

AUDITING AND GOVERNANCE RISK AND COMPLIANCE | COURSE BROCHURE

Auditing Insurance Operations

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Insurers face specific risks in underwriting, claims, reinsurance and reserving. This course covers auditing insurance operations: underwriting authority and pricing, policy administration, claims handling and fraud, reinsurance arrangements, distribution and commissions, reserving processes and regulatory requirements.

Weak underwriting and claims controls directly affect insurer profitability. You will learn audit techniques tailored to insurance.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Process reviews, claims file testing, case studies and analytics exercises.

Course objectives

By the end of this course, participants will be able to:
• Understand insurance business risks
• Audit underwriting authority and pricing
• Review policy administration
• Test claims handling and fraud controls
• Audit reinsurance and commissions
• Review reserving processes and controls

Target audience

This course is suitable for:
• Internal auditors in insurance
• Risk and compliance managers
• Claims and underwriting managers
• Actuarial control staff
• Audit managers



Course content

Target competencies

Participants will develop competencies in:

- Insurance process knowledge
- Underwriting review
- Claims testing
- Reinsurance review
- Reserving controls

Course outline

Day 1: Insurance Business

09:00–10:08	Business model
10:08–11:00	Key risks
11:00–11:30	**Coffee break**
11:30–11:45	Key risks (continued)
11:45–12:53	Regulation
12:53–14:00	Exercise

Day 2: Underwriting

09:00–10:08	Authority limits
10:08–11:00	Pricing
11:00–11:30	**Coffee break**
11:30–11:45	Pricing (continued)
11:45–12:53	Policy administration
12:53–14:00	Workshop

Day 3: Claims

09:00–10:08	Claims process
10:08–11:00	Fraud controls
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Fraud controls (continued)
11:45–12:53	File testing
12:53–14:00	Exercise

Day 4: Reinsurance and Distribution

09:00–10:08	Reinsurance
10:08–11:00	Brokers and agents
11:00–11:30	**Coffee break**
11:30–11:45	Brokers and agents (continued)
11:45–12:53	Commissions
12:53–14:00	Case study

Day 5: Reserving

09:00–10:08	Reserving process
10:08–11:00	Data and controls
11:00–11:30	**Coffee break**
11:30–11:45	Data and controls (continued)
11:45–12:53	Reporting
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,840.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
London Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,450.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,650.–**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.–**
Dubai Confirmed dates	18 Jan 2027	22 Jan 2027	**€3,150.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Cape Town Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,890.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
Vienna Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,940.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Dubai Confirmed dates	22 Mar 2027	26 Mar 2027	**€3,150.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,450.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Vienna Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,940.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	17 May 2027	21 May 2027	**€2,450.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Istanbul Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,650.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Amsterdam Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,540.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Cape Town Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,890.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Dubai Confirmed dates	23 Aug 2027	27 Aug 2027	**€3,150.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Paris Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,860.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Barcelona Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,840.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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