



Singapore College
of Insurance

Introductory Level

Unmasking Claim Fraud: Key Insights for Practitioners

Register Now



26 August 2026



7 CPD hours



9.00 a.m. – 5.00 p.m.



Singapore College of Insurance (SCI)



It is reported that insurance fraud accounts for 10% of all incurred claims paid by the insurance industry each year. In the USA alone, this can amount to tens of billions of dollars. This 1-day programme will draw participants' attention to the different types of claim fraud, by distinguishing between hard fraud and soft fraud. Participants will also learn the reasons for the rising trend in soft fraud and the prevalent types of soft fraud today. With the aid of case studies, the programme will also highlight how soft fraud can be detected, investigated and tackled.



Target Audience

- Claims Practitioners with 3 to 5 years of work experience in handling insurance claims.
- Other Practitioners who are interested in knowing more about insurance fraud.



Key Learning Outcomes

At the end of the programme, participants should be able to:

- Know the types of claim fraud.
- Differentiate between hard and soft fraud.
- Understand the reasons for the rising trend in soft fraud and know who the fraud prevention bodies are.
- Learn how to detect, investigate, and tackle soft fraud.

Programme Outline

- Types of claim fraud.
- Hard & soft fraud.
- Reasons for rising trend in soft fraud.
- Common insurance soft fraud.
- Fraud prevention bodies.
- Detecting & investigating soft fraud.
- Tackling soft fraud.
- Sharing of cases.



Programme Fee

S\$414.20 (inclusive of 9% GST)

Participants who register by 26 June 2026 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

Mr. Chan Hwee Seng

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.

