QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2050

# Commercial Insurance Claims Management Training Course

**GENERAL & COMMERCIAL INSURANCE**
**INSURANCE & RISK MANAGEMENT**

DURATION
**5 Days**

DELIVERY
**Classroom**

## Course Overview

The Commercial Insurance Claims Management Training Course provides a comprehensive framework for managing commercial insurance claims efficiently, consistently, and in accordance with policy terms, internal procedures, and applicable regulatory requirements. The programme focuses on the complete claims lifecycle, from first notification of loss through investigation, coverage assessment, loss evaluation, settlement, recovery, and closure.

Participants will examine the technical and operational aspects of commercial claims management, including claims notification, policy verification, coverage analysis, documentation, investigation, liability assessment, loss measurement, reserving, settlement negotiations, and claims closure. Particular attention is given to large, complex, and high-value commercial claims that require coordinated decision-making and specialist expertise.

The course also addresses claims governance, fraud indicators, escalation procedures, third-party coordination, broker and client communication, service standards, claims controls, and performance measurement. Participants will learn how effective claims management can improve customer experience, control loss costs, protect portfolio profitability, and strengthen operational and regulatory compliance.

Through practical case studies and realistic claims scenarios, participants will develop the ability to investigate and assess commercial claims, make evidence-based decisions, manage complex settlements, identify recovery opportunities, and improve claims processes. The programme is designed to support consistent, transparent, and commercially sound claims management practices.

## Objectives

- By the end of the course, participants will be able to:
- Analyze the complete commercial insurance claims lifecycle.
- Apply structured procedures for claims notification and initial assessment.
- Evaluate policy coverage, conditions, exclusions, limits, and deductibles.
- Assess the validity and completeness of claims documentation.
- Apply effective techniques for commercial claims investigation.

- Evaluate the cause, circumstances, and financial impact of insured losses.
- Assess liability and coverage issues in complex commercial claims.
- Apply appropriate approaches to loss measurement and claims valuation.
- Develop appropriate claims reserves based on available information.
- Manage negotiations and settlement processes effectively.
- Identify potential fraud indicators and suspicious claims patterns.
- Manage escalation and referral procedures for complex or high-value claims.
- Coordinate effectively with brokers, clients, loss adjusters, experts, legal advisers, and other stakeholders.
- Evaluate recovery, subrogation, and contribution opportunities.
- Apply claims performance indicators and management reporting.
- Develop an integrated framework for effective commercial insurance claims management.

## Who Should Attend

This course is designed for commercial claims managers, claims handlers, senior claims specialists, claims supervisors, insurance operations managers, and professionals responsible for assessing and settling commercial insurance claims.

It is also suitable for underwriters, insurance brokers, risk managers, account executives, loss adjusters, reinsurance professionals, legal and compliance specialists, and client relationship managers who interact with commercial claims processes.

The programme is particularly relevant to professionals working in insurance and reinsurance companies, insurance brokerage firms, banks and financial institutions, multinational corporations, and organizations managing substantial commercial insurance programmes and complex claims portfolios.

## Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the key stages and controls within the commercial claims lifecycle.
- Conduct an effective initial assessment of reported commercial claims.

- Verify policy validity and determine applicable coverage.
- Interpret policy conditions, exclusions, limits, and deductibles when assessing claims.
- Review and validate supporting claims documentation.
- Conduct structured investigations into commercial losses.
- Analyze evidence to establish the cause and circumstances of loss.
- Evaluate financial loss and determine appropriate claim values.
- Establish and review claims reserves using available evidence and estimates.
- Manage complex negotiations with policyholders and relevant stakeholders.
- Identify indicators of potential insurance fraud and claims irregularities.
- Determine when claims require escalation, specialist review, or referral.
- Coordinate effectively with external experts and service providers.
- Identify opportunities for subrogation, recovery, and contribution.
- Monitor claims trends, costs, service levels, and operational performance.
- Develop recommendations for improving commercial claims quality, efficiency, and profitability.

## Course Outline

DAY 01

### Commercial Claims Fundamentals and Initial Assessment

- Commercial insurance claims environment
- Claims lifecycle and management framework
- First notification of loss
- Initial claims triage and prioritization
- Policy verification and coverage confirmation
- Review of policy terms and conditions
- Coverage limits, deductibles, and exclusions
- Claims documentation requirements
- Early identification of complex and high-value claims

PRACTICAL APPLICATION

Conducting an initial assessment of a newly reported commercial claim

DAY 02

## Claims Investigation, Coverage Analysis and Loss Assessment

- Principles of commercial claims investigation
- Establishing facts and circumstances of loss
- Evidence gathering and documentation
- Cause of loss and coverage analysis
- Liability assessment
- Property and asset damage assessment
- Business interruption and financial loss assessment
- Use of loss adjusters, engineers, surveyors, and specialist experts
- Claims valuation methodologies

**PRACTICAL APPLICATION**

Investigating a complex commercial claim and determining coverage and estimated loss

DAY 03

## Claims Reserving, Negotiation and Settlement

- Fundamentals of claims reserving
- Initial and ongoing reserve assessment
- Estimating ultimate claims costs
- Large-loss and complex-claim management
- Settlement authority and approval processes
- Negotiation principles in commercial claims
- Policyholder and broker communication
- Dispute management and settlement alternatives
- Claims settlement documentation and closure

**PRACTICAL APPLICATION**

Establishing a claims reserve and developing a settlement strategy for a complex claim

DAY 04

## Fraud, Recovery, Subrogation and Complex Claims

- Insurance fraud and claims irregularities
- Fraud indicators and red flags
- Claims investigation techniques for suspected fraud
- Escalation and specialist referral
- Subrogation principles and recovery opportunities
- Contribution and recovery from responsible parties
- Third-party claims and liability considerations
- Reinsurance considerations in large commercial claims
- Managing catastrophic and high-value commercial claims

> **PRACTICAL APPLICATION**
>
> Analyzing a complex claim involving potential fraud, third-party liability, and recovery opportunities

DAY 05

## Claims Governance, Performance and Operational Excellence

- Claims governance and accountability
- Claims controls and quality assurance
- Regulatory and internal compliance considerations
- Claims performance indicators
- Claims cost and loss trend analysis
- Service standards and customer experience
- Claims portfolio reporting and management dashboards
- Digital claims management and process automation
- Continuous improvement and operational excellence
- Final Integrated Workshop: Managing a complete commercial insurance claim from first notification through investigation, coverage determination, loss valuation, reserving, negotiation, settlement, recovery, and final closure

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## Register or Request More Information

Course page: https://quest-training.com/courses/commercial-insurance-claims-management-training-course
Website: https://quest-training.com
Email: info@quest-training.com
Phone: +905016771440