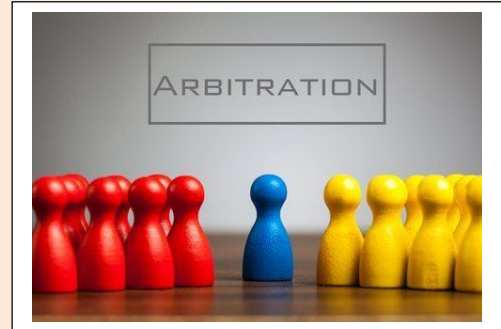




## Virtual Training Session on Procedures and Practices- Insurance Arbitration, Ombudsman and Consumer cases (CVT-P&P-IA,O&CC) - 6<sup>th</sup> -7<sup>th</sup> September 2021

Insurance is a service Industry. In spite of best efforts disputes between Insurers and claimants can not be totally eliminated. There are many procedures and forums where the disputes can be redressed. But most commonly used Procedures and forums are Arbitration, Consumer Forum and Insurance Ombudsman. It is imperative to have thorough knowledge about them for proper handling of the cases.



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

### **Programme Objectives:**

The Programme of Two days duration aims to make the participants aware of and to understand—

- Procedural aspects of Arbitration, Consumer Forum and Ombudsman Cases.
- Safeguarding of the interest of Insurers
- Managing those cases

### **Participant Profile:**

The Programme is designed for Executives from Insurance Companies, Brokers, IMF, and officials those are interested to know the functioning of Arbitration, Consumer Forum and Ombudsman Cases.

| Duration | Date   | Time (IST)              | Hours       |
|----------|--|-------------------------|-------------|
| Two Days | 6 <sup>th</sup> - 7 <sup>th</sup> September 2021 | 10.00 hrs. - 13.00 hrs. | 03.00 Hours |

**Course Fees:** Rs.3540/- (Rs.3000/- + 9% CGST + 9% SGST)

**How to enroll:** [Click here for Registration](#) and for any help/queries please mail to [college\\_insurance@iii.org.in](mailto:college_insurance@iii.org.in)

**Certificate of Participation:** Online Certificate in PDF format will be issued to all the participants.

### **Programme Coordinator:**

**Mr. Pradip Sarkar, Principal, COI, Kolkata** (Email id: [sarkar@iii.org.in](mailto:sarkar@iii.org.in), Mob.no. +91 8370038858)

| For enrolment and technical support call / WhatsApp on | Name               | Mobile No.      | Name                  | Mobile No.      |
|--|--------------------|-----------------|-----------------------|-----------------|
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