



College of Insurance



“Winning the Customer Trust”

A Webinar on PPHI Regulations, 2024 -19th March 2025 10.30 AM to 1.30 PM

Good Customer Service costs less than Bad Customer Service so goes a famous saying. Despite great strides of progress the Insurance Industry has made in making the Policyholder Service fast, reliable and accurate with technology and the relationship management, the trust deficit in the insurance sector is still a major challenge. Establishing a trust based relationship with Customer is still work in progress and is often debated and written about with regard to Insurance. Regulatory Framework for protection of policyholders is a significant measure in this regard right from the time IRDAI came into being and in 2024, significant number of changes have been brought about in the Protection of Policyholders Interests (PPHI) Regulations, 2024 and the related Master Circular.

While based on the principle of “Treating Customer Fairly (TCF)” in all the dealings of Insurance companies with their Customers in the conduct of business, the PPHI Regulations, 2024 and the Master Circular also deal with specific prescriptions/rules including turnaround times for specific services under Citizen’s Charter. It is important that all the people involved in Customer service in the Insurance companies are aware of and understand the regulatory provisions and appreciate their significance and objective so that they are complied with properly and meaningfully.

Contents of the Program

The three-hour Webinar from 10.30 AM to 1.30 PM on 19th March 2025 will deal with all the aspects of PPHI Regulations, 2024 such as

- ✓ Principle of Treating Customer Fairly
- ✓ Activities prior to sale, Point of Sale requirements
- ✓ Proposal, Underwriting, Issuance of Policies, Free Look Option
- ✓ Information and Services to Policyholders
- ✓ Claim Settlement
- ✓ Grievance Resolution and Feedback
- ✓ Citizen’s Charter

Who can attend?

All the employees and executives working in Customer Service, Claims, Grievance Resolution functions from Life Insurance Companies, Corporate Agents, Brokers. Anyone interested in understanding the PPHI Regulations, 2024 is welcome.

Registration fee for the Webinar

In order to encourage wider participation and spreading of this knowledge, the fee per candidate is fixed at Rs 500/- plus 18% GST. Corporates nominating 25 or more can avail 10% rebate. Please contact college_insurance@iii.org.in for details.

Click here for Registration

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