

## workshop

# CLAIMS MANAGEMENT

Workshop Facilitator

Mr. Mansoor Ali Khan

After attending the workshop the participants will be able to understand:

- Claims process
- Types of Claims
- BEST Practices- Efficiency, Transparency & Communications
- Claims negotiations
- Identifying Moral Hazards & Fraud
- Importance of compliance with policy & ethical guidelines

Target Audience:

- Claims Managers and Personnel
- Loss Adjusters
- Insurance Brokers
- Customer Insurance Managers

Date : May 28 2024

Time : 9:30 am To 1:00 pm

Course Contents:

- Claims management meaning, importance & objectives
- Claims Stakeholders
- Stages in Claims process
- Claims Categories
- Fire & MBD Loss examples
- NAT CAT claims
- Case Study
- Assessment Quiz - MCQ

Venue:

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

**Pakistan Insurance Institute**

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