



## Course outline: Insurance Fundamentals

**Course Date:** May 12 - 16, 2025

**Duration:** 5 half-days

**Time:** 8:00am - 12:00pm

**PE:** 20 PE points

**Completion:** Digital Certificate of Participation

**Form:** Virtual Classroom or Physical

**Participants:** Max. 20 participants

### Target Group

The training Insurance Fundamentals & Trends is meant for (new) employees working in the front and back office. This program is also very suitable for employees who have already been working for some time in the insurance sector and would like to refresh their knowledge and skills with the most current trends, developments and recent (local) laws and regulations.

### Learning Objective

After following the Insurance Fundamentals & Trends course, participants will have a basic level knowledge and understanding of:

- The structure of the insurance business;
- How insurance works;
- The main types of insurance;
- Market players and who are involved in the insurance product;
- Contents of the insurance contract;
- Claims handling;
- Risks and risk management;
- Legal frameworks and local supervision (incl. National supervision Insurance companies);
- Insurance dilemmas and solutions.

Upon completion, participants will be able to apply the knowledge gained in their daily work corresponding to the level of their professional duties and responsibilities.

### Program

The training is offered in 5 case-oriented interactive sessions of one half-day of 4 hours and is outlined as follows:



### **Session 1 and 2**

Using questions, propositions, current developments and case studies, an overview of:

- Role and core functions of insurers;
- Case: Risk inventory;
- Market parties involved in the insurance process;
- Reinsurance;
- Case: Creation of the insurance agreement, in which the will and testament has an important role;
- Case: The content of the insurance agreement;
- Case: Claims and benefits.

### **Session 3**

Every day there is damage. This is covered in the media almost daily especially when there is a conflict between insurers and policyholders. The first part of this session will look at specific insurance solutions through different case studies.

The following insurances will serve as examples:

- Fire insurance and the private client;
- Fire insurance and the business client;
- Transportation insurance and the business client.
- The why and importance of insurance.

### **Session 4**

Not only own property but also damages to third parties play a major role in today's society.

On the basis of specific case studies, the following topics will be covered:

- Liability (laws and regulations);
- Liability insurance for individuals and companies;
- LAM and motor vehicle insurance;
- Professional and directors' liability;
- What solutions are available?
- Method and extent of payouts;
- Insurance Risks;
- Customer focused;
- "State Ordinance on the Supervision of the Insurance Business."

### **Session 5**

- Health Insurance and income;
- Other (varia) insurance and the private client;
- Other (varia) insurance and the business client;
- Personal injury;



- Life insurance and pension (the deferred salary).

### **Trainer**

The trainer is a certified financial planner (FFP) and advisor in the insurance sector. He has a broad experience as a trainer in both the Netherlands and the Netherlands Antilles and is content expert within the complete Wft domain. He guarantees a high level of in which the latest trends and developments in the field are discussed. As a result, theory is translated into actual practice. This aspect increases the understanding, insight and applicability of the subject matter.

### **Study Material**

Each training session includes a workbook, handouts, cases with elaborations and background documentation. In addition, participants receive a digital source document for reference. Through this digital source document, participants have direct access to an extensive selection of updated background documentation.

### **Certificate of Participation**

Based on active participation during the training, participants will receive a digital 3Master certificate of participation upon completion. The certificate lists the learning objectives, learning outcomes, and PE points.

### **Your investment:**

ATIA members:      Afl. 2,250  
Non-Members:      Afl. 2,500

### **Included in your investment:**

The price includes:

- Facilitation: virtual classroom live at ATIA<sup>1</sup>
- Course materials in digital format
- Digital Certificate of participation
- Course evaluation (digital)

### **More information and Registration**

To register, please contact the team at ATIA by calling 582-7593 or emailing [info@atiaruba.org](mailto:info@atiaruba.org).

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<sup>1</sup> Live session will be held if enough participants have signed up at minimum a month before the course start date.