



Singapore College
of Insurance

Intermediate Level

AI Transformation in Insurance: From Intelligent Underwriting to Next-Generation Claims

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21 October 2026



3 CPD hours



9.00 a.m. to 12.00 p.m.



Virtual Instructor Led Training

Artificial Intelligence is rapidly reshaping the insurance value chain—from how risks are assessed and priced to how claims are processed and customers are engaged. Beyond automation, the emergence of Generative AI and Large Language Models are enabling insurers to rethink traditional operating models, improve decision-making, enhance productivity and deliver more personalised customer experiences.

This course provides participants with a practical and strategic understanding of the technologies driving this transformation, including machine learning, predictive analytics, computer vision and Generative AI. Through insurance-focused examples and case studies, participants will explore how AI is being applied across underwriting, pricing, claims management, customer engagement and other core insurance functions.

The course will also examine the challenges accompanying increased AI adoption, including model risk, data quality, explainability, bias, privacy and governance. Participants will consider how insurers can balance innovation and automation with appropriate human oversight, accountability and responsible AI practices within the evolving regulatory environment.



Target Audience

This course is suitable for:

- Senior executives, directors and heads of insurance functions
- Underwriters, underwriting managers and portfolio managers
- Actuaries, pricing specialists and product development professionals
- Claims managers and claims operations professionals
- Customer experience and operations leaders
- Brokers, agents and insurance intermediaries
- Innovation, transformation, digital and strategy teams
- Risk, compliance and governance professionals
- Insurance professionals seeking to understand how AI is transforming the industry



Key Learning Outcomes

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

- Explain the key AI technologies relevant to insurance and their applications across the insurance value chain.
- Assess how AI and predictive analytics are transforming underwriting, risk selection and pricing.
- Evaluate the application of AI and intelligent automation in claims management and customer engagement.
- Identify key risks and challenges associated with AI adoption, including bias, data privacy, explainability, model risk and human oversight.
- Evaluate approaches to responsible AI governance and strategic implementation within an insurance organisation.



Topics Covered

- The AI Transformation of Insurance
- Intelligent Underwriting, Risk Selection & Dynamic Pricing
- Next-Generation Claims & Customer Engagement
- Responsible AI, Governance & Strategic Implementation



Programme Fee

S\$218.00 (inclusive of 9% GST)

A 10% Group Discount is also applicable for organisations registering a minimum of three participants.



Programme Leader

Mr. Michael Skiba

*CEO, Consultant, Trainer, International Financial Crime/Cybersecurity Expert,
TV Personality*

Dr. Fraud Training Group

Dr. J. Michael Skiba (Dr. Fraud®) is an international expert in financial and cybercrime and President of the International Fraud Training Group. With over 30 years of experience - including 22 in corporate fraud investigation and nine as a global trainer - he has advised organizations and governments across more than 100 countries. He is also a UN consultant and tactical intelligence officer specializing in financial crime.

Dr. Skiba chairs the Criminal Justice Department at Colorado State University Global, where he teaches Fraud and Cybercrime. A frequent media commentator featured on CNBC, Bloomberg, and NewsNation, he has authored *The Psychology of Fraud* and delivered over 400 keynotes worldwide.

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(+65) 6221 2336



tt@scidomain.org.sg