

College of Insurance
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL3
(From: 20th to 21st June, 2019)

Relevance of the Program:-

Life Insurers are in the business of settlement of claims. The litmus test of any life insurance company is indeed 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 in 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 done 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.

College of Insurance
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL3
(From: 20th to 21st June, 2019)

Program Contents:-

- 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.

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

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 Insurance Institute of India, Plot C-46, G-Block, Near Dhirubhai Ambani International School, Bandra-Kurla Complex, Bandra (East), Mumbai – 400 051 by **13th June, 2019**

You can also do online enrolment through College of Insurance's website www.coi.org.in on or before **13th June, 2019**.

Program Duration: - 2 days from 20th to 21st June, 2019

College of Insurance
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL3
(From: 20th to 21st June, 2019)

Course Fees:-

Participants requiring residential facilities: Total amount Required –Rs. 10148-i.e. (Rs. 8600/- 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. 7316/-i.e. (Rs. 6200/- 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).

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 receipt of payment.
- 3) We do not consider any refund request or adjustment of fees against future programs 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
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL3
(From: 20th to 21st June, 2019)

College of Insurance's website www.coi.org.in or by online payment mode by following the below link <http://www.coi.org.in/web/guest/programme-calendar>

Please follow below link for Training Venue

<https://www.google.com/maps/place/Insurance+Institute+of+India/@19.0636539,72.8670136,17z/data=!4m5!3m4!1s0x3be7c8ea29ccf0a5:0x8d0e92854f4dae94!8m2!3d19.0636488!4d72.8692023>

+ Parking Facility:

"VEHICLE PARKING IS NOT ALLOWED IN OUR CAMPUS".

Course Co-ordinator:

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

Respond to :-

Mr D V Govekar	college_insurance@iii.org.in	022-26544247
Ms S S Vaidya		022-26544266
Ms A P Dalvi		022-26544254
Mr P M Tare		022-26544251

College of Insurance
Insurance Institute of India, Mumbai
Life Insurance Claims Management
Program ID: CPL3
(From: 20th to 21st June, 2019)

Nomination Form

1) Name: _____

2) Address: _____

3) Educational Qualification: _____

4) Date of Birth: _____

5) Position Held.: _____

6) Mobile No : _____

7) Telephone No. : _____

8) E-Mail: _____

9) Alternate E-Mail: _____

10) Sponsoring Organisation: _____

11) Food preference: Vegetarian Non-Vegetarian

12) Hostel Facility Required: Yes No

13) 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.