



AMAN UNION

3rd Training Program

April 29th to May 1st, 2013,

(Beirut)

Monday April 29th, 2013

**Claims Recovery Management:
Methodology, approach and practical cases**

Presented and facilitated by: Mr Ahmed Medkour from Recovery Advisors

08:30 – 09:00	Registration
09:00 – 09:30	Welcome speech by Mr Karim Nasrallah and Mr Mourad Mizouri and tour de table
09:30 – 11:00	Claim Analysis and Investigation Overview of a systematic approach to analysing claim documents and investigating the underlying transaction, including tracing goods, understanding typical export documentary requirements, checking compliance with URC 522 / UCP 600, and reconciling transaction accounts between the PH and their buyers.
11:00 – 11:15	Coffee break
11:15 – 12:30	Transfer of Rights to Policy Holders' Receivables to the ECA (with practical cases) A comparative analysis of the available options for an ECA to take over the rights to the policy holders' receivables, highlighting the effectiveness and risks associated with each option.
12:30 – 14:00	Lunch
14:00 – 15:30	Managing Policy Holder Engagement After Indemnification (with practical cases) After indemnification, the lack of policy holder engagement can present a serious obstacle to debt recovery. In this session we discuss possible procedures and measures to gather the necessary documents and information before indemnification as well as to manage policy holder engagement after indemnification.
15:30 – 15:45	Coffee break
15:45 – 16:30	Putting It All Together Addressing key challenges in claims recovery by applying the learning outcomes of the preceding three sessions. References will be made to preceding sessions as well as a number of case studies.

Tuesday April 30th, 2013

Legal aspects related to the Political Risk Insurance and Country Risk Assessment

Presented and facilitated by: **Ms Barbara Ismail and Ms Caroline Maginn from CMM and Mr Hussein Khalif Jama from ICIEC**

09:00 – 10:30	Introduction to political risk specifics The nature and perils, and how transfer risk, confiscation / expropriation / nationalisation risk, comprehensive risk, credit risk can best be defined and covered
10:30 – 10:45	Coffee break
10:45 –12:30	Practical Case Study and Precedent ICIEC model for country risk assessment
12:30 – 14:00	Lunch
14:00 – 15:15	Procedures for determining an incident has occurred Policy specifics, omnibus policies and their maintenance
15:15 – 15:30	Coffee break
15:30 – 17:00	Case-studies in policy structure How to determine which policy is correct and why and how specific transactions will be covered and claims made. Protocols and procedures for handling the claims process with reference to legal processes, managing best supportive action from policy holders

Wednesday May 1st, 2013

Best practice to minimise risks as part of business planning and process

Presented and facilitated by **Ms Barbara Ismail and Ms Caroline Maginn from CMM**

09:00 – 10:30	Early warning systems Roles and responsibilities of ECAs and policy holders and the distribution of the duty of care to mitigate claims and potential losses in the mutual long-term interest, and not with a short-sighted focus on one-off as opposed to wider transaction flows
10:30 – 10:45	Coffee break
10:45 – 12:15	Scenario planning and stress-testing of the portfolio Setting parameters, percentage of loss, re-insurance risk acceptance criteria
13:00	Social program Event