



Introductory Level

3rd Intake

# AI Essentials: Reimagining Insurance Workflows

Learn how to simplify your workflows and boost service with no-code AI tools.

**Register Now**

21 April 2026

7 CPD hours

9.00 a.m. – 5.00 p.m.

Singapore College of Insurance (SCI)

Artificial Intelligence (AI) is transforming every corner of the insurance value chain – from underwriting and claims to customer engagement and compliance.

This intensive one-day workshop introduces insurance professionals to the next stage of digital transformation: AI-driven workflows that automate repetitive tasks, accelerate decision-making, and enhance service quality.

Designed for beginners, the programme combines concepts, demonstrations, and hands-on practice using accessible, no-code AI tools such as ChatGPT and related platforms. Participants will learn how to identify, design, and build AI-enabled workflows that deliver measurable business value – without needing any programming experience.

By the end of the day, you will understand how to apply AI technology responsibly and effectively across underwriting, claims management, and customer service processes – and walk away with a practical roadmap for adoption within your own organisation.



## Target Audience

This workshop is ideal for insurance professionals, managers, and business leaders who want to understand and implement AI-powered automation in their work, including:

- Underwriters seeking to streamline data gathering and risk evaluation
- Claims professionals looking to enhance triage, accuracy, and fraud detection
- Brokers and service teams exploring smarter, faster customer interactions
- Risk and compliance managers developing governance frameworks for AI use
- Consultants, regulators, and executives shaping strategic adoption of AI in insurance

No technical background is required – just a laptop, internet access, and an open mind to experiment with new possibilities.





## Key Learning Outcomes

By the end of the workshop, participants will be able to:

- **Differentiate AI-driven workflows from traditional automation tools**  
Understand how AI-powered systems can handle complex, multi-step tasks and support intelligent decision-making.
- **Identify high-impact opportunities in insurance operations**  
Recognise where AI can deliver efficiency and accuracy gains in underwriting, claims, and customer experience.
- **Build functional prototypes with no-code AI tools**  
Gain hands-on experience designing workflows that collect and process information, evaluate risks, and support operational decisions.
- **Apply governance and compliance principles**  
Learn how to align AI initiatives with MAS and financial institution requirements for transparency, accountability, and ethical use.
- **Develop a roadmap for responsible AI adoption**  
Design a pilot-to-scale strategy tailored to your organisation's goals and operational environment.

## Topics Covered

- Introduction to AI-driven workflows in insurance
- Key concepts and distinctions from conventional automation and chatbots
- Real-world applications in underwriting, claims, and customer engagement
- Guided exercises using no-code AI tools
- Managing risk, bias, and accountability in AI systems
- Governance and regulatory considerations
- Designing your organisation's roadmap for AI integration



## Programme Fee

**SGD545.00 (inclusive of 9% GST)**

Participants who register at least two months prior to the course commencement date will be entitled to a 10% Early Bird Discount.

A 10% Group Discount is also applicable for organisations registering a minimum of three participants. Please note that the Early Bird and Group Discounts are not cumulative.



### Programme Leader

**Anfernee Tan**

*Solopreneurship Strategist | AI Educator | Digital Business Builder*

**Anfernee Tan** is a pioneer in solopreneurship strategy and a leading AI educator who has trained over 30,000 entrepreneurs globally in using AI for business. Creator of the Solopreneur Success OS, Anfernee simplifies the use of AI for business owners, showing them how to apply prompt engineering for content creation, productivity, and marketing.

Known for his clarity and hands-on approach, Anfernee has earned a strong following through his courses, newsletters, and speaking engagements. His sessions demystify AI, equipping professionals with practical tools and frameworks to drive immediate, tangible results.

