



Singapore College
of Insurance

Introductory Level

Motor Insurance Claims: Contractual Rights & Obligations

Register Now



31 March 2026



7 CPD hours



9.00 a.m. – 5.00 p.m.



Singapore College of Insurance (SCI)



This 1-day programme will provide participants with the necessary knowledge to effectively manage the Motor Insurance claims process. Participants will also learn about the information required to support the claim decision-making process.



Target Audience

Claims practitioners with more than 6 years of experience in handling Motor Insurance claims. Also suitable for practitioners who may wish to gain the necessary knowledge to effectively manage the Motor Insurance claims process.



Key Learning Outcomes

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

- Describe the relevant legislation applicable to Motor Insurance in Singapore.
- Understand the scope of cover in a typical Motor Insurance policy.
- Understand the essential law of contract.
- Apply the basic legal principles in relation to a Motor Insurance contract.
- Manage the Motor Insurance claims process in an efficient and effective manner.
- Know the common market practices in handling Motor Insurance claims.
- Understand the role of the Motor Insurers' Bureau in handling motor accidents involving untraced and uninsured drivers.

Programme Outline

- Legislation and Motor Insurance.
- Understanding Motor policy coverage.
- Law of contract.
- Contract of Utmost Good Faith.
- Licensing issues.
- Claims handling and management.
- Claims involving foreign vehicles.
- Common market practices.
- Rights of third parties against insurers.
- Motor Insurers' Bureau.
- Case study.



Programme Fee

S\$414.20 (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.

Net Course Fee: S\$300.20 (incl. of 9% GST and after 30% FTS funding)

For Singapore Citizens below 40 years old and Singapore Permanent Residents

Net Course Fee: S\$148.20 (incl. of 9% GST and after 70% FTS funding)

For Singapore Citizens aged 40 years old and above

This course is recognised under the Financial Training Scheme (FTS) and is eligible for FTS claims subject to all eligibility criteria being met.

Please note that in no way does this represent an endorsement of the quality of the training provider and course. Participants are advised to assess the suitability of the course and its relevance to his/her business activities or job roles.

The FTS is available to eligible entities based on the prevalent funding eligibility, quantum and caps. FTS provides up to 70% course fee subsidy support for direct training costs subject to a cap of S\$500 per candidate per course subject to all eligibility criteria being met.

Find out more on www.ibf.org.sg.

Programme Leader

Leslie Wong

Leslie Wong is a seasoned insurance professional with over 30 years of experience in Singapore's insurance and financial services industry. Renowned for his leadership, strategic thinking, and ability to build lasting relationships, he has consistently delivered exceptional results across various roles.

As a General and Life Insurance Trainer and Affinity Insurance Specialist, Leslie brings expertise in motor insurance claims, broking, and customer-focused strategies. At Marsh Singapore, he led the Affinity Practice, building a portfolio exceeding SGD 1.5 million. During his tenure at the Automobile Association of Singapore, he drove membership growth, spearheaded digital transformation, and contributed to road safety initiatives.

Leslie's career spans leadership and technical roles in broking, underwriting, and operations, including transformative achievements like launching broking services and managing corporate insurance programs. He holds a BA in Insurance Management and multiple certifications, reflecting his commitment to professional excellence. His contributions to the industry have earned him accolades such as the CEO Award at Marsh Singapore and recognition for long service in mediation.

Dedicated to advancing industry standards, Leslie equips professionals with the skills needed to excel in a dynamic insurance landscape.

