

The IBF Standards are a set of competency standards developed by the industry for the industry. They are benchmarked against international standards and represent the key skill sets required for various jobs in the financial industry. They currently cover 12 industry segments:



**CAPITAL
MARKETS**



COMPLIANCE



**CONSUMER
BANKING**



**CORPORATE
BANKING**



**FINANCIAL
MARKETS**



**FINANCIAL
PLANNING**



**FUND
MANAGEMENT**



**GENERAL
INSURANCE**



**LIFE
INSURANCE**



**RISK
MANAGEMENT**



**TECHNOLOGY
& OPERATIONS**



**WEALTH
MANAGEMENT**

Skills for General Insurance



Find a training programme
to suit your needs
<https://goo.gl/1Y6JWK>

About General Insurance

General Insurance allows individuals or businesses to manage and transfer the risks that they are exposed to. Underwriting and claims handling are two of the key functions in general insurance companies. While underwriting focuses on evaluating the risks to be accepted and determining the terms on which the risks would be acceptable, claims handling comprises processing and settlement of claims in accordance to the terms specified in the contracts.

About Proficiency Levels

The IBF Standards offer three proficiency levels to help you track the development and sophistication of your skills in relation to your career aspirations. You can also use the Standards to identify training programmes at the right level to meet your skills development needs.

- Level 1 a basic understanding of key concepts and ability to apply skills to routine tasks
- Level 2 ability to apply skills to complex tasks
- Level 3 ability to apply skills in the context of broader organisational considerations

About IBF Certification

IBF Certification is an industry endorsed mark of quality for finance professionals in Singapore. To achieve certification, you will need to complete an IBF accredited programme. In addition, for IBF Level 2 and 3 Certification, you will need to meet the relevant experience requirement. IBF Certified individuals may use their professional certification titles "IBFQ" or "IBFA" on their business cards and correspondences.



IBF Qualified (IBFQ)

An individual certified as "IBF Qualified" is equipped with foundational skills to undertake new roles.




- Certified via IBF Level 1 Programmes



IBF Advanced (IBFA)

An individual certified as "IBF Advanced" has demonstrated applied knowledge and advanced analytical skills for specialist or managerial functions.

- Certified via IBF Level 2 or Level 3 Programmes
- 3-15 years of experience

Skills	Proficiency Level			
	1	2	3	
 Claims Handling				
	Claims analysis and investigation	•	•	•
	Claims handling process and documentation	•	•	
	Claims performance management		•	•
 Management of Customers and Intermediaries				
	Customer service and experience	•	•	•
	Complaint handling	•	•	•
 Underwriting				
	Underwriting analysis and risk evaluation	•	•	•
	Underwriting decision-making process	•	•	•
	Underwriting profitability and efficiency management		•	•

For enquiries,
please contact IBF at:
standards@ibf.org.sg

The Institute of Banking & Finance
10 Shenton Way, MAS Building #13-07/08
Singapore 079117
Tel: 6220 8566
www.ibf.org.sg