Quest Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1890

Insurance Compliance Management Training Course

INSURANCE REGULATION, COMPLIANCE & GOVERNANCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

This comprehensive professional course provides a practical framework for managing regulatory compliance within insurance companies and strengthening the organization's ability to identify, assess, monitor, and mitigate compliance risks. It focuses on building an effective compliance management framework that supports regulatory requirements, sound governance, customer protection, ethical conduct, and sustainable business performance.

Participants will explore the responsibilities of the Board of Directors, senior management, compliance functions, risk management, internal audit, underwriting, claims, finance, investment, distribution, and other business functions in maintaining an effective insurance compliance environment. The course emphasizes clear accountability, effective oversight, regulatory awareness, and integration between compliance and enterprise risk management.

The course addresses key areas of insurance compliance, including regulatory obligations, licensing requirements, product governance, underwriting and claims practices, customer protection, market conduct, distribution channels, complaints management, financial crime prevention, data protection, regulatory reporting, internal controls, compliance monitoring, testing, documentation, regulatory change management, and remediation of compliance issues.

Through practical exercises, case studies, compliance assessments, monitoring scenarios, and a final implementation workshop, participants will develop the capabilities required to establish a structured and proactive compliance management approach that supports regulatory resilience and strengthens trust among policyholders, regulators, business partners, and other stakeholders.

Objectives

- By the end of this course, participants will be able to:
- Analyze the principles and components of effective insurance compliance management.
- Identify and interpret key regulatory and legal obligations applicable to insurance operations.
- Develop structured compliance obligations registers and regulatory requirements maps.
- Assess compliance risks across underwriting, claims, distribution, investments, finance, and operations.
- Strengthen compliance governance, roles, responsibilities, and accountability.

- Design effective compliance policies, procedures, controls, and escalation mechanisms.
- Apply compliance monitoring and testing techniques to insurance business activities.
- Evaluate customer protection, market conduct, fair treatment, and product governance requirements.
- Strengthen controls related to financial crime, conflicts of interest, and unethical practices.
- Improve regulatory reporting, documentation, recordkeeping, and evidence management.
- Develop effective approaches for managing regulatory changes and new compliance obligations.
- Identify compliance breaches, investigate root causes, and implement corrective actions.
- Establish meaningful compliance indicators, reporting mechanisms, and early-warning signals.
- Strengthen cooperation between compliance, risk management, internal audit, and business functions.
- Develop a practical roadmap for improving the organization’s insurance compliance management framework.

Who Should Attend

This course is designed for compliance officers, compliance managers, regulatory affairs professionals, legal professionals, risk managers, internal auditors, governance professionals, and senior specialists responsible for regulatory compliance within insurance companies.

It is also suitable for executives and managers working in underwriting, claims, product development, distribution, sales, finance, investments, operations, customer experience, information security, and other functions whose activities are subject to regulatory and compliance requirements.

The course is particularly valuable for senior decision makers, department heads, compliance committee members, and professionals responsible for strengthening regulatory readiness, customer protection, conduct standards, internal controls, regulatory reporting, and enterprise-wide compliance practices.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the structure and principles of an effective insurance compliance management framework.
- Map regulatory requirements to relevant insurance business activities and functions.
- Assess inherent and residual compliance risks.
- Develop compliance obligations registers and regulatory requirements matrices.
- Establish clear compliance responsibilities across business and control functions.
- Design risk-based compliance monitoring and testing programs.
- Evaluate insurance products and processes from a compliance and customer-protection perspective.
- Assess compliance risks associated with underwriting, claims, distribution, and intermediaries.
- Strengthen controls for market conduct, fair treatment, complaints, and conflicts of interest.
- Improve regulatory reporting, documentation, evidence, and recordkeeping practices.
- Monitor regulatory developments and assess their impact on business operations.
- Investigate compliance breaches and identify underlying control weaknesses.
- Develop corrective and preventive action plans.
- Use compliance indicators and reporting tools to identify emerging issues.
- Strengthen coordination between compliance, risk management, internal audit, and business functions.
- Build a practical compliance improvement and implementation roadmap.

Course Outline

DAY 01

Foundations of Insurance Compliance Management

- Principles and objectives of insurance regulatory compliance.
- The role of compliance within the insurance governance framework.
- Regulatory obligations and sources of compliance requirements.
- Responsibilities of the Board, senior management, compliance function, and business units.
- Compliance risk versus operational, financial, strategic, and reputational risk.

DAY 01 — CONTINUED

- Developing a compliance obligations register.
- Regulatory requirements mapping and ownership.
- Compliance policies, standards, procedures, and governance structures.

> **PRACTICAL APPLICATION**
> Developing a regulatory obligations map for an insurance company.

DAY 02

Compliance Risk Assessment, Controls & Monitoring

- Insurance compliance risk identification and assessment.
- Inherent and residual compliance risk.
- Risk-based compliance management approaches.
- Compliance risk assessment methodologies.
- Designing preventive and detective compliance controls.
- Compliance monitoring plans and testing programs.
- Compliance reviews across underwriting, claims, distribution, finance, and investments.
- Compliance indicators, reporting, escalation, and early-warning mechanisms.
- Identifying control gaps and compliance weaknesses.

> **PRACTICAL APPLICATION**
> Conducting a compliance risk assessment and developing a risk-based monitoring plan.

DAY 03

Product Governance, Customer Protection & Market Conduct

- Regulatory considerations in insurance product development.
- Product governance and lifecycle compliance.
- Policy terms, exclusions, disclosures, and customer communications.
- Fair treatment of policyholders and customer protection.
- Market conduct and ethical insurance practices.

DAY 03 — CONTINUED

- Sales practices and distribution compliance.
- Intermediary and third-party compliance oversight.
- Complaints management and regulatory expectations.
- Conflicts of interest and conduct risk.

> **PRACTICAL APPLICATION**
>
> Reviewing an insurance product and distribution process to identify compliance and customer-protection risks.

DAY 04

Regulatory Reporting, Financial Crime & Regulatory Change

- Regulatory reporting requirements and governance.
- Accuracy, completeness, timeliness, and accountability in regulatory reporting.
- Documentation, evidence management, and recordkeeping.
- Financial crime risks within insurance operations.
- Fraud, corruption, conflicts of interest, and suspicious activities.
- Customer due diligence and relevant compliance controls.
- Data protection, confidentiality, and information governance.
- Regulatory change management and impact assessment.
- Managing new regulations, regulatory findings, and supervisory expectations.

> **PRACTICAL APPLICATION**
>
> Building a regulatory change assessment and compliance action plan.

DAY 05

Compliance Assurance, Breach Management & Continuous Improvement

- Compliance assurance and independent review.
- Identifying, recording, investigating, and escalating compliance breaches.

DAY 05 — CONTINUED

- Root cause analysis of compliance failures.
- Corrective and preventive action management.
- Regulatory issue remediation and follow-up.
- Compliance reporting to senior management and the Board.
- Compliance dashboards, key indicators, and early-warning signals.
- Integration of compliance with enterprise risk management and internal audit.
- Building a proactive compliance culture across the organization.

FINAL WORKSHOP

Developing an integrated Insurance Compliance Management Framework covering governance, regulatory obligations, compliance risk assessment, monitoring, customer protection, reporting, breach management, regulatory change, assurance, and continuous improvement.

Register or Request More Information

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