
High Net Worth Household Insurance

Date: 22 August 2022 (Monday)

Time: 3:00pm – 6:00pm

Course level: Intermediate

Learning Outcomes:

Upon completion of this course, students will be able to:

- Make the most of promoting and selling High Net Worth insurance
- Demonstrate a basic understanding of HNW products available, what they cover, their limitations and the types of risk they cover
- Understand the basics of risk management and claims issues as they affect HNW business
- Be more aware of potential fraudulent activity
- Be more aware of customer needs and how best to service the client

Course Outline:

The course content will cover the following topics:

- Utilise marketing initiatives to maximise sales opportunities
- Understand the importance of correct sums insured and cover
- Appreciate the concept of risk and, specifically, its application to the provision of High Net Worth insurance
- Understand and compare the standard policy covers, conditions and exclusions
- Study, compare and contrast the “High Net Worth” policy covers, conditions and exclusions
- Understand the concept of “risk management” and its application
- Appreciate the importance of satisfactory claims’ settlement and explore methods by which this may be achieved
- Consider practical claims issues
- Explore the implications of fraud and strategies for reduction
- Appreciate the importance of customer care in all aspects

Presenter: Neil Park, FCII

Neil is an experienced trainer and consultant currently working in the insurance industry in the United Kingdom and internationally. He delivers workshops in technical insurance (including property, business interruption, liability, professional indemnity, directors’ and officers’ liability and cyber risk), as well as in risk management, insurance broking and sales and negotiation skills. He is a Fellow of the Chartered Insurance Institute as well as having an MA in Economics from the University of Cambridge and an MBA.