

Insights Into Fire Insurance Claims

DATE:

July 22-23, 2025

TIME:

9.00 a.m. - 5.00 p.m.

VENUE:

Aii Training Room, Level 2,
AICB Building, Kuala Lumpur

CPD HOURS:

14 Hours

PROFICIENCY LEVEL:

Intermediate



3 Prime Skills
1 Power Skill



Training Programme No:
10001347287

OBJECTIVE

Insights into Fire Insurance Claims is a course designed to provide an overview of the fundamentals and applications of fire insurance claims. It covers the principles of claims assessment, including the various methods of claims investigation, the various measures and practices of indemnity, and the various claims issues faced in the industry. Upon completion of the course, students will have a comprehensive understanding of the fire insurance claims process, and will be well-equipped to handle claims in their professional career.

At the end of the programme, participants should be able to:

- Gain a deeper understanding of the essentials of a binding contract.
- Relate the principles of insurance and its application to fire insurance claims.
- Apply various methods and aspects of claims investigation.
- Interpret various measures and practices of indemnity.
- Identify and discuss claims procedures and various claims issues.

ABOUT THE TRAINER



WONG KAH LING, KENNETH

BSc (Hons) in Physics, Dip Ed, ANZIIF (Snr Assoc), CIP, FCILA, FEUDI-ELAE, FCLA, FIFAA

Kenneth is a Certified Insurance Practitioner, a Chartered Loss Adjuster and a European Loss Adjusting Expert. He joined loss adjusting in December 1983 and has handled all mainstream classes of general insurance claims, among which were large and complex property and engineering claims that involved business interruption. He has handled international assignments in Brunei, Singapore, Jamaica, Oman, Thailand, Australia and Malaysia.

Kenneth was the Managing Director and CEO of an adjusting firm before progressing to claims consultancy services in 2015. He has been actively involved with Asian Institute of Insurance since 1987 in conducting courses for the local insurance industry and developing markets (in collaboration with the ASEAN Insurance Training & Research Institute) in ASEAN countries, the Middle East and other countries in the Pacific; and in reviewing the Basic Certificate Course In Insurance Loss Adjusting. He was also a keynote speaker for notable events such as Asia & Oceanic Association Forum, Retailers Association Asia Regional Conference, and Conference of Property Managers and Valuers and Estate agents.

WHO SHOULD ATTEND

This course is suitable for Departmental Heads, Underwriters, Claims Handlers, Adjusters, Brokers, Agents, and Policyholders involved in claims on fire insurance.

COURSE CONTENT

Day	Content
1	<ul style="list-style-type: none"> • A Binding Contract • The Insurance Contract • Methods & Main Aspects of Investigation
2	<ul style="list-style-type: none"> • Indemnity Practices • Claims Procedures & Issues • Case Studies

REGISTRATION DETAILS

To register, please log in to
www.mii4u.org/ilms

	Aii Member	Non - Member
Early Bird Fee (Register before: 25 June 2025)	Single RM 980 / USD 230	Single RM 1080 / USD 250
Normal Fee (Register closing: 15 July 2025)	Single RM 1080 / USD 250	Single RM 1180 / USD 272
	Group of 3 RM 930 / USD 218	Group of 3 RM 1030 / USD 240

FUTURE SKILLS FRAMEWORK



3 Prime Skills
 1 Power Skill
 Proficiency Level: Novice

Skills Developed by Attending this Programme

Prime Skills

Financial Products and Services

1. Product Advisory
2. Product Design and Development

Investment and Financial Management

3. Insurance Claims Processing

Power Skills

Innovation and Delivery

1. Business Acumen

HRD Claim Application

Asian Institute of Insurance (Aii) 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?

Asian Institute of Insurance (Aii) 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 Asian Institute of Insurance (Aii).

After the training is conducted, Employers are required to complete HRDC Attendance Reports eg. JD14 and submit necessary documents to ensure HRDC settlement of Asian Institute of Insurance (Aii) invoice.

Asian Institute of Insurance (Aii) 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 **1st 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.

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

Application Process

