



## Virtual Training Session on Managing Consumer and Ombudsman Cases (CVT-MCOC) 11<sup>th</sup> February, 2021

In India Consumer awareness has increased many fold. Consumers are now aware about their right and remedies. Insurance being a service Industry and products being intangible, consumer grievances are comparatively more. Two institutions are playing a vital role in Insurance grievance redressal in India. They are the Consumer courts and Insurance Ombudsman. Insurers need to manage the complaints in Consumer Forum and Ombudsman professionally. The Consumer activist/ Complainants should also be aware about the process of these two Institutions.

The programme is designed to enable participants to have knowledge about:

- ✓ Functioning of Consumer Forums and Insurance Ombudsman
- ✓ Rights & remedies and Provisions for lodging complaints in these Institutions
- ✓ Insurer's responsibility in handling these complaints
- ✓ Professional approach by Insurers in managing the complaints



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

### Programme Contents:

- ❖ Understanding Consumer Act Provisions
- ❖ Understanding Insurance Ombudsman Rule
- ❖ Managing Consumer complaints
- ❖ Managing Ombudsman Cases

**Participant Profile:** This programme is designed for Executives of the General/Life Insurance industry dealing with Grievances/ Consumer Cases/ Ombudsman Cases and for Consumer activist. Brokers, Corporate Agents, Marketing Firms should also have knowledge on these subjects as it will help them to suggest their clients properly for grievance redressal.

Duration	Date	Time (IST)	Hours
One Day	11 <sup>th</sup> February 2021	10.00 hrs. - 13.00 hrs.	03.00 Hours

**Course Fees:** Rs.1770/- (Rs.1500/- + 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:

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