



On-line session on Managing Catastrophe Claims (CVT – MCC) - 27th August, 2020

The recent super cyclone 'AMPHAN' has caused huge loss of lives and property in the States of Odisha and, particularly, West Bengal when the operational units, shops, different establishments are already reeling under financial pressure with compulsory closure due to the ongoing lockdown. People are confined to home with mental trauma. In this exceptional situation Insurers are running the office online and offline with skeleton resources. This Super Cyclone will compel the Insurers to draw strategy in providing service to their customers who are in distress. IRDAI has already issued circulars to the Insurance Companies and different Insurance Companies have their internal guidelines to handle such catastrophe claims.



Earlier in similar occasions, it was found that there were wide variations in terms of service parameters across Insurance Companies and claim service providers and even across different offices of Insurance Company. Similar is the case with the Surveyors. It depends upon the capacity, perception of the Surveyor. Therefore it is the need of the hour to increase the capacity of such persons who are directly/indirectly associated with the claims.

COI has created '**Virtual Training (CVT) Rooms**' as a cost-effective mechanism for participants to equip themselves academically at their respective locations.

The Program of **three hours duration** aims to make the participants aware of -

- ✓ Creation of mind-set of handling such claims.
- ✓ Sensitization of the distribution channels for effecting proper service delivery to the customers particularly in this situation.
- ✓ Checking the sensitive areas of the claim on priority basis. Understanding role of Reinsurance
- ✓ Managing effective deployment of Surveyors and monitoring their activities.
- ✓ Effective guidance to Surveyors exclusively to avoid complication after submission of report.
- ✓ Keeping close liaison with all stake holders. Art of creating feel good factor with the customers

Who should attend?

The Program is designed for Executives from Insurance Companies, Brokers, IMF, Surveyors and Customers/ Marketing official/ Corporate agents / Field Marketing force and Users.

Duration	Date	Time	Hours
One Day	27 th August, 2020	10.00 AM - 01.00 PM	03.00 Hours

Course Fees: Rs.1770/- (Rs.1500/- + 9% CGST + 9% SGST)

How to enroll: You may send nominations by mail on college_insurance@iii.org.in

Certificate of Participation: Online Certificate will be issued to all the participants.

Programme Co-coordinator:

Mr. P.N. Karmarkar

Manager (Development), College of Insurance, Insurance Institute of India, Kolkata

Mob. No.: 77984 90005/ 98200 21301/ 98691 54850

Email id: karmakar@iii.org.in

Website: www.insuranceinstituteofindia.com / www.coi.org.in

'G' Block, Plot No. C – 46, Bandra Kurla Complex, Bandra (E), Mumbai – 400 051.