

**College of Insurance
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL2
(From: 15th to 16th June, 2020)**

Relevance of the Program:-

Life Insurers are in the business of settling claims. The litmus test of any life insurance company is given by its responsiveness and sensitivity in this regard. The repudiation of a death claim can be a matter of pain, not only for the claimant who is denied protection at a crucial moment, but also for the life insurer, whose credibility in the marketplace can get eroded in the process.

While the life insurer has the onerous responsibility to exercise utmost fairness in case of a claim repudiation, it is also necessary to remember that fraudulent claims have emerged as a matter of concern in recent years. This is borne by the fact that ratio of early claims to total claims has been around 33% and about 13% of these claims has been repudiated. Fraudulent claims are also likely to be responsible for the increase in mortality losses witnessed by life insurers in recent years.

Section 45 of the Insurance act [as amended] clearly states that a policy claim which arises after three years from the date of commencement or revival of the policy, cannot be repudiated on grounds of fraud or misrepresentation at the proposal stage. This implies that any investigation for possible breach of the principle of utmost good faith must be conducted and the contract cancelled before lapse of three years from policy commencement.

All this places a great responsibility on the Claims and Operations personnel of life Insurance companies. They need to have a strong understanding, not only of the legal and technical aspects of claims administration, but also of the challenges that arise in the current day context on account of fraud and other issues.

The two day session on Claims Management is designed to provide a holistic understanding and appreciation of the various nuances of life insurance claims. Its purpose is to enable claims and operations personnel in life insurance companies to play a more effective and proactive role in claims management.

Program Objective:-

- Life insurance claims administration : an overview
- Claims and underwriting – the linkages
- The legal and regulatory framework for claims
- Claims investigation processes – a review
- Managing customer grievances in claims
- Claims frauds and how to combat them

Participant Profile:-

Executives working at Middle Management levels in Life Insurance Companies.

Course Coordinator:-

Dr. S Kutty. – 022-26544296 Email: skutty@iii.org.in

Program Duration & Timing: -

2 days & from 10.00 a.m. to 05.00 p.m.

Course Fees:-

- **Participants requiring residential facilities: Total amount Required –Rs. 11800/- i.e. (Rs. 10000/- plus 9% CGST + 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.

- **Non-residential participants: Total amount Required –Rs. 8496/- i.e. (Rs. 7200/- plus 9% CGST + 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).

Training Venue:-

Please follow below link / QR Code for Training Venue

<https://qr.go.page.link/qs2Qb>



Parking Facility:-

Public parking available at 5 minutes walking distance (Behind US Consulate).

Respond to:-

Ms E. D'souza	college_insurance@iii.org.in	022-26544210
Mr D V Govekar		022-26544247
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Ms A P Dalvi		022-26544254
Mr P M Tare		022-26544251
Ms N B Bagde		022-26544234

**College of Insurance
Insurance Institute of India,
G Block, Plot No. C – 46, Near American Consulate, Bandra Kurla Complex,
Bandra (East), Mumbai – 4000051**

Information for Registration

Registration:-

- To register online, visit menu Enrolment – Online Enrolment on website www.coi.org.in else follow link - <http://www.coi.org.in/web/guest/programme-calendar>
- For offline registration, mail us at college_insurance@iii.org.in and please see below details for bank transfer.

Name of the Beneficiary:-	Insurance Institute of India
Name of Bank & Address :-	Axis Bank Ltd, Fort Branch, Jeevan Prakash Building, Sir P M Road, Mumbai – 400001.
Account No.:-	0040 10100 143462
IFSC Code:-	UTIB 000 000 4
MICR Code:-	400211002
Swift Code:-	AXISINBB004

- The confirmation of registration for the program will be subject to receipt of payment before the commencement of the program.

Training Venue:-

Insurance Institute of India, (College of Insurance), G Block, Plot No. C – 46, Near American Consulate, Bandra Kurla Complex, Bandra (East), Mumbai – 4000051

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Bandra (East), Mumbai – 400051

Nomination Form

- 1) Participant Name: _____
- 2) Program Name: _____
- 3) Program Period: _____
- 4) Address: _____

- 5) Educational Qualification: _____
- 6) Date of Birth: _____
- 7) Position Held: _____
- 8) Mobile No: _____
- 9) Telephone No.: _____
- 10) E-Mail: _____
- 11) Alternate E-Mail: _____
- 12) Sponsoring Organisation: _____
- 13) Food preference: Vegetarian Non-Vegetarian
- 14) Hostel Facility Required: Yes No
- 15) 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.