managing non-routine and complex insurance claims, such as major losses, bodily injury losses, long-term settlement, and claims involving legal procedures across international boundaries.

## Learning Outcomes

By the end of this learning workshop, you should be able to: -

- Analyse claims to determine whether they are valid
- Evaluate the impacts of claims
- Determine settlement options
- Manage support arrangements to resolve claims
- Finalise claim process



## Day One

### Analysing claims

#### In this module participants will: -

- Learn about non-routine and complex claims
- Explore different types of liability insurance
- Understand conditions and exclusions relevant to liability insurance
- Assess claims to determine whether they are valid and can be covered by the insurer
- Check whether information provided is accurate

#### What is covered

- Liability claims management
- Non-routine and complex claims
- Types of liability claims
- Is the policy current and relevant
- Conditions specific to policy types
- Exclusions specific to policy type
- Without prejudice
- The stadium collapse

### Evaluating claims and appointing specialists

#### On completion of this module participants will be able to: -

- Seek specialist advice
- Learn about reinsurance and notification requirements
- Analyse claims data
- Set claims reserves
- Explore ways to minimise losses

#### What is covered

- Gathering information
- Committing fraud
- Specialists
- Appointing a loss adjuster
- Notifying the reinsurers
- Investigation
- Report
- Setting a claim reserve
- Compare claims to payment projections
- Minimising the loss
- Taking urgent action

## Day Two

### Determining settlement options and supporting claimants

On completion of this module participants will be able to: -

- Investigate applicable legislation and industry requirements
- Learn about professional privilege
- Consider settlement strategies
- Seek advice from colleagues and others
- Support claimants

#### What is covered

- Legislation and industry requirements
- Industry Codes of Practice
- Insurance Codes of Practice
- Legal processes
- Deciding on a resolution
- Settlement strategies
- Seeking advice on settlements
- Get the contribution
- Review the reserve
- Support requirements

### Recording information and changing procedures

On completion of this module participants will be able to: -

- Employ mediation skills
- Identify if changes are required to policies or procedures
- Report your findings
- Update records
- Finalise files

#### What is covered

- Dispute resolution
- Reviewing indemnity
- Identifying required changes to policy and procedures
- Reporting findings and updating records



## Course Summary

<b>Location:</b>	Nairobi
<b>Duration:</b>	2 Days
<b>Cost:</b>	Kshs 48,500 + VAT Per Participant (Non-Residential)
<b>Dates:</b>	20 <sup>th</sup> – 21 <sup>st</sup> June, 2024

## About Insurance Institute of East Africa

The Insurance Institute of East Africa (IIEA) is a leading provider of insurance education across the various functional areas of the insurance industry and is an approved training provider by National Industrial Training Authority (NITA) under Ref: NITA/TRN/1365.

IIEA has partnered with leading global providers of insurance education to offer a wide range of professional insurance qualifications developed by industry experts. The partners include the Insurance Institute of America (The Institutes), Cambridge International College (CIC) Britain, Australian and New Zealand Institute of Insurance and Finance (ANZIIF), International Fraud Training Group (IFTG), America's Health Insurance Plans (AHIP), Australian and New Zealand Institute of Insurance and Finance (ANZIIF) and the Institute of Chartered Shipbrokers to offer world class professional qualifications, designations, certifications and insurance fraud management programs to the insurance industry in East Africa. These programs are highly regarded across the industry and provide learners with the skills and knowledge to succeed in their careers across functional areas of the insurance industry.

### Contact us to book for the training

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