QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1450

Insurance Regulatory Compliance & Governance

INSURANCE & FINANCIAL SERVICES
FINANCE, INVESTMENT & BANKING

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Insurance Regulatory Compliance & Governance Training Course provides an advanced and practical framework for understanding, implementing, and strengthening regulatory compliance and governance within insurance organizations. The course examines how insurers can establish effective compliance structures, governance responsibilities, regulatory monitoring processes, internal controls, reporting mechanisms, and risk-based compliance practices that support regulatory obligations, sound business conduct, and sustainable organizational performance.

Insurance organizations operate within a highly regulated environment where compliance requirements influence product design, underwriting, claims management, distribution, customer protection, financial reporting, capital management, data handling, and corporate governance. Effective regulatory compliance therefore requires more than maintaining policies and procedures. It requires clear accountability, continuous regulatory monitoring, effective controls, reliable documentation, appropriate escalation, and an organizational culture that supports ethical and compliant decision making.

The program focuses on the core components of insurance regulatory compliance and governance, including regulatory frameworks, compliance risk assessment, governance structures, board and management responsibilities, policies and procedures, regulatory reporting, conduct risk, customer protection, data privacy, anti-money laundering controls, conflicts of interest, market conduct, third-party oversight, and compliance monitoring. Participants will examine how regulatory expectations can be translated into practical business controls and operational processes.

A strong emphasis is placed on the relationship between compliance, enterprise risk management, internal audit, legal functions, and business operations. Participants will explore how to identify regulatory obligations, assess compliance risks, establish controls, conduct monitoring and testing, manage regulatory findings, investigate incidents, and report material issues to senior management and governance committees. The course also addresses regulatory change management and the need to maintain compliance frameworks as legislation, supervisory expectations, products, technologies, and business models evolve.

Through regulatory case studies, compliance risk assessments, governance workshops, control reviews, monitoring exercises, and executive reporting simulations, the Insurance Regulatory Compliance & Governance Training Course develops practical capabilities for building stronger compliance environments. The program is suitable for insurance and reinsurance companies, brokers, financial institutions, government entities, regulatory organizations, and professionals working in compliance, risk, governance, legal, audit, operations, finance, underwriting, claims, and executive management.

Objectives

- Analyze the principles and strategic importance of regulatory compliance and governance within insurance organizations during the course.
- Evaluate regulatory obligations and translate applicable requirements into practical compliance responsibilities and controls.
- Develop risk-based compliance frameworks that identify, assess, prioritize, and monitor regulatory risks.
- Assess the effectiveness of governance structures, policies, procedures, committees, and accountability mechanisms.
- Design compliance monitoring and testing programs appropriate for insurance operations and regulatory requirements.
- Evaluate conduct, customer protection, conflicts of interest, disclosure, and fair treatment risks.
- Apply practical approaches to regulatory reporting, record keeping, documentation, issue escalation, and remediation.
- Assess compliance risks associated with underwriting, claims, distribution, product governance, third parties, data, and technology.
- Strengthen collaboration between compliance, risk management, legal, internal audit, and business functions.
- Develop regulatory change management processes for identifying, assessing, implementing, and monitoring new requirements.
- Improve management and board reporting through relevant compliance indicators, findings, trends, and remediation updates.
- Align insurance compliance and governance practices with organizational strategy, risk management, ethical conduct, and long-term sustainability.

Who Should Attend

This course is designed for professionals responsible for regulatory compliance, governance, risk management, legal affairs, internal audit, and operational controls within insurance and financial services organizations. It is particularly relevant to Compliance Managers, Regulatory Affairs Managers, Governance Managers, Risk Managers, Compliance Specialists, Legal Professionals, Internal Auditors, Regulatory Reporting Specialists, Conduct Risk Professionals, Underwriting Managers, Claims Managers, Product Governance Professionals, and professionals responsible for monitoring compliance obligations.

The program is also suitable for Chief Executive Officers, Chief Compliance Officers, Chief Risk Officers, General Counsel, Finance Directors, Heads of Governance, Heads of Internal Audit, Board and Risk Committee Members, and senior decision makers responsible for regulatory oversight and organizational accountability. Professionals working in government entities, ministries, regulatory bodies, financial institutions, reinsurance organizations, insurance brokers, and large corporations with insurance-related activities can also benefit from the course.

The course is particularly valuable for professionals involved in regulatory inspections, compliance reviews, policy development, regulatory reporting, customer protection, anti-financial crime controls, data governance, third-party oversight, operational risk, and remediation programs. It also provides a strong foundation for professionals who need to understand how regulatory compliance interacts with business operations and strategic decision making.

Learning Outcomes

- Explain the regulatory compliance and governance framework applicable to modern insurance organizations.
- Identify regulatory obligations and map them to relevant business functions, controls, and responsibilities.
- Conduct a structured compliance risk assessment and prioritize material regulatory risks.
- Evaluate governance arrangements, committee structures, accountability frameworks, and management oversight.
- Develop practical compliance policies, procedures, control standards, and escalation mechanisms.
- Design compliance monitoring and testing programs for key insurance activities.

- Assess conduct risk, customer protection, conflicts of interest, disclosure, and fair treatment requirements.
- Evaluate regulatory risks associated with underwriting, claims, product governance, distribution, data, technology, and third parties.
- Develop processes for regulatory reporting, issue management, documentation, remediation, and evidence retention.
- Establish a regulatory change management process that supports timely implementation of new requirements.
- Prepare executive and board-level compliance reports that communicate risks, findings, trends, and corrective actions.
- Develop an integrated insurance compliance and governance framework aligned with risk management and organizational objectives.

Course Outline

DAY 01

Insurance Regulatory Framework and Governance Foundations

- Structure and purpose of insurance regulation and supervision
- Regulatory obligations across insurance and reinsurance activities
- Principles of corporate governance in insurance organizations
- Roles and responsibilities of the board, senior management, compliance, risk, legal, and internal audit
- Governance committees, reporting lines, accountability, and escalation mechanisms
- Three lines of responsibility and coordination between business and control functions
- Compliance culture, ethical conduct, and management accountability
- Regulatory documentation, evidence, and accountability requirements

PRACTICAL APPLICATION

Assess the governance and regulatory framework of a hypothetical insurance company and identify key compliance responsibilities and gaps

DAY 02

Compliance Risk Management and Regulatory Controls

- Principles of risk-based regulatory compliance
- Regulatory obligation identification and compliance risk mapping
- Compliance risk assessment methodologies
- Risk classification, prioritization, and control evaluation
- Designing policies, procedures, and control frameworks
- Compliance controls for underwriting, claims, distribution, and product governance
- Customer protection, fair treatment, disclosure, and conduct requirements
- Conflicts of interest and ethical decision making

PRACTICAL APPLICATION

Develop a compliance risk assessment and control framework for selected insurance activities

DAY 03

Compliance Monitoring, Reporting and Regulatory Change

- Principles of effective compliance monitoring and testing
- Developing annual compliance monitoring plans
- Control testing, evidence review, issue identification, and root-cause analysis
- Regulatory reporting responsibilities and reporting quality
- Compliance incidents, breaches, escalation, and remediation
- Regulatory inspections and preparation for supervisory reviews
- Regulatory change management and impact assessment
- Maintaining regulatory inventories, obligations, and implementation records

PRACTICAL APPLICATION

Design a compliance monitoring program and prepare a regulatory change assessment for a hypothetical new requirement

DAY 04

Insurance Conduct, Financial Crime, Data and Third-Party Compliance

- Customer conduct risk and protection principles
- Distribution, intermediary, and sales compliance considerations
- Financial crime risks within insurance operations
- Anti-money laundering and suspicious activity control considerations
- Sanctions, fraud, bribery, corruption, and conflicts of interest
- Data privacy, information security, and responsible use of customer information
- Third-party, outsourcing, intermediary, and vendor compliance risks
- Technology and digital insurance compliance considerations

PRACTICAL APPLICATION

Conduct a compliance assessment covering customer conduct, financial crime, data, and third-party risks

DAY 05

Advanced Governance, Executive Oversight and Compliance Improvement

- Integrating compliance with enterprise risk management and strategic planning
- Compliance risk appetite, thresholds, and key compliance indicators
- Board and executive compliance reporting
- Compliance dashboards, trend analysis, and management information
- Remediation planning and sustainable corrective action
- Building regulatory resilience and continuous compliance improvement
- Managing emerging regulatory risks and changing supervisory expectations
- Strengthening compliance culture, accountability, and organizational awareness
- Developing an effective compliance assurance framework

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop and present an integrated insurance regulatory compliance and governance framework covering regulatory obligations, risk assessment, governance, controls, monitoring, reporting, regulatory change, remediation, executive oversight, and continuous improvement

Register or Request More Information

Course page: https://quest-training.com/courses/insurance-regulatory-compliance-governance
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