



Insurance
INSTITUTE OF EAST AFRICA
Insurance Education Anywhere Anytime

e-learning

MANAGE COMPLEX RISK PORTFOLIO FOR A BROKING CLIENT



Online
Course



ANZIIF

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Course Overview

This course describes the skills and knowledge required to manage clients with a complex insurance portfolio by identifying and assessing risks and negotiating insurance changes and renewals. It also involves identifying additional exposures and advising on changes to the insurance program. This applies to brokers who synthesise industry information and monitor clients' product needs.

Purpose

This training is designed to equip learners with the skills and knowledge required to manage clients with a complex insurance portfolio by identifying and assessing risks and negotiating insurance changes and renewals. It also involves identifying additional exposures and advising on changes to the insurance program. This applies to brokers who synthesize industry information and monitor clients' product needs.

Suitability

This course is suitable for: -

- Underwriters
- Broker Claims Teams
- Insurer Broker Teams
- Business Development and Sales Teams
- Risk and Compliance Officers
- Loss Adjusters and Risk Surveyors

Learning Outcomes

On completion of this course, you should be able to: -

- Identify significant risk changes impacting client portfolio
- Advise client on changes to insurance program
- Negotiate complex changes and renewals with insurers
- Obtain client instructions and arrange changes to insurance program

What is Covered

Module 1: Identify changes

By the end of this module you will have explored: -

- The importance of identifying a client's needs in relation to significant changes to their business
- Client service plans
- Collecting information about the client's business
- Information-collecting techniques, including reviewing needs analysis forms and asking effective questions
- Risk identification, the first step in risk assessment
- Collecting information about your client's business
- Considering changes in the client's external environment
- Exploring various techniques to assist you with risk identification

Module 2: Analyse and evaluate your client's risk exposures

By the end of this module you will have explored: -

- Analysing the likelihood and frequency of each of your client's risks
- Prioritising risks using the tools of risk evaluation
- Engaging specialists to seek advice
- Discussing with clients to assess their needs
- Reviewing precedents in similar situations
- Providing your client with advice based on your assessment of their risk situation
- Alternative risk management strategies
- Determining whether new cover is required
- Taking into account changes in the risk context and the external environment

Module 3: Negotiate amendments with insurers

By the end of this module you will have explored: -

- Maintaining comprehensive client records
- Identifying suitable insurers
- Preparing an underwriting submission
- Obtaining client declarations
- Negotiating with insurers
- Evaluating quotes
- Performing a cost-benefit analysis

Module 4: Obtain client instructions

By the end of this module you will have explored: -

- Advising your client of the progress of your negotiations
- Making a recommendation to your client
- Obtaining and recording client instructions regarding their new or amended insurance program
- Finalising your client's insurance program
- Forwarding renewals and providing ongoing service to your client

For more information and to register contact us

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