

# Advanced Claims & Fraud Specialist (ACFS™)

IIEA Specialist Certification Series (SCS™)

“Master Claims. Detect Fraud. Protect Profitability.”



## Programme Overview

The Advanced Claims & Fraud Specialist (ACFS™) is a high-level professional certification designed to develop advanced expertise in claims management and fraud control within modern insurance environments.

In today's insurance landscape—defined by increasing fraud sophistication, digital transformation, and rising customer expectations—claims professionals must operate with precision, integrity, and defensible judgment.

ACFS prepares you to:

- Manage claims efficiently and fairly
- Detect and investigate fraudulent claims
- Apply policy provisions with precision
- Make defensible, evidence-based decisions
- Balance customer experience with risk control

Position yourself as a trusted specialist in claims and fraud management—capable of protecting profitability, strengthening customer trust, and making high-impact decisions in complex insurance environments.

## Professional Recognition

The Advanced Claims & Fraud Specialist (ACFS™) certification represents a high-level professional standard in claims management and fraud control.

This certification:

- Recognizes advanced capability in managing complex claims and fraud risk
- Supports professional roles across claims, risk, compliance, and investigation functions
- Demonstrates the ability to make defensible, evidence-based decisions in high-impact scenarios

Aligned to real-world insurance operations and emerging fraud risk environments

## Programme Structure

A structured, end-to-end learning pathway designed to build technical depth, investigative capability, and strategic claims judgment.

### **12 Core Modules + Integrated Capstone Assessment**

#### **Key Modules Include:**

- Claims Management Fundamentals
- Claims Process & Workflow Optimization
- Policy Interpretation in Claims
- Claims Investigation Techniques
- Fraud Risk in Insurance
- Fraud Detection & Red Flags
- Fraud Investigation & Case Management
- Legal & Ethical Considerations in Claims
- Claims Negotiation & Settlement
- Claims Fraud Prevention Strategies
- Digital Claims & Emerging Risks
- Claims Strategy & Performance Management

#### **Capstone Assessment**

A practical, integrated case study requiring participants to:

- Identify fraud indicators
- Interpret policy wording
- Conduct investigation analysis
- Make and justify claims decisions
- Provide strategic recommendations

Successful completion of the Capstone Assessment is required for the award of the Advanced Claims & Fraud Specialist (ACFS™) certification.

# Value & Enrolment

## Who This Programme Is Designed For

- Claims Officers & Managers
- Fraud Investigators
- Risk & Compliance Professionals
- Internal Auditors
- Brokers & Intermediaries
- Underwriters transitioning into claims

## Assessment & Certification

Participants are assessed through a structured evaluation framework designed to test both knowledge and applied professional capability:

- Module-based assessments (MCQs)
- Integrated Capstone Assessment (applied case analysis)

## Certification Awarded:

### Certificate of Achievement – Advanced Claims & Fraud Specialist (ACFS™)

Certification Includes:

- Digital Badge (LMS-issued)
- Recognition under the IIEA Specialist Certification Series (SCS™)

## Programme Details

- Duration: Self-paced
- Delivery: Online (IIEALearning™)

## Call to Action

Advance Your Expertise. Strengthen Fraud Control. Lead with Confidence.

Enrol Now:

<https://www.iieacourses.com/course/advanced-claims-fraud-specialist>

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