



Singapore College  
of Insurance

Introductory Level

# Property and Casualty Insurance Claims: A Foundation Programme

[Register For Interest](#)



25, 26 & 27 March 2026



21 CPD hours



9.00 a.m. – 5.00 p.m.



Singapore College of Insurance (SCI)



Join our intensive 3-day program designed for junior loss adjusters, claims handlers, and insurance professionals. Gain expert insights into property, engineering, and casualty insurance claims through hands-on case studies and practical learning. Enhance your skills in claims handling, customer service, fraud management, and ethical practices. This program also covers key areas such as complaints management, reserving, and the importance of business ethics, empowering participants to excel as proficient and ethically-driven professionals in the insurance industry.



## Target Audience

- Claims handlers with not more than five years' experience in handling property, engineering and casualty insurance claims.
- Insurance professionals, including brokers, and agents, wishing to enhance their knowledge and skills in handling property, engineering and casualty insurance claims.
- Loss adjusters, and third-party administrators with not more than five years' experience in handling property, engineering and casualty insurance claims.



## Key Learning Outcomes

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

- Understand insurance principles and market structure in Singapore.
- Know the coverage of the common Property, Engineering and Casualty insurance policies.
- Understand the essence of Property, Engineering and Casualty Insurance claims handling.
- Know the issues pertaining to customer service, complaints, reserving and fraud.
- Know the importance of business ethics and codes of conduct.
- Know how to negotiate effective claims settlements.

## Programme Outline

### Module 1: Insurance Principles and Market Structure

- Risk and Insurance
- Principles of Insurance
- Market Structure
- Introduction to Self-Insurance, Co-Insurance, Reinsurance, and Captive Insurance

### Module 2: Property Insurance: Coverage & Claims Handling

- Fire Insurance
- Industrial All Risks/All Risks Insurance
- Business Interruption Insurance
- Handling material damage claims
- Handling business interruption claims

### Module 3: Casualty Insurance: Coverage & Claims Handling

- Public Liability Insurance
- Products Liability Insurance
- Work Injury Compensation Insurance
- Handling third party liability claims

### Module 4: Engineering Insurance: Coverage & Claims Handling

- Contractors All Risks
- Erection All Risks
- Machinery Breakdown
- Deterioration of Stocks
- Handling engineering claims

### Module 5: Business Ethics and Code of Conduct

- Definition, Role and Duties of Claims Handlers & Experts
- Principles of Business Ethics
- Ethical Responsibilities & Codes of Conduct
- Benefits of Sound Business Ethics

### Module 6: Customer Service, Complaints, Reserving, and Fraud

- Definition of a Customer
- Understanding Customer Expectations
- Key Elements of Customer Service Excellence and its Application in Claims Management
- Complaint Management
- Methods Of Claim Reserving
- The Impact Of Claims Fraud
- Detecting Claims Fraud

## Programme Outline

### Module 7: Negotiating Effective Settlement

- Principles of Negotiation
- Negotiation Process and Techniques
- Settlement Options



### Programme Fee

#### Full Course Fee: S\$1,090.00 (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.

#### Net Course Fee: S\$790.00 (incl. of 9% GST and after 30% FTS funding)

For Singapore Citizens below 40 years old and Singapore Permanent Residents

#### Net Course Fee: S\$590.00 (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](http://www.ibf.org.sg).

## Programme Leaders



**Thangarajah Thangamany**  
Managing Director  
FortisCor Adjusters Pte Ltd

**Thangarajah Thangamany** has close to 3 decades of experience in loss adjusting, currently serving as Managing Director of Singapore's largest local firm and President of the Loss Adjusters Association of Singapore.



**Chan Hwee Seng**  
Chairman  
Crawford

**Chan Hwee Seng** began his Loss Adjusting career in 1972. In his 52 years as a Loss Adjuster, he had dealt with large numbers of property, liability, construction, fine arts and species insurance claims.

