Insurance Claims Investigations Training Course

Professional Development Training Course Outline

Category	Insurance	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Insurance fraud is a growing global concern, costing companies billions annually. As the insurance industry becomes more sophisticated, the need for trained professionals in insurance claims investigations has never been more vital. Training Course on Insurance Claims Investigations equips participants with the skills to detect, investigate, and resolve fraudulent or disputed insurance claims efficiently and ethically. Through a blend of theoretical knowledge and real-world application, this course strengthens investigative competence, legal compliance, and strategic claims management.

With increasing complexity in auto, health, life, and property claims, insurance companies require well-trained claims investigators who can utilize data analytics, forensic methods, and fieldwork techniques. This program incorporates industry-leading best practices, emerging trends like AI in fraud detection, and regulatory insights. Whether you're new to claims investigations or seeking to upgrade your expertise, this course empowers you to manage risk, ensure compliance, and optimize claim resolution.

Programme Curriculum

Insurance Claims Investigations Training Course

Introduction

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claims investigations or seeking to upgrade your expertise, this course empowers you to manage risk, ensure compliance, and optimize claim resolution.

Course Objectives

1. Understand the fundamentals of insurance claims investigation.
2. Identify and detect insurance fraud schemes using analytical tools.
3. Master techniques in evidence collection and documentation.
4. Gain insights into legal and ethical considerations in claims handling.
5. Learn how to conduct effective interviews and witness statements.
6. Analyze fraudulent patterns using AI and data analytics.
7. Implement claims risk management strategies.
8. Apply forensic accounting principles in insurance claims.
9. Enhance skills in digital investigation and cyber insurance claims.
10. Use surveillance and field investigation effectively.
11. Understand the role of blockchain and automation in claim processes.
12. Collaborate with law enforcement and legal teams during investigations.
13. Prepare comprehensive and court-admissible investigation reports.

Target Audience

1. Claims Adjusters
2. Insurance Investigators
3. Risk Managers
4. Underwriters
5. Legal and Compliance Officers
6. Fraud Analysts
7. Insurance Brokers
8. Corporate Security Professionals

Course Duration: 5 days

Course Modules

Module 1: Introduction to Insurance Claims Investigation

- Overview of claims processing and types of claims
- Key principles of investigation
- Regulatory bodies and legal framework
- Common causes of claim disputes
- Understanding claim documentation
- **Case Study**: Delayed Life Insurance Payout Investigation

Module 2: Fraud Detection and Prevention

- Red flags and early indicators of fraud
- Types of insurance fraud (auto, health, property)
- Behavioral red flags and profiling
- Tools for fraud screening
- Risk-based claims triage
- **Case Study**: Detecting Fraud in Auto Insurance Claims

Module 3: Interview and Statement-Taking Techniques

- Planning an interview strategy

- Interview vs. interrogation techniques
- Legal implications in interviews
- Recording and transcribing interviews
- Building rapport with witnesses
- **Case Study**: Employee Interview in Workplace Injury Claim

Module 4: Surveillance and Field Investigation

- Planning and executing surveillance
- Laws governing surveillance
- Field reporting techniques
- Use of GPS and digital tools
- Maintaining investigator safety
- **Case Study**: Surveillance in Disability Fraud

Module 5: Digital & Cyber Insurance Investigations

- Understanding cyber insurance claims
- Digital forensics basics
- Investigating data breaches
- Use of metadata and logs in claims
- Cyber policy exclusions and challenges
- **Case Study**: Ransomware Claim Analysis in Healthcare

Module 6: Legal and Ethical Aspects of Claims Investigations

- Legal standards and due process
- Ethical boundaries in investigations
- Confidentiality and data protection
- Litigation support and expert testimony
- Working with legal teams
- **Case Study**: Ethical Dilemma in Property Claim

Module 7: Advanced Fraud Analytics and AI Tools

- Introduction to AI in claim analysis
- Machine learning for pattern detection
- Using predictive analytics in fraud
- Benefits and limitations of automation
- Data interpretation and visualization
- **Case Study**: AI-Assisted Fraud Detection in Home Insurance

Module 8: Report Writing and Presentation for Investigations

- Structuring investigation reports
- Writing factual and unbiased narratives
- Visual aids and evidence charts
- Reporting to senior management or legal teams
- Preparing reports for court submission
- **Case Study**: Report Preparation for Fire Insurance Fraud Case

Training Methodology

- Interactive Lectures with real-world insights
- Group Discussions on industry-specific challenges
- Role-Playing Scenarios to practice interviews and surveillance

- Hands-on Exercises using investigation tools and templates
- Case Study Analysis to apply theoretical knowledge
- Assessments and Quizzes for knowledge checks

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com