Quest Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2076

# Property & Casualty Claims Management Training Course

PROPERTY & CASUALTY INSURANCE
INSURANCE & RISK MANAGEMENT

DURATION
**5 Days**

DELIVERY
**Classroom**

## Course Overview

This comprehensive training course provides a practical and structured approach to managing Property & Casualty insurance claims, covering the complete claims lifecycle from first notification of loss through investigation, assessment, settlement, and closure.

The programme focuses on the technical and operational aspects of claims management, including coverage verification, liability assessment, loss evaluation, claims documentation, investigation techniques, reserves, settlement decisions, and communication with policyholders, brokers, adjusters, and other stakeholders.

Participants will examine how effective claims management can improve loss control, reduce leakage, identify potential fraud, strengthen customer experience, and support the overall profitability and performance of Property & Casualty insurance portfolios.

Through practical case studies, realistic claims scenarios, and workshops, participants will develop the skills required to manage complex claims, assess coverage and liability, make well-supported settlement decisions, and establish effective claims controls and performance measures.

## Objectives

- By the end of the course, participants will be able to:
- Analyze the principles and structure of Property & Casualty claims management.
- Apply a structured approach to the complete claims management lifecycle.
- Assess policy coverage, conditions, exclusions, limits, and deductibles.
- Evaluate the validity and potential value of Property & Casualty claims.
- Apply effective techniques for claims investigation and loss assessment.
- Analyze liability and causation in relevant casualty claims.
- Develop appropriate claims reserves based on available evidence.
- Evaluate settlement options and claims negotiation strategies.
- Identify claims leakage, inconsistencies, and potential fraudulent activity.
- Improve claims documentation, controls, and regulatory compliance.

- Apply performance indicators to monitor claims quality, cost, and efficiency.
- Develop strategies for continuous improvement of Property & Casualty claims operations.

## Who Should Attend

This course is designed for Property & Casualty Claims Managers, Claims Supervisors, Claims Specialists, Claims Handlers, Loss Adjusters, and Insurance Operations Professionals involved in managing property and liability claims.

It is also suitable for Underwriters, Risk Managers, Insurance Brokers, Account Managers, Fraud Investigation Specialists, Customer Service Managers, Compliance Professionals, and insurance professionals who work closely with claims functions.

The programme is particularly relevant to managers and decision-makers responsible for claims performance, settlement quality, loss control, customer experience, operational efficiency, and insurance portfolio profitability.

## Learning Outcomes

- Upon completion of the course, participants will be able to:
- Explain the complete Property & Casualty claims lifecycle.
- Review claims notifications and determine the appropriate initial response.
- Verify policy coverage and identify relevant terms and conditions.
- Assess the validity, severity, and potential financial impact of claims.
- Conduct structured investigations of property and casualty losses.
- Evaluate liability, causation, and supporting evidence.
- Establish and review appropriate claims reserves.
- Assess repair costs, replacement values, and other financial loss components.
- Apply effective negotiation and settlement techniques.
- Identify potential fraud and suspicious claims indicators.
- Monitor claims performance using relevant operational and financial metrics.
- Develop practical improvements to claims processes, controls, and service quality.

## Course Outline

DAY 01

# Property & Casualty Claims Management Fundamentals

- Principles and objectives of claims management
- Property and casualty claims classifications
- The complete claims lifecycle
- First Notification of Loss and initial claims handling
- Claims registration and documentation
- Policy coverage review
- Conditions, exclusions, limits, and deductibles
- Initial assessment and claims triage
- Roles of insurers, brokers, adjusters, and other stakeholders

PRACTICAL APPLICATION

Initial Assessment of a Property & Casualty Claim

DAY 02

# Claims Investigation, Coverage & Loss Assessment

- Claims investigation principles and methodologies
- Establishing facts and collecting evidence
- Site inspections and loss documentation
- Property damage assessment
- Business interruption and financial loss considerations
- Liability assessment and causation analysis
- Reviewing expert and adjuster reports
- Evaluating supporting documentation
- Identifying coverage issues and potential disputes

DAY 02 — CONTINUED

**WORKSHOP**

Comprehensive Investigation of a Complex Claim

DAY 03

## Claims Reserves, Negotiation & Settlement

- Principles of claims reserving
- Initial and revised reserve calculations
- Estimating claim severity and ultimate loss
- Settlement authority and decision-making
- Claims negotiation techniques
- Communication with policyholders and third parties
- Disputed and complex claims
- Partial settlements and settlement options
- Claims closure and final documentation

**PRACTICAL APPLICATION**

Developing a Reserve and Settlement Recommendation

DAY 04

## Claims Leakage, Fraud & Performance Management

- Understanding claims leakage and unnecessary claims costs
- Identifying process weaknesses and control failures
- Fraud indicators and suspicious claims patterns
- Claims fraud prevention and investigation
- Data analysis for claims monitoring
- Claims frequency and severity analysis
- Claims cycle time and service performance
- Customer experience and complaints management

DAY 04 — CONTINUED

- Claims governance and internal controls

> **WORKSHOP**
> Claims Performance and Leakage Improvement Review

DAY 05

## Strategic Claims Management & Operational Excellence

- Strategic Property & Casualty claims management
- Claims operating models and process optimization
- Integrating claims, underwriting, and risk management
- Claims portfolio performance analysis
- Key claims performance indicators
- Cost control and loss reduction strategies
- Digitalization and automation of claims processes
- Claims governance, compliance, and reporting
- Continuous improvement and service excellence
- Final Integrated Workshop: Developing a Comprehensive Property & Casualty Claims Management Framework and Claims Performance Improvement Plan.

### Register or Request More Information

Course page: https://quest-training.com/courses/property-casualty-claims-management-training-course
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