

Dear Sir / Madam,

WORKSHOP ON:

**WALK THE TALK – ENHANCING SOFT SKILLS FOR INSURANCE CLAIMS
BY MR KENNETH WONG KAH LING**

We are pleased to inform that we will be organizing a full day Workshop on the abovementioned topics as below:

DATE & TIME

Thursday, 16 October 2014: 9.00 am – 5.00 pm

VENUE

Ballroom 3, Hotel Maya Kuala Lumpur.

PARTICIPANTS

This session should attract Managers, Senior Executives and Executives of Claims department for Life and General Insurance.

SPEAKER'S PROFILE

MR KENNETH WONG KAH LING

Mr Kenneth is the Managing Director / Chief Executive Officer of Malayan Adjustment Company Sdn Bhd

He had graduated with Bachelor Degree in Physics which he passed with Honours, Dip Ed, ANZIIF (Snr Assoc), CIP, FCILA, FEUDI-ELAE, FCLA, FIFAA.

Mr Kenneth has vast exposure to all classes of insurance claims, both motor and Non-motor. This provides him a strong foundation in insurance and loss adjusting. Apart from managerial duties, he was personally involved in handling a considerable number of large Fire, Contractors, Operational and Liability losses.

As a result of his hands-on experience in dealing with mega projects and corporate clients, Mr Kenneth has developed practical skills in liaising with all interested parties in resolving all kinds of issues. Mr Kenneth has also handled disaster and catastrophe losses locally and overseas.

He is a part-time course leader/lecturer for the Malaysian Insurance Institute and regularly conducts courses for the local insurance industry as well as for the ASEAN and developing markets both locally and overseas (in collaboration with the ASEAN Insurance Training & Research Institute).

Mr Kenneth has spent most of his adjusting years with international companies where he progressed from adjuster to Executive Director with one (Robins Davies which was subsequently renamed GAB Robins) and joined another (Cunningham Lindsey) as Executive Director; in the later part of his employment with Cunningham Lindsey, he was named Retails and Distribution Expert by Cunningham International.

WORKSHOP CONTENT *(Refer attached)*

PARTICIPANT FEE

NICS Members: RM600.00 per participant

NON – Members: RM800.00 per participant

Complimentary Seat Entitlement:

Members	Local	Every 3 participants registered - 1 complimentary seat
	Regional	Every 1 participant registered - 1 complimentary seat
Non-Members	Every 5 participants registered - 1 complimentary seat	

REGISTRATION

The Registration Form is attached herewith.

Kindly complete and email to <neethya.kalyani@my.gt.com> / <nancy.malar@my.gt.com>

(The registration will be confirmed upon receiving the full payment)

CLOSING DATE

Please submit the completed registration form and the full payment by **Tuesday, 30 September 2014.**

FURTHER INFORMATION

If you require any further information or clarification, please do not hesitate to contact Ms Thya at 03-2692 4022 or email at <neethya.kalyani@my.gt.com> / <nancy.malar@my.gt.com>.

We look forward to your early registration.

Thank you.

Yours very truly

NANCY MALAR
Executive Secretary



NATIONAL INSURANCE CLAIMS SOCIETY

WORKSHOP ON:

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HOTEL MAYA, KUALA LUMPUR

THURSDAY, 16 OCTOBER 2014

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SPEAKER	TOPIC
MR KENNETH WONG KAH LING	<p data-bbox="651 936 1425 968"><u>SOFT SKILLS FOR INSURANCE CLAIMS EXECUTIVES</u></p> <ul data-bbox="605 1045 1377 1667" style="list-style-type: none"><li data-bbox="605 1045 1377 1108">• Technical skills may get your foot in the door but it is soft skills which open most doors to come<li data-bbox="605 1184 1377 1247">• Importance of soft skills in claims executives communication<li data-bbox="605 1323 1377 1354">• Establishing trust<li data-bbox="605 1430 1377 1461">• Ingredients of soft skills<li data-bbox="605 1537 1377 1568">• Soft skills in informal meetings<li data-bbox="605 1644 1377 1675">• Soft skills in formal meetings