Global Horizon
TRAINING CENTER

Training Course: Practices in Claims Management

5 - 9 October 2026
Amsterdam (Netherlands)

Training Course:
Practices in Claims Management

Training Course code: MA235054 From: 5 - 9 October 2026 Venue: Amsterdam (Netherlands) - Training Course Fees: 5775 Euro

Introduction:

Claims management is the process of overseeing and administering the handling of insurance claims. It involves evaluating the claim, determining coverage, conducting investigations, negotiating settlements, and managing the claims process from start to finish. This training program is designed to provide participants with a comprehensive understanding of claims management practices and equip them with the knowledge and skills required to manage claims effectively.

Objectives:

- Understand the principles and practices of claims management
- Identify the different types of claims and their characteristics
- Develop skills for effective claims investigation and documentation
- Learn best practices for managing and resolving claims
- Develop effective communication and negotiation skills
- Understand the role of technology in claims management

Target Audience

This program is designed for professionals involved in claims management, including:

- Insurance Professionals
- Claims Managers
- Claims Adjusters
- Any individuals responsible for managing or overseeing the claims process

Outlines:

Day 1: Introduction to Claims Management

- Overview of Claims Management
- Types of Claims
- Claim Investigation Process
- Documentation Requirements

Day 2: Claims Handling Best Practices

- Best Practices for Managing Claims
- Claims Adjusting Process
- Managing Claims Process from Start to Finish
- Effective Communication Skills

Day 3: Negotiation Skills for Claims Management

- Negotiation Skills for Claims Management
- Techniques for Effective Negotiation
- Settlement Strategies
- Alternative Dispute Resolution ADR

Day 4: Fraud Detection and Prevention

- Overview of Fraud in Claims Management
- Identifying Fraudulent Claims
- Preventing Fraud
- Investigating Fraud

Day 5: Technology in Claims Management

- Technology in Claims Management
- Claims Management Systems
- Claims Analytics and Reporting
- Trends and Future Directions

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Registration form on the Training Course: Practices in Claims Management

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Company Information

Company Name: .....
Address: .....
City / Country: .....

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....
Position: .....
Telephone / Mobile: .....
Personal E-Mail: .....
Official E-Mail: .....

Payment Method

☐ Please find enclosed a cheque made payable to Global Horizon

☐ Please invoice me

☐ Please invoice my company

Easy Ways To Register

Telephone: +201095004484 to provisionally reserve your place.

Fax your completed registration form to: +20233379764

E-mail to us : info@gh4t.com or training@gh4t.com

Complete & return the booking form with cheque to:Global Horizon 3 Oudai street, Aldouki, Giza, Giza Governorate, Egypt.