QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1995

Insurance Broker Compliance & Regulatory Management Training Course

INSURANCE BROKING & INTERMEDIARY MANAGEMENT
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Insurance Broker Compliance & Regulatory Management Training Course provides a comprehensive and practical framework for understanding and managing the regulatory and compliance requirements governing insurance brokerage activities. The program focuses on establishing effective compliance environments that protect clients, strengthen operational integrity, promote transparency and accountability, and reduce legal, regulatory, operational, and reputational risks.

The course examines the core compliance requirements affecting insurance brokers, including licensing and governance, professional conduct, client protection, disclosure and transparency, conflicts of interest, recordkeeping, data management, complaints handling, and relationships with insurers and other counterparties. Participants will learn how to translate regulatory obligations into practical policies, procedures, controls, monitoring activities, and reporting mechanisms.

Particular attention is given to regulatory risk management and the consequences of non-compliance, including financial, operational, legal, and reputational exposure. The program also addresses fraud prevention, financial crime controls, customer due diligence where applicable, client money controls, remuneration and commission governance, and the oversight of third-party intermediaries.

Through practical case studies, compliance reviews, regulatory inspection scenarios, non-compliance assessments, control testing exercises, and governance workshops, participants will develop the ability to establish effective compliance frameworks, monitor regulatory obligations, manage breaches, strengthen internal controls, prepare for regulatory examinations, and support a culture of ethical and responsible insurance brokerage.

Objectives

- By the end of the course, participants will be able to:
- Explain the fundamental principles of regulatory compliance in insurance brokerage.
- Analyze regulatory requirements affecting insurance brokers and intermediaries.
- Develop an integrated compliance and regulatory governance framework.
- Define management, compliance, operational, and oversight responsibilities.

- Assess legal, regulatory, operational, financial, and reputational compliance risks.
- Develop practical compliance policies and procedures for brokerage activities.
- Strengthen transparency, disclosure, and client protection practices.
- Identify and manage conflicts of interest and conduct risks.
- Establish appropriate controls over commissions, remuneration, and commercial arrangements.
- Strengthen client records, documentation, and information management.
- Apply effective mechanisms for complaints management and escalation.
- Assess fraud and financial crime risks and apply appropriate controls where applicable.
- Develop ongoing compliance monitoring and testing programs.
- Prepare effectively for regulatory examinations, audits, and supervisory reviews.
- Manage compliance breaches and develop appropriate corrective actions.
- Establish a framework for continuous improvement in regulatory compliance and governance.

Who Should Attend

This course is designed for compliance professionals within insurance brokerage firms, including compliance managers, regulatory affairs specialists, risk managers, governance professionals, internal control specialists, legal professionals, and operational managers.

It is also suitable for brokerage executives, senior managers, insurance operations professionals, account managers, client servicing teams, documentation specialists, and professionals responsible for regulatory compliance, client protection, insurer relationships, governance, risk management, and operational controls.

The course is particularly relevant to insurance brokers, reinsurance brokers, insurance companies, financial institutions, banks, government entities, and corporate insurance departments that manage intermediary relationships or operate within regulated insurance markets.

Learning Outcomes

- By the end of the course, participants will be able to:
- Map the regulatory requirements applicable to insurance brokerage activities.
- Assess the maturity and effectiveness of an organization's compliance framework.
- Develop a regulatory risk matrix and establish compliance priorities.
- Design clear and practical compliance policies and procedures.
- Define responsibilities across management, compliance, operations, and control functions.
- Evaluate disclosure, transparency, and client protection practices.
- Identify conflicts of interest and establish appropriate mitigation controls.
- Assess commission, remuneration, and commercial arrangement controls.
- Develop effective complaints management and escalation procedures.
- Strengthen client documentation, records, confidentiality, and data controls.
- Evaluate fraud and financial crime controls in accordance with applicable requirements.
- Establish compliance monitoring and periodic testing programs.
- Manage regulatory breaches and corrective action plans.
- Prepare evidence and documentation for regulatory examinations and audits.
- Develop meaningful compliance reporting for senior management and relevant stakeholders.
- Build a continuous improvement roadmap for regulatory governance and compliance.

Course Outline

DAY 01

Foundations of Insurance Broker Compliance and Regulatory Governance

- Regulatory compliance in the insurance industry.
- Regulatory frameworks governing insurance brokers.
- Licensing, registration, and authorization requirements.
- Roles of insurance regulators and supervisory authorities.
- Board and senior management responsibilities.
- The role of the compliance function.

DAY 01 — CONTINUED

- Insurance broker governance structures.
- Compliance policies, procedures, and internal controls.
- Professional responsibility and accountability.
- Regulatory and compliance risk.
- Building an effective compliance culture.
- Integrating compliance with enterprise risk management and governance.

PRACTICAL APPLICATION

Develop a regulatory requirements map for an insurance brokerage and identify key governance responsibilities, compliance obligations, and required controls.

DAY 02

Client Protection, Conduct, Disclosure, and Professional Standards

- Principles of insurance customer protection.
- Fair treatment of customers.
- Disclosure and transparency requirements.
- Providing accurate and understandable insurance information.
- Assessing customer needs and product suitability where applicable.
- Conflicts of interest and conflict management.
- Commission and remuneration disclosure where required.
- Professional conduct and ethical standards.
- Client confidentiality and information protection.
- Documentation and recordkeeping requirements.
- Complaints and grievance management.
- Preventing misleading and unfair practices.

PRACTICAL APPLICATION

Analyze cases involving disclosure failures, conflicts of interest, customer complaints, and conduct risks, then develop appropriate compliance and corrective measures.

DAY 03

Regulatory Risk, Internal Controls, and Financial Crime

- Identifying and classifying regulatory risks in brokerage operations.
- Assessing compliance and regulatory exposure.
- Developing a regulatory risk register.
- Fraud risks and prevention controls.
- Financial crime and money laundering risks where applicable.
- Customer due diligence requirements under the applicable framework.
- Monitoring unusual activities and transactions.
- Managing customer and counterparty risks.
- Client money risks and financial controls where applicable.
- Risks associated with suppliers, intermediaries, and distribution partners.
- Operational and reputational risks arising from non-compliance.
- Regulatory escalation and reporting mechanisms.

> **PRACTICAL APPLICATION**
>
> Assess a complex regulatory risk scenario involving financial, operational, and compliance risks and develop a risk register, control framework, and remediation plan.

DAY 04

Compliance Monitoring, Testing, Auditing, and Breach Management

- Designing an effective compliance monitoring program.
- Developing compliance testing plans.
- Early warning indicators for regulatory risk.
- Reviewing operational files, processes, and documentation.
- Testing the effectiveness of internal controls.
- Preparing for regulatory inspections.
- Managing regulatory information requests.
- Internal and external audit coordination.

DAY 04 — CONTINUED

- Identifying and classifying compliance breaches.
- Root cause analysis of regulatory failures.
- Developing corrective and preventive action plans.
- Tracking remediation and validating effectiveness.
- Documenting monitoring and audit results.

> **PRACTICAL APPLICATION**
>
> Conduct a simulated compliance review of an insurance brokerage, identify regulatory gaps and control weaknesses, and develop a corrective action and follow-up plan.

DAY 05

Compliance Reporting, Governance, and Continuous Improvement

- Compliance reporting to senior management.
- Key compliance performance indicators.
- Regulatory risk dashboards.
- Breach and corrective action reporting.
- Assessing the effectiveness of compliance governance.
- Reviewing and updating compliance policies and procedures.
- Managing regulatory change.
- Compliance awareness and staff training.
- Integrating compliance with risk management and internal control.
- Building an effective control and assurance framework.
- Developing a culture of compliance and accountability.
- Continuous improvement and compliance maturity.

DAY 05 — CONTINUED

> **FINAL WORKSHOP**
>
> Develop an integrated Insurance Broker Compliance & Regulatory Governance Framework covering regulatory requirements, governance responsibilities, compliance risks, client protection, conflicts of interest, commission controls, monitoring and testing, complaints management, audit readiness, breach management, corrective actions, performance indicators, and a continuous improvement roadmap.

Register or Request More Information

Course page: https://quest-training.com/courses/insurance-broker-compliance-regulatory-management-training-course
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