Quest Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2048

Commercial Insurance Management & Operations Training Course

GENERAL & COMMERCIAL INSURANCE
INSURANCE & RISK MANAGEMENT

DURATION **5 Days**	DELIVERY **Classroom**
LOCATION **Madinah, Kingdom of Saudi Arabia**	DATES **28 Sept – 2 Oct 2026**

Scheduled Event Details

CITY	Madinah, Kingdom of Saudi Arabia
DATE	28 Sept – 2 Oct 2026
DELIVERY TYPE	Classroom
COURSE FEE	€4,200

Course Overview

The Commercial Insurance Management & Operations Training Course provides a comprehensive understanding of the principles, processes, and management practices required to effectively manage commercial insurance operations. The programme focuses on the complete commercial insurance lifecycle, from risk assessment and underwriting through policy administration, servicing, claims management, renewals, and portfolio performance.

Participants will examine the structure of commercial insurance programmes and the operational responsibilities involved in managing corporate and business risks. The course addresses commercial policy structures, coverage requirements, risk classification, underwriting considerations, policy documentation, premium administration, endorsements, renewals, and coordination between insurers, brokers, clients, reinsurers, and other stakeholders.

The programme also emphasizes operational efficiency, portfolio management, claims coordination, service quality, risk monitoring, and performance measurement. Participants will explore how effective operational controls, accurate information, workflow management, and cross-functional collaboration can improve service delivery, underwriting quality, risk visibility, and commercial insurance profitability.

Through practical case studies, exercises, and business scenarios, the course enables participants to strengthen their ability to manage commercial insurance portfolios and operations effectively. It is designed for professionals who need to connect technical insurance knowledge with practical management, operational control, client service, and performance improvement.

Objectives

- By the end of the course, participants will be able to:
- Analyze the structure and characteristics of commercial insurance markets and products.
- Evaluate commercial risks and identify appropriate insurance requirements.
- Apply effective principles for managing commercial insurance underwriting operations.
- Assess commercial insurance coverage, limits, deductibles, conditions, and exclusions.
- Develop effective processes for commercial policy administration and servicing.
- Manage endorsements, renewals, cancellations, and policy amendments efficiently.
- Evaluate premium administration, billing, and collection processes.
- Coordinate effectively with brokers, clients, reinsurers, and internal stakeholders.
- Apply structured approaches to commercial insurance claims management.
- Monitor commercial insurance portfolio performance and risk exposure.
- Identify operational risks and control weaknesses within commercial insurance processes.
- Improve workflows, service standards, and operational efficiency.
- Apply performance indicators to monitor commercial insurance operations.
- Strengthen customer and broker relationship management.
- Support portfolio profitability through effective underwriting and operational practices.
- Develop an integrated commercial insurance management and operations framework.

Who Should Attend

This course is designed for commercial insurance managers, underwriting managers, insurance operations managers, policy administration professionals, claims managers, portfolio managers, and insurance specialists involved in corporate and commercial insurance activities.

It is also suitable for insurance brokers, account executives, client relationship managers, risk managers, reinsurance professionals, business development professionals, supervisors, and professionals responsible for commercial insurance programmes and client servicing.

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

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the key components of commercial insurance operations.
- Distinguish between major commercial insurance products and coverage structures.
- Assess the insurance needs of corporate and commercial clients.
- Analyze commercial risk information to support underwriting decisions.
- Review commercial insurance policies and identify important coverage provisions.
- Manage policy issuance, administration, endorsements, and renewals.
- Evaluate premium, billing, collection, and reconciliation processes.
- Coordinate commercial insurance activities across underwriting, operations, claims, and finance.
- Manage communication and service requirements involving brokers and corporate clients.
- Apply structured processes for commercial claims assessment and settlement.
- Monitor portfolio exposure, performance, and profitability indicators.
- Identify operational risks and implement appropriate controls.
- Evaluate service quality and operational efficiency.
- Use performance data to support commercial insurance management decisions.
- Identify opportunities for process improvement and operational optimization.
- Build a practical framework for effective commercial insurance management and operations.

Course Outline

DAY 01

Commercial Insurance Fundamentals and Risk Management

- Commercial insurance market structure and operating environment
- Characteristics of corporate and commercial risks
- Major commercial insurance products and coverage types
- Property and business interruption insurance
- Liability and specialty commercial insurance

DAY 01 — CONTINUED

- Commercial risk identification and assessment
- Client insurance requirements and risk profiles
- Coverage limits, deductibles, exclusions, and conditions
- Commercial insurance programme structures

PRACTICAL APPLICATION

Assessing the insurance requirements of a corporate client and developing a commercial coverage framework

DAY 02

Commercial Underwriting and Policy Administration

- Commercial underwriting principles and decision-making
- Risk information and underwriting documentation
- Risk classification and exposure assessment
- Underwriting authority and referral processes
- Commercial policy structures and documentation
- Policy issuance and administration
- Endorsements and policy amendments
- Premium calculation and administration
- Renewals, cancellations, and policy lifecycle management

PRACTICAL APPLICATION

Reviewing a commercial risk and managing the underwriting and policy issuance process

DAY 03

Commercial Insurance Operations and Client Servicing

- Commercial insurance operating models
- Workflow and process management
- Coordination between underwriting, operations, claims, and finance

DAY 03 — CONTINUED

- Broker and intermediary management
- Corporate client relationship management
- Service standards and response management
- Documentation and information management
- Premium billing, collection, and reconciliation
- Operational controls and quality assurance

PRACTICAL APPLICATION

Mapping and improving a commercial insurance operational workflow

DAY 04

Claims Management, Portfolio Monitoring and Risk Controls

- Commercial insurance claims lifecycle
- Claims notification, validation, and assessment
- Loss documentation and coverage verification
- Claims settlement and dispute management
- Large and complex commercial claims
- Claims reserving and monitoring considerations
- Portfolio exposure and concentration risk
- Operational risk and internal controls
- Claims and underwriting performance analysis

PRACTICAL APPLICATION

Managing a complex commercial claim and evaluating its impact on portfolio performance

DAY 05

Commercial Insurance Performance and Operational Excellence

- Commercial insurance portfolio management
- Key performance indicators and management reporting
- Underwriting quality and portfolio profitability
- Renewal performance and retention analysis
- Client and broker service performance
- Operational efficiency and process improvement
- Digitalization and automation of commercial insurance operations
- Governance, compliance, and operational accountability
- Continuous improvement and best practices
- Final Integrated Workshop: Developing a comprehensive commercial insurance management and operations framework covering risk assessment, underwriting, policy administration, client servicing, claims management, portfolio monitoring, operational controls, and performance improvement

Register or Request More Information

Course page: https://quest-training.com/courses/commercial-insurance-management-operations-training-course
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