INSURANCE DEBT MANAGEMENT ESSENTIALS



GENTEX®
TRAINING CENTER

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

Introduction

Insurance Debt Management Essentials Training Course builds the core skills that finance and operations staff need to keep premium debt under control. Participants learn where insurance receivables come from, how ageing behaves in broker and direct books, and how to collect without damaging commercial relationships. The programme covers credit control policy, ageing reports, reminder cycles, instalment arrangements and lapse procedures. Furthermore, it explains the fiduciary and regulatory duties attached to premium handling, and the records that support recovery. As a result, delegates can reduce overdue balances, protect cash flow and keep the audit trail sound. Gentex Training Center delivers the programme through practical collections workshops and case work.

Insurance Debt Management Essentials Course Objectives

- Explain how premium debt arises and how it differs from ordinary trade debt.
- Apply credit control policy, credit limits and authority levels correctly.
- Read and interpret aged debt reports by broker, policy and product.
- Set reminder schedules and escalation triggers by debt age.
- Communicate effectively with brokers and policyholders on overdue balances.
- Design instalment plans and negotiate realistic payment arrangements.
- Apply lapse, cancellation and unpaid premium procedures accurately.
- Reconcile broker statements, commissions and premium remittances.
- Apply fiduciary, regulatory and consumer protection duties to collections.
- Measure collection performance using ageing, DSO and recovery metrics.

GENTEX® TRAINING CENTER

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

Course Methodology

The course combines practical briefings with collections case workshops and negotiation role-play. Participants analyse aged debt, draft reminder schedules and work through settlement scenarios. 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.
- Finance, receivables and reconciliation teams in insurers.
- Broker account handlers and relationship officers.
- Collections and contact centre agents and team leaders.
- Operations staff handling policy administration and lapses.
- Graduates and professionals entering insurance finance roles.

Insurance Debt Management Essentials Course Outlines

Day 1: Understanding Insurance Debt

- Sources of premium debt: brokers, direct clients and instalment plans.
- Why insurance debt behaves differently from trade debt.
- Premium handling rules, fiduciary duties and segregated accounts.
- Credit terms, credit periods, grace periods and cover conditions.
- Roles across underwriting, finance, broking and collections.
- Regulatory and consumer protection expectations in collection activity.

- Workshop: mapping an insurance debt case from policy to settlement.

Day 2: Aged Debt Reporting and Prioritisation

- Building aged debt reports by broker, policy, product and region.
- Ageing buckets, ledger reconciliation and unallocated cash.
- Identifying high-risk accounts and concentration exposure.
- Days sales outstanding and collection effectiveness indicators.
- Provisions for doubtful insurance debt and write-off policy.
- Management reporting and exception lists.
- Workshop: analysing an aged debt report and setting collection priorities.

Day 3: Reminders, Escalation and Communication

- Designing reminder schedules by debt age and value.
- Channels: letters, email, calls, statements and portal notices.
- Handling disputes, queries and misapplied payments.
- Escalation paths, credit stops and cover suspension decisions.
- Professional communication with brokers and policyholders.
- Documentation and audit trail for every collection action.
- Workshop: drafting reminder templates and an escalation matrix.

Day 4: Instalments, Reconciliation and Recovery

- Instalment plans, payment frequencies and default handling.
- Lapse, cancellation, refund and reinstatement procedures.
- Reconciling broker statements, commissions and bordereaux.
- Recoveries, dispute resolution and legal routes.

- Managing write-offs and subsequent recoveries.
- Working with intermediaries in financial difficulty.
- Workshop: reconciling a broker account with unallocated payments.

Day 5: Performance Measurement and Process Improvement

- Collection performance metrics and target setting.
- Productivity, contact quality and outcome analysis.
- Automating reminders, workflows and dashboards.
- Root cause analysis of late payment and process fixes.
- Reporting performance to management and audit committees.
- Building a collections improvement plan.
- Workshop: presenting a debt management improvement plan for review.

Conclusion

By successfully completing Insurance Debt Management Essentials Training Course, participants will have acquired the knowledge to manage premium debt with discipline and professionalism. They will understand receivables cycles, aged debt reporting, reminder and escalation design, instalment arrangements, broker reconciliation and performance measurement, and they will know how to recover balances while preserving relationships. As a result, delegates improve cash flow and control. Gentex Training Center builds the programme around current insurance finance practice.

GENTEX Training Center LLC | Orlando - FL, USA
Info@gentextraining.com

FAQs for the Insurance Debt Management Essentials course

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

It covers how premium debt arises and how to collect it. You learn credit control policy, aged debt reporting, reminder and escalation design, instalment arrangements, broker reconciliation and performance measurement, with practical collections case work.

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

You gain faster recovery of overdue premiums and lower bad debt, which supports cash flow and solvency measures. You also cut disputes through clearer reminders and reconciliation, protect broker relationships, and keep a sound audit trail behind each collection action.

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

You will gain insurance credit control and receivables management, aged debt reporting and prioritisation, collection communication and payment negotiation, and broker reconciliation and collection performance measurement.

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

The course covers aged debt reports and ageing buckets, days sales outstanding and recovery rate metrics, reminder schedules and escalation matrices, instalment plan structuring, lapse and cancellation procedures, broker statement and bordereaux reconciliation, commission offset handling, and provisions and write-off policy for doubtful insurance debt.

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

Graduates apply it to run daily and weekly collection routines, prioritise overdue broker and direct accounts, issue reminders and escalate unpaid balances, set up instalment arrangements, reconcile statements and unallocated cash, apply lapse procedures, and report collection performance to finance and audit committees.