Singapore College of Insurance

Introductory Level

10th Intake

AI Essentials: Reimagining Insurance Workflows

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

Register Now



20 November 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

S$545.00 (inclusive of 9% GST)

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

Net Course Fee: S$395.00 (incl. of 9% GST and after 30% FTS funding)

For Singapore Citizens below 40 years old and Singapore Permanent Residents

Net Course Fee: S$195.00 (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.



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