

WORKSHOP FACILITATOR



BEHIND THE WHEEL OF CLAIMS: NAVIGATE WITH CONFIDENCE

Syed Haider Hassan
Assistant Executive Director and
Head of Motor Department
Adamjee Insurance Company Ltd

Date: May 29, 2025

Time: 09:30am to 1:00pm **Duration:** 3.30 hours

Learning Outcomes

By the end of the Workshop, participants will be able to:

- ✓ Understand the legal, financial, and operational foundations of motor insurance claims.
- ✓ Differentiate between types of losses and claims and apply the correct settlement basis.
- ✓ Perform the complete claims handling process, from intimation to final settlement, in compliance with best practices.
- ✓ Implement modern claims settlement tools such as digital FNOL, AI assessments, and remote surveys.
- ✓ Apply principles of indemnity, contribution, and subrogation accurately in claim decisions.
- ✓ Identify & Mitigate fraudulent claims using practical fraud-prevention strategies.
- ✓ Enhance customer satisfaction by ensuring clear communication, fair settlements, and quality service delivery.
- ✓ Collaborate effectively with surveyors, repairers, and other stakeholders for efficient claim resolution.
- ✓ Develop & Follow SOPs for consistent and transparent claims processing.
- ✓ Analyze real-world cases to improve problem-solving skills and decision-making in complex claim scenarios.

Course Contents

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| 1. Introduction to Motor Insurance | 6. Modern Claims Practices |
| 2. Legal Framework | 7. Fraud Prevention & Risk Mitigation |
| 3. Understanding Claims | 8. Customer-Centric Claims Handling |
| 4. Role & Responsibilities | 9. Basis of Settlement & Documentation |
| 5. Principles of Claims Handling | |

Target Audience

- Motor Claims Managers and others handling Claims
- Agents and brokers
- Surveyors and loss assessors
- Fleet Managers handling corporate vehicle policies/ Claims
- Customer service professionals in insurance



Venue

NIC Building, 6th Floor Abbasi Shaheed Road
Shahrah-e-Faisal, Karachi.



PAKISTAN INSURANCE INSTITUTE

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May 16, 2025

Circular No: PII - 11/2025

Pakistan Insurance Institute is organizing a half day workshop on the topic of:

Behind the Wheel of Claims: Navigate with Confidence

Date : May 29, 2025
Time : 9:30 am to 1:00 pm
Refreshment break : 11:00 am to 11:15 am
Venue : Institute's premises located at NIC Building
6th Floor, Abbasi Shaheed Road
Shahrah-e-Faisal, Karachi
Participation fee : Rs. 10,000 per person
Workshop Facilitator : Syed Haider Hassan
Assistant Executive Director & Head of Motor Department
Adamjee Insurance Company Ltd.

You are requested to please send your nominations by **May 26, 2025**. For further details / information please contact the office of the Institute.

For further enquiries you are requested to please contact the office of the Institute or visit our website at www.pii.com.pk

Tabish Pervez
Customer Service Assistant

Profile

Syed Haider Hassan
Assistant Executive Director & Head of Motor Department
Adamjee Insurance Company Limited

Syed Haider Hassan, a commerce graduate with over 28 years of experience in the insurance sector, specializes in Motor Underwriting and Claims Management. He has served in key roles at Adamjee Insurance and EFU General Insurance, gaining extensive expertise in risk assessment, policy structuring, and claims handling.

Currently, he holds the position of Assistant Executive Director & Head of Motor Department at Adamjee Insurance and chairs the Insurance Association of Pakistan (IAP) Accident Committee, contributing to the development of industry standards and practices.

His deep industry knowledge and leadership skills make him a sought-after facilitator for workshops, offering practical insights into motor insurance, underwriting, and claims management.