

College of Insurance
Insurance Institute of India, Mumbai
Customer Relationship Management
Program ID: CPG14
(From: 19th to 20th August, 2019)

Relevance of the Program:-

One of the most crucial aspects of business throughout the history of business has been customer relationship. Since customer relationship is an indispensable aspect of a business, people want to figure out the best way to do it specifically in a service industry. It needs years of experience for an organisation to figure out the best way to develop best policies for customer relationships. In this digital age CRM refers to the tools and the technical system that is used to perform optimal Customer Relationship Management.

Program Objective:-

- The 2 day programme helps participants to learn how to develop a bond with the customers in an age where there is a complete change in the lifestyle and thinking philosophy and also understand how to leverage the technology and data to create a workable CRM in order to optimise the conversion. These strategies developed are now encapsulated into a 2 day training programme.

Participant Profile:-

- Executives handling Customer Relationship functions at corporate offices and Divisional / Branch Managers of General and Life Insurance Companies having direct/indirect client dealings. The Business/ Customer service heads of Brokers may also attend the same.

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

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

Program Duration: - 2 days from 19th to 20th August, 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).

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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>

Parking Facility:

"VEHICLE PARKING IS NOT ALLOWED IN OUR CAMPUS".

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Course Co-ordinator:

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

Respond to :-

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Ms S S Vaidya		022-26544266
Ms A P Dalvi		022-26544254
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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) 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.