



FINANCE AND TREASURY TRAINING

Life Assurance Products and Policy Administration

3 day course

Classroom, online or in-house

Course overview

Life business is a promise held for decades, administered by systems and people who will change many times before it is honoured, which makes record integrity as important as pricing. This course covers the product and the administration together. Delegates work through the main contract types, term assurance, whole life, endowment and investment linked, and what each promises the policyholder. Premium structure, charges and the way a policy accumulates value follow. Underwriting at proposal stage is covered, including medical evidence, non disclosure and the consequences at claim. Policy servicing is addressed: alterations, paid up status, surrender, loans and reinstatement. Lapse behaviour and its financial effect are covered. Claims handling for death, disability and maturity follows, including the documentation required and the delays that damage reputation. Unclaimed benefits and tracing beneficiaries are addressed. The course closes on data quality, on regulatory conduct expectations and on communicating clearly with policyholders.

What you will learn

- Distinguish term, whole life, endowment and investment linked contracts
- Explain premium structure, charges and value accumulation
- Underwrite at proposal and handle non disclosure consequences at claim
- Administer alterations, paid up status, surrender, loans and reinstatement
- Analyse lapse behaviour and its financial effect
- Handle death, disability and maturity claims promptly
- Manage unclaimed benefits, data quality and conduct obligations

Who should attend

- Life assurance administration and servicing staff
- Underwriters and claims assessors in life offices
- Product specialists and actuarial support staff
- Financial advisers selling life products
- Compliance officers in life assurance

Course outline

- 01 A promise held for decades
- 02 Contract types and what each promises
- 03 Premium structure, charges and value
- 04 Underwriting and medical evidence
- 05 Non disclosure and its effect at claim
- 06 Alterations, surrender, loans and reinstatement
- 07 Lapse behaviour and financial effect
- 08 Claims, unclaimed benefits, data quality and conduct

Upcoming dates



Dates	Venue	Format	Fee per delegate
2 to 4 November 2026	Maputo, Mozambique	Classroom	USD 995
9 to 11 November 2026	Cape Town, South Africa	Classroom	R14,950
6 to 8 January 2027	Online	Online	R6,500
24 to 26 February 2027	Accra, Ghana	Classroom	USD 995

Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriScience.co.za, or WhatsApp us on **+27 63 479 1136**.

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