

College of Insurance
Insurance Institute of India, Mumbai
International Program – Excellence in Insurance - Technical – Life
Program ID: IPL9
(From: 03rd to 14th February, 2020)

Relevance of the Program:-

The twenty first century has created ample growth opportunities for Life Insurance and other financial institutions in developing markets. This is a result of high catch up potential, emerging in the wake of higher incomes; rapid urbanization and growth of a formal middle class; rise in purchasing power and an increased need for both financial security and savings. At the same time, companies face serious challenges in the wake of liberalisation and global competition. New complexities have emerged as a result of changing life styles and expectations of millennial and subsequent generations, who will be the customers during the next two decades. An entirely new context has also been created by the digital revolution in insurance and financial services. Challenges are also posed by regulation and the need for compliance; financial market volatility and other risk areas like fraud and moral hazard. Life insurers have to build capacity and resilience in order to both capitalize on the possibilities and surmount the challenges that are emerging. In sum, life insurers in every market have to learn to 'embrace the future'.

Critical to this process is the development of an appropriate repository of knowledge, skill sets, values and attitudes that are needed by life insurance managers and leaders of tomorrow's companies. They need to not only have a sound grasp of the basic fundamentals but also able to apply them effectively in coming times. There is also a need to understand a number of issues and themes that have emerged during the last two decades in life insurance and other financial markets.

This program is designed to cover both concepts and practice in the life insurance domain. It is felt that proficiency in the business requires a deep understanding of multiple disciplines like Actuarial Pricing and Product Design; Regulation and its Compliance; Marketing and Distribution; Information Technology Management; Underwriting and Claims Management; Policy Servicing and Customer Relationship Management; Investment and Financial

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Management; and finally Management of Human Resource Talent and leadership. The program would incorporate these aspects, so that participants are not only able to discharge their functional responsibilities more effectively but also build their ability and confidence for taking on higher responsibilities in their organization.

Participation in this course would provide a unique opportunity to learn from a resource group of scholar practitioners who combine academic rigor with rich industry experience spanning many decades in a market of more than a billion. It also provides an opportunity for exchanging ideas with professionals coming from different insurance organizations of different countries, which can provide a powerful impetus for learning and innovation.

Program Objective:-

The program would cover the following themes

- Review and relook at the fundamentals of life insurance in the context of current and emerging
- trends in the marketplace
- Insurance Regulation and its compliance – including the IAIS Protocols
- The design and pricing of life insurance products – including profits and capital
- A review and update of Traditional and Non - traditional Life insurance products - the changing
- contours of the global life insurance market
- A review of Pensions and Health Insurance - the new dynamics of life insurance markets
- Marketing Strategies and Customer Value Creation – new vistas
- Distribution Management in life insurance - global best practices
- Life insurance underwriting - Contemporary approaches

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- Life insurance Claims Management : challenges and interventions
- Customer Relationship Management – a comprehensive treatment
- Riding the crest of the Information Technology Revolution in Life Insurance
- Fraud management – concepts and practice
- Financial Management of a Life office – a look at the basics in contemporary perspective.
- Managing talent in life insurance
- Building a roadmap : Strategies for the future

Participant Profile:-

- Middle and Senior Managers of Life Insurance Companies who will be taking leadership positions in future.

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 **27th January, 2020.**

Program Duration: - 12 days from 03rd to 14th February, 2020

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Course Fees:-

Total amount Required – US \$ 1200

The fees include 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.

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'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>

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+ Parking Facility:

"VEHICLE PARKING IS NOT ALLOWED IN OUR CAMPUS".

Course Co-ordinator:

Mr P K Rao – 022-26544203 Email: pkrao@iii.org.in

Respond to :-

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Nomination Form

- 1) Name: _____
- 2) Address: _____

- 3) Educational Qualification: _____
- 4) Date of Birth: _____
- 5) Position Held: _____
- 6) Passport No.: _____
- 7) Passport Expiry Date: _____
- 8) Mobile No. : _____
- 9) Telephone No. : _____
- 10) E-Mail: _____
- 11) Alternate E-Mail: _____
- 12) Sponsoring Organisation: _____
- 13) Food preference: Vegetarian Non-Vegetarian
- 14) Details of Fee Paid: Cheque / D.D. No. _____ dt. _____ drawn
on _____ Bank, for Rs. _____

Please
affix your
photograph
here

Signature and 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.