

A Practical Understanding of General Insurance Underwriting and Claims Management

DATE:

6 & 7 May 2026

TIME:

9.00 am - 5.00 pm

VENUE:

Virtual

CPD HOURS:

14 Hours

PROFICIENCY LEVEL:

Intermediate



6 Prime Skills
3 Power Skills



Training Programme No:
10001379900

OVERVIEW

In this course, participants will be introduced to the concept of insurance, and focus on the structure and components of insurance. Participants will also learn about the major General Insurance products available in the market.

LEARNING OUTCOMES

By the end of this course, participants will be able to:

1. Know what are the fundamentals of underwriting in insurance
2. List the functions of the overall claims management

WHO SHOULD ATTEND

This programme is particularly suited for Senior Insurance Practitioners — Underwriters, Claims, Brokers, and Adjusters — who are seeking to strengthen their practical knowledge and enhance their decision-making capabilities.



COURSE CONTENT

No.	Content
1	<ul style="list-style-type: none"> · Introduction to underwriting · Underwriting process · Underwriting ecology system · Pricing · Challenges · Case Study
2	<ul style="list-style-type: none"> · Claims Management Concepts and Procedures · Outsourcing of Claims Functions · Claims Estimating and Reserving · Ex gratia and Fraudulent Claims · The Role of Litigation in Claim Process · Approaches to Complaint Handling and Dispute Resolution · Bank Negara Malaysia guidelines on Motor and Non Motor Claims · Case Study

REGISTRATION DETAILS



Registration:

[https://aia4u.org/
ilms/user/login](https://aia4u.org/ilms/user/login)

	Aii Member	Non - Member
Normal Fee <i>(Register closing: 28 April 2026)</i>	Single RM 1,200 / USD 275	Single RM 1,400 / USD 320
	Group of 3 RM 1,100 / USD 250	Group of 3 RM 1,300 / USD 295

Note:

Fee is inclusive of 8% SST

ABOUT THE TRAINER



Prabavathy Lakshmanan

ACII, AMII

With over 20 years of experience in the general insurance industry, the trainer has developed strong expertise in motor and non-motor underwriting, claims, and marketing. Her roles have included Underwriting Manager for both commercial and personal lines, project leader for underwriting guidelines, and developer of policy wordings and endorsements. She has also served as a marketer for corporate non-motor packages and conducted portfolio analyses, bringing a well-rounded perspective to her work.

For the past 10 years, she has been an in-house trainer, delivering technical and soft skills training to employees nationwide. Her sessions cover underwriting, product knowledge, communication, and behavioural skills, as well as onboarding programmes for new hires. She has been instrumental in mentoring junior underwriters and was recognised with the Best Student Award by the Malaysian Insurance Institute.

ALIGNMENT TO THE FUTURE SKILLS FRAMEWORK



6 Prime Skills
3 Power Skills

Proficiency Level:
Intermediate

Skills Developed by Attending this Programme

Prime Skills

Financial Products and Services	<ol style="list-style-type: none"> 1. Product Advisory 2. Product Design and Development 3. Underwriting Management
Investment and Financial Management	<ol style="list-style-type: none"> 4. Insurance Claims Processing
Risk Management, Governance and Regulatory Compliance	<ol style="list-style-type: none"> 5. Legal Advisory 6. Risk Management

Power Skills

Innovation and Delivery	<ol style="list-style-type: none"> 1. Business Acumen 2. Innovative Thinking 3. Problem Solving
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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/wp-content/uploads/2022/07/HRD-Corp_SBL_Grant-Helper.pdf

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.
- The company shall bear full responsibility for the programme fee balance if the HRDC claim is not approved or claimable for any reason.

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:





REGISTER NOW



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