

Introduction to Global Risk Management, Insurance, and Financial Services

Course Outline

Part 1: How Insurance Works

1: Insurance basics in the global marketplace

- History of insurance
- Basic concept of insurance
- Risk and insurance
- Perils and hazard
- Structure of the insurance marketplace

2: Essential elements and characteristics of the insurance contract

- General rules of contracts
- Special features of insurance contracts
- Insurance policy documents
- Exclusions and conditions
- Reading an insurance policy

3: How is insurance sold and serviced?

- Buyers of insurance
- Intermediaries – agents and brokers
- Sellers of insurance
- How sellers reach buyers – distribution channels

4: Underwriting activities

- The function of underwriting
- Pricing and rate setting
- Deciding on coverage and conditions
- Underwriting management
- Steps in the underwriting process

5: Claims Activity

- Paying claims
- People in claims handling
- The claims process
- Property claims
- Liability claims
- Reserving money to pay future claims

Part 2: Case Studies: Personal, Business and Insurer

6: Personal (general) insurance

- Individuals and families
- Personal property exposures
- Personal liability exposures
- Personal risk management plan

7: Commercial (general) insurance

- A business case study
- Business property exposures

- Business liability exposures
- Meeting All-Sports' auto insurance needs – other exposures
- A commercial insurance program

8: Pricing insurance coverages

- How an insurer determines the price
- Turning rates into premiums
- Different rating systems
- Methods used for different insurances
- Other rating issues

Part 3: Insurance, Risk Management and Global Trading

9: Managing loss exposures through risk management

- Risk management
- Risk management cycle
- Benefits of risk management

10: Insurance in a changing world

- Global insurance programs
- Managing complex programs
- Alternative approaches to cover
- Globalization