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New training program to boost AMP's life insurance capabilities

AMP today unveiled a new training program to boost specialist expertise in life insurance across the company.

AMP, in conjunction with the Australian and New Zealand Institute of Insurance and Finance (The Institute), has developed the Certificate IV in Life Insurance training program.

The program is designed to increase knowledge and skills of AMP staff working in life insurance, with a particular focus on boosting claims and underwriting proficiencies.

AMP Director Product Manufacturing Paul Sainsbury said the program is tailor-made to the life insurance industry by factoring into learning modules products, processes and distribution which will enhance the professionalism of candidates who undertake the program.

"The expertise gained from completing the qualification will allow our staff to deliver an even greater level of service to our customers and planners," Mr Sainsbury said.

"This program is the latest in a range of initiatives aimed at making AMP easier for customers and planners to do business with and to ensure more people obtain the insurance they need," Mr Sainsbury said.

All those completing the program will achieve a Certificate IV in Financial Services – Life Insurance, an accreditation which provides entry to complete a Diploma in Financial Services. Participants will also be able to become an Associate CIP of The Institute.

The Institute's General Manager of Client Solutions Mark James said by offering specialist training such as the Certificate IV in Life Insurance, AMP is boosting the professionalism of the industry.

"High quality training is crucial and our research suggests that 95 per cent of staff will remain at a company that is actively investing in their professional development," Mr James said.

The program features four self-paced modules and several competency assessments and has an anticipated completion time of between 12 to 36 months.

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