QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1824

Claims Reserving & Settlement Management Training Course

INSURANCE CLAIMS MANAGEMENT
INSURANCE & RISK MANAGEMENT

DURATION **5 Days**	DELIVERY **Classroom**
LOCATION **Vienna, Austria**	DATES **28 Dec 2026 – 1 Jan 2027**

Scheduled Event Details

CITY	Vienna, Austria
DATE	28 Dec 2026 – 1 Jan 2027
DELIVERY TYPE	Classroom
COURSE FEE	€5,700

Course Overview

The Claims Reserving & Settlement Management Training Course provides a practical and professional framework for establishing, evaluating, monitoring, and optimizing insurance claims reserves while strengthening settlement decision-making and financial control. The course focuses on ensuring that claims exposures are assessed accurately and managed consistently throughout the claims lifecycle.

Participants will explore the principles and methodologies used to estimate claims reserves, assess incurred and expected losses, review reserve adequacy, and identify changes in claims exposure. The program addresses the relationship between claims information, investigation results, policy coverage, loss estimates, settlement expectations, and financial reporting.

The course also examines effective settlement management, including settlement evaluation, negotiation, approval authorities, documentation, escalation, recovery opportunities, and closure. Particular attention is given to maintaining an appropriate balance between timely settlement, customer outcomes, claims accuracy, cost control, and protection of the insurer's financial interests.

Through practical exercises and case studies, participants will develop the ability to review reserve estimates, challenge assumptions, identify under-reserving and over-reserving risks, assess settlement options, and implement effective monitoring mechanisms that support sound claims management and financial performance.

Objectives

- Analyze the principles and methodologies of insurance claims reserving.
- Evaluate claims information and loss estimates to determine appropriate reserve levels.
- Assess the adequacy and reliability of existing claims reserves.
- Apply structured approaches to initial, ongoing, and final reserve assessment.
- Identify factors that may cause reserve deterioration, volatility, under-reserving, or over-reserving.
- Analyze claims development and emerging information to support reserve adjustments.
- Evaluate settlement options based on coverage, liability, quantum, evidence, and expected outcomes.
- Apply effective settlement negotiation and decision-making techniques.
- Strengthen approval, escalation, documentation, and authority processes for claims settlements.
- Identify recovery, subrogation, contribution, and cost-control opportunities.
- Apply performance indicators to monitor reserve adequacy and settlement effectiveness.
- Develop practical strategies for improving claims reserving accuracy and settlement performance.

Who Should Attend

This course is designed for claims managers, senior claims professionals, claims supervisors, reserving specialists, claims analysts, settlement professionals, and insurance operations personnel involved in evaluating claims exposures and managing settlement decisions.

It is also suitable for insurance executives, finance professionals, risk managers, underwriting managers, internal auditors, actuaries, claims adjusters, and decision makers who need to strengthen their understanding of claims reserves, settlement governance, financial exposure, and claims performance management.

Learning Outcomes

- By the end of the course, participants will be able to:
- Explain the fundamental principles and objectives of claims reserving.
- Assess claims exposure and establish appropriate reserve estimates.

- Review reserve adequacy using available claims, coverage, and loss information.
- Identify indicators of under-reserving, over-reserving, and reserve volatility.
- Analyze claims development and update reserves as new information becomes available.
- Evaluate settlement proposals using financial, technical, contractual, and operational considerations.
- Apply structured approaches to settlement negotiation and decision-making.
- Strengthen settlement approval, escalation, authority, and documentation processes.
- Identify opportunities for recovery, subrogation, contribution, and cost reduction.
- Monitor reserve and settlement performance using appropriate indicators.
- Improve the consistency and transparency of claims settlement decisions.
- Develop an integrated approach to claims reserving and settlement management.

Course Outline

DAY 01

Foundations of Claims Reserving

- Principles, objectives, and role of claims reserving in insurance
- Types of claims reserves and key stages of reserve development
- Evaluating claims information, coverage, liability, and expected loss
- Factors influencing reserve adequacy and claims exposure

PRACTICAL APPLICATION

Establishing an initial reserve for selected claims

DAY 02

Reserve Assessment, Review, and Adjustment

- Reviewing initial, ongoing, and final reserve estimates
- Analyzing claims development and emerging loss information
- Identifying under-reserving, over-reserving, and reserve deterioration
- Applying reserve review, challenge, approval, and escalation processes

DAY 02 — CONTINUED

PRACTICAL APPLICATION

Reviewing and adjusting reserves for a portfolio of claims

DAY 03

Settlement Evaluation and Decision-Making

- Principles of effective claims settlement management
- Evaluating liability, coverage, quantum, evidence, and settlement options
- Assessing the financial and operational implications of settlement decisions
- Managing settlement authorities, approvals, exceptions, and documentation

PRACTICAL APPLICATION

Evaluating alternative settlement scenarios and selecting the appropriate approach

DAY 04

Negotiation, Recovery, and Settlement Control

- Advanced negotiation techniques for claims settlement
- Managing disputed claims and settlement expectations
- Identifying recovery, subrogation, contribution, and salvage opportunities
- Controlling settlement costs, leakage, delays, and unnecessary expenses

PRACTICAL APPLICATION

Conducting a simulated settlement negotiation and developing a settlement recommendation

DAY 05

Claims Reserving and Settlement Performance

- Monitoring reserve adequacy and settlement performance
- Developing key indicators for reserves, settlement cycle time, and claims outcomes
- Strengthening governance, reporting, controls, and management oversight

DAY 05 — CONTINUED

- Integrating reserving and settlement insights into claims and financial decision-making

> **FINAL WORKSHOP**
> Developing an integrated claims reserving and settlement management framework

Register or Request More Information

Course page: https://quest-training.com/courses/claims-reserving-settlement-management-training-course
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