

**COLLEGE OF INSURANCE**  
**INSURANCE INSTITUTE OF INDIA, MUMBAI**  
**Claims Management of Property Insurance**  
Program ID: - CPG30  
(From: 14<sup>th</sup> to 15<sup>th</sup> January, 2019)

**Relevance of the Program:-**

Historically Fire and Engineering insurances have been the mainstay for General Insurers. In addition to being major avenues for generating insurance premiums, these lines of business have the potential of causing large losses as well. Insurers usually do a thorough job when they evaluate property claims vis-à-vis policy wordings and causes of claims. Conventionally, insurers pay a lot of attention to claims in these portfolios and are very careful in evaluating risks and building loss control measures into the policy. In Fire and Engineering insurances particularly, insurers look at every major insurance claim as a major source of learning. Increased competition post-liberalization and falling premiums (post-detariffing) have impacted the profitability of these portfolios. Alongside, this practice of gathering insights from claims and improving underwriting and risk management standards has taken a back-seat.

The emergence of newer risk profiles as a result of technological, social and economic developments has also posed challenges to Property underwriters. Losses have also become more complex in respect of Fire and Engineering insurances. Keeping pace with such developments and consequential changes in techniques used for analyzing risks, taking proper underwriting decisions and effective management of claims have therefore become a greater priority for insurers today.

The College of Insurance has developed this specific course to suit the needs of professionals from insurance companies dealing with Property insurance claims – focusing on effective and efficient claims management techniques as also risk analysis, loss prevention/ loss control aspects. Though each company has its own internal systems and procedures for claims processing, this course seeks to help claims professionals appreciate their roles in a better light and help them in integrating their knowledge back into underwriting, risk management, loss prevention and claims control functions so that these classes of business are better managed.

**Program Objective:-**

The program is specially designed for insurance executives in the junior management level from underwriting and claims departments, engineers, loss adjustors and brokers whose roles and

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contribution would require developing and updating specific knowledge and skills on all aspects related to the Fire and Engineering insurance portfolios

The program seeks to make the participants:-

- ✓ Acquaint themselves with claims procedures
- ✓ Understand the processes involved in managing property and business interruption claims
- ✓ Appreciate the roles and functions of underwriters, risk engineers, loss assessors
- ✓ To update and enhance the understanding of different types of insurance products in the Fire and Engineering insurance departments
- ✓ Deliberations on details pertaining to Business Interruption claims
- ✓ Familiarization with the concepts of "All Risks" insurance and specific applications to Industrial All Risks and Mega Risks insurance packages for operational and under construction facilities
- ✓ Understanding issues critical to claims under the Petrochemical group of industries
- ✓ Appreciation of approaches in claims management and claims procedures
- ✓ Emerging claims management techniques in the international markets
- ✓ Knowledge sharing with interactive sessions

## Participant Profile:-

The program is specially designed for insurance executives in insurance companies or broking companies, who would require in-depth knowledge of claims settlement practices relating to property claims and need to acquire specific knowledge and skills on all aspects related to the reinsurance business, processes and critical issues in reinsurance management.

Hence, participants are expected to have some prior exposure to claims related areas in the insurance domain.

**Program Duration: - 2 days from 14<sup>th</sup> to 15<sup>th</sup> January, 2019**

**Timing : 10.00 a.m. to 05.00 p.m.**

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## Enrolment:

To enrol for the training program please download the enrolment form and after filling in the necessary details, submit your form and fees to the office of the college of Insurance, Insurance Institute of India, Plot C-46, G-Block, Near Dhirubhai Ambani International School, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 **not later than 07<sup>th</sup> January, 2019.**

You can also do the enrolment online through the College of Insurance's website [www.coi.org.in](http://www.coi.org.in) **on or before 07<sup>th</sup> January 2019.**

## Course Fees:-

- a) **Participants requiring residential facilities: Total amount Required –Rs.10148/-i.e. (Rs.8600/- plus 9% CGST and 9% SGST)**

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

- b) **Non-residential participants: Total amount Required –Rs.7316/-i.e. (Rs.6200/- plus 9% CGST and 9% SGST).**

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

## Payment Terms and Conditions:-

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to the receipt of the

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payment.

- 3) We do not consider any refund request or adjustment of fees for the next program in case of non attendance.
- 4) Fees should be paid by Demand Draft drawn in favour of "Insurance Institute of India" payable at Mumbai and forward it together with the "Enrolment form" available from College of Insurance's website [www.coi.org.in](http://www.coi.org.in) or by online payment mode following the below link <http://www.coi.org.in/web/guest/program-calender>.

### Training Venue :-



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Insurance Institute of India  
(College of Insurance),  
G Block, Plot No. C-46,  
Near American Consulate,  
Bandra Kurla Complex,  
Bandra (E),  
Mumbai – 400051.



✚ Parking Facility:

"VEHICLE PARKING IS NOT ALLOWED IN OUR CAMPUS".

Course Co-ordinator:

Prof Archana Vaze Tel: 022-26544286 Email id: - vaze@iii.org.in

Respond to :-

Ms A P Dalvi		022-26544254
Mr P M Tare	<a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-26544234

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Nomination Form

1) Name: \_\_\_\_\_

2) Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3) Educational Qualification: \_\_\_\_\_

4) Date of Birth: \_\_\_\_\_

5) Position Held.: \_\_\_\_\_

6) Mobile No : \_\_\_\_\_

7) Telephone No. : \_\_\_\_\_

8) Fax No: \_\_\_\_\_

9) E-Mail: \_\_\_\_\_

10) Alternate E-Mail: \_\_\_\_\_

11) Sponsoring Organisation: \_\_\_\_\_

12) Food preference:  Vegetarian  Non-Vegetarian

13) Hostel Facility Required:  Yes  No

14) Details of Fee Paid: Cheque / D.D. No. \_\_\_\_\_ dt. \_\_\_\_\_

Drawn on \_\_\_\_\_ Bank, for Rs. \_\_\_\_\_

Please  
affix your  
photograph  
here

\_\_\_\_\_  
Signature & seal of the authority  
of the Sponsoring organisation

\_\_\_\_\_  
Signature of the Participant

\*Name of Co-ordinator: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Email-Id.: \_\_\_\_\_ Company Name: \_\_\_\_\_

\*This column is mandatory for those participants who are sponsored by company.