



Insurance
INSTITUTE OF EAST AFRICA
— Insurance Education Anywhere Anytime —

SETTLE LIFE INSURANCE CLAIMS



Public Workshop

Overview

This course describes the skills and knowledge required to calculate benefits and settle claims made under risk-based life insurance policies.

Suitability

The training applies to individuals who use specialised knowledge and systematic approaches to settle life insurance claims.

Learning Outcomes

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

- Review settlement advice for claims against life insurance policies
- Calculate settlement details
- Finalise claims payment



Day One

Life insurance overview

- Learn about life insurance risk products
- Identify the types of cover, policy exclusions, and terms and conditions
- Understand the processes and procedures to follow when handling claims
- Explore the claims assessor's scope of authority
- Identify the legislation relevant to life insurance

Reviewing the claim settlement

- Receiving and reviewing settlement advice
- Identifying and collecting claim settlement evidence
- Ensuring all referral processes and authority levels have been followed
- Identifying the extent of liability

Day Two

Calculating the settlement

- Determining the claim benefit
- Advising the claimant and obtaining policy discharge
- Making a benefit payment
- The methods used for payment

Finalising the settlement

- Claiming reinsurance
- Ceasing and finalising the claims process
- Ex gratia payments
- The process to follow when a claim is denied
- The recording of claim information and how it the insurer may use it

Course Summary

Location:	Nairobi
Duration:	2 Days
Cost:	Kshs 48,500 + VAT Per Participant (Non-Residential)
Dates:	11 th – 12 th July, 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

Phone: +254 30 6530128 | Safaricom: +254 723 334 408 | Airtel: +254 733 812 695

Email: training@iiea.co.ke or info@iiea.co.ke



Insurance Institute of East Africa
Brunei House, 3rd Floor | Witu Road off Lusaka Road
P.O. Box 16481-00100 Nairobi, Kenya
Tel: +254 20 6530128 | 6530298
Mobile: +254 723 334 408 | 733 812 695
Email: info@iiea.co.ke | www.iiea.co.ke