



EDFIS/C/033/2023
28th December 2023

The Chief Executive Officer/General Manager
All Insurance Firms
Manama
Kingdom of Bahrain

Dear Sir/Madam,

Sub: BIBF Course – Unified Motor Policy Claims Handling

In line with our commitment to advancing local expertise within the insurance sector in the Kingdom, the CBB is pleased to announce, that the Bahrain Institute of Banking & Finance (“BIBF”) is in the process of introducing a specialised “Unified Motor Policy Claims Handling” course under its levied courses, commencing early 2024. This course is designed specifically for staff members working in the motor insurance departments of insurance firms offering motor insurance services.

This course aims to deepen participants' understanding of motor insurance processes and procedures including the ‘Unified Motor Insurance Policy’. The goal is to standardise claim handling across the market thereby enhancing fairness and ensuring a positive customer experience.

In view of the importance of this course, licensees to whom this circular is addressed are required to enrol all relevant staff involved in the motor insurance line of business in the above course during the year 2024. Please note that the course will be available four times throughout the year.

Licensees may register their relevant staff members by accessing the BIBF website (www.bibf.com). For any further inquiries or clarifications, kindly contact BIBF on their email: info@bibf.com.

Furthermore, licensees are required to submit a progress report to the CBB on their compliance with the requirements of this circular by 30th June 2024.

Yours faithfully,

Abeer Al Saad
Executive Director of Financial Institutions Supervision

cc: Bahrain Insurance Association.
Bahrain Institute of Banking and Finance.