

Claims management in microinsurance

Join us for this course to learn all about:



The **critical role** that claims play in promoting client value

The **influence** of product design, scheme philosophy and business model on claims processes in the microinsurance sector

The **guiding principles of claims management** for microinsurance and how to identify them in your own program

Applying a **conceptual framework** for analysing claims processes to an existing microinsurance program

A training hosted by:

College of Insurance

Nairobi, Kenya

June 11 and 12, 2018

Participation fee
25,700 KES

Deadline to register
June 1, 2018

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In partnership with:

Course Overview

Claims represent the tangible benefit of insurance to policyholders as positive experiences are key to developing trust. This training will provide microinsurance practitioners with the tools, knowledge and confidence to improve the claims management functions for their microinsurance programs, in terms of efficiency, cost-effectiveness and client value.

Target Audience

This training is designed for practitioners making recommendations and implementing improvements to claims processes. Individuals involved in an microinsurance program and familiar with existing claims processes may also benefit from the training. The training is also suitable for members of organizations working on the development of a new microinsurance program in which the claims process is in the program design phase.

Training Agenda

The training is designed as a two-day course. The interactive sessions of the training use a combination of group activities, small group exercises, and case study analysis.

	Day 1	Day 2
09:00	Introduction and guiding principles	Workflow and operations
11:00	Framework: components of claims management	Client communications
14:00	Claims procedures - Part 1: steps required	Data management and monitoring
14:00	Claims procedures – Part 2: tools and strategies	Putting it all together
16:00	Wrap up	Action planner and training wrap up

Registration

For registration, please go to our website and fill out the form:

<http://www.impactinsurance.org/registration/training-claims-management-kenya-2018>

Payment of 25,700 KES should be made preferably by cheque or bank draft before the start of the training on 11 June, 2018. For questions regarding the payment, please contact Ms. Albina Kibunja, through email akibunja@coi.ac.ke or phone: +254 711756529.

Accommodation

Should you wish to book a full board package with the College of Insurance, please contact through email akibunja@coi.ac.ke or phone: +254 711756529.

Trainer



Lisa Morgan is a UK qualified health actuary and supports the Facility by providing technical expertise on health insurance in the public and private sectors, offering insights into m-Health, actuarial analysis and strategy development. She has 18 years of insurance experience, mostly in actuarial consultancy in Europe, Africa and Asia. Her experience includes pricing, reserving, benchmarking and budgeting for private and national health insurance schemes as well as advising on microinsurance. She is a Fellow of the Institute and Faculty of Actuaries in the UK.

Organizing and supporting organizations

This course is organized by the [ILO's Impact Insurance Facility](#) in partnership with the [Kenyan College of Insurance](#), [Africa Re](#), [AFD](#), and [AKI](#).

Contact

If you have any questions about the training, please feel free to contact Ms. Albina Kibunja through email akibunja@coi.ac.ke or phone: +254 711756529. More details will be sent to all registered participants nearer the training date.