INSURANCE DEBT COLLECTION MANAGEMENT



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TRAINING CENTER

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Introduction

Insurance Debt Collection Management Training Course equips finance, credit control and operations staff to recover premium receivables efficiently and professionally. Participants learn how insurance debt arises across broker accounts, direct policies, instalment plans and reinsurance balances, and how to collect it without damaging relationships. The programme covers ageing analysis, dunning cycles, escalation paths, instalment and payment plan design, and credit control policy. Furthermore, it addresses regulatory duties on premium handling, lapse procedures and the treatment of unpaid cover. As a result, delegates reduce days sales outstanding and bad debt while keeping brokers and policyholders on side. Gentex Training Center delivers the programme through collections case work and process workshops.

Insurance Debt Collection Management Course Objectives

- Explain how insurance receivables arise and why they differ from ordinary trade debt.
- Build and interpret aged debt reports by broker, policy and product line.
- Design dunning cycles, reminder schedules and escalation triggers.
- Apply credit control policy to premium collection and grace periods.
- Negotiate payment plans and instalment arrangements with brokers and clients.
- Apply lapse, cancellation and unpaid premium procedures correctly.
- Reconcile broker statements, commission offsets and premium remittances.
- Manage reinsurance and claims-related recoveries.
- Apply regulatory and consumer protection duties to collections activity.
- Measure collection performance using DSO, recovery rate and ageing metrics.

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Course Methodology

The course combines practical briefings with collections case workshops and process mapping. Participants analyse aged debt, build dunning schedules and negotiate settlement scenarios in role-play. In addition, structured discussion and peer review reinforce each technique, and every day closes with an applied collections task.

Who Should Take This Course

- Credit controllers and premium collection staff in insurers.
- Finance, receivables and reconciliation teams in insurance companies.
- Broker account managers and relationship officers.
- Collections and contact centre team leaders.
- Operations and business process managers in insurance.
- Auditors and consultants reviewing insurance receivables.

Insurance Debt Collection Management Course Outlines

Day 1: Insurance Receivables and Credit Control Framework

- Sources of insurance debt: broker accounts, direct business and instalments.
- Premium handling rules, fiduciary duties and segregated accounts.
- Credit control policy design, authority limits and escalation criteria.
- Credit terms, credit periods and grace period definitions.
- Roles across underwriting, finance, broking and collections.

- Regulatory and consumer protection expectations in collections.
- Workshop: mapping the insurance receivables cycle end to end.

Day 2: Aged Debt Analysis and Reporting

- Building aged debt reports by broker, policy, product and region.
- Ageing buckets, ledger reconciliation and unallocated cash.
- Days sales outstanding and collection effectiveness metrics.
- Bad debt provisions and write-off policy for insurance balances.
- Identifying high-risk accounts and concentration exposure.
- Management reporting and exception dashboards.
- Workshop: analysing an aged debt report and ranking collection priorities.

Day 3: Dunning Cycles and Escalation Management

- Dunning cycle design and reminder schedules by debt age.
- Communication channels: letters, email, calls and portal notices.
- Handling disputes, queries and unallocated payments.
- Escalation paths, credit stops and cover suspension decisions.
- Negotiating payment plans, instalments and settlement agreements.
- Documentation, evidence and audit trail for collection actions.
- Workshop: designing a dunning schedule and escalation matrix.

Day 4: Broker Reconciliation and Reinsurance Recovery

- Reconciling broker statements, premium bordereaux and commissions.
- Handling commission offsets, profit shares and adjustments.

- Intermediary insolvency and premium recovery options.
- Reinsurance recoveries, claims debt and cash call management.
- Legal recovery routes, arbitration and dispute resolution.
- Managing write-offs and subsequent recoveries.
- Workshop: reconciling a broker account with disputed items.

Day 5: Performance, Process Improvement and Reporting

- Collection performance measurement and target setting.
- Productivity, contact quality and call outcome analysis.
- Automating collections: workflow, reminders and dashboards.
- Process improvement and root cause analysis of late payment.
- Reporting recovery performance to management and audit committees.
- Building a collections improvement roadmap.
- Workshop: presenting a collections improvement plan for review.

Conclusion

By successfully completing Insurance Debt Collection Management Training Course, participants will have acquired the knowledge to recover insurance receivables with discipline and courtesy. They will understand receivables cycles, aged debt analysis, dunning design, broker reconciliation, payment negotiation and performance measurement, and they will know how to reduce bad debt without harming relationships. As a result, delegates strengthen cash flow and credit control. Gentex Training Center builds the programme around current insurance finance practice.

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FAQs for the Insurance Debt Collection Management course

Q1 What is the "Insurance Debt Collection Management" course about?

It explains how insurance receivables arise and how to collect them efficiently. You cover aged debt analysis, dunning cycles, escalation rules, payment negotiation, broker reconciliation, reinsurance recovery and performance measurement, with practical case work.

Q2 What are the key benefits of the "Insurance Debt Collection Management" course?

You gain faster premium recovery and lower bad debt, which improves cash flow and solvency indicators. You also reduce disputes through clearer dunning and reconciliation, protect broker relationships, and strengthen the audit trail behind every collection action.

Q3 What skills will I gain from the "Insurance Debt Collection Management" course?

You will gain insurance receivables and credit control, aged debt analysis and collections prioritisation, broker reconciliation and payment negotiation, and collections performance measurement and process improvement.

Q4 What tools, methods, or standards are covered in the "Insurance Debt Collection Management" course?

The course covers aged debt reports and ageing buckets, days sales outstanding and recovery rate metrics, dunning cycle and escalation matrix design, broker statement and bordereaux reconciliation, commission offset handling, lapse and cancellation procedures, payment plan and instalment structuring, and reinsurance recovery management.

Q5 How is the "Insurance Debt Collection Management" course applied in real-world practice?

Graduates apply it to run daily and weekly collections routines, prioritise aged broker accounts, issue reminders and escalate unpaid balances, negotiate instalment arrangements, reconcile broker statements and unallocated cash, secure reinsurance recoveries, and report recovery performance to finance and audit committees.