



Quality Processes in Underwriting

Life, CI & Disability Insurance

*Gen Re Medical Underwriting
Programme — Advanced Level
CII CPD accredited programme*

The Programme

The Gen Re Medical Underwriting Programme

Underwriting plays an important role at all life insurance companies. With the deregulation of the market, higher sums insured and the rising complexity of medical cases the demands placed on underwriters have increased in recent years. Only an underwriting specialist is capable of meeting these high demands.

Gen Re Business School has developed a comprehensive training programme for underwriters to help them develop their theoretical knowledge and practical expertise.

The Advanced Level Programme

Additionally we offer Advanced Level modules. Theoretical input on the subject is followed by workshops, exercises and discussions helping the practical implementation. The concept is complemented by self study work after the seminar.

Each course takes place in Cologne, Germany and will be held in English language. On successful completion of the course programme participants will receive the certificate for the advanced level.



Quality Processes in Underwriting
CII CPD accredited programme

Service and Fees

Seminar fee: €2.500,-

VAT may be charged on a country-specific basis

These fees include the following services:

- Participation in the courses
- Participation in the e-learning programme
- Comprehensive seminar materials (folders, self studies)
- Meals (lunch and coffee breaks)
- Individual correction of the tests and self tests as well as proposed solutions
- Gen Re Business School certificate for each module

Preconditions:

- CUS certificate (Certified Underwriting Specialist – CII CPD accredited programme) or Advanced underwriting skills (a minimum of 5 years experience)
- Good command of English

Quality processes are a precondition to guarantee quality underwriting in the insurance industry. Digitalisation has already started to alter many procedures, including the application and underwriting processes. New findings in areas such as data analytics, behavioural economics and design thinking continuously need to be included to compete in a volatile market.

Quality process management leads to

- Saving costs through optimised underwriting procedures
- Improved customer satisfaction through long-term client relationships
- Increased work efficiency through motivated staff
- Shaping the future through managing change

In our seminar participants will learn the principles of quality management and how to effectively map and analyse processes. Areas of future developments in insurance, e.g. apps, wearables, customer-specific products, will be discussed. The trainers provide advice how to apply principles and tools of change and innovation into the work processes of the future.

Quality Processes in Underwriting – Date to be announced

Importance of quality management

- Psychology of change
- Quality processes in underwriting

- Individual biases and Behavioural Economics
- Insurance products for specific target groups

Improvement of work processes

- Analysis, optimisation and implementation of underwriting processes
- Workflow mapping

Adapting work processes to future demands

- Online application forms
- Customer-centric application process
- Continuous underwriting

Beyond biometrical underwriting

- Data analytics and digitalisation
- Data proxies, e.g. social media data, wearables

Reflection

- Future of underwriting – Challenges
- New chances through digital change
- Integration in underwriting workflow

Quality management skills will be learned and practiced in workshops and with real Life/Health underwriting cases.

Contact

We will be happy to answer all your questions.

Mirko von Haxthausen

Head of Gen Re Business School

Tel. +49 221 9738 156

Fax +49 221 9738 824

mirko.vonhaxthausen@genre.com

Anke Siebers

Insurance Education Consultant

Tel. +49 221 9738 736

Fax +49 221 9738 824

anke.siebers@genre.com

The people behind the promise®



genre.com

General Reinsurance AG
Theodor-Heuss-Ring 11
50668 Köln

© General Reinsurance AG 2019