Malaysian Insurance Institute

SHORT COURSE

Malaysia: Insurance Market Practices (Underwriting & Claims)

22 & 23 Apr
Virtual

OVERVIEW

This intermediate-level training programme provides a detailed examination of the underwriting and claims processes in the Malaysian insurance market.

Participants will delve into the regulatory landscape, market practices, product development, and key underwriting and claims practices specific to Malaysia. The programme also covers reinsurance practices, the impact of technology on underwriting and claims, and market practices for handling complaints and fraudulent claims.

Training Programme No:

WHO SHOULD JOIN?

- Insurance underwriters
- Claims handlers
- Insurance managers from non insurance company
- Risk managers
- General insurance agents with more than 2 years field experience
- Compliance officers
- Insurance product developers
- Insurance sales and marketing professionals
- Anyone seeking to enhance their knowledge of the Malaysian general insurance market and regulatory environment

LEARNING OUTCOMES

- Discuss the insurance laws, acts, regulations, codes, and guidelines relevant to underwriting & claims in Malaysia
- Explain the general insurance market landscape in Malaysia
- Analyse insurance product, service development, and positioning in the Malaysia insurance markets
- Examine the key influences of the regulatory and commercial environment on underwriting in the Malaysia insurance markets
- Explain reinsurance practices in Malaysia
- Analyse the key aspects of underwriting policies and practices in Malaysia
- Evaluate the key aspects of claims handling pertaining to personal lines, material damage, business interruption, third-party liability, and financial lines in Malaysia
- Analyse claims reserving, complaint handling, and fraudulent claims handling in the Malaysia insurance markets
- Analyse the impact of technology and disruptors on underwriting and claims in Malaysia

AGENDA

Tuesday, 22 Apr 2024

- Introduction
- The General Insurance Landscape in Malaysia
- Insurance Tariff in Malaysia
- Insurance Distribution in Malaysia
- Solvency and Operating Expenses
- Reinsurance Practice in Malaysia

Wednesday, 23 Apr 2024

- Key Aspects of Underwriting: Policy & Practices in Malaysia
- Claims Handling in Malaysia
- Claims Reserving in Malaysia
- Technology Innovation and Disruption in Underwriting & Claims

FEE & REGISTRATION

	MII Member	**Non Member**
Early Bird	Single MYR 990.00 / USD 230.00	Single MYR 1,090.00 / USD 250.00
Normal Fee	Single MYR 1,090.00 / USD 250.00 Group MYR 940.00 / USD 220.00	Single MYR 1,190.00 / USD 275.00 Group MYR 1,040.00 / USD 242.00
Registration Link	I'm An Interested MII Member	I'm An Interested Non Member

Registration deadline is 8 Apr 2024. To qualify for Early Bird price, please register by 1 Apr 2024.

MEET YOUR TRAINER

Dr. Kwong Chee Keung
MBA, FMII, FCII, Chartered Insurer

Kwong has close to 30 years of working experience in the Malaysian non-life insurance industry. He embarked on his insurance career in the marketing function and later moved to a technical role encompassing underwriting and claim functions. He is now heading the branch underwriting department of a large foreign-owned non-life insurance company in Kuala Lumpur. He is also an active Malaysian Insurance Institute (MII) seasonal trainer.

Kwong completed his undergraduate study in Business Administration (major in Finance) from the Universiti Utara Malaysia (UUM) in 1995. He later completed his Master of Business Administration (MBA) in 2002 at the Graduate School of Management, Universiti Putra Malaysia (UPM). He earned his PhD from the Putra Business School, Universiti Putra Malaysia (UPM) in 2020. In addition, he is presently a Fellow member of the Malaysian Insurance Institute (MII), Singapore Insurance Institute (SII) and Chartered Insurance Institute (CII).

HRD CLAIM APPLICATION

Malaysian Insurance Institute (MII) courses have been granted the status of Approved Training Programme (ATP) under the Human Resources Development Act 1992. Based on Training Providers Circular No. 3/2021, PSMB has imposed a requirement that training providers need to register their training programme under the HRD Corp Claimable Course Scheme to offer training to the employers who are registered under the Human Resource Development Corporation (HRD Corp).

1. What is HRD Corp Claimable Courses?
HRD Corp Claimable Courses formerly known as SBL Khas is a scheme to assist registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements. Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1st April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer.

2. How are Training Providers or Employers to submit for HRD Corp Claimable Courses?
Malaysian Insurance Institute (MII) will submit their Courses registration via the HRDC e-Tris system. Once course is approved as Claimable Course (previously known as SBL Khas course), the approved course will appear in the HRDC e-Tris system. Employers will need to access the e-Tris system to select the course and submit to HRDC for grant approval. The total claimable amount is subject to the approval of each Employer individual grant application, Once HRDC approves Employer grant, the company must provide the approved grant code to Malaysian Insurance Institute (MII). After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary

documents to ensure HRDC settlement of Malaysian Insurance Institute (MII) invoice. Malaysian Insurance Institute (MII) will submit the invoice directly to HRDC with the approved grant code for each participant or Employer.

3. How to submit the grant application?
Please click on link for information on training grants application:
https://hrdcorp.gov.my/employer-guidelines/

4. What are the supporting documents required?
Please click on link for information on training grants application:
https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/

Important Notice

- Effective 1 August 2019, training programmes must commence within six (6) months from the date of training grant applications are made and training claim submissions must be made not more than six (6) months from the date the training programmes are completed.
- Application must be submitted by employers before training date commencement
- Please click on the following link for more information on training claims application - https://hrdcorp.gov.my/employer-guidelines/

For more information and updates on HRDC, please refer to its official webpage at www.hrdcorp.gov.my. Should you have any problem in accessing your e-Tris account, kindly forward the issue to HRDC IT Help Desk at *ithelpdesk@hrdcorp.gov.my*

1. Application via e-Tris

- Quotation / Invoice
- Training Schedule / Course Content
- Trainer Profile

2. Approval

- To share Grant ID with the Training Provider

3. Claim

- Itinerary (airfare) - if any
- Receipt & Invoice (transportation) - if any

Onward, by Knowing