QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1888

Insurance Regulatory Compliance Training Course

INSURANCE REGULATION, COMPLIANCE & GOVERNANCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

This professional course provides a comprehensive framework for managing regulatory compliance within insurance companies, focusing on the regulatory obligations, governance structures, controls, and monitoring processes required to support compliant and sustainable insurance operations. It enables participants to understand how regulatory requirements influence underwriting, product development, pricing, claims, distribution, investments, customer protection, and corporate governance.

The course examines the role of regulatory compliance within the broader insurance governance and risk management framework. Participants will explore regulatory obligations, compliance risk identification, regulatory change management, internal controls, compliance monitoring, reporting, documentation, and escalation mechanisms, with emphasis on establishing a proactive rather than purely reactive compliance approach.

Particular attention is given to customer protection, fair treatment, insurance conduct, product governance, disclosure, complaints management, intermediary oversight, data protection, financial crime prevention, and regulatory reporting. The programme also addresses the interaction between compliance, risk management, internal audit, legal, actuarial, underwriting, claims, investment, and business functions.

Through practical exercises, participants will learn how to assess regulatory compliance risks, develop compliance controls, conduct compliance reviews, identify deficiencies, manage regulatory changes, and establish effective remediation plans. The course concludes with an integrated workshop for developing a practical insurance regulatory compliance framework aligned with organizational objectives and regulatory expectations.

Objectives

- By the end of the course, participants will be able to:
- Analyze the principles and objectives of regulatory compliance within insurance companies.
- Identify key regulatory obligations affecting insurance operations.
- Assess regulatory and compliance risks across insurance business functions.
- Develop risk-based compliance frameworks, policies, and procedures.

- Evaluate the effectiveness of internal compliance controls.
- Apply compliance monitoring and testing techniques.
- Strengthen regulatory reporting, documentation, and record-keeping processes.
- Manage regulatory changes and assess their operational impact.
- Evaluate customer protection, conduct, disclosure, and fair-treatment requirements.
- Strengthen oversight of agents, brokers, intermediaries, and distribution channels.
- Identify compliance deficiencies and develop appropriate remediation plans.
- Establish effective escalation and regulatory issue-management processes.
- Improve coordination between compliance, risk, legal, internal audit, and business functions.
- Develop practical strategies for strengthening regulatory compliance and organizational resilience.

Who Should Attend

This course is designed for professionals responsible for regulatory compliance, governance, risk management, legal affairs, internal controls, regulatory reporting, and operational oversight within insurance companies.

It is particularly suitable for Compliance Managers, Compliance Officers, Regulatory Affairs Professionals, Risk Managers, Internal Control Specialists, Legal Professionals, Internal Auditors, Underwriting Managers, Claims Managers, Product Managers, Investment Professionals, and professionals responsible for regulatory monitoring and implementation.

The programme is also relevant for senior executives, board members, risk and compliance committee members, and decision makers responsible for regulatory adherence, customer protection, corporate governance, operational integrity, and the sustainable performance of insurance organizations.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the role of regulatory compliance within insurance organizations.
- Identify regulatory obligations relevant to key insurance activities.

- Develop regulatory and compliance risk assessments.
- Map regulatory requirements to business processes and internal controls.
- Evaluate the effectiveness of compliance policies and procedures.
- Conduct risk-based compliance monitoring and testing.
- Identify regulatory gaps, control weaknesses, and potential breaches.
- Develop corrective and remediation action plans.
- Establish effective regulatory change management processes.
- Strengthen customer protection, conduct, disclosure, and complaints management.
- Assess compliance risks associated with insurance distribution and intermediaries.
- Improve regulatory reporting, documentation, and evidence management.
- Strengthen collaboration between compliance, risk, legal, audit, and operational functions.
- Develop compliance dashboards, indicators, and escalation mechanisms.
- Build an integrated regulatory compliance framework for an insurance company.

Course Outline

DAY 01

Fundamentals of Insurance Regulatory Compliance & Governance

- Principles and objectives of insurance regulatory compliance.
- Role of regulation in the insurance industry.
- Regulatory compliance versus risk management and internal audit.
- Insurance governance structures and responsibilities.
- Regulatory obligations across insurance business activities.
- Compliance risk identification and classification.
- Regulatory obligations mapping and compliance registers.
- Compliance policies, procedures, and accountability.

PRACTICAL APPLICATION

Develop a regulatory obligations map and preliminary compliance risk assessment for an insurance company.

DAY 02

Compliance Risk Assessment, Controls & Monitoring

- Insurance regulatory compliance risk assessment.
- Identifying inherent and residual compliance risks.
- Risk-based compliance frameworks.
- Designing preventive and detective compliance controls.
- Control ownership and accountability.
- Compliance monitoring and testing programmes.
- Compliance reviews, thematic reviews, and control testing.
- Identifying control deficiencies and regulatory gaps.
- Compliance indicators and early-warning mechanisms.

PRACTICAL APPLICATION

Develop a risk-based compliance monitoring programme for selected insurance activities.

DAY 03

Conduct, Customer Protection & Distribution Compliance

- Customer protection and fair treatment principles.
- Insurance product governance and regulatory considerations.
- Product disclosure and transparency requirements.
- Sales practices and insurance conduct risk.
- Complaints management and regulatory expectations.
- Oversight of agents, brokers, and intermediaries.
- Distribution channel compliance.
- Conflicts of interest and ethical conduct.
- Data protection and customer information considerations.

PRACTICAL APPLICATION

Conduct a compliance assessment of an insurance product and its distribution process.

DAY 04

Regulatory Reporting, Regulatory Change & Compliance Issues

- Regulatory reporting requirements and controls.
- Accuracy, completeness, and timeliness of regulatory submissions.
- Regulatory documentation and record management.
- Managing regulatory changes and new requirements.
- Assessing the operational impact of regulatory changes.
- Regulatory gap analysis and implementation planning.
- Managing compliance breaches and regulatory issues.
- Escalation, investigation, and remediation processes.
- Root cause analysis of recurring compliance failures.

PRACTICAL APPLICATION

Develop a regulatory change implementation and remediation plan for a significant compliance gap.

DAY 05

Compliance Governance, Assurance & Continuous Improvement

- Insurance compliance governance frameworks.
- Roles of the board, compliance function, risk management, internal audit, legal, and business units.
- Compliance reporting to senior management and committees.
- Compliance dashboards and key compliance indicators.
- Monitoring emerging regulatory risks.
- Compliance assurance and continuous improvement.
- Building a proactive compliance culture.
- Integrating compliance with enterprise risk management.
- Developing sustainable compliance controls and accountability.

DAY 05 — CONTINUED

FINAL WORKSHOP

Develop an integrated Insurance Regulatory Compliance Framework covering regulatory obligations, compliance risk assessment, internal controls, monitoring, customer protection, distribution compliance, regulatory reporting, regulatory change management, issue remediation, governance, reporting, and continuous improvement.

Register or Request More Information

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