

Your Intermediate Journey in Understanding Contract Wording Workshop

DATE:

August 18-19, 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 & Proficient



5 Prime Skills
1 Power Skill



Training Programme No:
10001386110

OBJECTIVE

This two-day advanced workshop is developed for medical & health claims assessors. The contents covered in this workshop are more challenging than the previous programmes. This workshop focuses on the application of policy terms against case studies. Understanding these applications will enable participants to save time when performing daily processes and make valid decisions. The delivery of this programme mainly involves group discussion and case study evaluation activities.

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

- Examine case studies in different scenarios and make valid decisions.
- Appraise available information to derive fair decisions.
- Assess case studies in a systematic way to pay valid claims.
- Discuss the different decisions participating insurance companies made on payable and non-payable items.

WHO SHOULD ATTEND

- Those who have undergone the fundamental and intermediate courses in Hospital & Surgical Insurance.
- Those with more than two years of experience in the Medical & Health Claims division.

COURSE CONTENT

Day	Content
1	<ul style="list-style-type: none"> • Evolution of Claims Practices: Its Impact • Application of the definition of "Sickness" • Application of the "Pre-existing" • Application of the "Specified Illness" Clause • Application of the definition of "Congenital Conditions"
2	<ul style="list-style-type: none"> • Application of the term "Day Surgery" • Application of the term "Medically Necessary" • Application of "Customary Reasonable Charges" • Impact of Underwriting decision on claims • Treatment outside Malaysia & equivalent charges for local treatment

ABOUT THE TRAINER



TAN ENG BEE

SRN, ANZII (Senior Assoc), ACS, FLMI, FLHC, FAHM, MBA (UK), CFP

Ms Tan has more than 15 years of experience in the life insurance industry. She was an experienced staff nurse and clinical instructor before she started her career as a Medical Assistant and Life Insurance Underwriter.

Ms Tan is a Senior Associate of The Australian and New Zealand Institute of Insurance and Finance (ANZIIF), Fellow in Life & Health Claims, Associate in Customer Services, Fellow of Life Management Institute, Fellow in Academy of Health Management, and holds a Masters in Business Administration and is a Certified Financial Planner.

Throughout her insurance career, she held the roles of Manager of the Medical and Group Insurance Department and Vice President of New Business and Claims in a leading multinational insurance company. Currently, Ms Tan is the Technical Adviser in a leading assistance company.

REGISTRATION DETAILS

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

	Aii Member	Non - Member
Early Bird Fee (Register before: 21 May 2025)	Single RM 1080 / USD 250	Single RM 1180 / USD 272
Normal Fee (Register closing: 11 June 2025)	Single RM 1180 / USD 272	Single RM 1280 / USD 300
	Group of 3 RM 1030 / USD 240	Group of 3 RM 1080 / USD 250

FUTURE SKILLS FRAMEWORK



5 Prime Skills
1 Power Skill
Proficiency Level:
Intermediate & Proficient

Skills Developed by Attending this Programme

Prime Skills

Financial Products and Services	1. Marketing
	2. Product Advisory
	3. Product Design and Development
	4. Underwriting Management
Risk Management, Governance and Regulatory Compliance	5. Legal Drafting

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

01

Application
via e-TRis

Documents Required:

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

02

Approval

Documents Required:

- To share Grant ID to Training Provider

01

Claim

Documents Required:

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

REGISTER NOW

Limited to 30 aspiring participants



Asian Institute of Insurance

197701004772 (35445-H),
Level 6, Bangunan AICB,
No.10 Jalan Dato' Onn,
50480 Kuala Lumpur, Malaysia

For further information, please contact:
Email: sales@aiaasia.org

www.aiaasia.org
[@aiaasiaorg](https://www.instagram.com/aiaasiaorg)