

Live Webinar - Demystifying Insurance

Duration: 3 hours (2 x 90-minute sessions with a break in-between)

Method: WebEx

About the course

This online live interactive insurance webinar is intended to help all those who work in insurance but are not technical staff members. It will help to explain how insurance works so that aspects of insurance encountered day to day will make sense.

Learning Objectives

On completion of the webinar delegates will:

- Have a knowledge of how the insurance market works
- Understand the terms and expressions used
- Have knowledge of how business is placed and claims settled.

Course Content

- **The Insurance Market**
 - Who buys and sells insurance?
 - What types of organisations are there in the market?
 - How is insurance bought and sold?
- **Insurance Explained**
 - Common terms and phrases used
 - How past laws and court cases affect so much of today's insurance
 - What do you get when you buy insurance?
 - How are claims handled?
 - What can customers do if they are not happy?
- **How Does The Insurance Market Work?**
 - How are policies issued?
 - The difference between the London Market and the rest of the market
 - How prices are set
 - How do insurers know if they have made a profit?
- **How is Insurance 'Regulated'**
 - The FCA and their role in policing the insurance sector
 - The effect of regulation on all of us