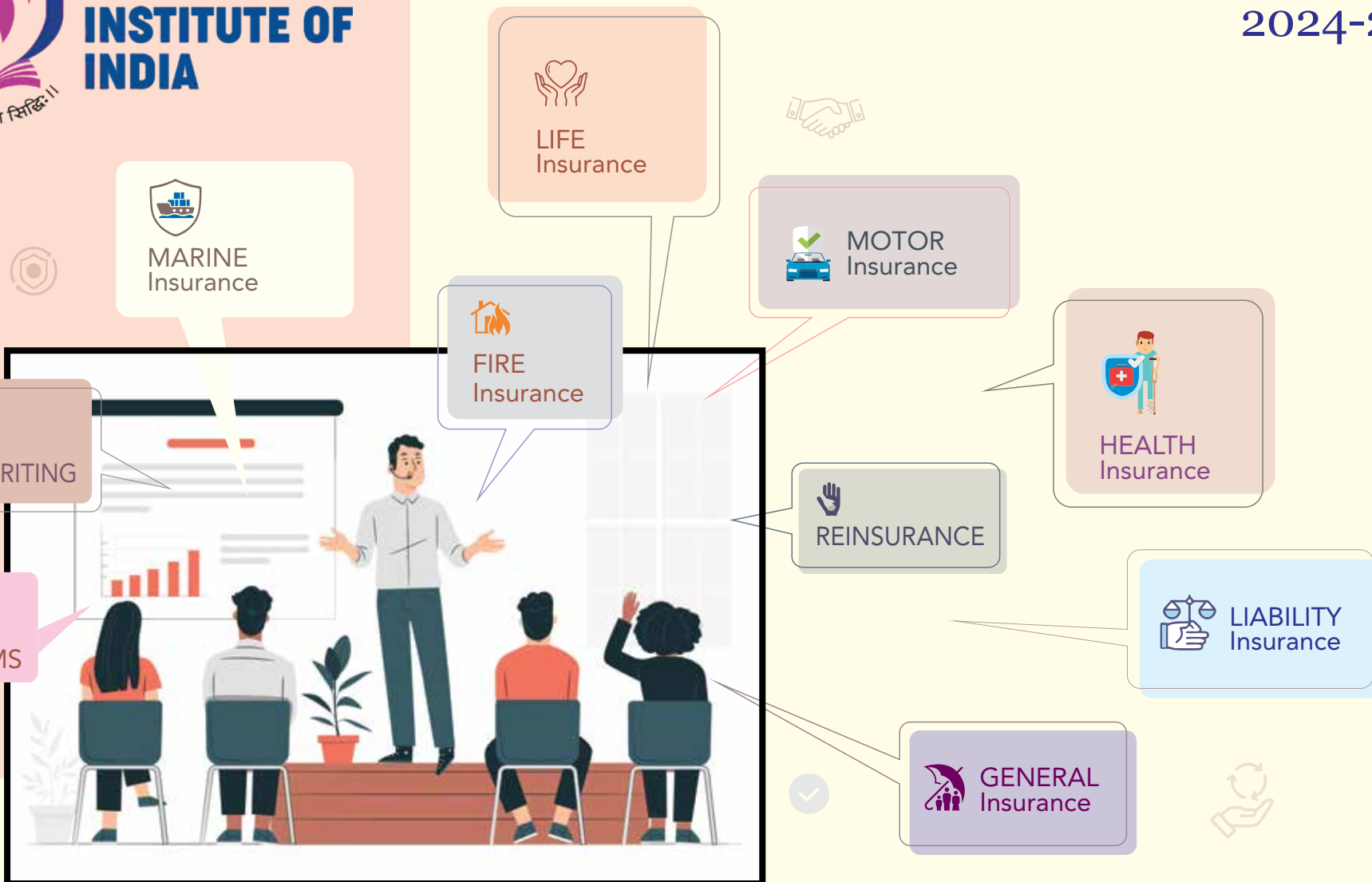




भारतीय बीमा संस्थान  
**INSURANCE  
INSTITUTE OF  
INDIA**

**कॉलेज ऑफ इन्श्योरेंस  
COLLEGE OF INSURANCE**

2024-25



**EMPOWERING through LEARNING**

## भारतीय बीमा संस्थान गीत III ANTHEM

अंधकार मिटे अज्ञान का, ज्ञान का प्रकाश हो ।  
बीमा का विस्तार हो, सुलाभ कारोबार हो ॥

ज्ञान योग से सिद्धि हो, सक्षम हों समृद्धि हो ॥  
यही हमारा नारा है । यही उद्देश्य हमारा है ॥

पूरब हो या पश्चिम हो, उत्तर हो या दक्षिण हो ।  
गांव गांव में, शहर शहर में, बीमा ज्ञान दिलाते है ।

जन्म हुआ है पचपन में, एक नही एकनब्बे है ।  
भारत के संग विश्व में हम, बीमा ज्ञान फैलाते है ।

आओ सब प्रयास करे, जहाँ भी बीमा ज्ञान हो ।  
भारतीय बीमा संस्थान हो, भारतीय बीमा संस्थान हो ।

खेत हो खदान हो, वाहन हो विमान हो,  
जीवन हो या अजीवन हो । धन दौलत सामान हो ।

ज्ञान योग से सिद्धि हो, सक्षम हों समृद्धि हो ॥  
यही हमारा नारा है । यही उद्देश्य हमारा है ॥

सबका ज्ञान दिलाते है । बीमा ज्ञान दिलाते है ॥  
देश का विकास हो, जन-जन का विश्वास हो ॥



## Vision:

To be a professional institution of global repute, dedicated to education, training and research in insurance and allied services, thereby developing skill and competency, for all the associates of the insurance industry in India and abroad.

## Mission:

- To conduct professional certification programs of international standard in the area of insurance, risk management and related subjects by offering high quality content and conducting examinations.
- To offer professional training through various pedagogy for entire insurance ecosystem.
- To disseminate knowledge through seminars, conferences, webinars, journals and newsletters.
- To work in collaboration with Corporates, Policy makers, Education Institutions and others to help spread the insurance awareness and education.
- To provide cutting-edge research in contemporary and critical areas of insurance, dissemination of insurance information to individuals, corporates, policy makers and other users of insurance.

## Introduction to III

The Insurance Institute of India (III) formerly known as the Federation of Insurance Institutes (J.C. Setalvad Memorial) was established in the year 1955, for the purpose of promoting Insurance Education and Training in the country. Institute qualifications are held in esteem both by the regulator and the industry. In its role as a leading education and training provider, I.I.I. is closely associated with all the segments of the insurance industry which include the Insurance Regulatory and Development Authority of India (IRDAI), and public and private sector insurance companies as well.

### The main objectives of Insurance Institute of India are:

- To run College and conduct examinations, oral and written, in insurance theory and practice and related subjects for awarding certificates, diplomas and degrees to those interested in insurance. To give oral and postal tuitions, prepare and supply reading materials and similar other educative methods for encouraging and assisting the study of any subject bearing on any branch of insurance.
- To offer scholarships, grants and prizes for research or any other educational work bearing on insurance. To ascertain the law and practice relating to all matters connected with insurance and to disseminate such knowledge among those interested in insurance.
- The activities and programmes of the Institute, among others, assist people in the insurance Industry, to acquire the skills and expertise to meet the growing needs of multiplicity of customers- the objective being to enhance professional insurance service to the millions in this country.

The Institute's registered office is located at Mumbai and is registered under the Societies' Registration Act, 1980.

There are at present 91 Associated Insurance Institutes spread all over the country. The Sri Lanka Insurance Institute and Financial Institutions Training Institute, Bhutan are affiliated to the I.I.I. The members of the Associated Institutes and the Affiliated Institutes automatically become the members of the I.I.I.

## Introduction to COI

College of Insurance (COI), formed in 1966, the training arm of III, provides training in all technical domains of Insurance round the year. A large number of private and public sector insurers, brokers, surveyors and others from India and abroad benefit from its classroom sessions, workshops and seminars. College of Insurance is in the fifty-seventh year of its existence in Mumbai as of 2023. The College has a Kolkata Chapter, opened in November 2016 which caters to the training needs of the Eastern States of India and the countries in its neighborhood.

## Governing Body of III

**President:** The President of Insurance Institute of India is the Chairperson/CMD's of LIC of India, GIC Re and The New India Assurance Company Limited by rotation. The term of President is for two years.

**Deputy President:** There are total Six Deputy presidents elected amongst the Council. The term of Deputy President is for one year.

### Council:

- The management and control of the Institute and its property, affairs and business shall be carried on by and vested in the Council subject to the provisions of the Memorandum and Regulations of the Institute. Subject as aforesaid, the Council shall have power from time to time to make, revoke and vary rules and/or bye laws for the conduct of the business and affairs of the Institute and the Council, and to appoint Committees from among its own members and/or others and to delegate to such committees such of its powers as it may deem expedient.
- The Council is the governing body. It has 59 members of which 30 are Corporate Members (15 member from LIC of India and 15 members from GIC Re, The New India Assurance Co. Ltd., National Insurance Co. Ltd., The Oriental Insurance Co. Ltd. and United India Insurance Co. Ltd. (3 each)). The remaining 29 Voting Council Members are from the Associated Institutes of the Insurance Institute of India. Members representing the corporate sector are top executives of their respective insurance companies.

## President of Insurance Institute of India



**Shri. Siddhartha  
Mohanty**  
Chairperson,  
LIC of India

**Mr. Siddhartha Mohanty** is Chairperson of LIC of India which, with its more than \$500 billion reserves, is the fourth largest insurer globally. He is a post-graduate in Political Science, having Bachelor's degree in Law and a Post Graduate Certification Business Management. Mr. Mohanty is an avid reader and embraces technological advances with enthusiasm.

He joined LIC, as a Direct Recruit Officer in 1985. During his tenure of almost four decades, he has gained a 360° knowledge and experience in every domain of Life Insurance. He has worked in Marketing, HR, Legal and Investments. Among the positions he held, most notable were Sr. Divisional Manager In charge, Regional Manager of Marketing Vertical, Chief of Investment, Executive Director (Legal) and CEO of LIC Housing Finance Ltd, a listed Associate Company of LIC of India and one of the largest Housing Finance Companies in India. Immediately before becoming Chairperson, Mr. Mohanty had worked as Managing Director of LIC of India.

He Chairs the Board of various National and International Subsidiaries and Associate Companies. In addition, he is the Chairperson of the Council of Insurance Ombudsman, Chairman of the Governing Board of National Insurance Academy and a member of the Council of the Institute of Actuaries of India.

His innovative style of working, strong analytical ability, strategic thinking and capability to arrive at simple solutions for complex problems have resulted into success in each of his assignments. He has to his credit a deep understanding of the landscape of the industry which helps him design unique strategies for achieving desired goals. He firmly believes that continued digital transformation is the mainstay for any Organisation.

## Message

“It gives me immense pleasure in presenting the Annual Brochure 2024-25 of College of Insurance, Insurance Institute of India. India, as a country, has decided to ensure “Insurance for all by 2047”. To make this dream a reality, we would require a huge resource-pool of manpower. Hence, it is imperative to spread the knowledge of Insurance amongst maximum possible people. College of Insurance is expected to play a pivotal role in this regard. Keeping this in view, the courses are designed and crafted to meet the rapidly evolving insurance industry needs. I am sure that the programs will benefit all existing and would-be insurance professionals. I wish success to each and every one associated with the Institute in realizing its objectives and creating a sustainable learning ecosystem”.

## Secretary General of III



**Shri. S. N. Satpathy**

Secretary General,  
Insurance Institute of  
India

**Shri. S N Satpathy** is currently the Secretary General of Insurance Institute of India. Prior to this assignment he was holding the post of Additional Director of LIC Management Development Centre (MDC), Mumbai, the apex training centre for middle to senior level executives of LIC.

He joined as Direct recruit officer in LIC of India in the year 1989. During his more than three decades experience in the Life Insurance, he had performed in multiple positions in Branches, Divisions, Zones & Central office, covering different areas of operations and marketing. He has major experience in conventional marketing of life insurance, marketing through alternative channels of distribution which includes Bancassurance and Direct Marketing. He had effectively performed as National Relationship Manager to promote the Bancassurance channel business.

He was also in-charge of Pension & Group business operation in Mumbai.

He is a Post Graduate in Agriculture Science and also a Fellow of Insurance Institute of India (FIII), having Specialized Diploma in Health Insurance.

## Director of COI



**Shri. P. Jaipuria**

Director,  
College of Insurance

**Shri P. Jaipuria** has taken charge as Director, College of Insurance, Mumbai on 6th May 2022. He joined LICI as a 17th Batch Direct Recruit Officer in 1989. He is a graduate with Honours in Economics with Fellowship of Insurance Institute of India. He has worked in four Zones in different capacities. He was Sr. Divisional Manager of Bhagalpur Division, East Central Zone and Karimnagar Division, South Central Zone.

He created new milestones in both Marketing as well as Administration during his stint in both the Divisions. He has got experience of both Conventional Marketing and P & GS business. He has worked as RM (Inspection), Secretary (OS), RM (Legal) at East Central Zone, Patna and RM (Estate) at Northern Zone, New Delhi. Before taking over charge as Director, College of Insurance, III, Mumbai he worked as Chief (Employees Relation-Discipline) at Central Office, Mumbai. He is a keen observer of socio-economic and political development in insurance Industry.

## Faculty Profile



**Dr. George E. Thomas**

Professor (Research and Non-Life Insurance)

**Dr. George E. Thomas** joined the Institute/College in 2010. His qualifications include Ph.D., FIII, ACII, MBA, MA (English), MA (Soc.) and BGL. He is a Chartered Insurance Practitioner (UK), Fellow of the Indian Council of Arbitration and Member of the Indian Institute of Public Administration.

His insurance industry exposure started with the Tariff Advisory Committee (TAC) where he joined in 1985 and served as Chief Manager from 2006 to 2010. He had a brief tenure in IRDAI as OSD in 2009-2010. His experience includes insurance regulation, tariff revision, product design, health insurance and non-life insurance. He has worked on various committees on policy wordings, data definitions, data analysis and contributed in creating TAC's data warehouse, the precursor of today's Insurance Information Bureau.

He is the International Insurance Society's Ambassador for India, Member of the Academic Steering Committee on Financial Inclusion of the ICMIF and Member of the Working Group on Insurance Regulation and Resilience Policies of the Insurance Development Forum (IDF). His research experience includes natural catastrophe, housing/property, logistics/marine, mutual/microinsurance, health insurance, regulations and fraud prevention. He can be contacted at <thomas@iii.org.in>.



**Prof. Archana Vaze**

Assistant Professor (Non-Life Insurance)

**Prof. Archana Vaze** is Assistant Professor (Non-Life) in III's College of Insurance. She has done her Engineering in Computer Technology from Nagpur University, M.B.A. in Finance & Marketing from IIT Madras and her LLB from the University of Mumbai. Prof. Vaze is a Fellow Member (FIII) of the Insurance Institute of India. Prof. Vaze's exposure to the insurance industry spans multiple areas including underwriting, business strategy and process management. Prior to joining III, she headed the Maharashtra and Goa Region of SBI General Insurance Co. Ltd., as 'Manager Underwriting - Corporate and SME Lines'. Prof. Vaze has also worked as 'Senior Manager - Commercial Underwriting' for the Mumbai Zonal Office of Cholamandalam MS General Insurance Co. Ltd. and also, at their Head Office in Chennai. Prof. Vaze's corporate exposure includes a stint with TCS as a Systems Analyst and domain expert in their Insurance vertical. Her research experience and interests include the Insurance needs of the Housing Industry, analyzing the efficacy of the Industrial All Risks Policy and other Property Insurances, the Insurance needs of the Logistics industry, Mutuals, Co-operatives and Community-based Insurance (MCCOs), Equity Research on Indian Life Insurance industry and Analyzing the legal interpretations of policy wordings and their impact on the market. She can be contacted at <vaze@iii.org.in>.



**Dr. Ramesh  
Kumar Satuluri**

Assistant Professor  
(Research &  
Life Insurance)

**Dr. Ramesh Kumar Satuluri** joined College of Insurance (Insurance Institute of India) as Faculty-Research on 5th October 2023. Prior to this, he was working with HDFC Life Insurance as Zonal Training Manager & National Training Manager (Learning & Development) for 14 yrs. He was heading Variable Channel and Direct Channel as National Training Manager during his stint with HDFC Life. His earlier stint includes working with ICICI Securities and TATA AIA Life as Regional Product Manager and Regional Training Manager respectively. He has spent considerable time with NIIT limited as Faculty.

Dr. Ramesh Kumar Satuluri is a Commerce Graduate and Law Graduate. He attended Executive Development Program from Indian Institute of Management, Bangalore. He completed his MBA, M.Phil and PHD in Finance. Presently he is pursuing M.com in Investment Management. On professional front, he is a FIII (Insurance Institute of India), ALMI (Life Office Management Association), Certified Financial Planner (FPSB), Master Financial Advisor (LIMRA), Certified Trainer (Kinder Brothers International), Certified MF Distributor (AMFI) and completed GNIIT (NIIT).

Dr. Ramesh Kumar Satuluri was awarded PHD on “Factors influencing profitability of Life Insurance Companies in India”. He has contributed many articles in peer reviewed journals/UGC Care/Financial Planning Journals. He has presented papers in various seminars on his area of study. He can be contacted at <ramesh@iii.org.in>.



**Shri. Krishna  
Mohan Y.**

Faculty (Life  
Insurance)

**Shri. Krishna Mohan Y.** joined the college of Insurance as a Full time Faculty (life insurance) on 16<sup>th</sup> March, 2022.

He is a Graduate in Physics from Andhra University Visakhapatnam, fellow of Insurance Institute of India, processes Post Graduate Diploma in Financial Management from NMIMS Mumbai, Senior Management Program Certificate from IIM Calcutta, Leadership Development certified from Jack Walch Institute.

He got more than 36 years of Experience in Life Insurance Industry.

He joined LIC of India in March 1986 and worked in Operations, IT, Sales and marketing in various capacities of AAO, AO and Branch Manager for 19 years. He then worked with HDFCLife and Edelweiss Tokio life Insurance as Senior Manager, AVP and VP. During this period, he headed regional and zonal Sales and Marketing teams, Sales training teams, Learning and Development teams, headed many projects at Corporate offices, viz, New Branch opening, Performance Management of Broken branches, Reward and Recognition schemes for Advisors, Unit Managers and Branch managers, long term strategies, tactical interventions, and personally conducted training programs like, induction training, Orientation training programs, Train The Trainer (TTT) MDRT motivational programs, Business Insurance, Agency Management and other leadership training programs for Senior Managers, AVPs. He can be contacted at <ykmohan@iii.org.in>.





**Shri. V. Jayanth  
Kumar**  
Faculty (Life Insurance)

**Shri. V. Jayanth Kumar** a post graduate from Andhra University, Vishakhapatnam, is an Associate of Insurance Institute of India (III) and holds International Post Graduate Diploma in Life Insurance from Institute of Insurance and Risk Management (IIRM). Joined LIC of India as direct recruit officer in 1986 and worked for 25 years in various capacities which include being in charge of branches and divisions, faculty member at Zonal Training Centre, Regional Manager in charge of marketing through Bancassurance and alternate distribution channels. After taking voluntary retirement from LIC of India, he joined Insurance Regulatory and Development Authority of India (IRDAI) in 2011 and worked for 11 years as Joint Director/General Manager and as Chief General Manager, heading life insurance department dealing with regulation and supervision of life insurance industry in India. During the stint with IRDAI, Mr Jayanth Kumar had the opportunity to complete International Fellows program conducted by National Association of Insurance Commissioners (NAIC), USA in 2012. He also represented IRDAI-India as member of Market Conduct Working Group of International Association of Insurance Supervisors (IAIS), attended several international conferences, participated in the IAIS work of revision of two of the ICPs pertaining to Intermediaries (ICP 18) and Conduct of Business (ICP 19) and preparation of various application and issues papers. His interests and passions include training/academics, music, spirituality, books and travel. He can be contacted at < [vjayanth@iii.org.in](mailto:vjayanth@iii.org.in) >.



**Shri. Deepak  
Sangal**  
Faculty (General  
Insurance)

**Shri. Deepak Sangal** joined the College of Insurance as Faculty on 01 March 2023. He is a Graduate in Engineering and an Associate of Insurance Institute of India (III). He joined United India Insurance Co. Ltd. in 1988 as Risk Engineer. He has worked for 32 Years in various operational and controlling offices in the Western and Northern regions. Conducted extensive risk inspections ranging from Engineering Units, Steel Plants, Thermal Power Plants, Hydro Power Plants, Nuclear Power Plants, Petrochemical / Fertilizer Plants etc. Conducted training programs for various Corporates. Handled Underwriting & Claims of Mega Risks. He was on deputation to National Insurance Academy for a period of 3 years. He took VRS in the position of Regional Manager in 2020. His interest / hobbies include academics, sports, travel. He can be contacted at < [dsangal@iii.org.in](mailto:dsangal@iii.org.in)>.



**Shri. Arun Kumar Bhatia**

Faculty (General Insurance)

**Shri. Arun Kumar Bhatia** is a Post Graduate in Science from University of Delhi and an Associate of Insurance Institute of India. He has rich experience of more than 36 years in Banking, Income Tax and Insurance Industry out of which he has over 33 years of experience in the insurance industry. He has held senior positions in The New India Assurance Co. Ltd., Bajaj Allianz General Insurance Co. Ltd and SBI General Insurance Co. Ltd. He comes with immense experience in the areas of Underwriting, Claims and Marketing of Insurance products and has dealt with all sales channels such as Brokers, Agency, Bancassurance, Direct and Motor OEMs etc. Mr. Bhatia's interest include travelling, reading and keeping abreast of current affairs and listening to any music which is interesting. He can be contacted at <arunbhatia@iii.org.in>.



**Dr. Sanjay Tupe**  
Faculty (Economics)

**Dr. Sanjay N.Tupe**, presently working as faculty in Economics at College of Insurance (Insurance Institute of India) Bandra- Kurla Complex, Mumbai. Earlier, he worked as Professor, and Head of Dept. of Banking and Finance at B.Y.K. College of Commerce, Nashik. He discharged responsibility as in charge principal at RNC Arts, JDB Commerce, and NSC Science College, Nasik Road for one year. Also worked as Member on Board studies in Banking and Finance and Business Economics at S.P.P.U, Pune and Kaviyatri Bahinabai Chaudhari (North Maharashtra) University, Jalgoan. He did master degree in Entire Economics from Pune University, earned M. Phil from Amravati University and LL.B. from Pune University. He is university first ranker (Pune University) in Post Graduate Diploma in Capital Market Management. He also obtained PhD (Economics and Finance) from Indian Institute of Technology Powai, Mumbai, in August 2009, He is Post Doctorate Fellow in Economics of OUCIP, Osmania University, Hyderabad (Funded by American Consulate). Visited Germany and Netherland for research paper presentation in the International conference. He is research guide of S.P.P.university, 6 students obtained Ph.D. under his supervision in the discipline of Banking, Economics and Finance. 2 students are pursuing Ph.D. under his supervision. Completed one minor research project entitled as Role of New Economy Firms in India funded by S.P.P.University, Pune. He published more than 50 research papers in refereed journals, out that 11 research papers are figured out in Scopus/ U.G.C.care list. He authored 4 text books for graduate and post graduate students and 1 reference book published by international Publisher, Germany. He has been working as reviewer for international journals. He wrote regular weekly column in leading Marathi newspaper Maharashtra Times and Punynigari for three years. Received award named as Prof. Dr. Ravindra Sabnis of Rs. 4000/- for best research paper published in refereed journal awarded by Marathi Arthshastra Parishad, in 2011. He received twice (2014 and 2016) Sau. Aruna Raravikar State Level Prize given by Marathi Arthashastra Parishad for best article published in leading Marathi newspaper relating to Economics and Commerce. G. E. Society, Nashik has given him Best Teacher Award in 2020 and Nashik Sarvjni Vachnalya has given him Best Teacher Award in November 2021. He is life member of academic bodies: The All India Marathi Arthashastra Parishad Mumbai, Indian Economic Association, The Indian Econometric Society, Input-output Research Association of India and Think line. He can be contacted at <tupe@iii.org.in>.



**Shri. Subash  
Chandra  
Pattanayak**  
Faculty (Life  
Insurance)

**Shri Subash Chandra Pattanayak**, joined Insurance Institute of India, Mumbai as a Faculty (Life Insurance) in the College of Insurance, Insurance Institute of India on 1st September, 2023 after his superannuation from LIC of India in the scale of Executive Director on 31st July 2023.

Shri Pattanayak started his career in LIC of India as a Direct recruit Assistant Administrative Officer (AAO) in the year 1990 and carries a vast and rich experience of 33 years of various positions in LIC of India.

He has overseen leadership assignments involving business development, profitability improvement, ensuring compliance and risk management, close interface with Independent Board on regulatory and governance matters.

Prior to his present assignment at III, he has held several important positions in LIC of India such as CEO & MD LIC (Sri Lanka), CEO & MD LIC(Nepal), Senior Divisional Manager(In-charge) of 2 premier divisions – Pune 2 & Kolkata Metropolitan Divisional Office 1, Chief Administrator & Faculty – National Insurance Academy, Pune.

He has undergone training on “Life Insurance Business Leading Towards Sustainable Profitability” from IIM, Bangalore, “Business Leadership” from Indian School of Business, Hyderabad (ISB, Hyderabad, India),” Case Writing Workshop” from The Case Centre, UK and Direct Trainer Skills Programme (DOPT, GOI).

Shri Pattanayak was a part and parcel of Research Paper on the subject of “A Perception of the Middle and High-Income Millennials about the Need for Pension and their Retirement Preparedness” in National Insurance Academy, Pune.

He was Conferred with “Awards of Excellence in Insurance” from Top Management Consortium, Pune in 2013-14.

Shri Pattanayak holds a Bachelor’s Degree in Agriculture from College of Agriculture, Odisha University of Agriculture & Technology. He is also a Fellow member of Insurance Institute of India(FIII). He can be contacted at < [pattanayak@iii.org.in](mailto:pattanayak@iii.org.in)>.



**Ms. Madhavi  
Gurav**  
Research Associate

**Ms. Madhavi Gurav** is a Research Associate in the Insurance Institute of India, currently on deputation from The Oriental Insurance Company Ltd. She holds Master in Commerce (Business Administration) and a Master in Law (Business Law). Madhavi is a Fellow Member of the Insurance Institute of India, also holds a Diploma in Fire, Health and Marine Insurance from the Insurance Institute of India and a Certification of Proficiency in Crop Insurance from the National Insurance Academy.

She has rich experience of 25+ years with The Oriental Insurance Company Limited. At Oriental, she headed a Branch and Divisional office and has managed critical assignments at Branch, Division, Claims Hub, and Regional Office. Madhavi has detailed exposure of Underwriting, MACT, and Non-Motor Claims. She can be reached at < [gurav@iii.org.in](mailto:gurav@iii.org.in)>.

## Officials at COI, Kolkata



**Shri. Basant Kumar Nayak**

Principal,  
COI, Kolkata

**Shri. Basant Kumar Nayak** a hard core non-life insurance professional with 37 years of working experience in General Insurance industry. He has been the Principal at the College of Insurance, Insurance Institute of India, Kolkata since March 2022, and well entrenched in to academics.

He previously held senior positions in National Insurance Company Limited as Dy. General Manager/ General Manager (I/S), Regional Head and Motor vertical head at HO, Kolkata. He carries with him a great deal of operational expertise and conceptual skill in all the areas of General Insurance management besides on training and teaching.

His innovative skill set to his credit are on (i) Underwriting (ii) Claims Management (iii) Risk Management (iv) IT Project Management (v) Product Management (vi) Business Strategy & Marketing (vii) Brand Management (iv) Arbitration (v) Negotiation skill and Influence (vi) AML/CFT Compliance.

He has served the Singapore market as CIO, CRO and Head – Underwriting being in the Senior Management (Dy. CEO) of the India International Pte Ltd, Singapore, and understands well the insurance markets in the SE Asia and India. Connected to the premier institutes/universities like LKY School of Public Policy, Risk Management Institute (RMI), Institute of South Asian Studies (ISAS) of NUS (Singapore), Institute of Banking & Finance (IBF) and Singapore Management University (SMU) among others.

He has been speaker in different National and International conferences/summits, in India and abroad. Remained as the President/ Working President of Kolkata Insurance Institute (KII). Executive education done from MDI, Gurugram and RMI, NUS, Singapore. Academically, a PG in Commerce, MBA (Finance) and the Fellow of Insurance Institute of India. He can be contacted at <bk.nayak@iii.org.in>.



**Shri. Judhajt Sen**  
Faculty (Life Insurance)  
COI, Kolkata

**Sri Judhajt Sen** has 34 years of experience in Life Insurance sector with LIC of India, both in India & abroad. He has hands on knowledge on Marketing of Life Insurance- both Individual and Group Business, Servicing differentiation and delivery as a marketing tool and experiential marketing to the customers. He has been the Director of Management Development Centre of LIC, an ISO certified institution for capability building of Senior Management personnel of LIC of India.

He has international experience in LIC (Fiji Operations) and as the CEO & MD of LIC (Lanka) Ltd, a joint venture Company of LIC in Sri Lanka. As a General Manager (LIC Housing Finance Ltd), one of the largest listed Housing Finance Companies, he has been instrumental in the Company reaching new heights in Marketing and a 360 degrees technology centered transformation exercise of the Company.

Sri Sen holds a master's degree and is an Associate Member of the Insurance Institute of India. He has been a regular Faculty Member on Life Insurance at the University of South Pacific and the University of Colombo, Sri Lanka. He was a Board Member of the Sri Lanka India Society, a society formed the patronage of H.E the, High Commissioner of India to Sri Lanka and also the Executive Committee Member of the Indian CEO Forum in Sri Lanka.

Sri Sen is currently a Faculty Member (Life) in College of Insurance, Kolkata. He can be contacted at <j.sen@iii.org.in>

## Secretaries of III



**Shri. N. D. Kokare**

He has joined III in the year 1987 and has experience of handling different assignments i.e. Professional Examinations, Regulatory Examinations, Information Technology and College of Insurance. At present he is in-charge of Professional & Regulatory Examinations, I.T. and also heads the Personnel Department of I.I.I.



**Shri. Kedar P. Sant**

**Shri. Kedar P. Sant** is the Secretary of the Insurance Institute of India. He holds a B.Com degree from Mumbai University as well as a post-graduate diploma in computer software, systems analysis, and application from the Board of Technical Education of the Government of Maharashtra.

He joined the Insurance Institute of India in 1999 and has experience working with the institute's information technology department. At the present time, he is in charge of the departments of professional examinations, information technology, regulatory examinations, and establishments.



**Shri. Manish Raikar**

**Shri. Manish Raikar** is presently the Secretary of Insurance Institute of India. He joined the Institute in 1999. Over a period of 25 years he has worked in the Institute in various capacities and handled various portfolios viz. Examination, Content Development, Secretarial, Accounts, Investment and taxation. Presently he is handling College of Insurance, Accounts, Investment, Taxation, Sale of Study Courses and Secretarial department.

He is Graduate in Commerce and completed Honors Diploma in Information and Systems Management. He is also a Fellow of Insurance Institute of India.

# COLLEGE OF INSURANCE

## Bespoke (Customised) Training Programs

During the last few years, the College of Insurance has been conducting Bespoke Training Programs which are designed for the Insurance Companies and other entities in addition to the calendar programs which are scheduled for the year. These programs are customised for Insurance Companies and entities like broking houses, the IIISLA, State Government departments, Banks, Regulators and, above all, for Regulators and Insurance Companies from abroad.

The customised training modules are developed keeping in view the academic requirements of each individual organization after discussion between their departments and the College of Insurance faculty. Topics include Life, Health, Fire, Marine, Liability, Aviation, Regulations, Marketing, Reinsurance, Motor, Claims, Underwriting, Micro Insurance, Anti-Fraud, Risk Management, Actuarial, etc. Enquiries can be sent to College of Insurance on the email id: college\_insurance@iii.org.in More importantly, Induction Programs of up to six weeks have been customized for different Insurance Companies.

Till date, the College of Insurance has already conducted 136 bespoke programs in Mumbai and 13 in Kolkata Campus in the financial year (i.e. 2023-2024)

# Program Calendar For 2024-25

## Mumbai Campus

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>April, 2024</b>									
1	CP	<b>Basics of Reinsurance</b> <b>Level: Basic</b>	15-16 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance Executives in Insurance, Reinsurance and Broking Companies.
2	CP	<b>Sample survey data of RBI and Predictive Analysis for Insurance Industry.</b> <b>Level: Advanced</b>	18 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, finance, actuary and policy departments.
3	CP	<b>Impactful Selling Strategies</b> <b>Level: Middle</b>	18-19 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Life Insurance Agents and all those associated in insurance marketing in their various capacities.
4	CP	<b>Challenges in Fighting Fraud - Motor OD Insurance</b> <b>Level: Intermediate</b>	18-19 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurers and brokers involved in underwriting, risk management, claim processing, claim investigation, data analytics, insurance fraud. Surveyors, investigators, legal professionals and others interested in fraud fighting
5	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> <b>Level: Advanced</b>	22-24 Apr, 2024	CVT	₹ 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
6	CP	<b>New Trends in Health Insurance.</b> <b>Level: Middle</b>	24 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives from Health, General and Life Insurance Companies, Brokers, IMF, Hospitals, TPAs.
7	CP	<b>Fire and Property Insurance</b> <b>Level: Basic</b>	25-26 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and Middle Level Executives in Insurance Companies, Brokers, Agents including Corporate Agents, IMFs, Banks dealing in Marketing Fire/ Property Lines of Insurances, Underwriters, Risk Engineers, Risk Management Professionals, Claims Adjusters, Claims Processors, Legal Professionals and Compliance Officers.



Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
8	CP	<b>Role of Govt. and Insurance companies in Micro and agricultural insurance:</b> <b>Level: Middle</b>	26 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance areas, working in the department of marketing, technical, and finance of banking, micro insurance, insurance and related various firms.
9	CP	<b>Bancassurance in General Insurance</b> <b>Level: Middle</b>	29-30 Apr, 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Insurers working in the department of marketing, technical, finance of banking and micro insurance.
10	CP	<b>Labour Laws for Corporates</b> <b>Level: Middle</b>	30 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Executives working in Personnel/HR, Pension and Group Schemes departments and other related functions of Insurance Companies, Brokers.
<b>May, 2024</b>									
11	CP	<b>Business Entrepreneurship in Life Insurance</b> <b>Level: Advanced</b>	2-3 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Unit Managers, Development Managers, Sales Mangers and sales team leaders of all distribution channels of Life Insurance. Senior Business Associates (SBAs) and CLIA of LIC, Business Associates like top advisors of Life Insurance companies.
12	CP	<b>Crop Insurance: Focus- PM Fasal Bima Yojana</b> <b>Level: Middle</b>	6 May, 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students.
13	CP	<b>Compliance Governance and Risk Management (IRCC)</b> <b>Level: Advanced</b>	6-8 May, 2024	CVT	Rs 7500 + 18% GST	-	-	Common	Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the “Compliance Governance and Risk Management in Insurance”
14	CP	<b>Holistic Grievance Management</b> <b>Level: Middle</b>	13-14 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working in Life Insurance Companies, Corporate Agents, Brokers including designated Grievance Redressal Officers and those working in Policy servicing, Claims, Marketing in Life Insurance.
15	CP	<b>ERM and Risk Based Capital</b> <b>Level: Middle</b>	14 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Junior to Middle level Executives and officials working in Risk Management, Actuarial, Finance & Investment dept. of Insurance company.

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16	CP	<b>Investment Management in Insurance Companies</b> <b>Level: Middle</b>	16-17 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Investment managers at junior and middle level working in Investment department/other departments.
17	CP	<b>Understanding IFRS 17</b> <b>Level: Middle</b>	20 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior to Middle managerial level executives working in Finance and Accounts, Actuarial and Valuation Department of an Insurance Company.
18	CP	<b>Workshop on Self-Management and Personal Effectiveness</b> <b>Level: Advanced</b>	21-22 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior and Middle Level Executives, Fresh Recruits, Newly promoted officers in all Insurance Companies, Corporate Agents, Brokers.
19	CP	<b>Health Insurance: Medical Management and Fraud Control</b> <b>Level: Advanced</b>	28-29 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Participants at all levels from the Insurance Companies/ Brokers/ TPAs.
20	CP	<b>National Economy and Insurance Industry</b> <b>Level: Basic</b>	30 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, technical, finance and human resources departments.
<b>June, 2024</b>									
21	CP	<b>Understanding Electric Vehicle Insurance</b> <b>Level: Middle</b>	3 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Practitioners working in Motor Insurance, Marketing and Technical departments of Non-Life Insurance companies.
22	CP	<b>Comprehensive Financial Planning Series-Part 1 : Focus on Tax Planning</b> <b>Level: Middle</b>	6 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Sales Managers, Professional Advisors of Life Insurers, Club Members and Potential MDRTs. Life Insurance agents and Development officers of LIC.
23	CP	<b>Basics of Aviation Insurance</b> <b>Level: Basic</b>	6-7 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives from Insurance Companies, Intermediaries, Aviation Companies, and the Owners of Individual Aircrafts.
24	CP	<b>Cutting Edge Marketing Strategies for Branch/Unit Leaders of Life Insurance</b> <b>Level: Advanced</b>	10 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Branch Managers / Marketing Unit heads with ideally having two & above years of experience in the position.
25	CP	<b>Understanding Life Insurance Operations for Middle Level Managers</b> <b>Level: Middle</b>	10-11 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Insurance executives of the middle management level from various life insurance companies as well as those working in broking firms, Insurance professionals

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26	IP	<b>Reinsurance Program: International (RPI)</b> <b>Level: Middle/Advanced</b>	10-15 Jun., 2024	CT	-	\$ 600 USD		Common	International participants interested in learning reinsurance.
27	CP	<b>Workshop on Soft Skills for team leaders</b> <b>Level: Advanced</b>	12-13 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
28	CP	<b>Risk Inspection- Methods &amp; Reporting</b> <b>Level: Middle</b>	12-13 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Risk Engineers, Underwriters, Officials dealing with Property Insurance, and Middle Level Executives from Insurance Companies, Brokers, Surveyors, Investigators and other intermediaries.
29	CP	<b>Techniques for Telemarketing Teams in Insurance</b> <b>Level: Middle</b>	13-14 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Call center executives, team leaders of telemarketing of Life Insurance companies, Brokers, Corporate Agents.
30	CP	<b>Basics of Life Insurance for New Recruits</b> <b>Level: Basic</b>	14 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	New recruits, entry level employees in working Life Insurance Companies broking firms.
31	CP	<b>Creating High performers in Banca channel</b> <b>Level: Middle</b>	18 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
32	CP	<b>Life Insurance Marketing for Brokers</b> <b>Level: Middle</b>	18-19 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Marketing officials from life insurance broking industry
33	CP	<b>Program on AML-KYC-CFT Requirements</b> <b>Level: Advanced</b>	20 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.
34	CP	<b>Liability Insurance: Focus - Casualty Lines</b> <b>Level: Middle</b>	20-21 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in Liability Insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in Insurance companies, Brokers, and buyers of insurance.

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35	CP	<b>Principles of Valuation of Life Insurance Companies</b> Level: Middle	21 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Insurance executives from various functions in life insurance companies and broking firms.
36	CP	<b>Insurtech and Agriculture</b> Level: Middle	21 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Marketing executives and back office teams dealing with Agriculture Insurance in insurance and broking companies. Agriculture surveyors and students of Agriculture and Animal Husbandry.
37	CP	<b>Compliance Management for Principal Officers of Corporate Agents, Banks</b> Level: Advanced	24 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks working as Corporate Agents, Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.
38	CP	<b>Motor OD Insurance - Underwriting and Claims</b> Level: Basic	26-27 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Motor insurance professionals in insurance companies, brokers, agents, bancassurance, underwriters, risk assessors, claims adjusters, managers, product developers and others in the motor insurance sector.
39	CP	<b>Forensic Science in Insurance Investigations</b> Level: Middle	27 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
40	CP	<b>Liability Insurance: Focus Cyber &amp; Crime</b> Level: Middle	27-28 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in insurance, information technology, marketing and technical departments of various insurance and broking companies.
41	CP	<b>Compliance 2.0 – An upgrade for Principle based Regulatory Regime</b> Level: Middle	27-28 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Senior to Middle Management Officials and employees working as Team Leads and Team members in Compliance teams of Life Insurance Companies.
<b>July, 2024</b>									
42	CP	<b>Life Insurance Financials and Use of Z-Score Analysis</b> Level: Advanced	2-3 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Middle level executives working in Finance and Investment functions of Life Insurance Companies.

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43	CP	<b>Engineering Operational Policies: Underwriting and Claims</b> <b>Level: Middle</b>	4-5 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officers in Insurance companies in the Junior/ Middle management level from underwriting and claims departments. Engineers, Brokers, and Loss Adjustors who are working or wish to work in Property and Engineering lines of business.
44	CP	<b>Competitive Product Positioning in Life Insurance Marketing</b> <b>Level: Advanced</b>	8 Jul., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Marketing/Sales/distribution in Intermediaries i.e Corporate Agents and Brokers including Principal Officers.
45	CP	<b>Marine Cargo Insurance -Underwriting &amp; Claims</b> <b>Level: Middle</b>	8-9 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials of Insurance Companies, Brokers, Insurance Marketing Firms, Surveyors, Insured and others dealing with the Marine Cargo portfolio.
46	CP	<b>Achieving Excellence in Customer Experience</b> <b>Level: Middle</b>	8-9 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Operations executives, Managers and senior managers of Life Insurance companies, corporate agents and Broking companies.
47	CP	<b>Project Insurance</b> <b>Level: Middle</b>	11-12 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance company officers in the Junior/ Middle management levels from underwriting and claims departments, engineers, brokers, and loss adjustors who wants to work in Property and Engineering lines of business.
48	CP	<b>Strategic Selling in Life Insurance</b> <b>Level: Advanced</b>	15 Jul., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Life	Advisors, Unit/sales/agency Managers, Branch Heads of Agency and direct Sales channels of Life Insurance companies/ Broking companies. Development officers and Branch Managers of LIC of India.
49	CP	<b>Health Insurance and Preventive Care</b> <b>Level: Middle</b>	15-16 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives working in health departments of Insurance Companies, Brokers, TPAs, and those who are interested to work in areas related to Health Insurance.
50	CP	<b>Management of Fire Insurance</b> <b>Level: Middle</b>	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

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51	CP	<b>Managerial Skills for Insurance Executives</b> <b>Level: Middle</b>	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle level Executives in insurance entities, working in the marketing, technical, and Human resources departments, Newly promoted Team Leaders.
52	CP	<b>Digital Marketing in Life Insurance</b> <b>Level: Middle</b>	22 Jul., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Advisors, field officials and executives working in marketing from various life insurance companies as well as those working in broking firms.
53	CP	<b>Understanding ESG and its implications for Insurance companies</b> <b>Level: Middle</b>	22-23 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives in Insurance Companies looking after Strategy, Compliance functions, Executives of Corporate Agents, Brokers.
54	CP	<b>Enterprise Risk Management (ERM)</b> <b>Level: Middle</b>	25-26 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.
55	CP	<b>Corporate Governance and Regulatory Compliance in Insurance</b> <b>Level: Advanced</b>	29-30 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle and Senior level executives of all Insurance Companies in Compliance, Senior executives in all functions, Board Secretariat.
56	CP	<b>Reinsurance Treaty Designing</b> <b>Level: Advanced</b>	30-31 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives working in insurance and reinsurance companies, broking firms, and corporates buying insurance.
57	CP	<b>Challenges in Fighting Fraud – Motor Third Party Insurance</b> <b>Level: Middle</b>	30-31 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives working in Insurance Companies, Brokers and Corporate Agents, Surveyors, Investigators, Advocates.
<b>August, 2024</b>									
58	CP	<b>Communication as a Tool for Customer Engagement and Retention</b> <b>Level: Basic</b>	5 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Executives, team leaders, managers of customer service department of Insurance companies.
59	CP	<b>Comprehensive Financial Planning Series-Part 2 : Financial Planning : Focus on Retirement Planning</b> <b>Level: Middle</b>	6 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.

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60	CP	<b>Workshop on Team Dynamics and Interpersonal Relationships</b> Level: Middle	6-7 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level executives working in Marketing and HR functions in Insurance Companies, Broking, IMFs, as well as Agent Managers.
61	CP	<b>Basics of Reinsurance</b> Level: Basic	6-7 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Insurance Executives in Insurance, Reinsurance and Broking Companies.
62	CP	<b>Data security for Insurance Industry</b> Level: Basic	7-8 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners working in insurance, marketing, technical, information technology and data security, and finance department of insurance industry.
63	CP	<b>Environmental, Social, and Governance (ESG) in Life Insurance Companies</b> Level: Middle	12 Aug., 2024	CVT	-	-	-	Life	Insurance executives of life insurance companies and broking firms.
64	CP	<b>Regulatory Compliance for Insurance Brokers</b> Level: Advanced	13-14 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry.
65	IP	<b>Technical Excellence in Non-Life Insurance: International</b> Level: Middle/Advanced	19-31 Aug., 2024	CT	-	\$ 1300 USD		Non Life	Senior and middle level executives in Insurance Companies and Regulatory bodies in the technical aspects of Non-Life insurance.
66	CP	<b>Liability Insurance: Focus-Event and Film</b> Level: Basic	20 Aug., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Practitioners in Liability Insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in insurance companies, brokers, and insurance buyers.
67	CP	<b>Business Insurance Program for Life Insurance Managers</b> Level: Middle/Advanced	20-21 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Unit Managers, Development Managers, Branch Managers, Advisors (who want to enter into new markets/segments) from all distribution channels of Life Insurance companies/ Brokers.
68	CP	<b>Data Analytics and Data Interpretation</b> Level: Advanced	20-21 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Insurance Practitioners who are working and/ or interested in the field of data analytics.

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69	CP	<b>Corporate Social Responsibility for Insurance Industry</b> Level: Basic	22 Aug., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, PSUs, corporate firms, organisation and academician in the compliance and human resources departments.
<b>September, 2024</b>									
70	CP	<b>Creating High performers in Bancachannel</b> Level: Middle	03 Sept., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
71	CP	<b>Rural and Livestock Insurance</b> Level: Basic	04 Sept., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Marketing executives and back-office teams working in Insurance companies, surveyors, and students of animal husbandry.
72	CP	<b>Management of Fire and Property Insurance (Material Damage and LOP)</b> Level: Middle	09-10 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level insurance professionals, including risk assessors, risk managers, underwriters, claim handlers, brokers, agents/ corporate agents, surveyors, legal professionals.
73	CP	<b>Mega Risk Insurance</b> Level: Advanced	11-12 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance company officers in the junior and middle management level from marketing, underwriting and claims departments, inspecting engineers, brokers, and loss adjustors who have exposure to Property & Engineering insurances.
74	CP	<b>Suitability Assessment and Product Recommendation</b> Level: Middle/Advanced	12-13 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Agency managers and Branch Managers, Sales Officers of direct sales channels, Banca Channels, Broking Channels, IMF and other distribution channels of Life Insurance. Development officers and Branch Managers of LIC of India.
75	CP	<b>Comprehensive Financial Planning –Focus Insurance Planning</b> Level: Middle/advanced	17-18 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers.
76	CP	<b>Liability Insurance Focus - Financial Lines</b> Level: Middle	17-18 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners working in Liability Insurance, Junior/ Middle management employees in marketing, underwriting and claims departments in Insurance companies, brokers, and insurance buyers.



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77	CP	<b>Emerging Issues of Regulatory Compliance in Life Insurance</b> <b>Level: Advanced</b>	18 Sept., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Middle to Senior Managerial Executives of Compliance teams in Life Insurance Companies, Corporate Agents, Banks, Brokers.
78	CP	<b>Health Insurance Underwriting</b> <b>Level: Middle</b>	19 Sept., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives working in health departments of Insurance Companies, Brokers, TPAs and those who are interested to work in areas related to Health Insurance.
79	CP	<b>Challenges in Fighting Fraud - Motor OD Insurance</b> <b>Level: Middle</b>	19-20 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurers and brokers involved in underwriting, risk management, claim processing, claim investigation, data analytics, insurance fraud. Surveyors, investigators, legal professionals and others interested in fraud fighting
80	CP	<b>Appreciation of Project Insurance – Customer Perspective</b> <b>Level: Middle</b>	23 Sept., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Customers of Project Insurances. People working in various organizations in insurance purchasing roles, project financiers, project consultants, and brokers.
81	CP	<b>Social Media Marketing-Tools and Techniques for Insurers</b> <b>Level: Middle</b>	26 Sept., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Common	Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance professionals, as well as executives.
<b>October, 2024</b>									
82	CP	<b>Managing Marine Hull Insurance - Underwriting &amp; Claims</b> <b>Level: Middle</b>	3-4 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior/ Middle/ Senior level executives from insurance companies, Brokers, Surveyors and Customers.
83	CP	<b>Equity Research and Valuation</b> <b>Level: Middle</b>	7 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Investment department of an Insurance company and Portfolio Managers and Fund Managers.
84	CP	<b>Comprehensive Health Insurance</b> <b>Level: Middle</b>	7 - 9 Oct., 2024	CT	-	₹ 15000/- + G.S.T.	₹ 10800/- + G.S.T.	Non Life	Executives working in health departments of insurance companies, brokers, TPAs.
85	CP	<b>Bankers Indemnity - Focus: Cyber Security and Computer Crime</b> <b>Level: Middle</b>	8 Oct, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives from Insurance Companies, Banks and Insurance Intermediaries.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
86	CP	<b>Crop Insurance - Focus: Horticulture, Floriculture, Plantations and Vegetable Insurance</b> <b>Level: Basic</b>	9-10 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Designed for Insurance practitioners including marketing executives and back office teams dealing with the nuances of Agriculture insurance. Those working in Rural and Agriculture departments in Government departments, Insurance companies, product developers, brokers and agents, practicing and aspiring Agriculture Surveyors and students of Agriculture.
87	CP	<b>Boosting Productivity of Marketing Personnel of Banks, Corporate Agents, Brokers</b> <b>Level: Middle</b>	16 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Specified/Authorized persons of banks, corporate agents and brokers involved in Insurance marketing and Principal Officers / Corporate Insurance Executives in banks, corporate agents, brokers.
88	CP	<b>Relevance of Monetary policy and its implications for Insurance sector</b> <b>Level: Advanced</b>	21 Oct., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, finance, and policy departments
89	CP	<b>Marine Cargo Claims and Fraud Management</b> <b>Level: Middle</b>	21-22 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	All levels of executives from Insurance companies, brokers, surveyors, shipping lines, logistics firms, investigators as well as buyers of Marine Cargo policies.
90	CP	<b>Understanding Consumer Behavior in Insurance Sales Management</b> <b>Level: Middle</b>	23 Oct., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.
91	CP	<b>Insurtech and Digital Marketing</b> <b>Level: Middle</b>	24-25 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Marketing executives, information technology practitioners, and those in technical departments and related areas in insurance and broking companies.
92	CP	<b>Risk Inspection &amp; Management for Risk Engineers</b> <b>Level: Middle</b>	24-25 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Junior and middle level officers dealing with fire/ property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>November, 2024</b>									
93	CP	<b>Agriculture Insurance for Surveyors</b> <b>Level: Basic/Middle</b>	6 Nov., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Marketing Executives and Back Office Teams of Agriculture Insurance Companies, the Agriculture Surveyors and the Agriculture Students.
94	CP	<b>Comprehensive Financial Planning Series-Part 3 : Focus on Investment Planning</b> <b>Level: Advanced</b>	6 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Sales Managers/Relationship Managers/Wealth Managers from Insurance Companies/Corporate Agents/Banks/Broking Firms.
95	CP	<b>Forensic Science in Insurance Investigations</b> <b>Level: Middle</b>	12 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
96	CP	<b>Challenges in Miscellaneous Insurances</b> <b>Level: Basic</b>	12-13 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials handling Miscellaneous Insurance (Marketing, Underwriting and Claims) in Offices of Public and Private Sector General Insurance Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.
97	CP	<b>Standardized Products in Property Insurance</b> <b>Level: Basic</b>	18-19 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance working in insurance companies, broking, corporate agencies, insurance surveying and related areas. Corporate customers of the insurance industry.
98	IP	<b>International Program – Technical Excellence in Life Insurance</b> <b>Level: Middle/Advanced</b>	18-30 Nov., 2024	CT	-	\$ 1300 USD		Life	Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries.
99	CP	<b>Engineering Insurance: Focus Project Policies</b> <b>Level: Middle</b>	21-22 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	People working in insurance purchasing roles in various organizations, Project Financiers as well as consultants, Brokers involved in Project Management.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
100	CP	<b>Programme on Anti-Money Laundering (AML), KYC and Counter-Financing of Terrorism(CFT)</b> <b>Level: Middle/Advanced</b>	22 Nov., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.
101	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> <b>Level: Advanced</b>	25-27 Nov., 2024	CVT	₹ 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
102	CP	<b>Crop Insurance: Focus- PM Fasal Bima Yojana</b> <b>Level: Basic/Middle</b>	28-29 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students.
103	CP	<b>Customer Engagement-Retention Through Better Customer Experience</b> <b>Level: Middle</b>	29 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Frontline employees and junior to middle level executives in Operations, Customer Service, CRM functions of Life Insurance Companies.
<b>December, 2024</b>									
104	CP	<b>Comprehensive Port Package Policies and Oil and Energy Insurance</b> <b>Level: Advanced</b>	2-3 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials at all levels handling Port Package Policies and Oil and Energy Insurance in Insurance companies/ Brokers/ Surveyors and officials of Shipping lines/ Port Authorities/ Oil and Gas Companies in India and abroad.
105	IP	<b>Reinsurance Management Program: International</b> <b>Level: Middle/Advanced</b>	2-14 Dec., 2024	CT	-	\$ 1300 USD		Common	Insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business.
106	CP	<b>Life Insurance Financial Reporting and Analysis</b> <b>Level: Middle/Advanced</b>	6 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior to Middle level Executives working in Accounting and Finance function of Life Insurance Companies, Reinsurance companies and Broker firms/companies and Corporate Agents.
107	CP	<b>Management of Fire Insurance</b> <b>Level: Middle</b>	9-10 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
108	CP	<b>Workshop on Communication &amp; Presentation Skills (Life)</b> <b>Level: Middle</b>	11-12 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Mid-level executives working in Marketing, Sales, Customer Service and Engagement and as Team Leaders.
109	CP	<b>Challenges in Travel Insurance</b> <b>Level: Basic</b>	12 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives involved with Travel Insurance policies, especially those dealing with Travel Claims in Insurance Companies, Brokers, Third Party Administrators and Travel Agents. Frequent overseas travelers.
110	CP	<b>Engineering Operational Policies: Underwriting and Claims</b> <b>Level: Middle</b>	12-13 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officers in Insurance companies in the Junior/ Middle management level from underwriting and claims departments. Engineers, Brokers, and Loss Adjustors who are working or wish to work in Property and Engineering lines of business.
111	CP	<b>Compliance Management for Principal Officers of Corporate Agents-Banks</b> <b>Level: Middle/Advanced</b>	16 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks. Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.
112	CP	<b>Liability Insurance: Focus Cyber &amp; Crime</b> <b>Level: Middle</b>	16-17 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in insurance, information technology and related areas. People working in the marketing and technical departments of various insurance and broking companies and in related areas.
113	CP	<b>Comparative analysis and performance of mutual funds Vs. ULIPS</b> <b>Level: Advanced</b>	17-18 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners in insurance, banking and investment advisors, working in the finance , marketing, technical, and Human resources departments of insurance and Banking sectors.
114	CP	<b>Role of Group Insurance Schemes in realising Vision 2047</b> <b>Level: Middle/Advanced</b>	18-19 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Marketing Executives, and back office executives and teams of Life, General and Stand-alone Health Insurance companies, Brokers and TPAs.
115	CP	<b>Compliance Governance and Risk Management (IRCC)</b> <b>Level: Advanced</b>	18-20 Dec., 2024	CVT	₹ 7500 + 18% GST	-	-	Common	Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the "Compliance Governance and Risk Management in Insurance"

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
116	CP	<b>Marine Cargo Insurance</b> <b>Level: Basic</b>	19 Dec., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	All levels from the Insurance Companies / Brokers / Surveyors / investigators / shipping companies / logistic companies.
117	CP	<b>Claims in Life Insurance- Legal and Regulatory Compliance</b> <b>Level: Middle/Advanced</b>	20 Dec., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Junior to Middle level executives who newly joined work in Claims/CRM function in Life Insurance Companies.
<b>January, 2025</b>									
118	CP	<b>Technical Audit of General Insurance Companies</b> <b>Level: Basic</b>	2 Jan., 2025	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Insurance company officers in the Junior/ Middle Management Level working in Audit, Compliance, Underwriting, Claims and other technical departments.
119	CP	<b>New Vistas in Life Insurance Underwriting</b> <b>Level: Middle</b>	3 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	Middle level Underwriting Managers and executives in life insurance companies.
120	CP	<b>Creating High performers in BancaChannel</b> <b>Level: Middle</b>	6 Jan., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
121	CP	<b>Health Insurance: Medical Management and Fraud Control</b> <b>Level: Middle</b>	9 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Participants at all levels from the Insurance Companies/ Brokers/ TPAs/ others.
122	CP	<b>Comprehensive Financial Planning Series-Part 4</b> <b>:Financial Planning : Focus on Estate Planning</b> <b>Level: Middle/Advanced</b>	10 Jan., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Life	Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.
123	CP	<b>Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases</b> <b>Level: Middle</b>	13 Jan., 2025	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity.
124	CP	<b>Enterprise Risk Management (ERM)</b> <b>Level: Middle</b>	15-16 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
125	CP	<b>Fraud Control and Claim Investigation in Life Insurance</b> <b>Level: Advanced</b>	16-17 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working in Life Insurance Claims, CRM department, officials having investigation duties of life insurance claims and frauds, Fraud control unit staff and any independent Investigators.
126	CP	<b>Miscellaneous Insurance Management</b> <b>Level: Middle</b>	20-21 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials handling Miscellaneous Insurance (Underwriting and Claims) in General Insurance Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.
127	CP	<b>Understanding Bond Markets for Insurance Investments</b> <b>Level: Middle</b>	22-23 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives and officers working in Investment Departments of Insurance Companies and the officers responsible for managing Pension and PF funds and also the executives managing the Investment portfolios in Societies.
128	CP	<b>Trade and Credit Insurance</b> <b>Level: Basic</b>	24 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Practitioners interested to learn Credit Insurance. People working in Junior/ Middle management level in marketing, underwriting and claims departments in General Insurance companies, Brokers, and buyers of insurance.
129	CP	<b>Consumer Grievances and Effective Resolution</b> <b>Level: Middle</b>	24 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Management, Claims functions.
<b>February, 2025</b>									
130	IP	<b>Insurance Regulatory Drawing Board – A Comprehensive Program for Insurance Regulators</b> <b>Level: Middle/Advanced</b>	3-8 Feb., 2025	CT	-	\$ 600 USD		Common	Senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
131	CP	<b>Life Insurance Policyholders Service and Protection</b> <b>Level: Middle</b>	6-7 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate agents.
132	CP	<b>Cyber Security, Resilience and Cyber Claims</b> <b>Level: Basic</b>	10 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Executives of life Insurance companies/ Intermediaries who have exposure to insurance sector, technology and cyber security.
133	CP	<b>Understanding Annual Budget for India 2024-25 (Post Budget Analysis)</b> <b>Level: Basic</b>	12 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance, banking, general public and other related areas, working in the marketing, finance, and policy departments of various sectors.
134	CP	<b>Understanding Consumer Behaviour in Insurance Sales Management</b> <b>Level: Middle</b>	12 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.
135	CP	<b>Motor Insurance Claims-OD and TP Losses</b> <b>Level: Middle</b>	17-18 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and Middle level insurance executives in the Sales, Underwriting and Claims side from insurance companies, brokers, corporate agents and individual agents.
136	CP	<b>Workshop on Soft Skills for team leaders</b> <b>Level: Middle</b>	20-21 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
137	CP	<b>Comprehensive Financial Planning –Focus Insurance Planning</b> <b>Level: Middle/Advanced</b>	24-25 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers.
138	CP	<b>Appreciation of International Classification of Diseases for Insurance (ICD) and Health Insurance</b> <b>Level: Middle</b>	27-28 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance companies, third party administrators, brokers and those involved in data analysis. The program is open for medical doctors as well as to those who are not exposed to medical/ paramedical knowledge.



# Subjectwise Training Calendar

## Life Insurance - Technical

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>April, 2024</b>									
1	CP	<b>Sample survey data of RBI and Predictive Analysis for Insurance Industry</b> <b>Level: Advanced</b>	18 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, finance, actuary and policy departments.
2	CP	<b>Impactful Selling Strategies</b> <b>Level: Middle</b>	18-19 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Life Insurance Agents and all those associated in insurance marketing in their various capacities.
3	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> <b>Level : Advanced</b>	22-24 Apr, 2024	CVT	₹ 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
4	CP	<b>Role of Govt. and Insurance companies in Micro and agricultural insurance</b> <b>Level : Middle</b>	26 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance areas, working in the department of marketing, technical , and finance of banking, micro insurance, insurance and related various firms.
5	CP	<b>Labour Laws for Corporates</b> <b>Level : Middle</b>	30 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Executives working in Personnel/HR, Pension and Group Schemes departments and other related functions of Insurance Companies, Brokers.
<b>May, 2024</b>									
6	CP	<b>Business Entrepreneurship in Life Insurance</b> <b>Level : Advanced</b>	2-3 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Unit Managers, Development Managers, Sales Mangers and sales team leaders of all distribution channels of Life Insurance. Senior Business Associates (SBAs) and CLIA of LIC, Business Associates like top advisors of Life Insurance companies.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
7	CP	<b>Compliance Governance and Risk Management (IRCC)</b> Level : Advanced	6-8 May, 2024	CVT	Rs 7500 + 18% GST	-	-	Common	“Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the “Compliance Governance and Risk Management in Insurance””
8	CP	<b>Holistic Grievance Management</b> Level : Middle	13-14 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working in Life Insurance Companies, Corporate Agents, Brokers including designated Grievance Redressal Officers and those working in Policy servicing, Claims, Marketing in Life Insurance.
9	CP	<b>ERM and Risk Based Capital</b> Level : Middle	14 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Junior to Middle level Executives and officials working in Risk Management, Actuarial, Finance & Investment dept. of Insurance company.
10	CP	<b>Investment Management in Insurance Companies</b> Level : Middle	16-17 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Investment managers at junior and middle level working in Investment department/other departments.
11	CP	<b>Understanding IFRS 17</b> Level : Middle	20 May, 2024	CVT	Rs. 1500/- + G.S.T.	-	-	Life	Junior to Middle managerial level executives working in Finance and Accounts, Actuarial and Valuation Department of an Insurance Company.
12	CP	<b>Workshop on Self Management and Personal Effectiveness</b> Level : Advanced	21-22 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior and Middle Level Executives, Fresh Recruits, Newly promoted officers in all Insurance Companies, Corporate Agents, Brokers.
13	CP	<b>National Economy and Insurance Industry</b> Level : Basic	30 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, technical, finance and human resources departments.
<b>June, 2024</b>									
14	CP	<b>Comprehensive Financial Planning Series-Part 1 : Focus on Tax Planning</b> Level : Middle	6 Jun., 2024	CVT	Rs. 3000/- + G.S.T.	-	-	Life	Sales Managers, Professional Advisors of Life Insurers, Club Members and Potential MDRTs Life Insurance agents and Development officers of LIC.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
15	CP	<b>Cutting Edge Marketing Strategies for Branch/Unit Leaders of Life Insurance</b> <b>Level : Advanced</b>	10 Jun., 2024	CVT	Rs. 3000/- + G.S.T.	-	-	Life	Branch Managers / Marketing Unit heads with ideally having two & above years of experience in the position.
16	CP	<b>Understanding Life Insurance Operations for Middle Level Managers</b> <b>Level : Middle</b>	10-11 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Insurance executives of the middle management level from various life insurance companies as well as those working in broking firms, Insurance professionals.
17	IP	<b>Reinsurance Program: International (RPI)</b> <b>Level: Middle/Advanced</b>	10-15 Jun., 2024	CT	-	\$ 600 USD	-	Common	International participants interested in learning reinsurance.
18	CP	<b>Workshop on Soft Skills for team leaders</b> <b>Level : Advanced</b>	12-13 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
19	CP	<b>Techniques for Telemarketing Teams in Insurance</b> <b>Level : Middle</b>	13-14 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Call center executives, team leaders of telemarketing of Life Insurance companies, Brokers, Corporate Agents.
20	CP	<b>Basics of Life Insurance for New Recruits</b> <b>Level : Basic</b>	14 Jun., 2024	CVT	Rs. 3000/- + G.S.T.	-	-	Life	New recruits, entry level employees in working Life Insurance Companies broking firms.
21	CP	<b>Creating High performers in BancaChannel</b> <b>Level : Middle</b>	18 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
22	CP	<b>Life Insurance Marketing for Brokers</b> <b>Level : Middle</b>	18-19 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Marketing officials from life insurance broking industry.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
23	CP	<b>Program on AML-KYC-CFT Requirements</b> <b>Level : Advanced</b>	20 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.
24	CP	<b>Principles of Valuation of Life Insurance Companies</b> <b>Level : Middle</b>	21 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	“Insurance executives from various functions in life insurance companies and broking firms.”
25	CP	<b>Compliance Management for Principal Officers of Corporate Agents, Banks</b> <b>Level : Advanced</b>	24 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks working as Corporate Agents, Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.
26	CP	<b>Forensic Science in Insurance Investigations</b> <b>Level : Middle</b>	27 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
27	CP	<b>Compliance 2.0 – An upgrade for Principle based Regulatory Regime</b> <b>Level : Middle</b>	27-28 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Senior to Middle Management Officials and employees working as Team Leads and Team members in Compliance teams of Life Insurance Companies.
<b>July, 2024</b>									
28	CP	<b>Life Insurance Financials and Use of Z-Score Analysis</b> <b>Level : Advanced</b>	2-3 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Middle level executives working in Finance and Investment functions of Life Insurance Companies.
29	CP	<b>Competitive Product Positioning in Life Insurance Marketing</b> <b>Level : Advanced</b>	8 Jul., 2024	CVT	Rs. 3000/- + G.S.T.	-	-	Life	Marketing/Sales/distribution in Intermediaries i.e Corporate Agents and Brokers including Principal Officers.
30	CP	<b>Achieving Excellence in Customer Experience</b> <b>Level : Middle</b>	8-9 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Operations executives, Managers and senior managers of Life Insurance companies, corporate agents and Broking companies.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
31	CP	<b>Strategic Selling in Life Insurance</b> <b>Level : Advanced</b>	15 Jul., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Life	Advisors, Unit/sales/agency Managers, Branch Heads of Agency and direct Sales channels of Life Insurance companies/ Broking companies. Development officers and Branch Managers of LIC of India.
32	CP	<b>Managerial Skills for Insurance Executives</b> <b>Level : Middle</b>	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle level Executives in insurance entities, working in the marketing, technical, and Human resources departments, Newly promoted Team Leaders.
33	CP	<b>Digital Marketing in Life Insurance</b> <b>Level : Middle</b>	22 Jul., 2024	CVT	Rs. 1500/- + G.S.T.	-	-	Life	Advisors, field officials and executives working in marketing from various life insurance companies as well as those working in broking firms.
34	CP	<b>Understanding ESG and its implications for Insurance companies</b> <b>Level : Middle</b>	22-23 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives in Insurance Companies looking after Strategy, Compliance functions, Executives of Corporate Agents, Brokers.
35	CP	<b>Enterprise Risk Management (ERM)</b> <b>Level : Middle</b>	25-26 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.
36	CP	<b>Corporate Governance and Regulatory Compliance in Insurance</b> <b>Level : Advanced</b>	29-30 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle and Senior level executives of all Insurance Companies in Compliance, Senior executives in all functions, Board Secretariat.
<b>August, 2024</b>									
37	CP	<b>Communication as a Tool for Customer Engagement and Retention</b> <b>Level : Basic</b>	5 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Executives, team leaders, managers of customer service department of Insurance companies.
38	CP	<b>Comprehensive Financial Planning Series-Part 2 : Financial Planning : Focus on Retirement Planning</b> <b>Level : Middle</b>	6 Aug., 2024	CVT	Rs. 3000/- + G.S.T.	-	-	Common	Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
39	CP	<b>Workshop on Team Dynamics and Interpersonal Relationships</b> Level : Middle	6-7 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level executives working in Marketing and HR functions in Insurance Companies, Broking, IMFs, as well as Agent Managers.
40	CP	<b>Data security for Insurance Industry</b> Level : Basic	7-8 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners working in insurance, marketing, technical, information technology and data security, and finance department of insurance industry.
41	CP	<b>Environmental, Social, and Governance (ESG) in Life Insurance Companies</b> Level : Middle	12 Aug., 2024	CVT	-	-	-	Life	Insurance executives of life insurance companies and broking firms.
42	CP	<b>Regulatory Compliance for Insurance Brokers</b> Level : Advanced	13-14 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry.
43	CP	<b>Business Insurance Program for Life Insurance Managers</b> Level : Middle/Advanced	20-21 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Unit Managers, Development Managers, Branch Managers, Advisors (who want to enter into new markets/segments) from all distribution channels of Life Insurance companies/ Brokers.
44	CP	<b>Data Analytics and Data Interpretation</b> Level : Advanced	20-21 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Insurance Practitioners who are working and/ or interested in the field of data analytics.
45	CP	<b>Corporate Social Responsibility for Insurance Industry</b> Level : Basic	22 Aug., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, PSUs, corporate firms, organisation and academician in the compliance and human resources departments.
<b>September, 2024</b>									
46	CP	<b>Creating High performers in BancaChannel</b> Level : Middle	03 Sept., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
47	CP	<b>Suitability Assessment and Product Recommendation</b> <b>Level : Middle/Advanced</b>	12-13 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Agency managers and Branch Managers, Sales Officers of direct sales channels, Banca Channels, Broking Channels, IMF and other distribution channels of Life Insurance. Development officers and Branch Managers of LIC of India.
48	CP	<b>Comprehensive Financial Planning –Focus Insurance Planning</b> <b>Level : Middle/Advanced</b>	17-18 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers.
49	CP	<b>Emerging Issues of Regulatory Compliance in Life Insurance</b> <b>Level : Advanced</b>	18 Sept., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Middle to Senior Managerial Executives of Compliance teams in Life Insurance Companies, Corporate Agents, Banks, Brokers.
50	CP	<b>Social Media Marketing-Tools and Techniques for Insurers</b> <b>Level : Middle</b>	26 Sept., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Common	Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance professionals, as well as executives.
<b>October, 2024</b>									
51	CP	<b>Equity Research and Valuation</b> <b>Level : Middle</b>	7 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Investment department of an Insurance company and Portfolio Managers and Fund Managers.
52	CP	<b>Boosting Productivity of Marketing Personnel of Banks, Corporate Agents, Brokers</b> <b>Level : Middle</b>	16 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Specified/Authorized persons of banks, corporate agents and brokers involved in Insurance marketing and Principal Officers / Corporate Insurance Executives in banks, corporate agents, brokers.
53	CP	<b>Relevance of Monetary policy and its implications for Insurance sector</b> <b>Level : Advanced</b>	21 Oct., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, finance, and policy departments

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
54	CP	<b>Understanding Consumer Behaviour in Insurance Sales Management</b> Level : Middle	23 Oct., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.
55	CP	<b>Insurtech and Digital Marketing</b> Level : Middle	24-25 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Marketing executives, information technology practitioners, and those in technical departments and related areas in insurance and broking companies.
<b>November, 2024</b>									
56	CP	<b>Comprehensive Financial Planning Series-Part 3 : Focus on Investment Planning</b> Level : Advanced	6 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Sales Managers/Relationship Managers/ Wealth Managers from Insurance Companies/Corporate Agents/Banks/ Broking Firms.
57	CP	<b>Forensic Science in Insurance Investigations</b> Level : Middle	12 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
58	IP	<b>International Program – Technical Excellence in Life Insurance</b> Level : Middle/Advanced	18-30 Nov., 2024	CT	-	\$ 1300 USD	-	Life	Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries.
59	CP	<b>Programme on Anti-Money Laundering (AML), KYC and Counter-Financing of Terrorism(CFT)</b> Level : Middle/Advanced	22 Nov., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.
60	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> Level : Advanced	25-27 Nov., 2024	CVT	₹ 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.



Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
61	CP	<b>Customer Engagement-Retention Through Better Customer Experience</b> Level : Middle	29 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Frontline employees and junior to middle level executives in Operations, Customer Service, CRM functions of Life Insurance Companies.
<b>December, 2024</b>									
62	IP	<b>Reinsurance Management Program: International</b> Level: Middle/Advanced	2-14 Dec., 2024	CT	-	\$ 1300 USD		Common	Insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business.
63	CP	<b>Life Insurance Financial Reporting and Analysis</b> Level: Middle/Advanced	6 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior to Middle level Executives working in Accounting and Finance function of Life Insurance Companies, Reinsurance companies and Broker firms/companies and Corporate Agents.
64	CP	<b>Workshop on Communication &amp; Presentation Skills (Life)</b> Level : Middle	11-12 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Mid-level executives working in Marketing, Sales, Customer Service and Engagement and as Team Leaders.
65	CP	<b>Compliance Management for Principal Officers of Corporate Agents-Banks</b> Level : Middle/Advanced	16 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks. Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.
66	CP	<b>Comparative analysis and performance of mutual funds Vrs. ULIPS</b> Level : Advanced	17-18 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners in insurance, banking and investment advisors, working in the finance , marketing, technical, and Human resources departments of insurance and Banking sectors.
67	CP	<b>Role of Group Insurance Schemes in realising Vision 2047</b> Level : Middle/Advanced	18-19 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Marketing Executives, and back office executives and teams of Life, General and Stand-alone Health Insurance companies, Brokers and TPAs.
68	CP	<b>Compliance Governance and Risk Management (IRCC)</b> Level : Advanced	18-20 Dec., 2024	CVT	-	-	-	Common	Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the "Compliance Governance and Risk Management in Insurance.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
69	CP	<b>Claims in Life Insurance-Legal and Regulatory Compliance</b> Level : Middle/Advanced	20 Dec., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Life	Junior to Middle level executives who newly joined work in Claims/CRM function in Life Insurance Companies.
<b>January, 2025</b>									
70	CP	<b>New Vistas in Life Insurance Underwriting</b> Level : Middle	3 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	Middle level Underwriting Managers and executives in life insurance companies.
71	CP	<b>Creating High performers in BancaChannel</b> Level : Middle	6 Jan., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
72	CP	<b>Comprehensive Financial Planning Series-Part 4 :Financial Planning : Focus on Estate Planning</b> Level : Middle/Advanced	10 Jan., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Life	Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.
73	CP	<b>Enterprise Risk Management (ERM)</b> Level : Middle	15-16 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.
74	CP	<b>Fraud Control and Claim Investigation in Life Insurance</b> Level : Advanced	16-17 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working in Life Insurance Claims, CRM department, officials having investigation duties of life insurance claims and frauds, Fraud control unit staff and any independent Investigators.
75	CP	<b>Understanding Bond Markets for Insurance Investments</b> Level : Middle	22-23 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives and officers working in Investment Departments of Insurance Companies and the officers responsible for managing Pension and PF funds and also the executives managing the Investment portfolios in Societies.
76	CP	<b>Consumer Grievances and Effective Resolution</b> Level : Middle	24 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Management, Claims functions.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>February, 2025</b>									
77	IP	<b>Insurance Regulatory Drawing Board – A Comprehensive Program for Insurance Regulators</b> <b>Level : Middle/Advanced</b>	3-8 Feb., 2025	CT	-	\$ 600 USD	-	Common	Senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials.
78	CP	<b>Life Insurance Policyholders Service and Protection</b> <b>Level : Middle</b>	6-7 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate agents.
79	CP	<b>Cyber Security, Resilience and Cyber Claims</b> <b>Level : Basic</b>	10 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Executives of life Insurance companies/ Intermediaries who have exposure to insurance sector, technology and cyber security.
80	CP	<b>Understanding Annual Budget for India 2024-25 (Post Budget Analysis)</b> <b>Level : Basic</b>	12 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance, banking, general public and other related areas, working in the marketing, finance, and policy departments of various sectors.
81	CP	<b>Understanding Consumer Behaviour in Insurance Sales Management</b> <b>Level : Middle</b>	12 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Life	Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.
82	CP	<b>Workshop on Soft Skills for team leaders</b> <b>Level : Middle</b>	20-21 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
83	CP	<b>Comprehensive Financial Planning –Focus Insurance Planning</b> <b>Level : Middle/Advanced</b>	24-25 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers.

## General Insurance - Technical

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>April, 2024</b>									
1	CP	<b>Basics of Reinsurance</b> <b>Level: Basic</b>	15-16 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance Executives in Insurance, Reinsurance and Broking Companies.
2	CP	<b>Sample survey data of RBI and Predictive Analysis for Insurance Industry</b> <b>Level: Advanced</b>	18 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, finance, actuary and policy departments.
3	CP	<b>Challenges in Fighting Fraud - Motor OD Insurance</b> <b>Level : Intermediate</b>	18-19 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurers and brokers involved in underwriting, risk management, claim processing, claim investigation, data analytics, insurance fraud. Surveyors, investigators, legal professionals and others interested in fraud fighting
4	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> <b>Level : Advanced</b>	22-24 Apr, 2024	CVT	Rs 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
5	CP	<b>New Trends in Health Insurance</b> <b>Level : Middle</b>	24 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives from Health, General and Life Insurance Companies, Brokers, IMF, Hospitals, TPAs.
6	CP	<b>Fire and Property Insurance</b> <b>Level : Basic</b>	25-26 Apr, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and Middle Level Executives in Insurance Companies, Brokers, Agents including Corporate Agents, IMFs, Banks dealing in Marketing Fire/ Property Lines of Insurances, Underwriters, Risk Engineers, Risk Management Professionals, Claims Adjusters, Claims Processors, Legal Professionals and Compliance Officers.
7	CP	<b>Role of Govt. and Insurance companies in Micro and agricultural insurance</b> <b>Level : Middle</b>	26 Apr, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance areas, working in the department of marketing, technical , and finance of banking, micro insurance, insurance and related various firms.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
8	CP	<b>Bancassurance in General Insurance</b> Level : Middle	29-30 Apr, 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Insurers working in the department of marketing, technical, finance of banking and micro insurance.
<b>May, 2024</b>									
9	CP	<b>Crop Insurance: Focus- PM Fasal Bima Yojana</b> Level : Middle	6 May, 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students.
10	CP	<b>Compliance Governance and Risk Management (IRCC)</b> Level : Advanced	6-8 May, 2024	CVT	Rs 7500 + 18% GST	-	-	Common	“Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the “Compliance Governance and Risk Management in Insurance”
11	CP	<b>ERM and Risk Based Capital</b> Level : Middle	14 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Junior to Middle level Executives and officials working in Risk Management, Actuarial, Finance & Investment dept. of Insurance company.
12	CP	<b>Investment Management in Insurance Companies</b> Level : Middle	16-17 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Investment managers at junior and middle level working in Investment department/other departments.
13	CP	<b>Workshop on Self Management and Personal Effectiveness</b> Level : Advanced	21-22 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior and Middle Level Executives, Fresh Recruits, Newly promoted officers in all Insurance Companies, Corporate Agents, Brokers.
14	CP	<b>Health Insurance: Medical Management and Fraud Control</b> Level : Advanced	28-29 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Participants at all levels from the Insurance Companies/ Brokers/ TPAs.
15	CP	<b>National Economy and Insurance Industry</b> Level : Basic	30 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, technical, finance and human resources departments.
<b>June, 2024</b>									
16	CP	<b>Understanding Electric Vehicle Insurance</b> Level : Middle	3 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Practitioners working in Motor Insurance, Marketing and Technical departments of Non-Life Insurance companies.
17	CP	<b>Basics of Aviation Insurance</b> Level : Basic	6-7 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives from Insurance Companies, Intermediaries, Aviation Companies, and the Owners of Individual Aircrafts.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
18	IP	<b>Reinsurance Program: International (RPI)</b> <b>Level : Middle/Advanced</b>	10-15 Jun., 2024	CT	-	\$ 600 USD		Common	International participants interested in learning reinsurance.
19	CP	<b>Workshop on Soft Skills for team leaders</b> <b>Level : Advanced</b>	12-13 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
20	CP	<b>Risk Inspection- Methods &amp; Reporting</b> <b>Level : Middle</b>	12-13 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Risk Engineers, Underwriters, Officials dealing with Property Insurance, and Middle Level Executives from Insurance Companies, Brokers, Surveyors, Investigators and other intermediaries.
21	CP	<b>Creating High performers in BancaChannel</b> <b>Level : Middle</b>	18 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
22	CP	<b>Program on AML-KYC-CFT Requirements</b> <b>Level : Advanced</b>	20 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.
23	CP	<b>Liability Insurance: Focus - Casualty Lines</b> <b>Level : Middle</b>	20-21 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in Liability Insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in Insurance companies, Brokers, and buyers of insurance.
24	CP	<b>Insurtech and Agriculture</b> <b>Level : Middle</b>	21 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	“Marketing executives and back office teams dealing with Agriculture Insurance in insurance and broking companies. Agriculture surveyors and students of Agriculture and Animal Husbandry.”
25	CP	<b>Compliance Management for Principal Officers of Corporate Agents, Banks</b> <b>Level : Advanced</b>	24 Jun., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks working as Corporate Agents, Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
26	CP	<b>Motor OD Insurance - Underwriting and Claims</b> <b>Level : Basic</b>	26-27 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Motor insurance professionals in insurance companies, brokers, agents, bancassurance, underwriters, risk assessors, claims adjusters, managers, product developers and others in the motor insurance sector.
27	CP	<b>Forensic Science in Insurance Investigations</b> <b>Level : Middle</b>	27 Jun., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
28	CP	<b>Liability Insurance: Focus Cyber &amp; Crime</b> <b>Level : Middle</b>	27-28 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in insurance, information technology, marketing and technical departments of various insurance and broking companies.
<b>July, 2024</b>									
29	CP	<b>Engineering Operational Policies: Underwriting and Claims</b> <b>Level : Middle</b>	4-5 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officers in Insurance companies in the Junior/ Middle management level from underwriting and claims departments. Engineers, Brokers, and Loss Adjustors who are working or wish to work in Property and Engineering lines of business.
30	CP	<b>Marine Cargo Insurance -Underwriting &amp; Claims</b> <b>Level : Middle</b>	8-9 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials of Insurance Companies, Brokers, Insurance Marketing Firms, Surveyors, Insured and others dealing with the Marine Cargo portfolio.
31	CP	<b>Project Insurance</b> <b>Level : Middle</b>	11-12 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance company officers in the Junior/ Middle management levels from underwriting and claims departments, engineers, brokers, and loss adjustors who wants to work in Property and Engineering lines of business.
32	CP	<b>Health Insurance and Preventive Care</b> <b>Level : Middle</b>	15-16 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	“Executives working in health departments of Insurance Companies, Brokers, TPAs, and those who are interested to work in areas related to Health Insurance.”

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
33	CP	<b>Management of Fire Insurance</b> Level : Middle	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.
34	CP	<b>Managerial Skills for Insurance Executives</b> Level : Middle	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle level Executives in insurance entities, working in the marketing, technical, and Human resources departments, Newly promoted Team Leaders.
35	CP	<b>Understanding ESG and its implications for Insurance companies</b> Level : Middle	22-23 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives in Insurance Companies looking after Strategy, Compliance functions, Executives of Corporate Agents, Brokers.
36	CP	<b>Enterprise Risk Management (ERM)</b> Level : Middle	25-26 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.
37	CP	<b>Corporate Governance and Regulatory Compliance in Insurance</b> Level : Advanced	29-30 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle and Senior level executives of all Insurance Companies in Compliance, Senior executives in all functions, Board Secretariat.
38	CP	<b>Reinsurance Treaty Designing</b> Level : Advanced	30-31 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives working in insurance and reinsurance companies, broking firms, and corporates buying insurance.
39	CP	<b>Challenges in Fighting Fraud – Motor Third Party Insurance</b> Level : Middle	30-31 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Executives working in Insurance Companies, Brokers and Corporate Agents, Surveyors, Investigators, Advocates.
<b>August, 2024</b>									
40	CP	<b>Comprehensive Financial Planning Series-Part 2 : Financial Planning : Focus on Retirement Planning</b> Level : Middle	6 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.
41	CP	<b>Workshop on Team Dynamics and Interpersonal Relationships</b> Level : Middle	6-7 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level executives working in Marketing and HR functions in Insurance Companies, Broking, IMFs, as well as Agent Managers.



Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
42	CP	<b>Basics of Reinsurance</b> Level: Basic	6-7 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Insurance Executives in Insurance, Reinsurance and Broking Companies.
43	CP	<b>Data security for Insurance Industry</b> Level: Basic	7-8 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners working in insurance, marketing, technical, information technology and data security, and finance department of insurance industry.
44	CP	<b>Regulatory Compliance for Insurance Brokers</b> Level: Advanced	13-14 Aug., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry.
45	IP	<b>Technical Excellence in Non-Life Insurance: International</b> Level : Middle/Advanced	19-31 Aug., 2024	CT	-	\$ 1300 USD		Non Life	Senior and middle level executives in Insurance Companies and Regulatory bodies in the technical aspects of Non-Life insurance.
46	CP	<b>Liability Insurance: Focus-Event and Film</b> Level: Basic	20 Aug., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	“Practitioners in Liability Insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in insurance companies, brokers, and insurance buyers.”
47	CP	<b>Data Analytics and Data Interpretation</b> Level: Advanced	20-21 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Insurance Practitioners who are working and/ or interested in the field of data analytics.
48	CP	<b>Corporate Social Responsibility for Insurance Industry</b> Level: Basic	22 Aug., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, PSUs, corporate firms, organisation and academician in the compliance and human resources departments.
<b>September, 2024</b>									
49	CP	<b>Rural and Livestock Insurance</b> Level: Basic	04 Sept., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Marketing executives and back-office teams working in Insurance companies, surveyors, and students of animal husbandry.
50	CP	<b>Management of Fire and Property Insurance (Material Damage and LOP)</b> Level: Middle	09-10 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level insurance professionals, including risk assessors, risk managers, underwriters, claim handlers, brokers, agents/ corporate agents, surveyors, legal professionals.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
51	CP	<b>Mega Risk Insurance</b> <b>Level: Advanced</b>	11-12 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance company officers in the junior and middle management level from marketing, underwriting and claims departments, inspecting engineers, brokers, and loss adjustors who have exposure to Property & Engineering insurances.
52	CP	<b>Liability Insurance Focus - Financial Lines</b> <b>Level: Middle</b>	17-18 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners working in Liability Insurance, Junior/ Middle management employees in marketing, underwriting and claims departments in Insurance companies, brokers, and insurance buyers.
53	CP	<b>Health Insurance Underwriting</b> <b>Level: Middle</b>	19 Sept., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives working in health departments of Insurance Companies, Brokers, TPAs and those who are interested to work in areas related to Health Insurance.
54	CP	<b>Challenges in Fighting Fraud - Motor OD Insurance</b> <b>Level : Middle</b>	19-20 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurers and brokers involved in underwriting, risk management, claim processing, claim investigation, data analytics, insurance fraud. Surveyors, investigators, legal professionals and others interested in fraud fighting
55	CP	<b>Appreciation of Project Insurance – Customer Perspective</b> <b>Level : Middle</b>	23 Sept., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Customers of Project Insurances. People working in various organizations in insurance purchasing roles, project financiers, project consultants, and brokers.
56	CP	<b>Social Media Marketing-Tools and Techniques for Insurers</b> <b>Level : Middle</b>	26 Sept., 2024	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Common	Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance professionals, as well as executives.
<b>October, 2024</b>									
57	CP	<b>Managing Marine Hull Insurance - Underwriting &amp; Claims</b> <b>Level : Middle</b>	3-4 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior/ Middle/ Senior level executives from insurance companies, Brokers, Surveyors and Customers.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
58	CP	<b>Equity Research and Valuation</b> Level : Middle	7 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Investment department of an Insurance company and Portfolio Managers and Fund Managers.
59	CP	<b>Comprehensive Health Insurance</b> Level : Middle	7 - 9 Oct., 2024	CT	-	₹ 15000/- + G.S.T.	₹ 10800/- + G.S.T.	Non Life	Executives working in health departments of insurance companies, brokers, TPAs.
60	CP	<b>Bankers Indemnity - Focus: Cyber Security and Computer Crime</b> Level : Middle	8 Oct, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives from Insurance Companies, Banks and Insurance Intermediaries.
61	CP	<b>Crop Insurance - Focus: Horticulture, Floriculture, Plantations and Vegetable Insurance</b> Level : Basic	9-10 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Designed for Insurance practitioners including marketing executives and back office teams dealing with the nuances of Agriculture insurance. Those working in Rural and Agriculture departments in Government departments, Insurance companies, product developers, brokers and agents, practicing and aspiring Agriculture Surveyors and students of Agriculture.
62	CP	<b>Relevance of Monetary policy and its implications for Insurance sector</b> Level : Advanced	21 Oct., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners working in insurance, banking, marketing, finance, and policy departments
63	CP	<b>Marine Cargo Claims and Fraud Management</b> Level : Middle	21-22 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	All levels of executives from Insurance companies, brokers, surveyors, shipping lines, logistics firms, investigators as well as buyers of Marine Cargo policies.
64	CP	<b>Insurtech and Digital Marketing</b> Level : Middle	24-25 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Marketing executives, information technology practitioners, and those in technical departments and related areas in insurance and broking companies.
65	CP	<b>Risk Inspection &amp; Management for Risk Engineers</b> Level : Middle	24-25 Oct., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Junior and middle level officers dealing with fire/ property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>November, 2024</b>									
66	CP	<b>Agriculture Insurance for Surveyors</b> Level : Basic/Middle	6 Nov., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Marketing Executives and Back Office Teams of Agriculture Insurance Companies, the Agriculture Surveyors and the Agriculture Students.
67	CP	<b>Forensic Science in Insurance Investigations</b> Level : Middle	12 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police officers and surveyors.
68	CP	<b>Challenges in Miscellaneous Insurances</b> Level : Basic	12-13 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials handling Miscellaneous Insurance (Marketing, Underwriting and Claims) in Offices of Public and Private Sector General Insurance Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.
69	CP	<b>Standardized Products in Property Insurance</b> Level : Basic	18-19 Nov., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance working in insurance companies, broking, corporate agencies, insurance surveying and related areas. Corporate customers of the insurance industry.
70	CP	<b>Engineering Insurance: Focus Project Policies</b> Level : Middle	21-22 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	People working in insurance purchasing roles in various organizations, Project Financiers as well as consultants, Brokers involved in Project Management.
71	CP	<b>Certified Insurance Anti Fraud Professional (CIAFP)</b> Level : Advanced	25-27 Nov., 2024	CVT	Rs 7500/- + G.S.T.	-	-	Common	Designed for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
72	CP	<b>Crop Insurance: Focus- PM Fasal Bima Yojana</b> Level : Basic/Middle	28-29 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students.
<b>December, 2024</b>									
73	CP	<b>Comprehensive Port Package Policies and Oil and Energy Insurance</b> Level : Advanced	2-3 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials at all levels handling Port Package Policies and Oil and Energy Insurance in Insurance companies/ Brokers/ Surveyors and officials of Shipping lines/ Port Authorities/ Oil and Gas Companies in India and abroad.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
74	IP	<b>Reinsurance Management Program: International</b> <b>Level : Middle/Advanced</b>	2-14 Dec., 2024	CT	-	\$ 1300 USD		Common	Insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business.
75	CP	<b>Management of Fire Insurance</b> <b>Level : Middle</b>	9-10 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and middle level officers dealing with Fire/ Property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.
76	CP	<b>Challenges in Travel Insurance</b> <b>Level : Basic</b>	12 Dec., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Executives involved with Travel Insurance policies, especially those dealing with Travel Claims in Insurance Companies, Brokers, Third Party Administrators and Travel Agents. Frequent overseas travelers.
77	CP	<b>Engineering Operational Policies: Underwriting and Claims</b> <b>Level : Middle</b>	12-13 Dec., 2024	CT	-	₹10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officers in Insurance companies in the Junior/ Middle management level from underwriting and claims departments. Engineers, Brokers, and Loss Adjustors who are working or wish to work in Property and Engineering lines of business.
78	CP	<b>Compliance Management for Principal Officers of Corporate Agents-Banks</b> <b>Level : Middle/Advanced</b>	16 Dec., 2024	CVT	Rs. 1500/- + G.S.T.	-	-	Common	Corporate Agents including Banks. Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.
79	CP	<b>Liability Insurance: Focus Cyber &amp; Crime</b> <b>Level : Middle</b>	16-17 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Practitioners in insurance, information technology and related areas. People working in the marketing and technical departments of various insurance and broking companies and in related areas.
80	CP	<b>Comparative analysis and performance of mutual funds Vrs. ULIPS</b> <b>Level : Advanced</b>	17-18 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Practitioners in insurance, banking and investment advisors, working in the finance , marketing, technical, and Human resources departments of insurance and Banking sectors.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
81	CP	<b>Compliance Governance and Risk Management (IRCC)</b> Level : Advanced	18-20 Dec., 2024	CVT	₹ 7500 + 18% GST	-	-	Common	“Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the “Compliance Governance and Risk Management in Insurance”
82	CP	<b>Marine Cargo Insurance</b> Level : Basic	19 Dec., 2024	CVT	₹ 3000/- + G.S.T.	-	-	Non Life	All levels from the Insurance Companies/ Brokers/ Surveyors/investigators/ shipping companies/logistic companies.
<b>January, 2025</b>									
83	CP	<b>Technical Audit of General Insurance Companies</b> Level : Basic	2 Jan., 2025	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Insurance company officers in the Junior/ Middle Management Level working in Audit, Compliance, Underwriting, Claims and other technical departments.
84	CP	<b>Creating High performers in BancaChannel</b> Level : Middle	6 Jan., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Common	Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India.
85	CP	<b>Health Insurance: Medical Management and Fraud Control</b> Level : Middle	9 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Participants at all levels from the Insurance Companies/ Brokers/ TPAs/ others.
86	CP	<b>Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases</b> Level : Middle	13 Jan., 2025	CT	-	₹ 5000/- + G.S.T.	₹ 3600/- + G.S.T.	Non Life	Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity.
87	CP	<b>Enterprise Risk Management (ERM)</b> Level : Middle	15-16 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry.
88	CP	<b>Miscellaneous Insurance Management</b> Level : Middle	20-21 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Officials handling Miscellaneous Insurance (Underwriting and Claims) in General Insurance Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.
89	CP	<b>Understanding Bond Markets for Insurance Investments</b> Level : Middle	22-23 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Middle level Executives and officers working in Investment Departments of Insurance Companies and the officers responsible for managing Pension and PF funds and also the executives managing the Investment portfolios in Societies.

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
90	CP	<b>Trade and Credit Insurance</b> Level : Basic	24 Jan., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	Practitioners interested to learn Credit Insurance. People working in Junior/ Middle management level in marketing, underwriting and claims departments in General Insurance companies, Brokers, and buyers of insurance.
<b>February, 2025</b>									
91	IP	<b>Insurance Regulatory Drawing Board – A Comprehensive Program for Insurance Regulators</b> Level : Middle/Advanced	3-8 Feb., 2025	CT	-	\$ 600 USD	-	Common	Senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials.
92	CP	<b>Cyber Security, Resilience and Cyber Claims</b> Level : Basic	10 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Executives of life Insurance companies/ Intermediaries who have exposure to insurance sector, technology and cyber security.
93	CP	<b>Understanding Annual Budget for India 2024-25 (Post Budget Analysis)</b> Level : Basic	12 Feb., 2025	CVT	₹ 1500/- + G.S.T.	-	-	Common	Practitioners in insurance, banking, general public and other related areas, working in the marketing, finance, and policy departments of various sectors.
94	CP	<b>Motor Insurance Claims-OD and TP Losses</b> Level : Middle	17-18 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Junior and Middle level insurance executives in the Sales, Underwriting and Claims side from insurance companies, brokers, corporate agents and individual agents.
95	CP	<b>Workshop on Soft Skills for team leaders</b> Level : Middle	20-21 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Common	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
96	CP	<b>Appreciation of International Classification of Diseases for Insurance (ICD) and Health Insurance</b> Level : Middle	27-28 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 7200/- + G.S.T.	Non Life	Insurance companies, third party administrators, brokers and those involved in data analysis. The program is open for medical doctors as well as to those who are not exposed to medical/ paramedical knowledge.

## International Program Calendar

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Fees for Residents	Branch	Designed for
<b>June, 2024</b>							
1	IP	Reinsurance Program: International (RPI) <b>Level : Middle/Advanced</b>	10-15 Jun., 2024	CT	\$ 600 USD	Common	International participants interested in learning reinsurance.
<b>August, 2024</b>							
2	IP	Technical Excellence in Non-Life Insurance: International <b>Level : Middle/Advanced</b>	19-31 Aug., 2024	CT	\$ 1300 USD	Non Life	Senior and middle level executives in Insurance Companies and Regulatory bodies in the technical aspects of Non-Life insurance.
<b>November, 2024</b>							
3	IP	International Program – Technical Excellence in Life Insurance <b>Level : Middle/Advanced</b>	18-30 Nov., 2024	CT	\$ 1300 USD	Life	Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries.
<b>December, 2024</b>							
4	IP	Reinsurance Management Program: International <b>Level : Middle/Advanced</b>	2-14 Dec., 2024	CT	\$ 1300 USD	Common	Insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business.
<b>February, 2025</b>							
5	IP	Insurance Regulatory Drawing Board – A Comprehensive Program for Insurance Regulators <b>Level : Middle/Advanced</b>	3-8 Feb., 2025	CT	\$ 600 USD	Common	Senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials.



# Program Calendar for 2024-25

## Kolkata Campus

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>April, 2024</b>									
1	CP	<b>Marketing of Insurance Services – New vistas for 2024</b>	23 Apr., 2024	CVT	₹ 1500/- + GST	-	-	Life	Insurance Companies, Brokers, IMF, TPAs and other professionals
2	CP	<b>IAR and Mega Risks Insurance (Large Risk): Marketing, Underwriting and Claims</b>	23-24 Apr., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	For all Insurance Professionals and Surveyors
<b>May, 2024</b>									
3	CP	<b>Union Budget - New Opportunities for Life Insurance</b>	6 May, 2024	CVT	₹ 1500/- + GST	-	-	Life	Life Insurance Companies, the officials of Marketing Dept dealing with marketing Strategies, brokers, Specified Persons
4	CP	<b>Marine Cargo Insurance Management: Underwriting and Claims</b>	9-10 May, 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	For all Insurance Professionals and Surveyors
5	CP	<b>Creating High Performers in Bancassurance</b>	24 May, 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks
6	CP	<b>Managing Catastrophic Claims</b>	24 May, 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	For all Insurance Professionals and Surveyors
<b>June, 2024</b>									
7	CP	<b>Annuities as a Distinct Marketing Tool</b>	12 Jun., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Life Insurance Companies, the officials of Marketing Dept dealing with marketing Strategies, brokers, Specified Persons & Annuity Managers
8	CP	<b>Managing Liability Insurance: Marketing, Underwriting and Claims (Other than Motor TP and Cyber Liabilities)</b>	13-14 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance Professionals
9	CP	<b>Renewable Energy Insurance - The emerging opportunities</b>	27-28 Jun., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	For all Insurance Professionals and Surveyors
10	CP	<b>Paradigm Shift in Life Insurance Underwriting</b>	28 Jun., 2024	CVT	₹ 3000/- + GST	-	-	Life	Junior to Middle level Underwriting Managers and executives in life insurance companies

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
<b>July, 2024</b>									
11	CP	<b>Managing Motor TP Claims and Controlling Frauds</b>	18-19 Jul., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	For all Insurance and Legal Professionals/ Investigators
12	CP	<b>Leveraging Social Media for Life Insurance Selling</b>	19 Jul., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Practitioners in insurance, information technology and related areas, working in the marketing and technical departments
<b>August, 2024</b>									
13	CP	<b>Managing the Growing Threat of Cyber Risks &amp; Providing Insurance Cover</b>	8-9 Aug., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance and Finance Professionals
14	CP	<b>Tax Planning through Life Insurance</b>	16 Aug., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Advisors, Team Managers of advisors, all life Insurance distribution channels and Product Managers.
<b>September, 2024</b>									
15	CP	<b>Handling Customers Grievances, Cases before Ombudsman, Consumer Cases, Mediation and Arbitration</b>	4 Sept., 2024	CT	-	-	₹ 2500/- + G.S.T.	Non Life	All Insurance Professionals
16	CP	<b>Workshop on Communication Skills for frontline Marketeers</b>	10 Sept., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Life Insurance Agents and all those associated in insurance marketing in their various capacities.
17	CP	<b>Financial Planning for Golden Years (Retirement)</b>	23 Sept., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Marketing executives, HR executives working Insurance Companies and any Individual interested to learn about Pension Products and Retirement Planning.
18	CP	<b>Managing Marine Hull, Oil &amp; Energy Insurance-Underwriting &amp; Claims</b>	25-26 Sept., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance Professionals and Hull Operating Managers
<b>October, 2024</b>									
19	CP	<b>Handling Project &amp; Engineering Insurance - Underwriting and Claims</b>	22-23 Oct., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	For all Insurance Professionals, Project Management Professionals and Surveyors
<b>November, 2024</b>									
20	CP	<b>Communication as a Tool for Customer Engagement and Retention</b>	4 Nov., 2024	CVT	₹ 3000/- + GST	-	-	Life	Executives, team leaders, managers of customer service department of Insurance companies.
21	CP	<b>Property Insurance (Small, Medium and Large Risks): Fire &amp; Special Perils and Consequential Losses</b>	5-6 Nov., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance Professionals and Surveyors
22	CP	<b>Role of Insutech- Using it for Digital Reach</b>	19 Nov., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Practitioners in insurance, information technology and related areas, working in the marketing and technical departments

Sr. No.	Code	Programs Name	Program Date	Prog. Mode	Online	Fees for Residents	Fees for Non-Residents	Branch	Designed for
23	CP	<b>Industrial Risk Inspections - Methods and Reporting</b>	21 Nov., 2024	CVT	₹ 1500/- + G.S.T.	-	-	Non Life	All Insurance Professionals and Surveyors
<b>December, 2024</b>									
24	CP	<b>Equity investment &amp; Valuation of Life Companies</b>	8 Dec., 2024	CVT	₹ 1500/- + GST	-	-	Life	The executives and officers working in Investment department of an Insurance company and Portfolio Managers and Fund Managers.
25	CP	<b>Enterprise Risk Management (ERM) and Role of Risk Owners and CRO</b>	17-18 Dec., 2024	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	Risk Management and Insurance Professionals
26	CP	<b>Handling Customer Grievance, Ombudsman, Consumer Cases, Mediation and Arbitration</b>	19 Dec., 2024	CT	-	-	₹ 2500/- + G.S.T.	Life	Executives working Policy Servicing, CRM, Claims functions from Insurance Companies, Brokers, Clients' Executives and Surveyors.
<b>January, 2025</b>									
27	CP	<b>Motor OD Underwriting &amp; Claims Handling - In the Macro Changing Scenario</b>	9-10 Jan., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance Professionals and Surveyors
28	CP	<b>Improving the productivity of Corporate Agents</b>	10 Jan., 2025	CVT	₹ 3000/- + GST	-	-	Life	Specified/Authorized persons of banks and Principal Officers / Corporate Insurance Executives in banks, corporate agents, brokers.
29	CP	<b>Corporate Governance and Role Marketing Intermediaries</b>	18 Jan., 2025	CVT	₹ 1500/+ GST	-	-	Life	Agency Managers, Agents/advisors and Junior Executives involved in Marketing & Sales of Life Companies.
30	CP	<b>Learning Aviation Insurance-Bracing for the future</b>	28 Jan., 2025	CT	-	-	₹ 2500/- + G.S.T.	Non Life	All Insurance Professionals and Surveyors
<b>February, 2025</b>									
31	CP	<b>B2B &amp; B2C in Life Insurance (Business Insurance)</b>	7 Feb., 2025	CT	-	-	₹ 2500/- + GST	Life	Specified Persons from Corporate agencies, Broking companies sales executives, IMFs, Bancassurance Managers from Banks, Agency Managers from Life Insurance Companies
32	CP	<b>Package Policies (Many in One) in an Economic and Hassle free way</b>	11-12 Feb., 2025	CT	-	₹ 10000/- + G.S.T.	₹ 5000/- + G.S.T.	Non Life	All Insurance Professionals and Surveyors
33	CP	<b>Inspiring Role of Women in Leadership</b>	20 Feb., 2025	CT	-	-	₹ 2500/- + G.S.T.	Non Life	Any one, Women/Men
34	CP	<b>Financial &amp; Investment Management in Life Offices</b>	20 Feb., 2025	CVT	₹ 3000/- + G.S.T.	-	-	Life	Investment managers at junior and middle level working in Investment department/other departments, who may need to know about investment operations in insurance companies.

## Details of Programs – Mumbai

[CPG- Calendar Program for General Insurance, CPL- Calendar Program for Life Insurance, CPC- Calendar Program for Common, IPG- International Program for General Insurance, IPL- International Program for Life Insurance, IPC- International Program for Common]

### Basics of Reinsurance

Program ID – CPG

15-16 April, 2024 (CT)

#### Key Takeaways from the Program:

The program is designed to enable participants to:

- Revisit the fundamentals of reinsurance
- Understand Reinsurance as a risk management tool
- Understand various kinds of Reinsurance arrangements
- Appreciate the terms and clauses of Reinsurance contracts
- Appreciate the current practices and trends in the global market in respect of reinsurance

#### Participant Profile:

This two-day program is specially designed for insurance executives in insurance, reinsurance and broking companies, whose roles require knowledge and skills relating to reinsurance.

### Sample survey data of RBI and Predictive Analysis for Insurance Industry

Program ID – CPC

18 April, 2024 (CVT)

#### Key Takeaways from the Program:

- Understanding the mechanism of sample survey for collecting data.
- Learning how to use the secondary data of sample survey report for predictive analysis.

- Understanding a procedure of building model and selecting appropriate variables for prediction.
- Practicing predictive analysis for forecasting the future trends.

#### Participant's Profile:

Practitioners in insurance, banking, and other related areas working in finance, actuary and policy departments as managers or head of the department.

### Impactful Selling Strategies

Program ID – CPL

18-19 April, 2024 (CT)

#### Key Takeaways from the Program:

The participants will get the following

- Gain a foundational understanding of insurance sales.
- Explore diverse techniques employed in the process of selling insurance.
- Recognize the emotional aspect associated with insurance and its impact on clients.
- Explore the facets of establishing long-term relationships with clients who have purchased insurance.
- Understand the regulatory requirements in insurance sales and post-sale.
- Draw insights from the experiences of accomplished insurance sales professionals.
- Understanding Psyche of the prospect
- Ordinary salesperson vis-a-vis Extra ordinary salesperson
- Winning the hearts of insured
- Insurance Salesperson as ambassador of the insurance companies

#### Participant's Profile:

Life Insurance Agents and all those associated in insurance marketing in their various capacities.

## Challenges in Fighting Fraud - Motor OD Insurance

Program ID – CPG 18-19 April, 2024 (CT)

Program ID – CPG 19-20 September, 2024 (CT)

### Key Takeaways from the Program:

The two-day program aims to empower insurance professionals in the following areas:

- To appreciate the multifaceted challenges of fraud detection in Motor OD insurance.
- To provide the knowledge, skills and techniques needed to identify, prevent and combat Motor OD insurance fraud.
- To enhance the skills for fraud detection and investigation by using technology.

### Participant's Profile:

This program is designed for professionals working with insurers and brokers involved in underwriting, risk management, claim processing, claim investigation, data analytics, and other areas related to insurance fraud. Surveyors, investigators, legal professionals and others interested in fraud fighting are also welcome to attend.

## Certified Insurance Anti Fraud Professional (CIAFP)

Program ID – CPC 22-24 April, 2024 (CVT)

Program ID – CPC 25-27 November, 2024 (CVT)

### Key Takeaways from the Program:

The Program aims to make the participants understand the following:

- Impact of Insurance Fraud on the industry
- Importance of Special Investigation Units (SIUs) and Fraud Investigations
- Understanding Insurance Fraud in Life, Health, Property, Motor and other contexts

- Importance of Forensic Science in Fraud Investigations
- Regulatory aspects and emerging challenges in Fraud fighting
- Health Frauds – Understanding points of view of Hospitals, Service Providers & Intermediaries
- Understanding Third Party Investigations in different insurance verticals

### Participant's Profile:

(Eligibility of Candidates): This training is open only for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.

## New Trends in Health Insurance

Program ID – CPG 24 April, 2024 (CVT)

### Key Takeaways from the Program:

The takeaways from the program would include:

- Appreciating new approaches like providing online services
- Appreciating new technologies that Insurers are adopting
- Understanding wellness initiatives by Insurers.
- New initiatives of the regulator in Health Insurance.

### Participant's Profile:

The virtual program is designed for executives from Health, General and Life Insurance Companies, Brokers, IMF, Hospitals, TPAs.

## Fire and Property Insurance

Program ID – CPG 25-26 April, 2024 (CT)

### Key Takeaways from the Program:

This two-day program seeks to equip the participants with the knowledge and tools necessary to navigate the complexities of Fire/ Property

Insurance. The program is designed to empower participants in the following areas:

- Understanding the processes involved in managing risk in multiple industries
- Appreciating the roles and functions of underwriters, risk engineers and loss assessors
- Enhancing the understanding of different types of insurance policies under the Fire Line of business
- Deliberating on the nuances of Business Interruption Insurance
- Familiarization with the concepts of 'All Risk' insurance and the working of Industrial All Risks (IAR) and Mega Risk Insurance Packages.

#### **Participant's Profile:**

Junior and Middle Level Executives in Insurance Companies, Brokers, Agents including Corporate Agents, IMFs, Banks dealing in Marketing Fire/Property Lines of Insurances, Underwriters, Risk Engineers and other Risk Management Professionals, Claims Adjusters, Claims Processors, Legal Professionals and Compliance Officers.

### **Role of Govt. and Insurance companies in Micro and agricultural insurance**

**Program ID – CPC**

**26 April, 2024 (CVT)**

#### **Key Takeaways from the Program:**

The program is designed to provide insights to the participants in the following areas:

- Understanding the philosophy of micro insurance for poor and people below poverty line (BPL).
- Overviewing the subsidised National Health Insurance Scheme, Rashtriya Swasthya Bima Yojana (RSBY) and agricultural insurance schemes.
- Gaining insight in to popularise contributory micro insurance products

that provides cover for death, illness, livestock, accident and disability, as well as index-based products for weather-related risks.

- Getting know the role of government and IRDAI in micro and agricultural insurance spreading.
- Strategic implementation of policy changes for making micro and agriculture insurance popular and reaching out it to maximum level.

#### **Participant's Profile:**

Practitioners in insurance areas, working in the department of marketing, technical , and finance of banking, micro insurance, insurance and related various firms.

### **Bancassurance in General Insurance**

**Program ID – CPG**

**29-30 April, 2024 (CT)**

#### **Key Takeaways from the Program:**

The program is designed to empower participants to understand:

- Core distinctive features of Bancassurance, the implementation issues and concerns
- Opportunities and challenges in marketing General Insurance business through banks
- Building ownership and accountability within the bank channel
- Marketing strategies in Bancassurance
- Behavioural competencies focussed on customer centricity, result orientation, relationship management, sales capabilities, planning, and problem solving.

#### **Participant's Profile:**

Marketing Executives in Insurance Companies who are responsible for development of Bancassurance Business and/ or managing Specified Persons in Banks/ Corporate agencies.

## Labour Laws for Corporates

Program ID – CPL

30 April, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the program will gain the knowledge and insight into the requirements of following Codes

- The code on Wages (Payment of wages Act, Minimum Wages Act, Payment of Bonus Act etc)
- The Industrial Relations Code
- The code on Social security (ESI and Provident Fund , Gratuity, Unorganised workers Social security Act etc)
- The occupational safety, health and working conditions Code

The subject will be dealt with by Practicing Labour Law Consultants, with specific focus to Insurance sector.

### Participant's Profile:

The executives working in Personnel/HR, Pension and Group Schemes departments and other related functions of Insurance Companies, Brokers.

## Business Entrepreneurship in Life Insurance

Program ID – CPL

2-3 May, 2024 (CT)

### Key Takeaways from the Program:

The program participants will be able to understand and appreciate the following to visualize their job as a business venture

- ✓ Industry in Transition-Key Issues and Challenges
- ✓ Whose business it is- Yours or the Company's? How to transform from a Manager to Entrepreneur
- ✓ Building and managing a Performing Team

- ✓ Business Performance Management-Measurement and Review, Time Management
- ✓ Fostering Long term Relationships, Work Life Balance
- ✓ Building your business empire

### Participant's Profile:

This program is meant for the Unit Managers, Development Managers, Sales Managers and sales team leaders of all distribution channels of Life Insurance. This workshop is also useful for Senior Business Associates (SBAs) and CLIA of LIC, Business Associates like people who are top advisors of Life Insurance companies who are authorized for recruiting teams for business expansion.

## Crop Insurance: Focus- PM Fasal Bima Yojana

Program ID – CPG

6 May, 2024 (CVT)

### Key Takeaways from the Program:

The sessions would cover the following areas:

- History of Crop Insurance and the Crop Insurance Schemes in India
- Overview of Pradhan Mantri Fasal Bima Yojana (PMFBY)
- Operational modalities of Pradhan Mantri Fasal Bima Yojana (PMFBY)
- Challenges in Loss Assessment and settlement of claims
- Roles and responsibilities of different stakeholders in different risk sharing models
- Need of digitalization and technological advancement in Crop Loss assessments.

### Participant's Profile:

Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students of Agriculture desirous of joining the insurance profession.

## Compliance Governance and Risk Management (IRCC)

Program ID – CPC

6-8 May, 2024 (CVT)

Program ID – CPC

18-20 Dec, 2024 (CVT)

### Key Takeaways from the Program:

The Course covers diverse matters relating to Risk Management, Governance and Compliance in the Insurance industry. This would include:

- Understanding the conceptual framework of insurance regulation
- Becoming aware of the international regulatory scenario
- Knowing statutory provisions contained in various legislations applicable in the country
- Understanding some specific regulations drawn by the Insurance regulator,
- Appreciating the importance of proper market conduct and
- Learning the importance of the compliances required in the insurance sector

### Participant's Profile:

- Associate/ Fellow Members of Institute of Company Secretaries of India and
- Associate/ Fellow Members of Insurance Institute of India

This classroom training is open only for those who have already registered for the “Compliance Governance and Risk Management in Insurance” [Popularly known as Insurance Regulatory Compliance Course (IRCC)].

## Holistic Grievance Management

Program ID – CPL

13-14 May, 2024 (CT)

### Key Takeaways from the Program:

The participants to the training program will gain understanding and insight into

- What present day Customers want?

- Aligning to Customer expectations and Corporate objectives harmoniously
- Why Customers leave Organisations?
- Adding value to the service processes and enhancing Customer experience
- Legal and Regulatory Framework on Policyholder Protection including Section 45, PPHI Regulations, Ombudsman Scheme, CP Act, 2019
- Holistic Grievance Management including RCA and Remedial actions
- Net Promoter Score

### Participant's Profile:

All customer facing executives working in Life Insurance Companies, Corporate Agents, Brokers including designated Grievance Redressal Officers and those working in Policy servicing, Claims, Marketing in Life Insurance. Even Individuals desirous of gaining this knowledge can register.

## ERM and Risk Based Capital

Program ID – CPC

14 May, 2024 (CVT)

### Key Takeaways from the Program:

The training program gives a comprehensive outline and significance of RBC and ERM and will include the following takeaways for the participants

- Concept of ERM and its components
- Concept of RBC
- Key components of RBC framework
- Benefits of RBC framework

### Participant's Profile:

Junior to Middle level Executives and officials more specifically those working in Risk Management, Actuarial, Finance & Investment of any



Insurance company and those who are interested in understanding the concept of RBC.

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## Investment Management in Insurance Companies

Program ID – CPC

16-17 May, 2024 (CT)

### Key Takeaways from the Program:

The participants of the program would gain the knowledge and insight into the following

- Insurance Investments – basic distinctions : contractual and contingent nature of insurers’ liabilities and their need to manage capital value and income risks; Canons of Investment; matching and immunisation and other perspectives [from actuarial literature]; efficient portfolio management in the presence of liabilities ; Investment and Asset Liability Management
- Regulations relating to Investments of Insurers, Capital Markets – the norms and their implications : a comprehensive review
- Investment Options : a review of market conditions with respect to various kinds of securities like Bonds, Debentures, Equities, Money market instruments, etc.,
- Investment Management functions : Investment policy, Operations, Monitoring and Accounting
- Portfolio Management, Asset allocation, Technical Appraisal, Accounting-Valuation of Investments

### Participant’s Profile:

Investment managers at junior and middle level working in Investment department/other departments, who may need to know about investment operations in insurance companies.

## Understanding IFRS 17

Program ID – CPL

20 May, 2024 (CVT)

### Key Takeaways from the Program:

- Features of the standard IFRS 17/IND AS 117 vis-a-vis IFRS 4
- Definition of Insurance Contract
- Features of the present day Insurance Contract.
- Cash flows in an Insurance Contract in the present day products and old products.
- Discuss features about IFRS 9 – Financial Instruments.
- Impact on the Surplus and Balance Sheet of Insurance Company.
- Implementation Path internationally
- Ind AS convergence
- Implementation frame work in India

### Participant’s Profile:

Junior to Middle managerial level executives working in Finance and Accounts department, Actuarial Department and Valuation Department of an Insurance Company, those interested for self-study.

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## Workshop on Self Management and Personal Effectiveness

Program ID – CPC

21-22 May, 2024 (CT)

### Key Takeaways from the Program:

The program in the workshop mode gives insight and understanding of the following and inspire people to make a renewed beginning for better personal effectiveness

- Concept of Self and Relationships
- Values, Ethics and Personal Integrity

- Goals, Time and Personal Effectiveness
- Stress Management and Personal Resilience
- Seven Habits of Highly Effective People
- Work Life Balance & Self-Management Techniques
- Public Speaking

#### Participant's Profile:

Junior and Middle Level Executives, Fresh Recruits, Newly promoted officers in all Insurance Companies, Corporate Agents, Brokers.

### Health Insurance: Medical Management and Fraud Control

Program ID – CPG

28-29 May, 2024 (CT)

#### Key Takeaways from the Program:

The program is designed to equip participants in the following areas:

- Understanding different aspects in Managing Health Insurance
- Learning the relevance of Medical Management in Health Insurance
- Appreciating various ways in which the Health Insurance sector can be managed.
- Understanding about different types of Health Insurance Frauds
- Learning how Health Insurance Frauds can be controlled.

#### Participant's Profile:

This 2-day classroom program is designed for participants at all levels from the Insurance Companies/ Brokers/ TPAs/ others professionally interested in the topic.

### National Economy and Insurance Industry

Program ID – CPC

30 May, 2024 (CVT)

#### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Understanding the complex and dynamic nature of the economy.
- Indian financial system and its working.
- Macroeconomic variables and Economic Analysis.
- Impact of the economic policy change on insurance industry.
- Impact of macroeconomic variables on the insurance industry.

#### Participant's Profile:

Practitioners in insurance and banking and related areas, working in the marketing, technical, finance and human resources departments.

### Understanding Electric Vehicle Insurance

Program ID – CPG

3 June, 2024 (CVT)

#### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- To appreciate the roles and functions of electrical vehicles in Motor Insurance segment
- Familiarize themselves with electrical vehicle landscape
- Understanding the anatomy of Electric Vehicles
- Evaluating how Electric Vehicles will change the Motor Insurance landscape
- Appreciating the newer challenges which will emerge while servicing this segment.

### Participant's Profile:

Practitioners in Motor Insurance and related areas, working in the Marketing and Technical departments of Non-Life Insurance companies.

## Comprehensive Financial Planning Series-Part 1 : Focus on Tax Planning

Program ID – CPL 6 June, 2024 (CVT)

### Key Takeaways from the Program:

The program participants will have knowledge and insight into the following

- Discuss about provisions of Old and New Tax Regime
- Provisions relating to various deductions under Section 80C to 80U
- Provisions pertaining to exemptions under section 10
- Brief on NRI Taxation and relevant sections
- Updated changes on taxation pertaining to insurance plans
- Case studies to firm up the understanding
- Demonstration of Calculations with the usage of TVM Tables and Excel

### Participant's Profile:

Sales Managers, Professional Advisors of Life Insurers, Club Members and Potential MDRTs Life Insurance agents and Development officers of LIC.

## Basics of Aviation Insurance

Program ID – CPG 06-7 June, 2024 (CT)

### Key Takeaways from the Program:

The program aims at providing the participants:

- A broad awareness about the Aviation industry and the insurance market

- A basic knowledge about modern aircrafts and the airports
- The Risks associated with Aviation operations
- Various types of Insurance covers for Aircrafts including liabilities
- Underwriting and Rating considerations
- Claims Management
- Aviation Re-insurance

### Participant's Profile:

- The Program is designed for Executives from Insurance Companies, Intermediaries, Aviation Companies, and the Owners of Individual Aircrafts.
- Certificates shall be earned by the participants on successful completion of the program.

## Cutting Edge Marketing Strategies for Branch/Unit Leaders of Life Insurance

Program ID – CPL 10 June, 2024 (CVT)

### Key Takeaways from the Program:

This training Program aims to give the knowledge and skills to

- Achieve targeted business results in the Retail business through effective translation of the business strategy into Branch Plans.
- Provide leadership and motivation to the Branch team towards raising of performance standards, and be a valuable resource to the Company

It covers the following

- Distribution Deliverables
- Strategic Marketing Plan & Delivering Business results
- Resource Management
  - Operational Cost Management
  - People Development

- Customer Relations Management
- Adherence to regulatory and compliance norms

#### Participant's Profile:

Branch Managers / Marketing Unit heads with ideally having two & above years of experience in the position.

### Understanding Life Insurance Operations for Middle Level Managers

**Program ID – CPL** **10-11 June, 2024 (CT)**

#### Key Takeaways from the Program:

- Emerging Marketing trends in Insurance.
- Basics of Risk Management.
- Principles of Insurance.
- Embedded value, VNB, VNB Margin, APE, Persis
- Digital Marketing.
- Life Insurance Distribution channel management.
- Insure tech and its impact on the industry
- CRM & Grievance Redressal Mechanism
- Business Ethics and Corporate Governance.
- Internal audit and overview of fraud detection.

#### Participant's Profile:

The Program is mainly designed for insurance executives of the middle management level from various life insurance companies as well as those working in broking firms to enable them understand complexity of life insurance operations. It may also be useful for insurance professionals seeking to update their knowledge and skills in various aspects of life insurance business.

### Reinsurance Program: International (RPI)

**Program ID – IPC** **10-15 June, 2024 (CT)**

#### Key Takeaways from the Program:

The program is designed to provide a reasonable appreciation of reinsurance including:

- Theoretical and practical aspects of Reinsurance,
- Reinsurance markets and pools,
- Regulations in insurance/ reinsurance,
- Considerations in fixing retentions,
- Designing a reinsurance program,
- Reinsurance and financial security,
- Placement of reinsurance in multiple markets,
- Controlling accumulations and NatCat exposures,
- Appreciation of ART mechanisms
- Appreciation of Modelling in Reinsurance

#### Participant's Profile:

This program is designed for international participants interested in learning reinsurance as an exclusive training package of 6 days, inclusive of a day for seeing the historic city of Mumbai.

### Workshop on Soft Skills for team leaders

**Program ID – CPC** **12-13 June, 2024 (CT)**

**Program ID – CPC** **20-21 Feb, 2025 (CT)**

#### Key Takeaways from the Program:

The participants of the Program would get experience, insights and tools to understand and practice the following

- Communication
- Interpersonal Relationships through Self Awareness
- Work Ethic & Team Work
- Time Management
- Analytical and Critical thinking
- Emotional intelligence
- Conflict management
- Leadership

#### Participant's Profile:

Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.

### Risk Inspection- Methods & Reporting

**Program ID – CPG** **12-13 June, 2024 (CT)**

#### Key Takeaways from the Program:

This program would provide the following:

- Appreciating the importance of Risk Inspection
- Providing knowledge about risk evaluation, risk improvement, risk control measures
- Understanding Probable maximum Loss (PML) and related aspects
- Practical Report writing

#### Participant's Profile:

The program is designed for Risk Engineers, Underwriters, Officials dealing with Property Insurance, and Middle Level Executives from Insurance Companies, Brokers, Surveyors, Investigators and other intermediaries.

### Techniques for Tele Marketing Teams in Insurance

**Program ID – CPL** **13-14 June, 2024 (CT)**

#### Key Takeaways from the Program:

The workshop enables the participants to develop the skill and confidence to

- Take appointments- Understand the importance of standard script to comply with regulatory requirements.
- Build trust and respect with customers and colleagues
- Brush up the sales approach to improve success with cold calling.
- Identify ways to make a positive impression
- Identify negotiation strategies that will make you a stronger seller
- Learn the techniques of objection handling
- Master what to ask and what to talk to create interest and close the sale
- Analysis of telemarketing requirements, for Life Insurance, the target for creating different scripts for different target groups.
- Handling Rejection and staying resilient and enthusiastic

#### Participant's Profile:

Call center executives, team leaders of telemarketing of Life Insurance companies, Brokers, Corporate Agents.

### Basics of Life Insurance for New Recruits

**Program ID – CPL** **14 June, 2024 (CVT)**

#### Key Takeaways from the Program:

The participants of this program will gain the knowledge and insight into the following

- Principles of Insurance and its various types, products and legal aspects
- Regulation of Insurance Business

- Insurance Marketing and sales through different distribution channels and Public Relations
- Existing industry snapshot + industry potential – both Indian and global
- Explanation of LI terminologies – Life assured, sum assured, riders, free look period, persistency, embedded value, IND-AS/IFRS accounting standards, Solvency Margin/Risk Based Capital, Policyholders' Reasonable Expectation (PRE) etc.
- Protection of Policyholders' Interest
- Enhancing customer experience in life insurance

#### Participant's Profile:

The Program is mainly designed for new recruits, entry level employees in Life Insurance Companies as well as those working in broking firms. It may also be useful for any professional seeking to keep himself acquainted with the basic fundamentals and skills in various aspects of life insurance business.

### Creating High performers in BancaChannel

**Program ID – CPC** 18 June, 2024 (CVT)  
**Program ID – CPL** 03 Sep, 2024 (CVT)  
**Program ID – CPC** 06 Jan, 2025 (CVT)

#### Key Takeaways from the Program:

The participants of the Program will get the knowledge, and appreciation of the following

- The Need for Banks to sell Life Insurance Products-Perspectives of Banks & Customers
- Core Distinctions, Issues and challenges of Bancassurance business.
- The leadership role of a Bancassurance Manager today.
- Enhancing Productivity of Specified Personas to achieve higher performance levels.
- Creating Win-win Situation for the Banker and the Insurer
- Ensuring Regulatory Compliance

#### Participant's Profile:

Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks Bancassurance Managers of LIC of India

### Life Insurance Marketing for Brokers

**Program ID – CPL** 18-19 June, 2024 (CT)

#### Key Takeaways from the Program:

- Emerging trends in life insurance
- Online marketing strategy
- Product positioning (Term/Hi/ULIP/Annuity)
- In-road to HNI segment
- Effective communication skill
- Customer as brand advocate

#### Participant's Profile:

Marketing officials from life insurance broking industry.

### Program on AML-KYC-CFT Requirements

**Program ID – CPC** 20 June, 2024 (CVT)

#### Key Takeaways from the Program:

The Program aims to provide comprehensive understanding to the participants on the following

- PMLA Act provisions
- The Anti-Money Laundering Master Guidelines issued by IRDAI
- KYC Norms
- Provisions relating to Counter Financing Terrorism
- What are the noteworthy changes in the latest guidelines

### Participant's Profile:

Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.

## Liability Insurance: Focus - Casualty Lines

Program ID – CPG 20-21 June, 2024 (CT)

### Key Takeaways from the Program:

The Program is designed to empower participants in the following areas:

- Understanding the theoretical framework of Liability insurance
- Develop critical appreciation of concepts related to Public Liability, Product Liability, Commercial General Liability (CGL), and Directors and Officers Liability (D&O)
- Comprehend factors critical to making underwriting decisions
- Understanding policy wordings, clauses and other nuances in Liability insurance policies
- Develop better insights into handling Liability claims

### Participant's Profile:

The Program is designed for serious minded practitioners who have interest in Liability Insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in Insurance companies, Brokers, and buyers of insurance may attend.

## Principles of Valuation of Life Insurance Companies

Program ID – CPL 21 June, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the program will gain understanding and appreciation of the following

- Basic principles of valuation of life insurance business
- Role of Mortality, Interest and Expenses, Participating and Non-Participating Policies
- The concept of VnB ( Value of New Business) Margin, Embedded Value
- Discount Rates and Rate of Return
- Increasing the Value and Profitability of the Life Insurance Company
- Broad changes due to transition to IFRS/Ind AS

### Participant's Profile:

The Program is mainly designed for insurance executives from various functions in life insurance companies as well as those working in broking firms, to understand Principles of Valuation pertaining to life insurance. It may also be useful for insurance professionals seeking to update their knowledge and skills in various aspects of life insurance business.

## Insurtech and Agriculture

Program ID – CPG 21 June, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to create awareness in the following areas

- Digital Technology initiatives in India
- E-Nam (National Agriculture Market) portal for trading agriculture commodities
- National Land Records Modernization Program (NLRMP) for Digitizing Land Records
- Satellite based Remote Sensing Technology
- Artificial Intelligence and Machine Learning
- Mobile Applications

### Participant's Profile:

The course is designed for Marketing executives and back office teams dealing with Agriculture Insurance in insurance and broking companies. Agriculture surveyors and students of Agriculture and Animal Husbandry desirous of joining the insurance profession are also welcome to attend.

### Compliance Management for Principal Officers of Corporate Agents, Banks

**Program ID – CPC** 24 June, 2024 (CVT)

**Program ID – CPC** 16 Dec, 2024 (CVT)

### Key Takeaways from the Program:

The program aims to provide the participants the knowledge and understanding of the following

- Conditions of grant of registration of corporate Agents
- Open Architecture and Conflicts of Interest
- Disclosures and other Compliance requirements to IRDAI
- Arrangements with Insurers for distribution of Products
- Record Maintenance and servicing of policyholders
- Tele marketing and Digital Marketing
- Regulatory Inspection of Corporate Agents
- New Developments in Regulatory Framework

### Participant's Profile:

Principal Officers of the Corporate Agents including Banks working as Corporate Agents. Those persons who aspire to be Principal Officer including experienced Specified Persons of Corporate Agents. The employees managing Corporate Agency, Bank tie-ups.

### Motor OD Insurance - Underwriting and Claims

**Program ID – CPG**

26-27 June, 2024 (CT)

### Key Takeaways from the Program:

The two-day program is designed to:

- Discuss coverage under various Motor OD and TP insurances as well as add-on covers.
- Equip insurance professionals with the knowledge and skills to assess risks effectively.
- Update the participants on emerging trends in Motor Insurance.
- Appreciate strategies and techniques used in underwriting and claim processing.
- Enhance abilities to streamline and improve claims processing.
- Provide an understanding of the regulatory landscape related to Motor insurance.

### Participant's Profile:

This two-day program is recommended for Motor insurance professionals in insurance companies, brokers, agents, bancassurance, underwriters, risk assessors, claims adjusters, managers, product developers and others in the motor insurance sector.

### Forensic Science in Insurance Investigations

**Program ID – CPC**

27 June, 2024 (CVT)

**Program ID – CPC**

12 Nov, 2024 (CVT)

### Key Takeaways from the Program:

The one day virtual training program will enable the participants to understand and appreciate the following

- Role of Forensic science in Insurance Investigations



- How Investigators can use the Forensic Science to arrive at meaningful conclusions
- Use of Forensics in solving Cyber-crimes
- Use of technology and Social Media in Insurance Investigations

Experienced Professionals will impart the training with the help of Lectures, Presentations, Case studies and interaction.

### Participant's Profile:

The course can be undergone by Employees in Fraud Cells of the Insurance Companies (Life, General and Health), New and experienced Investigators engaged by Companies, Fresh Law Graduates, Ex-Servicemen, Retired Police Officers and Surveyors as also anyone who has passed minimum XII Standard and has a flair for investigation.

### Liability Insurance: Focus Cyber & Crime

**Program ID – CPG** **27-28 June, 2024 (CT)**

**Program ID – CPG** **16-17 December, 2024 (CT)**

### Key Takeaways from the Program:

The program is designed to enable participants to:

- Understand the magnitude of Cyber risk
- Become aware about various kinds of Cyber attacks
- Understand the basics of Cyber security framework
- Develop critical understanding of Cyber insurance policy and clauses
- Realign themselves with the technical and risk management aspects of Cyber liability
- Understand the challenges in pricing Cyber risks
- Appreciate the challenges in claims servicing
- Evaluate the legal aspects of Cyber crime

### Participant's Profile:

The program is designed for serious minded practitioners in insurance, information technology and related areas. It is also for people working in the marketing and technical departments of various insurance and broking companies and in related areas. Hence, participants are expected to have around 2 years' exposure in the insurance industry or in information technology areas.

### Compliance 2.0 – An upgrade for Principle based Regulatory Regime

**Program ID – CPL** **27-28 June, 2024 (CT)**

### Key Takeaways from the Program:

The Program enables the participants to understand the following

- Core philosophy and implications of Principle based Regulatory framework
- Important Regulatory Changes since 2022 in Life Insurance and Implications
- Implications of transitions to Ind AS, Risk Based Capital
- The possible requirements of Digital Personal Data Protection and other laws
- Emerging Issues in Regulatory Compliance
- Organisation Culture for Good Compliance orientation
- Elements of a good Compliance Program

### Participant's Profile:

Senior to Middle Management Officials and employees working as Team Leads and Team members in Compliance teams of Life Insurance Companies.

## Life Insurance Financials and Use of Z-Score Analysis

Program ID – CPL

2-3 July, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to provide knowledge and insight into the following

- IRDAI Regulations for Life Insurance Financials
- SEBI Regulations for listed entities
- Major heads of expenses like Commission, expenses relating to New Business
- Management Expenses – Control of expenses – Regulations relating to it
- Overall expenses ratio and other expense ratios for evaluation
- Valuation Surplus and Life Insurance Financials
- Life Insurance Accounting and its Financial Management
- Investment & Asset Liability Management in Life Insurance
- Z-Score Analysis as financial health indicator

### Participant's Profile:

Junior to Middle level executives working in Finance and Investment functions of Life Insurance Companies.

## Engineering Operational Policies: Underwriting and Claims

Program ID – CPG

04-05 July, 2024 (CT)

Program ID – CPG

12-13 Dec, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to empower the participants in the following areas:

- Understanding various types of Operational Policies like MB, BPV & EEI

- Understanding the Coverages, Exclusions and Clauses of Operational Policies
- Appreciating the challenges in handling MB, BPV & EEI Claims

### Participant's Profile:

The Program is designed for Officers in Insurance companies in the Junior/ Middle management level from underwriting and claims departments. Engineers, Brokers, and Loss Adjustors who are working or wish to work in Property and Engineering lines of business may also attend.

## Competitive Product Positioning in Life Insurance Marketing

Program ID – CPL

8 July, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the Program will get the knowledge and insights into the following

- Contemporary Life Insurance Industry scenario
- Emerging marketing trends.
- Changing customer needs and preferences.
- The Importance of product mix to cater to the needs of various customer segments and effective positioning vis-a-vis Competition
- The importance of the utility of different distribution channels to access various Customer segments and market customized products

### Participant's Profile:

Middle level marketing/Sales executives in Life Insurance Companies and those involved in Marketing/Sales/distribution in Intermediaries i.e Corporate Agents and Brokers including Principal Officers.

## Marine Cargo Insurance -Underwriting & Claims

Program ID – CPG

8-9 July, 2024 (CT)

### Key Takeaways from the Program:

The Program of 2 days aims at empowering the participants in the following aspects:

- Understanding Marine Cargo insurance in the global and Indian contexts.
- Understanding of Institute Cargo Clauses
- Understanding various Non-Institute Clauses and Commodity Clauses
- Understanding the nuances of processing Marine Cargo Claims
- Identifying fraudulent claims and preventing recurrence of fraud

### Participant's Profile:

The Program is designed for officials of Insurance Companies, Brokers, Insurance Marketing Firms, Surveyors, Insured and others dealing with the Marine Cargo portfolio.

## Achieving Excellence in Customer Experience

Program ID – CPL

8-9 July, 2024 (CT)

### Key Takeaways from the Program:

The participants of the program will understand and appreciate the following

- **Brand & the Buyer:** What brand means for a customer-How it influence the buyer behavior
- **The Customer Experience-CX:** Who are our customers? What is customer service, The service providers and the customer perceptions, empathizing the customer, Customer touch points & what are the pain points, the Customer journey, All is well that ends well-CASE STUDY

- **Interaction with Customers through tele-calling:** The positives and negatives of a tele-calling. It limitations. The telephone talking etiquette. Objection handling while on call. The 3F model-CASE STUDY

- **Customer Interaction Face to Face:** The duck and mail requests, prioritizing the requests. Listening, the communication with the customer the tone-CASE STUDY

- **The customer service-the repeat sale:** Customer Experience-improving the persistency & repeat business opportunity-CASE STUDY

- **The WOW feeling for the customer:** Anchoring of self for a WOW feeling of customer. The TIPs, How the Operational Excellence transforms the customer and build future generation of customers-CASE STUDY

### Participant's Profile:

This program is intended for the operations executives, Managers and senior managers of Life Insurance companies, corporate agents and Broking companies.

## Project Insurance

Program ID – CPG

11-12 July, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to empower the participants in the following:

- Revisiting the basics of Project Insurances such as Contractors'All Risks (CAR) and Erection All Risks (EAR)
- Understanding the coverages and terms offered under Project policies
- Understanding the concept of Business Interruption and its importance
- Understanding the importance of Risk Management in Projects
- Appreciating the issues and challenges in processing claims

### Participant's Profile:

The Program is designed for insurance company officers in the Junior/ Middle management levels from underwriting and claims departments, engineers, brokers, and loss adjustors who wants to work in Property and Engineering lines of business.

## Strategic Selling in Life Insurance

Program ID – CPL

15 July, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the program will gain the knowledge and insights into the following

- Overview of Insurance selling
- How to make insurance selling lively
- Short term & long-term insurance products
- IRDAI Relevant Regulations
- Understanding Psyche of the prospect
- What differentiates ordinary salesperson from extra ordinary salesperson
- How to win hearts of insured
- Financial & Economic Environment
- Difference between insurance and investment
- Insurance as long term contract
- Successful Insurance Salesperson as foundation stone of the insurance companies

### Participant's Profile:

Life Insurance Advisors and other marketing personnel working in various capacities.

## Health Insurance and Preventive Care

Program ID – CPG

15-16 July, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to enable participants to appreciate:

- the environment in which Health Insurers are operating today
- the challenges in underwriting Health Insurance business
- current initiatives and efforts of the Insurance Regulator to promote Health Insurance
- the efforts of the industry in Wellness and Preventive Healthcare, and
- the work being done by the industry in mitigating fraud in Health Insurance

### Participant's Profile:

The Program is designed for executives working in health departments of Insurance Companies, Brokers, TPAs, and those who are interested to work in areas related to Health Insurance.

## Management of Fire Insurance

Program ID – CPG

18-19 July, 2024 (CT)

Program ID – CPG

09-10 Dec, 2024 (CT)

### Key Takeaways from the Program:

The program is design to provide insights to the participants in the following areas:

- Different types of Fire/ Property and Business Interruption Insurances
- Underwriting and Claims techniques in Fire/ Property Insurance
- Importance of risk management, underwriting, loss prevention, claims processing etc. in Fire/ Property Insurance
- Different aspects of Claims management in Fire/ Property Insurance

### Participant's Profile:

Junior and middle level officers dealing with Fire/ Property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

## Managerial Skills for Insurance Industry

Program ID – CPC

18-19 July, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to provide deeper understanding and insights to the participants in the following areas:

- Relearning management concepts relevant for the present day and for Insurance Sector
- Aligning themselves with Corporate goals and communicating these goals to the team
- Understanding the concept and Implementation of Change Management
- Understanding Leadership skills and Effective Delegation
- Navigating changes due to technology and leveraging it
- Conflict Management
- Personal values, ethics and Integrity
- Organisation Culture of Compliance

### Participant's Profile:

Junior to Middle level Executives in insurance entities, working in the marketing, technical, and Human resources departments, Newly promoted Team Leaders.

## Digital Marketing in Life Insurance

Program ID – CPL

22 July, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the Program will gain the knowledge and insight into the following

- The changing context of digitization in Life Insurance, Regulatory Push
- Future of Life Insurance Distribution through e-platforms
- Digitization in servicing areas for enhanced customer satisfaction
- Digital edge in various aspects of insurance operations for ensuring high level of customer satisfaction, retention with a bonding with the company
- Meeting the expectations of millennials, through available and growing digital resources, in both sales and servicing
- Effective usage of social media in marketing

### Participant's Profile:

Advisors, field officials and executives working in marketing from various life insurance companies as well as those working in broking firms, others interested in this subject.

## Understanding of ESG and its implications for Insurance Companies

Program ID – CPC

22-23 July, 2024 (CT)

### Key Takeaways from the Program:

The program participants will gain the knowledge and understanding of

- Global developments leading to ESG prominence
- Concept of ESG and its relevance to Insurance Industry
- Regulatory landscape

- Data and Metrics for ESG assessment
- Case Studies and Best Practices
- Stakeholder Engagement
- Integration into Business Strategy

#### Participant's Profile:

Middle level Executives in Insurance Companies looking after Strategy, Compliance functions, Executives of Corporate Agents, Brokers.

### Enterprise Risk Management (ERM)

**Program ID – CPC** 25-26 July, 2024 (CT)

**Program ID – CPC** 15-16 Jan, 2025 (CT)

#### Key Takeaways from the Program:

The program is design to empower participants in the following areas:

- Basic concepts and practices of Enterprise Risk Management (ERM)
- Importance of Risk assessment, Risk reporting
- Regulatory and Compliance risks faced by Insurance Companies

#### Participant's Profile:

Risk Managers, Risk Analysts and others handling risk assessment/ risk management functions in the Insurance Industry, and those who would like to be exposed to such functions may join.

### Corporate Governance and Regulatory Compliance in Insurance

**Program ID – CPC** 29-30 July, 2024 (CT)

#### Key Takeaways from the Program:

The participants will be equipped with the knowledge and implications of the following

- Economic environment for Insurers
- Corporate Governance Structure and Norms applicable to Insurers
- Organisational Culture -Importance in Risk Management and Regulatory Compliance
- Legal and Regulatory Framework applicable to Insurers
- Other Laws applicable to Insurers
- Introduction to ESG Philosophy and adoption

#### Participant's Profile:

This Program is designed for Middle and Senior level executives of all Insurance Companies (Life, General, Health) in Compliance, Senior executives in all functions, Board Secretariat.

### Reinsurance Treaty Designing

**Program ID – CPG** 30-31 July, 2024 (CT)

#### Key Takeaways from the Program:

The program intends to empower insurers in the following areas:

- Revisiting the basics of Reinsurance
- Understanding various kinds of reinsurance arrangements
- Understanding the challenges in designing reinsurance program
- Understanding the major issues and challenges in reinsurance contracts
- Getting familiar with the global practices in the reinsurance space

#### Participant's Profile:

Executives working in insurance and reinsurance companies, broking firms, and corporates buying insurance.

## Challenges in Fighting Fraud–Motor Third Party Insurance

Program ID – CPG

30-31 July, 2024 (CT)

### Key Takeaways from the Program:

The program aims to empower participants with knowledge and practical skills related to:

- Various types of fraud in Motor TP Insurance
- Integration of technology and data analytics in enhancing fraud prevention measures
- Practical skills and techniques for fraud detection, investigation and prevention
- Provisions of the Motor Vehicle Act relevant to TP Insurance
- Identifying defense mechanisms for fighting Court cases, and situations to go for appeals
- Legal aspects of fraud detection and landmark judgments
- Preparation of written statements and their importance during investigations
- Handling cases in Lok Adalat and other compromise modes

### Participant's Profile:

The Program is designed for executives working in Insurance Companies, Brokers and Corporate Agents. Surveyors, Investigators, Advocates and those who are interested in understanding the challenges in fighting Motor TP Fraud cases are welcome to attend.

## Communication as a Tool for Customer Engagement and Retention

Program ID – CPL

05 Aug, 2024 (CVT)

### Key Takeaways from the Program:

The participants of the program will be able to understand and appreciate the following

- The customer journey
- How to an everlasting and favourable first impression on the Customer
- Professional way of handling or managing tale-phone talk
- The E-mail etiquette
- Dealing with difficult situations and handling tough customers
- Prioritizing the e-mail communication
- Dealing with customers face to face and over phone with active listening
- Preparing for a greater service standards day after day

### Participant's Profile:

Executives, team leaders, managers of customer service department of Insurance companies

## Comprehensive Financial Planning Series-Part 2 : Financial Planning : Focus on Retirement Planning

Program ID – CPL

06 Aug, 2024 (CVT)

### Key Takeaways from the Program:

The program participants will have knowledge and insight into the following

- Present Value/Future Value/Inflation Adjusted Rate of Return/Perpetual Annuity
- Retirement Planning
- Pension/Annuity Plans
- Immediate and Deferred Annuity Plans
- Types of Annuity Options
- Actuarial aspects relating to Pension Schemes

### Participant's Profile

The course is designed for Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.

## Workshop on Team Dynamics and Interpersonal Relationships

Program ID – CPC

06-07 Aug, 2024 (CT)

### Key Takeaways from the Program:

Participants of the Workshop would understand and appreciate

- The long-term priorities of the organization and the need of people to achieve in life
- Concepts of promoting healthy relationships and giving employees a sense of belonging, leading to their motivation and improved performance of the organization
- The importance of building strong interpersonal relationships as a core strategic management practice
- The dynamics of teamwork and the challenges of making people work together
- The Lessons from Case studies of strategies adopted by organizations to build teams

### Participant's Profile:

The course is designed for Middle level executives working in Marketing and HR functions in Insurance Companies, Broking, IMFs, as well as Agent Managers. The above topics will be discussed by domain experts in HR from Industry and the academia and the in-house faculty.

## Basics of Reinsurance

Program ID – CPG

6-7 August, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to enable participants to:

- Understand Basics of Reinsurance
- Familiarize themselves with various kinds of Reinsurance arrangements

- Appreciate some important terms and clauses of Reinsurance contracts
- Appreciate the new practices in the global market in area of Reinsurance

### Participant's Profile

The program is specially designed for insurance executives in insurance, reinsurance and broking companies, whose roles require knowledge and skills relating to reinsurance.

## Data security for Insurance Industry

Program ID – CPC

07-08 Aug, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Overviewing the draft of Personal Data Protection Bill of 2019 (PDP Bill).
- Understanding role InsurTech companies in big data storage and security, machine learning, internet of things, cloud computing, and distributed ledger technologies.
- Exposure to alternative data.
- Awareness about potential risk of increased data sharing, unauthorised access to and use or transfer of such information to a wide variety of regulated and unregulated entities.
- Exposure to the insurance-customer centric privacy principle of data protections.

### Participant's Profile

Practitioners in insurance and related areas, working in the marketing, technical, information technology and data security, and finance department of insurance industry.



## Environmental, Social and Governance (ESG) in Life Insurance Companies

Program ID – CPL

12 Aug, 2024 (CVT)

### Key Takeaways from the Program:

- Corporate Social Responsibility (CSR)
- Financing ESG initiatives - Social Stock Exchange ( SSE)
- Business Responsibility and Sustainable Report (BRSR)
- ESG Assessment Parameters detailing:-
- Environment Parameters ( Water Management, Energy Efficiency, Water usage, Climate Change, Deforestation, Pollution Mitigation, Carbon Footprint, Biodiversity etc.)
- Social Parameters ( Workplace & Board diversity, Gender Equity, Labour Standards, Health & Safety, Social & Racial justice, Human Rights, Employee engagements, Privacy & Data Protection, Pay Equity, Customer Satisfaction, Community Relationship through philanthropy & Corporate Citizenship etc. )
- Governance Parameters ( Internal Control, Board Composition, Shareholders' Rights, Company's leadership, Audit Committee structure, Executive Pay, Political Contribution, Bribery & Corruption, Whistle Blower Programs Lobbying etc.)
- ESG Reporting & its significance
- ESG Rating
- Other relevant topics to cover aforesaid learning objectives

### Participant's Profile

The Program is mainly designed for insurance executives of various life insurance companies as well as those working in broking firms with a view to keep them acquainted with today's much talked about ESG framework. It may also be useful for insurance professionals seeking to update their knowledge and skills in various aspects of life insurance business, which is also ESG compliant.

## Regulatory Compliance for Insurance Brokers

Program ID – CPC

13-14 Aug, 2024 (CVT)

### Key Takeaways from the Program:

COI-RCB covers the following:

- Appreciate the purpose of regulatory compliances in the insurance industry
- Understand Indian regulatory practices
- Identify areas where failures can happen in a Broking Company
- Create appropriate ecosystems within the company to prevent violations.
- Importance of Regulations at Entity levels–Focus: Brokers and other Distribution Channels
- Importance of Regulations at Operations level

Domain experts will discuss the above topics in the context of Regulations issued by the Indian Regulator and International Regulatory Principles.

### Participant's Profile

This Program is designed for Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry.

## Technical Excellence in Non-Life Insurance: International

Program ID – CPG

19-31 Aug, 2024 (CT)

### Key Takeaways from the Program:

**'Technical Excellence in Non-Life Insurance'** is designed to provide a good understanding of the following:

- Risk management and insurance,
- Concerns in Product Development and Pricing,
- Challenges in Underwriting

- Insurance Marketing and Customer Relationship
- Concerns in Claims settlement,
- Insurance Fraud,
- Basics of Reinsurance,
- Practices in the Non-Life insurance industry.
- Different generic General Insurance products such as Property (Fire, Projects, Machinery Breakdown, Boilers and Pressure Vessels, Electronic equipment), Liability (General, Financial and Cyber), Marine Cargo, Marine Hull, Aviation, Motor/ Casualty, Health, Crop, Cattle, Microinsurance, Reinsurance etc.

### Participant's Profile:

'**Technical Excellence in Non-Life Insurance**' is designed to familiarize senior and middle level executives in Insurance Companies and Regulatory bodies in the technical aspects of Non-Life insurance.

Participation in this course would provide an opportunity to learn from experts and senior practitioners and help in developing knowledge of technical aspects of Non-Life Insurance business and typical processes. This training package of 13 days consists of classroom sessions for 10 days and 2 days' conducted tour of the historic city of Mumbai.

### Liability Insurance: Focus-Event and Film

Program ID – CPG

20 Aug, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to empower the participants in the following areas:

- To acquaint the participants with these upcoming policies under Liability Insurance
- To update and enhance the understanding of different clauses and wordings and how it will work for Event Liability and Film Production Insurances.
- Appreciate the increasing relevance of Event Liability and Film Production Insurances.

- Be appraised of Event Liability Insurance policies available in market and the events that qualify for such insurance.

### Participant's Profile

The Program is designed for serious minded practitioners who have interest in Liability Insurance and people who want to learn about this upcoming sub branch of liability insurance. People working in Junior/ Middle management level from marketing, underwriting and claims departments in insurance companies, brokers, and insurance buyers would also benefit from the program.

### Business Insurance Program for Life Insurance Managers

Program ID – CPL

20-21 Aug, 2024 (CT)

### Key Takeaways from the Program:

The training gives the participants the knowledge and insight into the following

- Landscape for Business Insurance
- Forms of Business -Ownership /Proprietary, Partnership, LLP firms-limited companies
- Concerns of business owners- Role of Insurance Advisor- How to approach, what to talk, how to create interest in the mind of Business Owner
- Various Insurance Solutions-Key man, Partnership, Group Insurance, Employer-Employee Insurance, the role of MWP Act Policies for family welfare of Business Owner- The Taxation rules and the Tax benefits.
- Business Continuation-challenges-Use of Life Insurance
- Estate planning and succession planning for smooth transition, Annuity and pension solutions-Tax implications.

### Participant's Profile:

The Unit Managers, Development Managers, Branch Managers, Advisors (who want to enter into new markets/segments) from all distribution channels of Life Insurance companies/ Brokers.

## Data Analytics and Data Interpretation

Program ID – CPC

20-21 Aug, 2024 (CT)

### Key Takeaways from the Program:

This program is designed to provide insights to help participants in the following areas of work:

- **Data Visualization** - to become internal thinkers of the enterprise who can visualize the corporate objectives of collecting data. They would be able to identify and appreciate various convergences – ranging from the organization's vision, operational goals, market realities, and touch-points for engaging consumers as well as marketing and service level strategies and identify the bits of data that would serve the purposes best.
- **Identifying and Defining Data Elements** - to realize the importance of building clean databases comprising accurate and analysable data elements.
- **Conforming to Standards** - to appreciate why databases need to conform to international quality standards relating to data security, professional and regulatory protocols.
- **Appreciating Technology** - to appreciate the importance of analytics, strategy formulation, predictive modelling and anomaly detection algorithms, etc.

### Participant's Profile:

The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of data analytics.

## Corporate Social Responsibility for Insurance Industry

Program ID – CPC

22 Aug, 2024 (CVT)

### Key Takeaways from the Program:

- Learning the importance of CSR and provisions in the Act and Rules (Companies Act 2013 and CSR Rules 2014).
- Understanding and learn experience of international practice and guidelines relating to CSR.
- CSR implementation process and challenges while implementing it.
- Exploring the CSR activities suitable for the organisation.
- Learning to develop CSR policy, planning of CSR policy and its monitoring and reporting in the annual reports of the company and government department.

### Participant's Profile

Practitioners in insurance, PSUs, corporate firms, organisation and academician and related areas, working in the compliance and human resources departments, who are looking for developing CSR policy and its implementation, skill set required for building a responsible organisation.

## Rural and Livestock Insurance

Program ID – CPG

04 September, 2024 (CT)

### Key Takeaways from the Program:

The program would cover the following areas:

- Scope of Cattle, Livestock and other rural Insurance
- Government Schemes for Cattle and Livestock Insurance
- Use of technology in underwriting and claims management
- Challenges faced in using technology in rural areas

### Participant's Profile

The course is designed for marketing executives and back-office teams working in Insurance companies, surveyors, and students of animal husbandry desirous of joining the insurance profession. Those dealing with Cattle, Livestock and Rural Insurances as well as technology partners to this segment of the market are welcome to attend.

## Management of Fire and Property Insurance (Material Damage and LOP)

**Program ID – CPG**                      **09 -10 September, 2024 (CT)**

### Key Takeaways from the Program:

The Program intends to provide Participants the following:

- Developing a deep understanding of fire insurance and material damage
- Understanding the working of Loss of profits/ Business interruption covers.
- Appreciating underwriting and claims management functions better
- Developing the ability to make informed decisions by gathering knowledge about the risk.

### Participant's Profile

Junior and middle level insurance professionals, including risk assessors, risk managers, underwriters, claim handlers, brokers, agents/ corporate agents, surveyors, legal professionals and others interested in understanding Fire/ Property insurance. Corporate customers of the insurance industry are also welcome to attend.

## Mega Risk Insurance

**Program ID – CPG**                      **11-12 September, 2024 (CT)**

### Key Takeaways from the Program:

The program is designed to empower the participants in the following areas:

- Building conceptual clarity on insuring Mega Risks and large industries.
- Helping participants to understand risk exposures of different industries.
- Discussing underwriting concerns for Mega Risk Policies and IAR Policies
- Learning rating procedures and Reinsurance aspects of Mega and IAR
- Appreciating new approaches in claims management and claims procedures

### Participant's Profile

The Program is designed for insurance company officers in the junior and middle management level from marketing, underwriting and claims departments, inspecting engineers, brokers, and loss adjustors who have exposure to Property & Engineering insurances.

## Suitability Assessment and Product Recommendation

**Program ID – CPL**                      **12-13 September, 2024 (CT)**

### Key Takeaways from the Program:

The program offers the following four modules in the workshop mode with case studies and simulations to cover the life insurance sales process so that the participants are equipped with knowledge and skill to be professional marketer.

- What is selling and Need based Selling including Life Stage Needs
- Regulatory Requirements in Selling
- Building Rapport with prospect
- Uncovering the needs & Presenting Solutions
- Objection Handling
- Closing the Sale and thereafter

### Participant's Profile

- Agency managers and Branch Managers to create agency teams of high productivity.

- Sales Officers of direct sales channels, Banca Channels, Broking Channels, IMF and other distribution channels.

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## **Comprehensive Financial Planning –Focus Insurance Planning**

**Program ID – CPL                      17-18 September, 2024 (CT)**

**Program ID – CPL                      24-25 February, 2025 (CT)**

### **Key Takeaways from the Program:**

The participants of the program will gain knowledge and insight into the following

- Life cycle needs and personal financial goals
- Personal Risks like Early Death, Disability, Morbidity, etc.,
- Risk Management and Risk Management Methods.
- Time value of money
- Risks associated with Financial Instruments
- How to make your Personal Financial Planning path risk proof
- Insurance products and Pension Products
- Comprehensive Planning and Monitoring
- Retirement planning

### **Participant’s Profile**

Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers and the persons who are interested in financial planning vis-à-vis Life Insurance.

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## **Liability Insurance Focus - Financial Lines**

**Program ID – CPG                      17-18 September, 2024 (CT)**

### **Key Takeaways from the Program:**

The program is designed to empower participants in the following areas:

- Firming up of the theoretical framework of Liability insurance
- Developing a critical appreciation of the concepts related to Financial Liability lines
- Understanding the issues and challenges in Directors & Officers Liability Insurance
- Appreciate the nuances of Professional Indemnity insurances
- Learning the basics of Crime/ Fidelity insurances
- Creating awareness on a broad range of claims scenario
- Empowering insurers in making insured understand how to select the Liability policies/ coverages appropriate for their businesses.

### **Participant’s Profile**

The program is designed for serious minded practitioners who have interest in Liability Insurance. Also people working in Junior/ Middle management levels in marketing, underwriting and claims departments in Insurance companies, brokers, and insurance buyers would benefit from these programs.

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## **Emerging Issues of Regulatory Compliance in Life Insurance**

**Program ID – CPG                      18 September, 2024 (CVT)**

### **Key Takeaways from the Program:**

The participants of the training program will get the knowledge and appreciation of

- Philosophy and Implications of Principle Based Regulatory Framework
- Recent (Last one year) Regulatory Changes- Key Takeaways, Actionables for Life Insurance Companies
- Business imperatives of transition to Ind AS, Risk Based Capital framework
- Things on Horizon – Probable Insurance Act amendments
- Other global trends of Organisation Culture, DE&I, ESG

### Participant's Profile

Middle to Senior Managerial Executives of Compliance teams in Life Insurance Companies, Corporate Agents, Banks, Brokers who are interested in Life Insurance business and Individuals who wish to update and elevate their Compliance knowledge.

### Health Insurance Underwriting

Program ID – CPG

19 September, 2024 (CVT)

### Key Takeaways from the Program:

This virtual training program of 1 day is designed to give better focus to Health Insurance professionals on some areas of vital importance. It aims to make the participants –

- ❖ Appreciate health insurance products and the business environment of health insurers
- ❖ Understand the importance of understanding human physiology for underwriting purposes
- ❖ Understand the importance of Risk Management methods at the Proposal stage
- ❖ Learn the relevance of judicious Underwriting for building a healthy Health Insurance portfolio.

### Participant's Profile

The Program is designed for executives working in health departments of Insurance Companies, Brokers, TPAs and those who are interested to work in areas related to Health Insurance.

### Appreciation of Project Insurance – Customer Perspective

Program ID – CPG

23 September, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to empower the buyers of Project Insurances in the following:

- Understanding the basics of Project Insurances such as Contractors' All Risks (CAR) and Erection All Risks (EAR)
- Understanding the importance of Risk Management in Projects
- Appreciating the coverages and terms offered under Project policies
- Appreciating the concept of Business Interruption and its importance
- Appreciating the issues and challenges in processing claims

### Participant's Profile

The Program is designed for the customers of Project Insurances. People working in various organizations in insurance purchasing roles, project financiers, project consultants, and brokers involved in Project Insurance are welcome to attend.

### Social Media Marketing-Tools and Techniques for Insurers

Program ID – CPC

26 September, 2024 (CT)

### Key Takeaways from the Program:

This program is designed to help the participants:

- Learn the basics of Social Media Marketing and Mass Media Marketing
- Appreciate the tools employed in Social Media Management
- Recognize the importance of Social Media Tools and their optimization
- Appreciate the issues and challenges while marketing on the Social Media Platforms
- Understand Compliance and Risk Management related considerations in Social Media Marketing

### Participant's Profile

Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance professionals, as well as executives interested in enhancing their knowledge of social media marketing.

## Managing Marine Hull Insurance - Underwriting & Claims

Program ID – CPG

3-4 October, 2024 (CT)

### Key Takeaways from the Program:

This Program aims at empowering the participants to gain and improve their knowledge with practical orientation.

- Awareness of Marine Hull insurance including conventions and practices, types of vessels, classification societies
- Understanding of Marine Hull Clauses, coverages, underwriting and rating practices
- Understanding the nuances of Marine Hull Claims - Hull and Machinery losses caused by perils of the sea
- Appreciating Concepts of Total Loss/ Constructive Total Loss, General/ Particular Average and Liabilities

### Participant's Profile

The Program of two-days is designed for Junior/ Middle/ Senior level executives from insurance companies, Brokers, Surveyors and Customers who are practicing or interested in learning Marine Hull Insurance.

## Equity Research and Valuation

Program ID – CPC

7 October, 2024 (CVT)

### Key Takeaways from the Program:

At the end of program, you may take away with you the following things.

- Synthesize the learnings on stock selection in a systematic manner, within an Indian context
- Read and interpret government policy, latest developments in business and technology
- Understand DCF and EV/EBITDA approaches and their components,

develop valuation frameworks based on contemporary knowledge and apply the same using EXCEL spreadsheets

- Understand the stock-picking methods followed by external analysts and stock-broking firms

### Participant's Profile

The executives and officers working in Investment department of an Insurance company and Portfolio Managers and Fund Managers.

## Comprehensive Health Insurance

Program ID – CPG

7-9 October, 2024 (CT)

### Key Takeaways from the Program:

The program of 3 days is designed to give better focus to the health insurance professionals on some areas of vital importance. It aims to make the participants:

- Appreciate the environment in which health insurers are operating today
- Understand some major diseases and treatment procedures
- Comprehend the working of health service providers and related sub-systems
- Understand the challenges in product development and distributions
- Understand Pradhan Mantri Jan Arogya Yojna
- Understand the importance of mitigating fraud and abuse in Health Insurance.

### Participant's Profile

The Program is designed for executives working in health departments of insurance companies, brokers, TPAs and those who are interested to work in areas related to health insurance.

## Bankers Indemnity - Focus: Cyber Security and Computer Crime

Program ID – CPG

8 October, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to empower participants in the following areas:

- Revisit the fundamentals of Bankers Indemnity insurance
- Appreciate risks involving Cyber and Computer Crime
- Understand the coverages available for Cyber Liability and Computer Crimes in Banking operations
- Appreciate the add-on covers available under Bankers Indemnity
- Understand the issues and challenges in claims management

### Participant's Profile

The Program is designed for executives from Insurance Companies, Banks and Insurance Intermediaries.

## Crop Insurance - Focus: Horticulture, Floriculture, Plantations and Vegetable Insurance

Program ID – CPG

9-10 October, 2024 (CVT)

### Key Takeaways from the Program:

The sessions would cover the following areas:

- Introduction to Horticulture, Floriculture, Plantations and Vegetables Insurance.
- Awareness of terms such as Input Cost, Minimum Support Price, Market Price, Crop Cutting Experiments, Climate Change etc.
- Governmental initiatives and Operational modalities of Crop insurance
- Importance of Weather-based Insurances, Index-based Insurances and the working of the Concept of Indemnity in such insurances

- Challenges in Underwriting different Crop Insurance products
- Concerns in Claims Settlement in Crop Insurance – use of innovations/ technology
- Approaches in dealing with Long-term Insurances.

### Participant's Profile

This training program on Crop and Horticulture insurance has been designed for Insurance practitioners including marketing executives and back office teams dealing with the nuances of Agriculture insurance. Those working in Rural and Agriculture departments in Government departments, Insurance companies, product developers, brokers and agents, practicing and aspiring Agriculture Surveyors and students of Agriculture desirous of joining the profession are also welcome to attend.

## Boosting Productivity of Marketing Personnel of Banks, Corporate Agents, Brokers

Program ID – CPL

16 October, 2024 (CVT)

### Key Takeaways from the Program:

The training program provides the participants the understanding of the following

- Basic principles of Insurance (Life, General & Health)
- Insurance Product Categories, USPs, Life stages (Life, General & Health)
- Fundamentals of Insurance selling
- Regulatory requirements in Insurance selling
- Customer need assessment and Product Recommendations
- Record maintenance and post-sale service
- Importance of bancassurance/ C.A/ Broker in fulfilling Customer financial needs and fee based income



### Participant's Profile

Specified/Authorized persons of banks, corporate agents and brokers involved in Insurance marketing and Principal Officers / Corporate Insurance Executives in banks, corporate agents, brokers.

## Relevance of Monetary policy and its implications for Insurance sector

Program ID – CPC

21 October, 2024 (CVT)

### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Overviewing the status of economy and its sectors on the basis the monetary policy report and briefing by Governor.
- Understanding the major components of monetary policy.
- Exploring the major highlights of the monetary policy.
- Making analysis of implication of the monetary policy.
- Outcome of the monetary policy for the sections of the economy.

### Participant's Profile

Practitioners in insurance, banking, general public and other related areas, working in marketing, finance, and policy departments of the various sectors and who are looking for understanding of the monetary policy and its likely impact on the sections of the society.

## Marine Cargo Claims and Fraud Management

Program ID – CPG

21-22 October, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to enable participants to:

- Reconnect with the theoretical framework of marine insurance and important clauses in the context of claims.
- Learn how various losses occur in different types of cargoes
- Appreciate the role of technology in Marine insurance claims and fraud fighting
- Discuss case studies and claims settlements issues

### Participant's Profile

This program of 2 days is designed for all levels of executives from Insurance companies, brokers, surveyors, shipping lines, logistics firms, investigators as well as buyers of Marine Cargo policies.

## Understanding Consumer Behaviour in Insurance Sales Management

Program ID – CPL

23 October, 2024 (CVT)

Program ID – CPL

12 February, 2025 (CVT)

### Key Takeaways from the Program:

- **Emerging Market Trends** and shifts in consumer behavior
- **Social Media Marketing** and its role in influencing consumer decisions and strategies for effective social media marketing
- **Use of Big Data in Personalized Marketing** and how big data analytics can be leveraged to tailor marketing strategies, ensuring a personalized approach that resonates with individual consumer needs
- **Customer-Centric Approach and** focusing on meeting their unique needs and expectations for long-term relationships and loyalty.

### Participant's Profile

Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.

## Insurtech and Digital Marketing

Program ID – CPC

24-25 October, 2024 (CT)

### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Reconnecting with the theoretical framework of Service Marketing
- Developing better insights into different approaches of online and offline marketing
- Appreciating the increasing relevance of knowledge and technology in insurance
- Realigning themselves with the technical and risk management aspects of online marketing
- Understanding the challenges in designing, developing the products for online space
- Appreciating concerns in servicing of such online products

### Participant's Profile

The Program is designed keeping in mind the requirements of marketing executives, information technology practitioners, and those in technical departments and related areas in insurance and broking companies.

## Risk Inspection & Management for Risk Engineers

Program ID – CPG

24-25 October, 2024 (CVT)

### Key Takeaways from the Program:

The program is design to empower the participants in the following areas:

Understanding different industries and risk exposures involved

- Understanding the importance of safety measures
- Appreciating the need of hazard studies
- Appreciating the importance of conducting effective risk inspections

- Appreciating the importance of writing comprehensive risk inspection reports

### Participant's Profile

Junior and middle level officers dealing with fire/ property lines of insurance from insurance companies, brokers, corporate agents, surveyors and corporate customers of the insurance industry.

## Agriculture Insurance for Surveyors

Program ID – CPG

06 November, 2024 (CVT)

### Key Takeaways from the Program:

The course is designed to cover the following topics:

- Crop Insurance focusing on Pradhan Mantri Fasal Bima Yojana (PMFBY) and Weather Based Crop Insurance Scheme
- Operational modalities of Crop Insurance Schemes
- Crop Loss Assessment and Planning
- Necessity for using modern technologies in Loss Assessment
- Roles and responsibilities of Surveyors in Loss Assessment

### Participant's Profile

Marketing Executives and Back Office Teams of Agriculture Insurance Companies, the Agriculture Surveyors and the Agriculture Students desirous of joining the profession.

## Comprehensive Financial Planning Series-Part 3: Focus on Investment Planning

Program ID – CPL

06 November, 2024 (CVT)

### Key Takeaways from the Program:

The program participants will have knowledge and insight into the following

- Present Value/Future Value/Inflation Adjusted Rate of Return
- Various classes of Investment Assets
- The Basic features of Investment
- Evaluation of the Various Investment Assets
- ULIP as an investment product
- Monitoring of Investments
- Valuation of Investment
- Return on investment
- Churning of Investments for higher return on the portfolio/Risk Measurements

### Participant's Profile

The course is designed for Sales Managers/Relationship Managers/Wealth Managers from Insurance Companies/Corporate Agents/Banks/Broking Firms.

## Challenges in Miscellaneous Insurances

**Program ID – CPG**                      **12-13 November, 2024 (CT)**

### Key Takeaways from the Program:

The program aims to equip participants with knowledge of:

- Understanding and analyzing some of the popular Miscellaneous products
- Current trends and innovations in the Indian market
- Challenges in Underwriting some of the popular Miscellaneous products
- Concerns in handling Miscellaneous Insurance Claims
- Package products / Special Contingency products and All Risk products
- Future perspectives in Miscellaneous Insurance

### Participant's Profile

Officials handling Miscellaneous Insurance (Marketing, Underwriting and Claims) in Offices of Public and Private Sector General Insurance

Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.

## Standardized Products in Property Insurance

**Program ID – CPG**                      **18-19 November, 2024 (CVT)**

### Key Takeaways from the Program:

The program is designed for Property insurance professionals for making them clear about the fundamentals of property insurance. The participants would be able to:

- Understand the fundamentals of standardized policies in Property insurance
- Understand some important coverages and add-on covers
- Appreciate of the basics of Business Interruption insurance
- Appreciate the challenges in handling claims in the Fire/ Property portfolio.

### Participant's Profile

**This Virtual Program is designed for** junior and middle level officers dealing with Fire/ Property lines of insurance working in insurance companies, broking, corporate agencies, insurance surveying and related areas. Corporate customers of the insurance industry are also welcome to attend.

## International Program – Technical Excellence in Life Insurance

**Program ID – IPL**                      **18-30 Nov, 2024 (CT)**

### Key Takeaways from the Program:

The participants of the program will acquire the knowledge and appreciation of

- Fundamentals of life insurance in the context of current and emerging trends in the marketplace

- The design and pricing of life insurance products – including profits and capital
- Traditional and Non - traditional Life insurance products - the changing contours of the global life insurance market
- Pensions and Health Insurance - the new dynamics of life insurance markets
- Marketing and distribution of life insurance - in the light of contemporary global practices
- Concepts and skills of Life insurance underwriting
- Life insurance Claims Management and Policy Servicing
- Applications of Information Technology in Life Insurance
- Financial Management of a Life office – basics in contemporary perspective
- Corporate Governance and Legal and Regulatory Compliance
- Risk Management in Life Insurance

#### Participant's Profile:

Executives of the middle management level from various **life insurance companies, regulatory bodies** as well as those working in **broking, corporate agency firms** of emerging countries.

### Engineering Insurance: Focus Project Policies

**Program ID – CPG**                      **21-22 November, 2024 (CT)**

#### Key Takeaways from the Program:

The program is design to empower the participants in the following areas:

- Revisiting the basics of Project Insurance policies such as CAR/ EAR
- Understanding the coverages and terms offered under Project policies
- Understanding the concept of Business Interruption in Project Insurances
- Understanding the role of Risk Management in Project Management

- Appreciating the issues and challenges in claims processing with case studies

#### Participant's Profile

This Program is designed for people working in insurance purchasing roles in various organizations, Project Financiers as well as consultants, Brokers involved in Project Management.

### Program on Anti-Money Laundering (AML), KYC and Counter-Financing of Terrorism (CFT)

**Program ID – CPL**                      **22 November, 2024 (CVT)**

#### Key Takeaways from the Program:

The Program aims to provide comprehensive understanding to the participants on the following

- PMLA Act provisions
- The Anti-Money Laundering Master Guidelines issued by IRDAI
- KYC Norms
- Provisions relating to Counter Financing Terrorism
- What are the noteworthy changes in the latest guidelines

#### Participant's Profile

Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of Life Insurance Companies, Corporate Agents, Brokers.

### Crop Insurance: Focus- PM Fasal Bima Yojana

**Program ID – CPG**                      **28-29 Nov, 2024 (CT)**

#### Key Takeaways from the Program:

The sessions would cover the following areas:

- History of Crop Insurance and the Crop Insurance Schemes in India

- Overview of Pradhan Mantri Fasal Bima Yojana (PMFBY)
- Operational modalities of Pradhan Mantri Fasal Bima Yojana (PMFBY)
- Challenges in Loss Assessment and settlement of claims
- Roles and responsibilities of different stakeholders in different risk sharing models
- Need of digitalization and technological advancement in Crop Loss assessments.

### Participant's Profile

Marketing Executives and back office teams of Agriculture/ General Insurance companies, Agriculture Surveyors and students of Agriculture desirous of joining the insurance profession.

## Customer Engagement- Retention Through Better Customer Experience

**Program ID – CPL**                      **29 November, 2024 (CVT)**

### Key Takeaways from the Program:

The participants of the above training session will have knowledge and understanding of

- Present day Life Insurance Customers
- Customer Life Time Value
- Emotional Intelligence and Communication Skills in Customer Service
- Out of the box, Extra Mile activities for Customer Experience
- Creating Wow- The Customer Delight
- Grievance Handling & Winning back the lost Customer
- Technology in Customer Service- Improving the access, experience

### Participant's Profile

Frontline employees and junior to middle level executives in Operations, Customer Service, CRM functions of Life Insurance Companies.

## Comprehensive Port Package Policies and Oil and Energy Insurance

**Program ID – CPG**                      **02-03 December, 2024 (CT)**

### Key Takeaways from the Program:

The program is designed to empower participants in

- Understanding Risk Management in the Sea Port context
- Appreciating the technicalities of underwriting Port risks and issuing Port Package Policies
- Understanding the importance of certain clauses and extensions
- Learning about multiple claims that can arise in the Port context
- Understanding risk assessment, underwriting and claims management in the context of the Oil and Gas industry.
- Appreciating Onshore and Offshore Risks (Operational/ Drilling), Offshore Construction Risks and the broad contours of the WELCAR Policy.

### Participant's Profile:

The classroom program of 2 days is designed for officials at all levels handling Port Package Policies and Oil and Energy Insurance in Insurance companies/ Brokers/ Surveyors and officials of Shipping lines/ Port Authorities/ Oil and Gas Companies in India and abroad.

## Reinsurance Management Program: International

**Program ID – IPC**                      **02-14 December, 2024 (CT)**

### Key Takeaways from the Program:

The program is designed to provide a reasonable appreciation of reinsurance from a management perspective, including:

- Theoretical and practical aspects of Reinsurance,
- Reinsurance markets and pools

- Regulations in insurance/ reinsurance, and financial security aspects
- Importance of clauses and documentation
- Considerations in Controlling accumulations, NatCat exposures and fixing retentions
- Designing a reinsurance program
- Concerns in accepting Inward Reinsurance
- Placement of reinsurance in multiple markets, and roles of reinsurance brokers
- Appreciation of ART in risk management decision making process,
- Importance of quantitative techniques and significance of PML in reinsurance
- Appreciation of Modelling in Reinsurance
- Reinsurance Accounting – methods and procedures
- Details of claims procedures,
- Concerns in specialized lines - Aviation, Satellite, Marine Hull, Property, Engineering, Energy, Liability risks, etc.

### Participant's Profile:

This program is specially designed to provide international participants an in-depth learning of reinsurance. The focus is on insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business, including processes and management of specialized classes or reinsurance business.

This training package is of 13 days, consisting of classroom sessions for 10 days and 2 days' tour of the historic city of Mumbai.

## Life Insurance Financial Reporting and Analysis

**Program ID – CPL**                      **06 December, 2024 (CVT)**

### Key Takeaways from the Program:

The program is designed to enable participants to gain basic knowledge in the following areas.

- Generally Accepted Accounting Principles
- Preparation of Balance Sheet, Revenue Account, P & L Account and Cash flow statement
- Regulations applicable for preparation of Financial Statements
- Accounting Standards
- Notes to Accounts, Valuation of Assets and Liabilities, Schedules
- Interpretation and analysis of Financial Results
- Ratio Analysis
- Cash flow Management Liquidity Vs. Profitability
- Budgeting and Budgetary Control
- Public Disclosure Norms relating to Financial Statements and Results.
- Why IFRS/Ind AS?

### Participant's Profile:

Junior to Middle level Executives working in Accounting and Finance function of Life Insurance Companies, Reinsurance companies and Broker firms/companies and Corporate Agents.

## Workshop on Communication and Presentation Skills (Life)

**Program ID – CPL**                      **11-12 December, 2024 (CT)**

### Key Takeaways from the Program:

The participants of the training program would be able to understand reasonably proficient in

- Communication Essentials
- Communication and Interpersonal Relationships
- Presentation Skills, Public Speaking
- Drafting Skills

- Conflict Management- Dealing with hostile and angry customers
- Collaboration- Working in Teams

### Participant's Profile:

Junior to Mid-level executives working in Marketing, Sales, Customer Service and Engagement and as Team Leaders.

## Challenges in Travel Insurance

**Program ID – CPG                      12 December, 2024 (CVT)**

### Key Takeaways from the Program:

COI-CVT-CTP is designed to help participants appreciate the challenges in Travel Insurance during post Covid-19 times and formulate effective strategies for promoting them. It would also help them in understanding travel claims in general and in improving procedures and turn-around-times for better customer satisfaction. This would include appreciating:

- The challenges faced due to misselling and the Insureds' lack of awareness of policy terms
- The challenges due to lack of clarity on what to do in claims situations in different countries
- The concerns due to lack of clarity on procedures of claims reporting and documentation
- The importance of sensitizing Insured of challenges arising from non-disclosure about pre-existing diseases
- How gaps in understanding deductibles can cause complications in claims settlements

### Participant's Profile:

This Program is designed for executives involved with Travel Insurance policies, especially those dealing with Travel Claims in Insurance Companies, Brokers, Third Party Administrators and Travel Agents. Frequent overseas travelers and those interested in the subject may also attend.

## Comparative analysis and performance of mutual funds Vrs. ULIPS

**Program ID – CPC                      17-18 December, 2024 (CT)**

### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Learning the detail about schemes of ULIPS and Mutual Funds, its documentation.
- Relearning of the management challenges required for portfolio investment in the present day.
- Aligning with investment goals and transmitting these goals into action.
- Understanding of tax planning using invest outlet ULIPS and Mutual funds schemes.
- Risk diversification using both investment outlets.
- Comparative analysis of ULIPS Vrs. Mutual funds.
- Case studies of ULIPS and Mutual funds schemes.

### Participant's Profile:

Practitioners in insurance, banking and investment advisors, working in the finance, marketing, technical and Human resources departments of insurance and Banking sectors.

## Role of Group Insurance Schemes in realising Vision 2047

**Program ID – CPL                      18-19 December, 2024 (CT)**

### Key Takeaways from the Program:

The participants of the program will be imparted knowledge of the following elements important aspects of Group Insurance Schemes

- Concept of Group Insurance and its differentiation from individual business
- Products available in Group Business Segment
- Administration of the scheme and tax benefits
- Capital market and its operation
- VNB, VNB Margin, Embedded Value, Enterprise Value
- Marketing of Group Schemes

#### Participant's Profile:

Marketing Executives, and back office executives and teams of Life, General and Stand-alone Health Insurance companies, Brokers and TPAs.

## Marine Cargo Insurance

Program ID – CPG

19 December, 2024 (CVT)

#### Key Takeaways from the Program:

- Discuss risk factors associated with the transportation of goods
- Compare Cargo Clauses A, B and C and discuss exclusions
- Understand special cargo, and special clauses/ conditions
- Understand Inco terms and its relevance for better underwriting
- Appreciate challenges due to war, strikes, terrorism and other forms of commotion
- Understand the methods of packaging and their impact on Cargo insurance
- Appreciate legal and practical aspects of general average
- Discuss challenges in processing Marine Cargo Claims

#### Participant's Profile:

This program is designed for participants at all levels from the Insurance Companies/Brokers/ Surveyors/investigators/shipping companies/logistic companies.

## Claims in Life Insurance-Legal and Regulatory Compliance

Program ID – CPL

20 December, 2024 (CVT)

#### Key Takeaways from the Program:

- Life insurance claim administration
- Claims and Underwriting – a synthesis
- Section 45 of Insurance Act,1938
- Regulatory provisions in dealing with claims
- Legal issues on claims repudiated
- Reducing Frauds in claims
- International best practices in Claims Management function

#### Participant's Profile:

Junior to Middle level executives who newly joined work in Claims/CRM function in Life Insurance Companies. The course is also very useful for those who are already working in the claims function and also those supervising from higher offices.

## Technical Audit of General Insurance Companies

Program ID – CPG

2 January, 2025 (CT)

#### Key Takeaways from the Program:

The program is of 1 day duration. It aims at making the participants appreciate the importance of:

- Underwriting Audit
- Claims Audit
- Compliance Audit
- Risk Management and Fraud Prevention
- Reporting requirements



### Participant's Profile:

The Program is designed for insurance company officers in the Junior/Middle Management Level working in Audit, Compliance, Underwriting, Claims and other technical departments.

## New Vistas in Life Insurance Underwriting

Program ID – CPL 3 January, 2025 (CVT)

### Key Takeaways from the Program:

The program equips the participants to gain the knowledge and insight into

- The changing context of wellness and disease and what this means for underwriters
- Medical diagnosis and prognosis - new concepts and approaches
- Underwriting non - medical risks : developments in financial underwriting
- Medical Under-writing-new trends.
- The role of Underwriters in the modern context with specific focus on Risk Management for the organization
- The latest trends in risk assessment procedures
- Support of Information Technology in Risk Assessment Procedures
- Underwriting factors and outcomes

### Participant's Profile:

Middle level Underwriting Managers and executives in life insurance companies.

## Health Insurance: Medical Management and Fraud Control

Program ID – CPG 9 January, 2025 (CVT)

### Key Takeaways from the Program:

The program is designed to equip participants in the following areas:

- Understanding different aspects in Managing Health Insurance
- Learning the relevance of Medical Management in Health Insurance
- Appreciating various ways in which the Health Insurance sector can be managed.
- Understanding about different types of Health Insurance Frauds
- Learning how Health Insurance Frauds can be controlled

### Participant's Profile:

This one-day virtual program is designed for participants at all levels from the Insurance Companies/ Brokers/ TPAs/ others professionally interested in the topic.

## Comprehensive Financial Planning Series-Part 4 : Financial Planning : Focus on Estate Planning

Program ID – CPL 10 January, 2025 (CVT)

### Key Takeaways from the Program:

The program participants will have knowledge and insight into the following

- What is Estate Planning?
- Parties Involved in Estate Planning
- Importance of Estate Planning
- Types of Estate Planning Trusts
- MWP Act
- Concept of HUF
- Wills/Nominations

### Participant's Profile:

The course is designed for Sales Managers, Professional Advisors of Life Insurance Companies, Club Members and MDRT Probable.

## Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases

Program ID – CPG

13 January, 2025 (CT)

### Key Takeaways from the Program:

The program is designed to provide the following:

- Awareness about Consumer Rights
- Knowledge to handle grievances effectively
- Understanding different types of Customer Grievances and their causes
- Understanding various dispute resolution mechanisms and functioning of the Insurance Ombudsman
- Awareness of Alternative Dispute Resolution methods in the insurance industry – Focus on Arbitration

### Participant's Profile:

The program is designed for Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.

## Fraud Control and Claim Investigation in Life Insurance

Program ID – CPL

16-17 January, 2025 (CT)

### Key Takeaways from the Program:

- Legal and Regulatory issues in life insurance claims including Section 45
- The anatomy of fraud in Life Insurance
- Conducting smart, professional life insurance claim investigations
- Presentation and writing of Investigation report

- Use of Technology, Social Media in Fraud Control
- Forensics in Claim investigations
- Presenting the case before Ombudsman-Consumer Commissions, Courts

### Participant's Profile:

Executives working in Life Insurance Claims, CRM department, officials having investigation duties of life insurance claims and frauds, Fraud control unit staff and any independent Investigators or those interested in this subject.

## Miscellaneous Insurance Management

Program ID – CPG

20-21 January, 2025 (CT)

### Key Takeaways from the Program:

The program aims to equip participants with the following:

- Awareness of different types of products in Miscellaneous insurance,
- Understanding various traditional and emerging Miscellaneous insurance products
- Awareness of current trends and innovations, future prospects of growth, etc.
- Appreciating concerns in evaluating risk and underwriting Miscellaneous class of business
- Understanding Challenges in claims management,
- Understanding Packages and specialized insurances.

### Participant's Profile:

Officials handling Miscellaneous Insurance (Underwriting and Claims) in General Insurance Companies, Brokers, Corporate Agents, Banks and Insurance Marketing Firms.

## Understanding Bond Markets for Insurance Investments

Program ID – CPC

22-23 January, 2025 (CT)

### Key Takeaways from the Program:

The participants of this training program will be able to know how to

- Spot anomalies between intrinsic values and prices
- Read and analyse trends in yields based on macroeconomic events and utilize Bloomberg and other news feeds
- Identify opportunities to engage in contrarian trades on the sell and buy side
- Deal with Bond Markets and Bond trading – Bond trading strategies.

Sessions will be conducted in interactive mode, aided by presentation material, practical examples.

### Participant's Profile:

Middle level Executives and officers working in Investment Departments of Insurance Companies and the officers responsible for managing Pension and PF funds and also the executives managing the Investment portfolios in Societies.

## Trade and Credit Insurance

Program ID – CPG

24 January, 2025 (CVT)

### Key Takeaways from the Program:

The program on Trade Credit Insurance is designed to provide insights to the participants in the following areas:

- Provide an overview of Trade Credit Insurance and the main features of the product.
- Comprehend the working of Trade Credit Insurance

- Appreciating Legal aspects of Credit Insurance
- Appreciating claims management and claims procedures
- Deliberations on popular coverages and wordings used

### Participant's Profile:

The Program is designed for serious minded practitioners who have interest to learn Credit Insurance. People working in Junior/ Middle management level in marketing, underwriting and claims departments in General Insurance companies, Brokers, and buyers of insurance are welcome to attend.

## Consumer Grievances and Effective Resolution

Program ID – CPL

24 January, 2025 (CVT)

### Key Takeaways from the Program:

The participants of the program will be gaining the knowledge of following with the program

- Important causes of Consumer Grievances in Insurance Industry
- Legal and Regulatory Framework
- Treating Customers Fairly (TCF) Principle
- Effective consumer grievance redressal adhering to Regulatory Turnaround times
- Use of Empathetic Communication Skills and Emotional Intelligence
- Root Cause Analysis and System Correction
- Industry Best Practices Grievance Management

### Participant's Profile:

All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Management, Claims functions.

## Insurance Regulatory Drawing Board – A Comprehensive Program for Insurance Regulators

Program ID – IPC

3-8 February, 2025 (CT)

### Key Takeaways from the Program:

COI-RDB is designed with the following takeaways for senior officials.

- Appreciate the nation building role of the insurance industry and the role of International Association of Insurance Supervisors (IAIS)
- Learn the logic behind insurance regulations
- Create regulatory ecosystems for a country
- Understand international regulatory practices and the concerns in corporate governance.
- Appreciate salient features of different lines of insurance, such as Life, Health, Marine, Property, Motor, Rural, Micro, Liability, Pension and Reinsurance.
- Understand the challenges in developing the market, protecting policyholders, regulating multiple entities and their operations
- Identify areas where market failures can happen and formulate preventive/ corrective action
- Evolve a regulatory vision/ implementation plan at a country level.

### Participant's Profile:

This 6-day program is essentially designed for senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials can join. Domain experts will deliberate on the topics in the context of the IAIS Core Principles and on how regulatory theory is actually applied on the field taking examples from the Indian Regulator and other jurisdictions so that participants can understand how the theory is actually applied on the field. The 6-day training package consisting of 5 days of classroom sessions, accommodation, food & amenities, airport pick-up and drop, and a day tour of the historic city of Mumbai, is priced at US\$600 + 18% tax.

## Life Insurance Policyholders Service and Protection

Program ID – CPL

6-7 February, 2025 (CT)

### Key Takeaways from the Program:

The participants of the Program will gain the knowledge and insights into

#### Customer service

- The ten customer service skills
- Acquiring professionalism in customer service
- The customer service management
- Achieving excellence in Customer service
- Dealing with challenging customers
- To make your company the most recommended one by your customers
- Customer satisfaction and loyalty: Strategies and Measurement

#### Policyholder protection:

- Steps Taken by IRDAI to Safeguard the Interests of Policyholders
- All the important provisions of IRDAI Protection of Policyholders' Interest Regulations 2017

### Participant's Profile:

Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate agents.

## Cyber Security, Resilience and Cyber Claims

Program ID – CPC

10 February, 2025 (CVT)

### Key Takeaways from the Program:

The program is designed to empower participants in the following areas:

- Understanding the significance of Cyber threats and related challenges
- Awareness of various kinds of Cyber attacks
- Appreciating the roles of various parties in Cyber Resilience
- Understanding the basics of Cyber security framework
- Understanding the basics of Cyber insurance policy

### Participant's Profile:

The Program is designed for executives of life Insurance companies/ Intermediaries who have exposure to insurance sector, technology and have an interest in cyber security.

## Understanding Annual Budget for India 2024-25 (Post Budget Analysis)

Program ID – CPC

12 February, 2025 (CVT)

### Key Takeaways from the Program:

The program is designed to provide insights to the participants in the following areas:

- Overviewing the status of the economy and its sectors on the basis the annual economic survey.
- Understanding the various major heads of the budget and provisions made for coming years.
- Exploring the major highlights of the budget
- Analysing of road-map of development that government wants to accomplish.
- Discussing the tax proposal in the budget and its implication for the sections of the economy.

### Participant's Profile:

Practitioners in insurance, banking, general public and other related areas, working in the marketing, finance, and policy departments of various sectors and who are looking for understanding of the budget and its likely impact.

## Motor Insurance Claims-OD and TP Losses

Program ID – CPG

17-18 February, 2025 (CT)

### Key Takeaways from the Program:

The training will providing participants with a holistic understanding of the motor insurance claims process which will include:

- Conceptual clarity of the Motor Claims handling role
- Legal, customer and company level perspectives/ expectations
- Practical challenges in handling Motor Claims – OD and TP
- Use of Technology in Motor Claims processing
- Challenges related to fraud detection and improvement in claims management.

### Participant's Profile:

Junior and Middle level insurance executives in the Sales, Underwriting and Claims side from insurance companies, brokers, corporate agents and individual agents.

## Appreciation of International Classification of Diseases for Insurance (ICD) and Health Insurance

Program ID – CPG

27-28 February, 2025 (CT)

### Key Takeaways from the Program:

- Providing the participants a basic understanding of human anatomy
- Familiarizing them to diseases, disease types, diagnostics and basic medical interventions
- Reviewing common practices in health insurance
- Creating awareness of standards in the healthcare industry
- Appreciation of ICD codes and analyses
- Understanding basic analytical studies based on coded data.

### Participant's Profile:

The program is open to persons having a fair awareness of health insurance and need to know more about classification of diseases, coding and healthcare analysis.

Participants can be from insurance companies, third party administrators, brokers and those involved in data analysis. The program is open for medical doctors as well as to those who are not exposed to medical/ paramedical knowledge.

## Details of the Program – Kolkata

### Marketing of Insurance Services – New Vistas 2024

Program ID – CPL

23 April, 2024 (CVT)

#### Key Takeaways from the Program:

The participants of the training program will be able to reorient their marketing knowledge to the new realities of present day economic scenario with knowledge and insight into

- All pervasive concept of marketing with a sense to practice
- Evolving the marketing strategy for the Individual and the Organisation
- Elements of Branding strategy
- Product and service innovations
- Making the competition irrelevant, creating a situation of an uncontested market, Sounds magical but doable!

#### Participant Profile:

Junior to Middle level Executives from Insurance Companies, Brokers, IMF, TPAs and other professionals from marketing or any other field.

### IAR and Mega Risks Insurance (Large Risk): Marketing, Underwriting and Claims

Program ID – CPG

23-24 April, 2024 (CT)

#### Key Takeaways from the Program:

The program is designed to empower insurers in the following areas:

- Necessity of industrial risk inspections and continuous risk improvement
- Important factors to be considered in risk inspections
- Handling the marketing and communications roles for covering large risks of corporates

- Learning the Rating and Reinsurance procedures
- Understanding the nuances of Fire, IAR and Mega risk covers, exclusions and Add-Ons
- Handling the large claims caused by situations of catastrophe effectively

#### Participant Profile:

The Program is designed for executives from Insurance Companies, Brokers, Surveyors and Customers dealing with or interested in dealing with large risks.

### Union Budget - New Opportunities for Life Insurance

Program ID – CPL

6 May, 2024 (CVT)

#### Key Takeaways from the Program:

The Program participants will get the knowledge and insight into the following

- The analysis of Union Budget 2024-25
- Special reference on the income how a rupee comes and how a rupee goes
- The sectors of economy with special focus and the investment/tax sops available, if any
- Personal Income tax proposal with special emphasis on the changes
- Life Insurance \_treatment of Premium, Bonus and benefits- EEE or EET?
- Pointers on Marketing Strategies for business expansion and increasing income

#### Participant Profile:

The frontline Marketing intermediaries of Life Insurance Companies, the officials of Marketing Dept dealing with marketing Strategies, brokers,

Specified Persons and general public for insurance awareness and understanding the Union Budget.

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## Marine Cargo Insurance Management: Underwriting and Claims

Program ID – CPG

9-10 May, 2024 (CT)

### Key Takeaways from the Program:

The Program is of two days duration. It aims at making the participants understand:

- Marine Insurance and trends in India
- Institute Cargo Clauses and Inland Transit Clauses
- Various Non-Institute Clauses and Commodity Clauses
- Policy drafting for clarity
- Managing Marine Cargo Claims.
- Handling GA Claims
- Protecting and pursuing subrogation rights/ the rights of recovery
- Identifying and managing fraudulent claims contributing to loss control

### Participant Profile:

- The Program is designed for Executives from Insurance Companies, Brokers, IMF, Surveyors, Customers and freelancers interested in managing the Marine Cargo portfolio effectively.

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## Creating High Performers in Bancassurance

Program ID – CPL

24 May, 2024 (CT)

### Key Takeaways from the Program:

The participants to the program will gain knowledge and Insight into the contemporary trends in Bancassurance including the following

- The Need for Banks to sell Life Insurance Products-Banks and customer perspective
- Banks- A one-stop shop for all the financial needs of the Customer
- Core Distinctions, Issues and challenges of Bancassurance business.
- Challenges and approaches in Marketing of Life Insurance
- The leadership role of a Bancassurance Manager today.
- Enhancing Productivity of Specified Personas to achieve higher performance levels.
- Creating Win-win Situation for the Banker and the Insurer

### Participant Profile:

Front line sales and marketing executives of Life Insurance companies responsible for Bancassurance targets who manage the Specified Persons from the Banks.

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## Managing Catastrophic Claims

Program ID – CPG

24 May, 2024 (CVT)

### Key Takeaways from the Program:

- Preparing insurers to handle large Natural Catastrophe claims of large values and large numbers, piling up together in a few days.
- Appreciating the role of intermediaries in coordinating between Insurers and Insured in such emergency situations.
- Improvising quick reaction teams of Insurers end to handle such emergency claims situations.
- Managing deployment of the limited number of available Surveyors, and monitoring their activities.
- Setting guidelines for Surveyors to handle large number of claims systematically, while being sensitive about fraudulent claims.
- Keeping close liaison with all stake holders, disposing claims in a timely manner and creating feel-good factors for the customers.

### Participant Profile:

The virtual Program is designed for Executives from Insurance Companies, Brokers, Clients Executives and Surveyors.

## Annuities as a Distinct Marketing Tool

Program ID – CPL

12 June, 2024 (CT)

### Key Takeaways from the Program:

The participants of the program will get the knowledge and insight into the following

- Annuities as an asset class and placing it in the portfolio of a customer
- Taxation of Annuities and their investment pattern.
- NPS & SWP
- Emerging scenario-demographic study for annuity market,
- Types of annuities. Marketing of Annuities
- Marketing of annuities- defined benefit & defined contribution schemes

### Participant Profile:

The frontline Marketing intermediaries of Life Insurance Companies, the officials of Marketing Dept dealing with marketing Strategies, brokers, Specified Persons & Annuity Managers.

## Managing Liability Insurance: Marketing, Underwriting and Claims (Other than Motor TP and Cyber Liabilities)

Program ID – CPG

13-14 June, 2024 (CT)

### Key Takeaways from the Program:

The program aims at making the participants to be more skilled on:

- Various Liability policies - Act policies and other than Act policies that may give rise to liability claims (except Motor TP and Cyber liability)

- Popular Professional Indemnity Policies and Claims with special reference to doctors and medical establishments
- Special Contingency Policies to meet the contingent liabilities
- Claims reporting, response and defense procedures.
- Court procedures in handling Liability Claims
- Educating Advocates and follow up on cases.

### Participant Profile:

The Program is designed for Executives from Insurance Companies, Brokers, Advocates, Medical Establishments and others.

## Renewable Energy Insurance - The emerging opportunities

Program ID – CPG

27-28 June, 2024 (CT)

### Key Takeaways from the Program:

It aims at making the participants aware of:

- The working of Hydro Power, Solar Power, Wind Power, Green Hydrogen and other sources of Renewable/ clean energy including Nuclear Power.
- The working of Plant & Machinery, major equipment and its protection systems
- Typical Fire Risks, breakdown, BI and other loss scenarios in those power plants
- Specific insurance coverage to protect the assets against fortuitous losses
- Specialized knowledge of underwriting and claims procedures

### Participant Profile:

The Program is designed for executives from Insurance Companies, Brokers, IMFs, freelancers, officials dealing with Solar and Wind power



generation and distribution and those interested in renewable energy insurance.

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## Paradigm Shift in Life Insurance Underwriting

Program ID – CPL

28 June, 2024 (CVT)

### Key Takeaways from the Program:

Participants of the program would understand and get insights on:

- The changing context of wellness and disease and what this means for underwriters
- Medical diagnosis and prognosis - new concepts and approaches
- Underwriting non - medical risks : developments in financial underwriting
- Medical Underwriting-new trends.
- The role of Underwriters in the modern context with specific focus on Risk Management for the organization.
- The latest trends in risk assessment procedures
- Support of Information Technology in Risk Assessment Procedures
- Underwriting factors and outcomes

### Participant Profile:

Junior to Middle level Underwriting Managers and executives in life insurance companies.

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## Managing Motor TP Claims and Controlling Frauds

Program ID – CPG

18-19 July, 2024 (CT)

### Key Takeaways from the Program:

The Program aims at making the participants aware of:

- Provisions of the Motor Vehicle Act, recent changes in the Act and its relevance to TP Insurance and claims settlement

- Various defense mechanisms available to Insurance Companies
- Importance of investigation and methods to generate facts and evidences
- Importance of written statements and factors to be considered in preparing them
- Identifying and handling fraud cases – with case studies on TP Fraud
- Recent landmark judgments,
- Factors to be considered in handling cases in Lok Adalat and through other modes of dispute redressal
- Identifying fit cases to go for appeal
- Appreciating the need for expeditious settlement processes.

### Participant Profile:

The Program is designed for Executives from Insurance Companies, Investigators, Law Officers and Advocates.

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## Leveraging Social Media for Life Insurance Selling

Program ID – CPL

19 July, 2024 (CT)

### Key Takeaways from the Program:

The one day class room program is designed to provide insights to the participants in the following areas

- The Basics of social media marketing vs mass media marketing
- Various social media tools such as Blogs, Facebook, YouTube, LinkedIn
- The issues and challenges while marketing on these media platforms
- Optimizing use of these social media
- Branding to stand out from others

### Participant Profile:

Practitioners in insurance, information technology and related areas, working in the marketing and technical departments of various insurance and broking companies and in related areas.

## Managing the Growing Threat of Cyber Risks & Providing Insurance Cover

Program ID – CPG

8-9 August, 2024 (Hybrid)

### Key Takeaways from the Program:

The program aims at enabling the participants to understand about:

- Causes of cyber risk
- Technological tools and techniques to use as protective measures for risk control
- Cyber behavior, etiquette and hygiene for risk control
- Reactive measures post incident/attack
- Regulatory and legal provisions
- Types of cyber covers available for all categories of clients and risks
- The scope of cover, cyber underwriting and claims handling
- The preparedness on the part of the Insurers to handle claims
- Newly enacted DPDP Act in 2023, in India vis-à-vis GDPR in Europe and PDPA in Singapore.

### Participant Profile:

The Program is designed for the Corporates, Business Houses, Insurers, Brokers, and Cyber Professionals, and above all the common men who are exposed to the cyber risk day in and day out.

## Tax Planning through Life Insurance

Program ID – CPL

16 August, 2024 (CT)

### Key Takeaways from the Program:

The participants to the program will get the knowledge and insights into

- Income Tax Act (Sections & Provisions with special reference to Personal Income Tax)
- The old & New regime Rules, examples & Tax Planning

- Life Insurance & Tax Benefits- detailed discussions with provisions of the Statute
- Tax benefits of different plans - EEE & EET Concepts
- The process of wealth accumulation and wealth creation through Life Insurance products and their tax efficiency compared to other instruments
- How to pitch these products with the prospects/clients as an asset class in their portfolios.
- Business Planning & Marketing in Q4- new avenues & opportunities

### Participant Profile:

Advisors, Team Managers of advisors, all life Insurance distribution channels and Product Managers.

## Handling Customers Grievances, Cases before Ombudsman, Consumer Cases, Mediation and Arbitration

Program ID – CPG

4 September, 2024 (CT)

### Key Takeaways from the Program:

The program intends to help professionals appreciate the following:

- To be aware of the grievance redressal mechanisms available to Consumers
- To understand the Consumer Protection Act, the Insurance Ombudsman system, Mediation procedures, Arbitration procedures, etc. and the regulations involved
- The importance of handling complaints/ grievances/ legal cases in a fair, just and equitable manner
- The importance of disposing of the grievances raised within the prescribed time limits after proper review
- To be aware of the steps in handling in-house complaints, complaints to IRDAI, Director of Public Grievances (DPG) and other such statutory authorities

- To be aware how lack of knowledge, negligence and even ex-parte situations can lead to mishandling complaints and cases, jeopardizing the merits.

### Participant Profile:

The virtual Program is designed for Executives from Insurance Companies, Law officers, Brokers, Clients' Executives and Surveyors

## Workshop on Communication Skills for frontline Marketeers

Program ID – CPL 10 September, 2024 (CT)

### Key Takeaways from the Program:

The participants of the program will gain the knowledge and insight into the following

- Overview of Insurance selling
- How to make insurance selling lively
- Short term & long-term insurance products
- IRDAI Relevant Regulations
- Understanding Psyche of the prospect
- What differentiates ordinary salesperson from extra ordinary salesperson
- How to win hearts of the insured
- Financial & Economic Environment
- Difference between insurance and investment
- Insurance as long term contract
- Insurance Salesperson as foundation stone of the insurance companies
- A Master Salesperson

### Participant Profile:

Life Insurance Agents and all those associated in insurance marketing in their various capacities.

## Financial Planning for Golden Years (Retirement)

Program ID – CPL 23 September, 2024 (CT)

### Key Takeaways from the Program:

The participants of this program will get the knowledge and insights into the following

- ❖ Personal Financial Planning
- ❖ Retirement Planning
- ❖ Pension/Annuity Plans
- ❖ Immediate and Deferred Annuity Plans
- ❖ Types of Annuity Options
- ❖ Actuarial aspects relating to Pension Schemes

### Participant Profile:

Marketing executives, HR executives working Insurance Companies and any Individual interested to learn about Pension Products and Retirement Planning.

## Managing Marine Hull, Oil and Energy Insurance: Underwriting & Claims

Program ID – CPG 25-26 September, 2024 (CT)

### Key Takeaways from the Program:

The Program is of two days duration. It aims at helping the participants to gain and improve their knowledge and understanding of matters like:

- Ecosystem of Marine Hull business
- Regulatory Climate for Hull operations
- Type of vessels used, waterways, etc.
- Role of Classification Societies
- Insurance covers available

- Ship Builders' Risk Insurance
- Rating and Underwriting strategies
- Major losses triggered by the perils of the sea
- Concerns in dealing with H & M losses, TL/ CTL, PA, GA, and major Liabilities
- Claims procedures and handling maritime fraud
- Oil & Energy Risk Underwriting and Claims
- P & I Club Covers

### Participant Profile:

The Program is designed for Junior/Middle/Senior level executives from Insurance companies, Brokers, Surveyors and Customers who are in this trade or are intending to practice Marine Hull and Oil & Energy Insurance.

## Handling Project & Engineering Insurance - Underwriting and Claims

**Program ID – CPG**                      **22-23 October, 2024 (CT)**

### Key Takeaways from the Program:

The Program of three days duration aims at helping the participants to gain and improve their knowledge with practical orientation on the following:

- Understanding the needs of infrastructural and industrial projects and identifying the befitting policies and coverages for them
- Risk and Underwriting considerations for Project Policies
- The new Add-on covers available for large projects and the important warranties that are often ignored.
- Liabilities and Cross Liabilities associated with Projects and Machineries.
- Linkages of Marine Cargo and Operational Policies to Project Policies.
- Annual Policies for the completed projects

- Relevance of Risk Inspections and PML determination
- Claims handling and documentation needs for each type of Policy.
- Points for client- interface

### Participant Profile:

The Program is designed for all levels of Executives from Insurance Companies, Brokers, Surveyors and Customers, Construction and manufacturing sectors. Each participant shall be awarded with a Certificate on completion of the training.

## Communication as a Tool for Customer Engagement and Retention

**Program ID – CPL**                      **4 November, 2024 (CVT)**

### Key Takeaways from the Program:

The participants of the program will gain the knowledge and insight into the following

- ✓ Knowing the customer journey, Customer Life Time value
- ✓ Experiential Marketing & moving in the value- Chain
- ✓ Making a positive and lasting impression.
- ✓ Professional way of handling or managing telephone talk
- ✓ The E-mail etiquette - Understanding and practicing
- ✓ Dealing with difficult situations and handling tough customers
- ✓ Dealing with customers face to face and over phone with active Listening
- ✓ Preparing for greater service standards

### Participant Profile:

Executives, team leaders, managers of customer service department of Insurance companies.

## Property Insurance (Small, Medium and Large Risks): Fire & Special Perils and Consequential Losses

Program ID – CPG

5-6 November, 2024 (CT)

### Key Takeaways from the Program:

The Program is of two days duration. It aims at making the participants aware of:

- Fire Insurance including the 3 standard products designed by the regulator
- Industrial All Risks, Mega Risk Insurances and Business Interruption (Consequential Loss) Insurance
- Currently relevant Add-On Covers, Conditions and Exclusions and their implications
- The Management of Fire & Allied, and LOP Claims, with ease and speed
- Risk Inspection – Its importance and methods.

### Participant Profile:

The Program is designed for Executives from Insurance Companies, Brokers, Surveyors and Customers having large Property portfolios.

## Role of Insutech- Using it for Digital Reach

Program ID – CPL

19 November, 2024 (CT)

### Key Takeaways from the Program:

The program is design to provide insights and assist the participants to

- Reconnect with the theoretical framework of service marketing
- Develop better insights into different approaches of online and offline marketing
- Appreciate the increasing relevance of knowledge and technology in insurance
- Realign themselves with the technical and risk management aspects of online marketing

- Understand the challenges in designing, developing the products for online space
- Appreciate concerns in servicing of these online products

### Participant Profile:

Practitioners in insurance, information technology and related areas, working in the marketing and technical departments of various insurance and broking companies and in related areas.

## Industrial Risk Inspections - Methods and Reporting

Program ID – CPG

21 November, 2024 (CVT)

### Key Takeaways from the Program:

The Program is of one day duration. It aims at making the participants better aware of:

- Needs and the techniques of Risk Inspection
- Methods of doing pre-insurance risk positioning
- Scope for risk improvement
- Significance of PML and its stress level on capital assets
- Survey and assessment of losses in the event of claims
- Reporting procedures

### Participant Profile:

The Program is designed for Executives from Insurance Companies, Brokers, IMF, Surveyors and Industry representatives who deals with Insurance.

## Equity investment & Valuation of Life Companies

Program ID – CPL

8 December, 2024 (CVT)

### Key Takeaways from the Program:

At the end of the Program, a participant should be able to:

- Synthesize the learnings on stock selection in a systematic manner, within an Indian context
- Read and interpret government policy, latest developments in business and technology
- Understand DCF and EV/EBITDA approaches and their components, develop valuation frameworks based on contemporary knowledge and apply the same using EXCEL spreadsheets
- Understand the stock-picking methods followed by external analysts and stock-broking firms

#### Participant Profile:

The executives and officers working in Investment department of an Insurance company and Portfolio Managers and Fund Managers.

### Enterprise Risk Management (ERM) and Role of Risk Owners and CRO

**Program ID – CPG**                      **17-18 December, 2024 (CT)**

#### Key Takeaways from the Program:

The Program is of two days duration.

- Understand Regulatory and Compliance risks faced by insurers
- Perform the role and functions of CROs in Insurance Companies
- Appreciate the importance of Risk assessment, Risk reporting, and cultivating a Risk Culture
- Appreciate the importance of Data Analytics in Risk Management
- Prepare the Risk Management Policy for the organization
- Set up ERM frameworks to identify risks and risk factors, and set up risk inventories
- Manage risk and meet compliance requirements
- Prepare Own Risk and Solvency Assessment (ORSA) reports

#### Participant Profile:

- The Program is designed for Executives from Insurance Companies dealing with risk in various functions or are aspiring for such functions.

### Handling Customer Grievance, Ombudsman, Consumer Cases, Mediation and Arbitration

**Program ID – CPL**                      **19 December, 2024 (CT)**

#### Key Takeaways from the Program:

The participants of the program will get the knowledge and insight into the following

- Reducing the complaints/grievances/legal cases to minimum
- Efficiently dispose of the grievances raised within the given time limits after thorough review
- Handling in-house complaints, complaints at IRDA, DPG and other Govt. offices
- Insurance Ombudsman Scheme & Latest Rules, Consumer Protection Act, Changes in the Mediation procedures, Arbitration proceedings
- Additional Due Care in Legal cases
- Being “Fair and Just” to look at a claim and complaint

#### Participant Profile:

Executives working Policy Servicing, CRM, Claims functions from Insurance Companies, Brokers, Clients’ Executives and Surveyors.

### Motor OD Underwriting & Claims Handling - In the Macro Changing Scenario

**Program ID – CPG**                      **9-10 January, 2025 (CT)**

#### Key Takeaways from the Program:

The program intends to provide insights on:

- Increasing Motor Insurance business leveraging technology and improving on service.

- Understanding the extant provisions of AIMT and rating pattern.
- Understanding Add-on Covers and their implications.
- Appreciating the legal provisions (MV Act) in terms registration, type & validity of Driving License, the types of Permits, PUC etc.
- Understanding major Underwriting considerations, inspections etc.
- Digital Marketing and Web Aggregation.
- Claim procedures, Road-side assistance, Survey (In-house and external).
- Use of Telematics
- Appreciating AI driven claim settlements, and settlement of claims arising out of catastrophic events.

#### Participant Profile:

The Program is designed for Executives from Insurance Companies, Brokers, Clients' Executives and Surveyors.

### Improving the productivity of Corporate Agents

**Program ID – CPL** **10 January, 2025 (CVT)**

#### Key Takeaways from the Program:

The participants of the program will gain the knowledge and insight into the following

- ❖ Basic principles of Insurance (Life & General)
- ❖ Insurance Product Categories, USPs, Life stages (Life & General)
- ❖ Fundamentals of Insurance selling
- ❖ Regulatory requirements in Insurance selling
- ❖ Customer need assessment and Product Recommendations (Life Insurance)
- ❖ Importance of banks/other Corporate Agents/Brokers in fulfilling Customer financial needs and also secure fee based income
- ❖ Record maintenance and post-sale service

#### Participant Profile:

Specified/Authorized persons of banks, corporate agents and brokers involved in Insurance marketing and Principal Officers / Corporate Insurance Executives in banks, corporate agents, brokers.

### Corporate Governance and Role Marketing Intermediaries

**Program ID – CPL** **18 January, 2025 (CVT)**

#### Key Takeaways from the Program:

The Program covers the following topics discussing the rationale and implications.

- Economic environment for Insurers
- Corporate Governance Structure and Norms applicable to Insurers
- Board Policies of the Insurer governing Sales Practices
- Organisational Culture & taking it forward in the market
- Expectations of Shareholders- delivering 360 degrees of performance by the frontline marketeers

#### Participant Profile:

This Program is designed for Agency Managers, Agents/advisors and Junior Executives involved in Marketing & Sales of Life Companies.

### Learning Aviation Insurance-Bracing for the future

**Program ID – CPG** **28 January, 2025 (CT)**

#### Key Takeaways of the Program:

The Program aims at making the participants aware of the Aviation industry and the insurance market. The program is designed to provide:

- Awareness about modern aircrafts and the airports
- Basic knowledge about the anatomy of aviation hulls

- Awareness of Risks associated with aviation operations
- Knowledge of the liabilities of the airlines/ owners of aircraft to the passengers, crew, third parties, environment etc.
- Knowledge of the liabilities of airport owners, hangar keepers, oil companies against fuel liabilities
- Knowledge of various types of insurance covers available for aircrafts and aviation related liabilities
- Knowledge of underwriting and rating considerations
- Claims management and Loss minimization
- Aviation Re-insurance

#### Participant Profile:

The Program is designed for executives of insurance companies, intermediaries, aviation companies, and the owners of aircrafts. Certificates will be issued to the participants on successful completion of the program.

### B2B & B2C in Life Insurance (Business Insurance)

**Program ID – CPG** **7 February, 2025 (CT)**

#### Key Takeaways from the Program:

The participants of the program on Business Insurance will gain the knowledge and insight into

- ❖ Key Man Insurance, its benefits, the soliciting process, the tax Implications.
- ❖ Partnership Insurance-process and tax implications.
- ❖ Employer-Employee Insurance: Different types of E-E insurance, its benefits, the tax Implications for the employer and the employee.
- ❖ Married Women's property Act (MWP)- Life Insurance business solicitation with regard to MWP Act -The benefits and various scenarios of MWP Act.
- ❖ Worksite marketing, the leverage and the benefits.

#### Participant Profile:

Specified Persons from Corporate agencies, Broking companies sales executives, IMFs, Bancassurance Managers from Banks, Agency Managers from Life Insurance Companies

### Package Policies (Many in One) in an Economic and Hassle free way

**Program ID – CPG** **11-12 February, 2025 (CT)**

#### Key Takeaways from the Program:

It aims at sharpening the skill of the participants on understanding:

- Utility and business values of Package Policies
- Nuances of Package Policies including their terms, conditions and practices.
- Bankers' Indemnity and Jewelers' Block Policies
- Underwriting and Claims Management operations
- Sensing the marketing opportunities on these products in a huge segment of the market.

#### Participant Profile:

The Program is designed for Executives from Insurance Companies, Brokers and Agents

### Inspiring Role of Women in Leadership

**Program ID – CPG** **20 February, 2025 (CT)**

#### Key Takeaways from the Program:

The Program is of one day duration. It aims at making the participants aware of:

- Awakening positivity in the inner core instincts of women
- Inspirations and motivations, that make women scale greater heights



- How the society and the environment needs to change
- Developing self-confidence
- Acquiring knowledge and skill sets in focused areas, to deliver better results
- Governmental facilities and support available to the women
- Legal provisions in favour of women
- Need for more regulations for women to have more freedom and self-reliance
- Women leadership in working together with males

### Participant Profile:

The Program is designed for both women and men (so that men share the philosophy) in any profession and business. Working women in financial service sector, Students above 18 years are welcome to attend.

## Financial & Investment Management in Life Offices

Program ID – CPL

20 February, 2025 (CVT)

### Key Takeaways from the Program:

The participants of the program would gain the knowledge and insight into the following

- ❖ Financial Management of Life Office, Budgeting and Budget Control
- ❖ Insurance Investments – basic distinctions : contractual and contingent nature of insurers’ liabilities and their need to manage capital value and income risks; Canons of Investment; matching and immunisation and other perspectives [from actuarial literature]; efficient portfolio management in the presence of liabilities; Investment and Asset Liability Management
- ❖ Regulations relating to Investments of Insurers, Capital Markets – the norms and their implications : a comprehensive review
- ❖ Investment Options : a review of market conditions with respect to various kinds of securities like Bonds, Debentures, Equities, Money market instruments, etc.,
- ❖ Investment Management functions :Investment policy, Operations, Monitoring and Accounting, Portfolio Management, Asset allocation, Technical Appraisal, Accounting-Valuation of Investments

### Participant Profile:

Investment managers at junior and middle level working in Investment department/other departments, who may need to know about investment operations in insurance companies.

## Certificate Courses offered by College of Insurance:

- **CC1 - Certificate Course in Life Insurance Marketing**

### Course Structure -

Particulars	Details
Duration of the course	4 months
Mode of Teaching	Self-study + 3 days Online Contact Classes
Total hours of Teaching	18 hours for Online Contact Classes (to solve queries)
Exam pattern	MCQ pattern + Assignments
Target Group	Graduate / Post Graduate, Freshers as well as employees working in Insurance Companies
Fees for the course	₹ 5900/- (₹ 5000/- + 18% GST)

- **CC2 - Advanced Certificate course in Health Insurance**

### Course Structure –

Particulars	Details
Duration of the course	4 months (3 hours on weekends)
Mode of Teaching	Virtual Training
Total hours of Teaching	90 hours
Exam pattern	MCQ pattern
Target Group	Graduate / Post Graduate, Freshers as well as employees working in Insurance Companies
Fees for the course	₹ 11,800/- (₹ 10,000/- + 18% GST)

- **CC3 - Certificate Course in General Insurance**

**Course Structure -**

Particulars	Details
Duration of the course	3 months (on weekends – Saturday and Sunday)
Mode of Teaching	Virtual Training from COI, Kolkata
Total hours of Teaching	100 hours
Exam pattern	MCQ pattern
Target Group	Fresh graduates/Post Graduates, Broking Companies, Insurance Companies, Freelancers
Fees for the course	₹ 14,160 /- (₹ 12,000/- + 18% GST for Virtual training)

- **CC4 - Certificate Course in Investigation and Fraud Detection in Life Insurance**

**Course Structure -**

Particulars	Details
Duration of the course	3 Days
Mode of Teaching	Virtual Training sessions
Total hours of Teaching	15 hours for online classes
Exam pattern	MCQ pattern
Target Group	Employees working in Fraud cells/ Claims Department/ Audit functions of the company
Fees for the course	₹ 10620/- (₹ 9,000/- + 18 % GST)

## Post-Graduation programs in collaboration with Mumbai University

### POST GRADUATE DIPLOMA IN HEALTH INSURANCE (PGDHI)

The Insurance Institute of India, together with the Mumbai School of Economics & Public Policy (Autonomous) of University of Mumbai jointly launched this professional program “PGDHI” in 2013-14.

The Post Graduate Diploma in Health Insurance (PGDHI) is a one year part time post graduate (two semesters) program.

The PGDHI Course comprises 7 Papers and a Research Project.

The Course covers all aspects of Health Insurance including health economics, product development, rating, risk evaluation, human anatomy, diagnostics, underwriting, claims processing, importance of data analytics, fraud prevention and functioning of Third Party Administrators (TPAs).

- *These courses are designed to provide academic rigour and recognition of the University system along with the domain knowledge and expertise of insurance industry.*
- *Graduates (3 years) in any discipline from University of Mumbai and any recognized University are eligible to apply. Students appearing in the final year of graduation are also eligible to apply.*
- *These courses are designed as classroom programs conducted in III's College of Insurance at BKC, Mumbai on weekends.*
- *The Course is rolled out by faculty drawn from the College of Insurance, University of Mumbai and practitioners from Insurance industry.*
- *On successful completion of the course the Diploma is awarded jointly by the Insurance Institute of India and Mumbai School of Economics and Public Policy (Autonomous), University of Mumbai.*
- *A Cash prize of ₹15,000/- has been sponsored by the 1979 Batch GIC Direct Recruit Officers (GIC DRO) for the best student (based on overall performance) of this batch.*

### POST GRADUATE DIPLOMA IN INSURANCE MARKETING (PGDIM)

The Insurance Institute of India, together with the Mumbai School of Economics and Public Policy (Autonomous) of University of Mumbai has jointly launched this professional program “PGDIM” in 2018-19.

The Post Graduate Diploma in Insurance Marketing (PGDIM) is a one year part time post graduate (two semesters) program.

The PGDIM Course consists of 8 Papers and a Research Project.

The Course covers various topics relating to Insurance Marketing including Principles of Economics and Economic Environment, Risk Management and Underwriting of Life/ General/ Health Insurance lines, Understanding Buyer Behaviour, Marketing, Communication, Branding with specialization in Life Insurance or General Insurance.

## Other Activities of College of Insurance

### RESEARCH CENTER

#### Promoting Research

Insurance Institute of India (III) has a stated objective of promoting insurance related research. The Institute, through its Research Centre, has positioned itself as a leader in insurance research over the last few years. III fosters various research initiatives, both in-house and external. III has various schemes to promote individual research initiatives done in various Universities. III recognizes research done by insurance professionals through its research based essay competitions as well.

The Research Centre spearheads III's internal research initiatives on matters relevant to the insurance industry in addition to supporting the external programs. It is recognized by the University of Mumbai as a Centre for Doctoral Research. The Centre supports research activities of the students of its Post Graduate Diploma Programs as well.

#### Ph. D. in Business Management:

Insurance Institute of India (III) is a recognized Research Centre of the University of Mumbai for Ph.D. in Business Management under the Faculty of Commerce. The Ph.D. Program is offered on part-time basis. The Ph.D. Degree will be awarded by the University of Mumbai in the subject Business Management under the Commerce Department. It comprises initial six-months of course work if the candidate has not completed M. Phil. The Centre has Research Guide approved by the University of Mumbai.

#### Research Grants for Ph.D. Students

There are 3 types of grants awarded by the Insurance Institute of India for scholars doing for Ph. D. Research on Insurance related subjects with any Indian University.

1. Research grant for pursuing doctoral studies – full time – grant amount – maximum up to ₹1,00,000/- (Category 1)
2. Research grant for pursuing doctoral studies – part time – grant amount – maximum up to ₹50,000/- (Category 2)
3. One time Research grant for JRF candidates – grant amount – maximum up to ₹50,000/- (Category 3)

## LIST OF RESEARCH PROJECTS

Details of the various research studies done by the Research Centre are listed below. Names of organisations which have commissioned/ sponsored/ partnered in the research studies are also mentioned alongside.

Sr. No.	Topic	Organization
1	Tibetan Medicare System: Performance Evaluation and Review of the Community Insurance Scheme	The Tibet Fund (TTF) & Insurance Institute of India
2	Bridging the Protection Gap in insurance: The Indian context	General Insurance Corporation of India (GIC Re) & Insurance Institute of India
3	III Survey - New Trends in Telemedicines	Internal (Insurance Institute of India)
4	Survey for knowing the risk perception in near future of the insurance Industry	Internal (Insurance Institute of India)
5	Survey on Impact Of Covid-19 Pandemic On Insurance Fraud Risk Mitigation And Investigation	Insurance Institute of India (III) along with the Association of Private Detectives and Investigators (APDI), the International Fraud Training Group (IFTG) and Lancers Network Ltd.
6	Survey on Customer Behavior in Purchasing Life and Health Insurance	Internal (Insurance Institute of India)
7	Giving Life to Life Insurance	Internal (Insurance Institute of India)
8	Challenges in insuring the flood prone areas in Mumbai	General Insurance Corporation of India (GIC Re) & Insurance Institute of India
9	Survey on Impact of Covid-19 on Health and Life Insurance	Internal (Insurance Institute of India)
10	III Survey on Post Covid-19 Times - Strategic Concerns for the Insurance Industry	Internal (Insurance Institute of India)
11	Property Insurance in New and Existing Housing	National Housing Bank & Insurance Institute of India.
12	Insurance Requirements of the Indian Logistics & Warehousing Industry and its Customers (In-Country Operations)	Transport Corporation of India Ltd. & Insurance Institute of India.
13	Country Landscape Study on Mutual and Cooperative Insurers in India	International Cooperative and Mutual Insurance Federation (ICMIF) & Insurance Institute of India
14	Design and Product Performance of the Industrial All Risks Policy	General Insurance Corporation of India (GIC Re)
15	Building Financial Resilience of SAARC Countries against Natural Disasters: The Insurance Option	Insurance Institute of India & SAARC Disaster Management Center
16	Microinsurance Regulations in India - Situational Analysis and Assessment - GIZ report	GIZ
17	Survey - Insurance Products Designed for Rural India	Internal (Insurance Institute of India)
18	Survey - Customer Satisfaction on Services & Level of Awareness of Activities of Associated Institutes of III	Internal (Insurance Institute of India)
19	Survey - Buying Behaviour and Customer Satisfaction vis-a-vis Life Insurance in India	Internal (Insurance Institute of India)

## SEMINARS AND WEBINARS

Insurance Institute of India (III) has been conducting seminars, webinars and conferences of the following four categories for building/ developing professionalism in the industry and addressing the academic needs of the insurance fraternity, as also positioning the leadership the College/ Institute.

### List of seminar/webinars

Sr. No.	Name of Seminar
1	G V Rao Lecture - Transition to International Financial Reporting Standard (IFRS) 17: Headwinds and Tailwinds
2	Seminar on Insuring a Sustainable Future: The Importance of ESG
3	68 <sup>th</sup> Foundation Day Seminar on Technology: Changing the landscape of the Insurance Industry
4	Deeper Insights into Modern Day Insurance Fraud and the Psychology of the Fraudster: Focus - Social Media Fraud
5	Disaster Risk Resilience and the Insurance Mechanism
6	Strategies towards realizing a fully insured India: Focus – Life Insurance
7	Conclave on Fraud Prevention in Motor Insurance Claims
8	III Seminar on Increasing Insurance Penetration
9	67 <sup>th</sup> Foundation Day Seminar on Health Insurance Emerging Skylines
10	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Bihar, Jharkhand, Orissa, West Bengal, Delhi, Haryana, Jammu & Kashmir, Himachal Pradesh, UP, Punjab, Uttarakhand
11	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Gujarat, Maharashtra, Goa, Rajasthan, Madhya Pradesh, Dadra & Nagar Haveli and Daman & Diu
12	Disaster and Insurance Awareness - Monthly Online Webinar (DIS-MOW) - Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamil Nadu and Telangana
13	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura
14	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - for all states
15	III Webinar on Prospects of Education in Insurance Sector
16	III Webinar on Insurance Fraud and Investigation
17	III, RAUCH and ACMA Webinar on the Need of Crisis Resilience in the Insurance Sector
18	III Webinar on Road Safety
19	III and MSEPP Webinar on Career prospects of Insurance Education in Insurance Industry in the New Normal
20	III Webinar on Virtual Round Table Covid-19 Learnings for the Insurance Ecosystem
21	III and CBFS Webinar on Challenges in Marketing Insurance
22	III and CBFS Webinar on The challenges in dealing with Health Insurance in modern times
23	III and TDI Webinar on Digital ecosystems in India: Extending the boundaries of value creation in life and health insurance
24	III and Barbuss Webinar on Force Majeure in the Actual World: Context Covid 19
25	III and Barbuss Webinar on Force Majeure in the Actual World: Context Covid 19

### III LIBRARY:

Institute has formed a **Knowledge Management Centre** to arrange seminars on insurance and related subjects, to conduct research work on various technical subjects of Insurance, to maintain library and to publish journal and e-newsletters.

**The Library** has a collection of books (**around 8500**) in the subject of **Insurance, Management, Economics, Banking and Finance**. The library also has a collection of Studies in insurance. The premium collection of books includes the publications of the **Wetherby Publishers, Lloyds, London** and publications of eminent international institutes such as the **Chartered Insurance Institute (CII London), American Institute for Chartered Property Casualty Underwriters (AICPCU), Life Office Management Association (LOMA) and Life Insurance and Market Research Association (LIMRA)**.

The library has subscribed to magazines/periodicals on insurance other subjects. Access to the library is available to Insurance Institute of India's (III) Members, Trainees of COI, Insurance Professionals, Researchers, Educational Institutes/Colleges, among others Corporates, Faculty members and III Staff.

### ONLINE LENDING LIBRARY (OLL)

Insurance Institute of India has initiated an Online Lending Library (OLL) for III members, college students, research scholars and insurance professionals. OLL Members have the flexibility to order, renew and return books online as well as in person.

### GROUP CORPORATE MEMBERSHIP (GCM)

This facility is for corporates having multiple branches across India. Under the GCM, the companies are given multiple logins to use the library facility. A maximum of 20 books are issued to companies at any point of time.

- Free home delivery and pick up of books.
- Delivery within 48 hours from order.

Online Library Facility is available only for India. Study material of III is not available under Online Lending Library services.

### PUBLICATION:

#### • THE JOURNAL

The Journal is a quarterly publication emanating from the Insurance Institute of India. It is listed with UGC Care List since January 2023.

It is published in the months of January / April / July and October every year in both hard and soft forms.

The Journal covers a wide range of issues related to insurance and allied areas.

#### • e-PUBLICATIONS

- InsuNews - Weekly e-newsletter
- Happenings at the Institutes - Monthly e-newsletter



## Visiting Faculty / Industry Experts

### (INDICATIVE LIST IN ALPHABETICAL ORDER)

Details of the various research studies done by the Research Centre are listed below. Names of organisations which have commissioned/ sponsored/ partnered in the research studies are also mentioned alongside.

Name	Position Held	Area of Expertise
Mr. A. K. Singhal	Head - Insurance Cum Advisor for Legal Firm	Legal, PSU Matters, HR
Mr. Ajay Kumar Kanth	Head – Fraud Control Unit, Aditya Birla Finance Limited	Fraud Prevention & Control, Investigation, Compliance, Legal & Secretarial
Mr. Amitabha Ray	Head P & C client markets and chief underwriting office- Swiss re India Branch	Property and Engineering Insurance, Catastrophic Insurance, Reinsurance, Risk Management
Mr. Anabil Bhattacharya	Ex. Chief Manager, National Insurance Company Ltd.	Principle & Practice of Insurance, Fire, Engineering, Misc. Insurance, Legal (Motor TP), RTI & HR and Risk Management
Mr. Anant R Nayak	Retd. Sr. Divisional Manager (LIC), CFPA	Financial Markets
Dr. Aninda Chatterjee	Ex-Panel Physician for LIC & National Insurance Company of India(NICL), Visiting Faculty	Healthcare Management, Hospital Operations, Quality Assurance Medico-Legal, Life & Health Insurance Fraud Fighting
Mr. Anshu Shekhar	Deputy Manager (Legal) at Head Office, National Insurance Company Limited	Motor Third Party Claims Management
Dr. Anuj Gupte	AVP - Govt Projects – MD India Health Insurance (TPA) Pvt. Ltd	Healthcare Management, Mass Insurance Schemes, Fraud and Abuse Control, Claims Management, Medical Audits, Role of TPAS etc.
Mr. Anurag Rastogi	CEO, Insyght Analytics LLC UAE Chairperson, Education Committee, Institute of Actuaries of India Ex. Chief Actuary & Chief Underwriting Officer	Actuarial, Underwriting, Strategy, Insurance Profitability Turnaround, Mergers & Acquisitions
Ms. Archana Nirmal Kanthode	Regional Manager, Oriental Insurance Co. Ltd.	Marketing, Health Insurance, Motor Vehicles Insurance, Property Insurance

Name	Position Held	Area of Expertise
Mr. Ashish Ajmera	Independent Surveyor	Motor Claims
Mr. Ashok M. Gawarikar	Proprietor, Transocean Marine & General Survey Agencies	Hull, Cargo, Energy - Loss Assessment and Investigation
Mr. Ashutosh Shukla	Puri Crawford Insurance Surveyors and Loss Assessors India Pvt Ltd	Engineering Project, ALOP Monitoring CAT Claims Fire Claims Breakdown Claims Business Interruption Claims Asset Valuation.
Mr. Avez Sayed	Chief Risk Officer; Bajaj Allianz General Insurance	Enterprise Risk Management, Operational Risk Management, Business Continuity Management, ESG and Climate Risk
Mr. Balachandran M K	Ex. Head of Rural and Micro Insurance, SBI General Insurance	Rural Insurance
Ms. Beena Mandrekar	Freelancer, Visiting Faculty, Symbiosis Institute of International Business	Business Communication, Soft Skills, Creative Problem Solving.
Mr. Bharat Pratap Sing	Divisional Manager, National Insurance Company Ltd, Kolkata D.O	Property Insurance, Intermediary Management including Excellent Communication, Attention to detail and Organisational Skills, Organising, Leading
Dr. Bharatbhusan S. Powdwal	CEO & MD, Brilliant Solutions Management, Consulting Surgeon at various Hospitals in Mumbai.	Health Insurance, Health care Management, Insurance Frauds, Investigation, Process Automation in Underwriting, Claims and Frauds
Ms. Bharathy R. Iyer	General Counsel & CCO, Aon Ins. Brokers Pvt. Ltd.	Governance, Compliance and Legal Affairs
Mr. Bright Herpreet Singh	Mechanical Engineer, Surveyor	Surveys and Loss Assessment and Investigator In Insurance Industry
Mr. C L Baradhvaj	Executive Vice President (Legal & Compliance) & Company Secretary, Future Generali India Life Insurance Co. Ltd.	Regulatory Compliance & Corporate Governance Matters
Mr. Chandra Bhanu Verma	Senior Vice President -Corporate Underwriting, HDFC Ergo General Insurance Co Ltd	Property and Engineering Underwriting and Risk Management
Mr. Charusheel K. Tandel	Freelancer, Chartered Insurer, Ex-Kuwait Insurance Co. Ltd.	Property Lines Claims
Mr. D. G. Halve	Chief Executive Officer, Krishi Care & Management Services Pvt. Ltd.	Crop Insurance

<b>Name</b>	<b>Position Held</b>	<b>Area of Expertise</b>
Mr. Delzad D. T. Jivaasha	Deputy Vice President - Enterprise Risk Management and Information Security, ICICI Lombard General Insurance Company Limited	Enterprise Risk Management, Environmental, Social and Governance (ESG) Risk Management, Corporate Governance, Audit, Compliance
Mr. Dhananjay Naidu	Manager Fire and Engineering Department, Head office	Underwriting Mega Risks, Projects/Engineering Risks, Inspection of Risks Assessment of PML, Reinsurance of Large Risks
Mr. Frederick Ronald Dsouza	Consultant	Insurance, Technology, Training and Development, Social Service
Mr. Frederick Wharton	President/CEO , North American Training Group and International Fraud Training Group	Insurance Fraud and Investigations, Financial Frauds, Health Care and Fraud Training
Mr. G Gopalakrishnamurty	Ex. National Manager(Sr. VP), HDFC ERGO GIC Ltd	Fire, Engg, Lop, Petro Chemical Risks
Mr. G S Krishnan	Consultant & Partner, Vignaharta Value Creators (Financial Planning & Advisory) Experience in Project Management for Regulatory Bodies and IT Companies	Project Implementation , Consultancy, Financial Planning, Rotarian Member, Music, Travel, Giving Lectures
Ms. Gomathi Shekar	Regional Manager, The New India Assurance Company Limited	Marine Cargo Insurance
Mr. Hitesh Joshi	General Manager, Reinsurance Operations With General Insurance Corporation of India.	Aviation Insurance
Mr. Isaac Jacob	Professor Emeritus- K J Somaiya Institute of Management. Worked with Hanmer (MS&L), Sony TV, Star TV, Mainland China, Cello Group, Saint Gobain	Brand Management, Strategic Marketing, Integrated Marketing Communications
Dr. J Michael Skiba	COO/President-International Fraud Training Group. Department Chair-Criminal Justice, Financial Crime, Colorado State University Global Campus	Fraud, Financial Crime, and Cybercrime
Mr. J V Prasad	Independent Actuarial Consultant	Pricing, Reserving, Capital Modeling, Risk Management, IFRS, Analytics In General Insurance
Mr. Jatin Punjani	Founder & CEO, Profound Risks Services LLP, Consulting In Liability, Sports, Entertainment and Aviation Risks	Underwriting and Sales In Liability Lines – 2001
Mr. Jayasager Kt	Director, Actuarial Services, BDO INDIA LLP	Actuarial Science

Name	Position Held	Area of Expertise
Mr. Jitendra Tawarmalani	EX. Principal of Mumbai Regional Training Centre, The Oriental Insurance Co. Ltd.	Health, Misc. Insurance, Motor Underwriting and Claims, Mact, Ombudsman and Consumer Forum, Grievance Redressal, Personality Development, Customer Care, Marketing
Mr. Joydeep Roy	ED, Saferisk Insurance Brokers Pvt Ltd, Ex. CEO, IFFCO Tokio Insurance Services, Ex. CEO Phoenix of Botswana, Botswana, Africa, Ex. COO Reliance Insurance Tanzania, Africa	Marine Cargo Insurance, Hull & Energy , Property , Distribution
Ms. Jui Buch	Strategic Insurance Advisor to various multinationals	Liability Insurances – D & O Liability, CGL, Cyber, Technology E&O, Professional Indemnity, Environmental Liability, Energy Insurances – Oil & Gas, Onshore and Offshore Energy, Drilling Insurances
Ms. Kasturi Sengupta	General Manager, National Insurance Co. Ltd.	Miscellaneous Insurance, Liability Insurance, Sports and Film Insurance
Mr. Kolli N Rao	President and Senior Advisor Aon	Agriculture Insurance, Reinsurance, Risk Management
Ms. Lata Shekhar Iyer	Dy. General Manager, The New India Assurance Co. Ltd.	Marketing Management, Motor Third Party and Consumer Cases Case Studies
Ms. Leena B. Mody	Proprietor, M/S. Leena Mody and Associates	Marine Hull Claims
Mr. M Thiripalraju	EX. Former Director, Indian Institute of Capital Markets	Capital Market, Finance, Economics
Ms. Madhulika Bhaskar	Ex. General Manager & Director of GIC Re	Reinsurance
Mr. Manoj Kumar A S	Director- Global Insurance Brokers Pvt Ltd, National Head – Liability and Head Mumbai Branch	Liability Lines
Mr. Manoj Kunder	Lead – Surety Underwriting (Vp), SBI General Insurance Co. Ltd.	General Insurance Underwriting With Specialization In Aviation & Reinsurance
Mr. Mihir Vora	Practice Head (Property & Large Risks), Aditya Birla Insurance Brokers Ltd.	Property, Business Interruption, Engineering, Liability and Risk Engineering

Name	Position Held	Area of Expertise
Mr. Milind V. Kolhe	Head - Techno Commercial and Principal Officer IIO, GIFT City Gandhinagar, ICICI Lombard General Insurance Company Limited	Reinsurance, Risk Management, Loss Control, Commercial Lines Underwriting, Product Development, Claims Management, Agriculture Insurance, Project Insurance and Property Insurance
Adv. Mithilesh Pancholi	CEO, Think Advisors	Cyber Crime, Intellectual Property Rights, Software Development, Product and Project Manager, Digital Marketing and Customer Relationship Management
Mr. Milind Vasant Rao Harsulkar	Free Lance Independent General Insurance Consultant	Fire, Engineering, Underwriting, Claims Management
Mr. Nadeem Mokashi	Vice President – Head of P&C Claim India	Property & Engineering – Large Claims Management
Capt. Mukesh Gautama	Advisor, Wilson Surveyors and Adjusters Pvt. Ltd Lloyd's Agents	Marine Hull and Cargo Surveys. Marine Hull and Cargo Claims Adjustments
Dr. (Maj.) Mukund Kulkarni	Chief Underwriter, Aegon Life Insurance Pvt Ltd	Occupational Physician, Insurance and Reinsurance Medical Expert, Digital Health, Wellness
Ms. Nandita Banerjee	Manager(Retired), National Insurance Co Ltd	Health Insurance, Miscellaneous Insurance
Dr. Nayan Shah	Managing Director, Paramount Health Services and Insurance TPA Pvt. Ltd.	Healthcare & Technology Professional, Stakeholder Management, Strategic Marketing, Distribution & Business Development, Finance, Operations
Mr. Nikhil Patil	Business Facilitator, Government E-marketplace Maharashtra,	Gem Portal F
Mr. Nivrtee Magar	Forensic Expert, ICS Assure Services Pvt Ltd	Forensic Science
Dr. Nutan Pakhare	B.A.M.S, Assistant Professor YOGA(UGC), MSC (YOGA), PGDYS, CCY, Fellowship in Ayurveda (UK)	Ayurveda Yoga Consultant and Educator
Mr. P Koteswara Rao	Chartered Accountant	Life Insurance Marketing, Finance and Accounts, Investment and Credit Appraisal.
Mr. P N Karmakar	Retd. Chief Manager, United India Insurance Co. Ltd	Technical-Fire, Marine Cargo, Health, Misc., Motor
Mr. P Ravi Kumar Reddy	Executive Director, Beacon Insurance Brokers	Fire Material Damage Claims & Business Interruption Insurance
Ms. Pallavi Sinha	Chief Manager, The New India Assurance Co Ltd	Casualty & Liability Insurance, Underwriting
Dr. Pandurang M Bhujang	President Emeritus Association of Hospitals, Visiting Faculty Tata Institute of Social Science, Sir H N Reliance Foundation Hospital	Medicine, Law, Hospital Management, Financial Management, Quality Management, Industrial Relations and Personnel Management

Name	Position Held	Area of Expertise
Mr. Parijat Dutta	Ex-General Manager, GIC Re	Reinsurance, Technical and HR Functions
Mr. Phalguni Purkayastha	Senior Surveyor & Loss Assessor, Risk Control Consultancy Organisation	Fire, Engineering, Risk Management , Loss Prevention & Safety Management
Mr. Pradip Sarkar	Ex. Chief Regional Manager, United India Insurance Company Ltd, Ex. Principal of The COI, Kolkata	ALL General Insurance Subjects
Mr. Pradipto Sen	SVP & Head - Branch Coordination, Po-FIU & MS, VM, SBI Life Insurance Co. Ltd.	Life Insurance - Operations, Risk, Fraud Investigation & Monitoring, AM/CFT, Claims
Ms. Pragnya Acharya	EVP (Liability and Speciality Risk) Howden Insurance Brokers	Casualty & Liability Insurance Underwriting, Profit Center Management, Product Development, Regulatory & Internal Compliance, Leadership and Team Collaboration
Mr. Prem Chandra Shukla	Fellow & A category surveyor and loss assessor & Ex. council member of Indian Institute of Insurance Surveyors & Loss Assessors	Fire, Enng., Inland Cago & Miscellaneous surveys and loss assessment
Ms. Priyanka Guatama	Chief Underwriter officer, Markel India	Liability Underwriting, Claims , Team Management, Sales and Channel Management
Mr. R Balasundaram	Secretary General, Insurance Brokers Association of India (IBAI) and Sr. Advisor, CRB at WTW	Marine Insurance Underwriting , Claims , Channel Management, Negotiating Skills
Dr. R K Duggal	Principal Officer, KUWY, Ex. Faculty (General Insurance), Insurance Institute of India, AVP, Prudent Brokers (Government and Rural Business) Chief Manager, New India Assurance (Rural Micro and Agri. Business CSR, Health and RTI and Govt. Business)	Rural, Micro & Agri Business Dept., Stress Management & Corporate Social Responsibility
Mr. R Narasimhan	Retired as Head of Corporate Underwriting, Hdfe Ergo General Insurance Company Ltd.	Property and Casualty Insurance, Underwriting and Risk Management
Mr. Raghunath Kopalle	Consultant, JB Boda Reinsurance Brokers & Freelance Faculty	Reinsurance
Mr. Rajesh Yagnik	Independent Reinsurance Consultant To Insurers, Reinsurers and Brokers, Accomplished Trainer	Insurance, Reinsurance
Dr. Ranjith Krishnan	Sustainability Consultant	Corporate Laws/ESG/Sustainability

Name	Position Held	Area of Expertise
Mr. Ravi Seshadri	Strategic Advisor - Insurance & Academician, Ex AXA Vice President	Risk Management, General Insurance, Marketing, Insurance Compliance, Labour Laws, Business Law, Compensation Management, Digital Transformation, Corporate Governance and Ethics
Mr. Ravinder M	Executive Coach and Trainer- Insurance Domain and Leadership Development.	Accident, Health, Rural Social, Micro Insurance, Underwriting Claims Management, Product Design, Business Development, Channel Management, Leadership Training.
Mr. Ravinder Singh Chawla	Founder, Ravinder Singh Chawla Consulting and Learning Solutions	Financial Planning; Selling Skills; Customer Service, CRM
Mr. Ravindranath Nayak	EX. General Insurance Co. of India	Reinsurance, Reinsurance Accounts, Anti-Money Laundering, Administration and Operations
Mr. Roshan Kumar	Deputy Manager, Marine Hull Technical Department, The New India Assurance Co Ltd	Marine Insurance, Marine Cargo Claims, Marine Hull Claims, Incoterms, Institute Clauses, International Maritime Conventions, Shipping Practices etc.
Mr. Samir Kumar Das	Retired Chief (Investment), LIC of India, Central Office, Mumbai	Investment management of Life Insurance, ULIP & Annuities, Risk management, Customer Relationship Management
Dr. S Kutty	Ex. Faculty (Life Insurance & Research), College of Insurance	Life Insurance, Micro-Insurance, Customer Relationship, Marketing and various Management Topics
Mr. S.V. Sunder Krishnan	Chief Risk Officer, Life Insurance Corporation	Enterprise Risk Management, Internal Audit, Legal, Information Security, Claims and Compliance
Mr. Sai Srinivas Dhulipala	Consulting Actuary	Actuarial, Risk Management and IFRS17 Implementation
Mr. Saket Singhal	Actuary and Founder, Transvalue Consultant, The consulting and appointed Actuary, Oriental Insurance Co. Ltd. and Tata AIG General Insurance Co. Ltd.	Actuarial science, Investment, Employee Benefit, Valuation and Accounts, Risk Based Capital
Dr. Sangita R Shinde	Consultant – The World Bank	Health Insurance Underwriting and Claims, Provider Network

Name	Position Held	Area of Expertise
Dr. Sanjay M Tiwari	Head – Internal Control and Loss Minimization (ICLM), ICICI LOMBARD GIC LTD	Organization Level Risk and Fraud Management Framework and Practices. Process Re-Engineering. Design Thinking. Health Insurance - Claims, Networking Underwriting and Fraud Risk
Mr. Sarbjit Singh Bright	Surveyor & Loss Assessor	Motor & Investigation
Mr. Sateesh Bhat	Appointed Actuary, General Insurance Corporation of India (GIC Re)	General Insurance
Mr. Satish Babu Khiradkar	Key Business Office Incharge (Divisional Manager), The New India Assurance Co Ltd	Fire Underwriting, Motor Own Damage, Motor Third Party, Reinsurance, General Insurance Finance and Investment
Mr. Satish Raju	APAC Lead Insurance and Banking- Planet, Ex. CEO Swiss re India Branch	Reinsurance, Disaster risk financing, Catastrophic Risk Management
Mr. Saumil D Mehta	Director, Mehta & Padamsey Insurance Surveyors & Loss Assessors Pvt. Ltd	Insurance Survey, Engineering Insurance, Business Interruption
Dr. Shariq Nisar	Professor of Finance At Rizvi Institute of Management Studies and Research	Islamic Finance
Mr. Shashwat Srivastav	Deputy Manager, National Insurance Co Ltd	Mega Risk, Project Insurance, Specialized Risk Insurance
Mr. Sibesh Sen	Training Consultant	Marine Cargo Insurance
Dr. Sidheswar Madanlal Sharma	Vice President - Accident and Health Claims	Claims Management, Underwriting and Travel Insurance, Provider Management, Fraud and Abuse, Medical Coding and Medical Management, Stress Management
Mr. Sohesh Shah	Founder of Investrite Fintech LLP, Investment Advisor	Succession & Estate Planning, Wealth and Investment Advisory
Mr. Sourabh Roy	Legal Hub In-charge, National Insurance Company Ltd.	Handling cases with MACT, High Court, Consumer Courts, Civil Courts, Arbitration & Ombudsman
Ms. Suchitra R	Chief Manager, The New India Assurance Co Ltd	Claims Management, Accounts, Underwriting
Ms. Suman Ganguly	Consultant for Marine Insurance	Marine Cargo Insurance
Dr. Sunder Ram Korivi	Adjunct Faculty, Indian Institute of Corporate Affairs (Ministry of Corporate Affairs, GOL)	Financial Markets



<b>Name</b>	<b>Position Held</b>	<b>Area of Expertise</b>
Mr. Suresh Balakrishnan	TransAsia Risk Advisors	Reinsurance, Liability Insurance-Cyber Security, Specialist/Bespoke Policy Wording
Mr. Suresh D Shah	Independent Surveyor, Loss Assessor, Valuer and Chartered Engineer Having 45+ Years of Experience	Fire, Engineering, Miscellaneous, Marine and Loss of Profit Insurance, Risk Inspection, Risk Management etc.
Mr. Thomas Moffatt	Associate Director at Unison Insurance Brokers	Property Engineering Underwriting and Claims, Risk Management
Mr. Uday Gurunath Bhogate	Partner, UBI Surveyor and Loss assessor	Marine, Marine Warranty , Oil and energy claims and Risk Management
Mr. Umesh Bagri	Consultant	Fire, BI, Marine, Motor, Miscellaneous Insurances , High Value Complex Claims, AIML Based IT Projects Implementation, Claims Management
Mr. Utkarsh Ajay Shah	Facultative Underwriter, Property , Munich RE	Energy Underwriting, Damage Assessment for Energy Sector, Risk Management, Failure Mode and Effect Analysis(FMEA)
Ms. Uttara Vaid	Founder -Uttara Vaid Advisory Services LLP.	Liability Insurance
Mr. Varun Ashok Gawarikar	Founder, V2RT Insurtech Solutions Pvt Ltd.	Cargo Insurance Claims, Cargo Frauds, Cargo Insurtech and Data Analytics
Mr. Vibhaw Kumar	Director on Board of Berns Brett India India Insurance Broking	Liability Insurance, Fine Arts Insurance, Drone Insurance
Mr. Virendra Gupte	Consultant, TATA Group	Governance and Business Ethics, Global Risk Management, Business Excellence Processes, Social Accountability, Setting Up Companies Abroad , Export Procedures, RBI, ECGC and EXIM Bank Procedures, Advocacy, Corporate Induction and Training on Tata Code of Conduct /Business Ethics Management, Visiting Faculty in B Schools
Mr. Vishal Dubhashi	Executive Vice President & Head - Risk & Loss Mitigation Dept., HDFC ERGO General Insurance Company Ltd.	Risk Management, Credit Control & Fraud Risk in Banking and Insurance Domain
Mr. Vivek Sawant	Sr. Manager, SBI General Insurance C. Ltd.	Motor Insurance-Underwriting, Operations, Claims

## Facilities at Insurance Institute of India

### CLASSROOMS



### AUDITORIUM



### LIBRARY



## HOSTEL ROOMS, CAFETERIA AND RECREATION CENTER



# PROFESSIONAL EXAMINATION

## Courses Offered by III

### PROFESSIONAL CERTIFICATION

- Licentiate
- Associateship
- Fellowship

### SPECIALISED DIPLOMA

- Marine Insurance
- Fire Insurance
- Health Insurance
- Life Insurance Underwriting

### CERTIFICATE / DIPLOMA / ADVANCED DIPLOMA

- Foundation of Casualty Actuarial Science

### COURSES IN COLLABORATION

- Certificate Course On Compliance, Governance and Risk Management (with Institute of Company Secretaries of India)
- Certified Insurance Anti-fraud Professional (CIAFP) (with North American Training Group)
- Life Insurance Underwriting (with Association of Insurance Underwriters)

### COURSES WITH UNIVERSITY OF MUMBAI

- Post Graduate Diploma in Health Insurance (PGDHI)
- Post Graduate Diploma in Insurance Marketing (PGDIM)
- Ph.D. in Business Management

## Regulatory Examinations

### REGULATORY EXAMINATIONS - The Institute conducts online trainings and examinations authorized by the Insurance Regulatory and Development Authority of India (IRDAI)

- Pre-licensing Examination For Insurance Surveyors And Loss Assessors
- Pre-licensing Examination of Web – Aggregators
- Pre-licensing Examination of Insurance Marketing Firms
- Pre-appointment Examination of Insurance Agents
- Pre-licensing Examination of Corporate Agents
- Pre-licensing Examination of Authorised Verifiers of Insurance Brokers

### ONLINE TRAININGS

- Insurance Broker - Training (Fresh and Renewal) - BQP and PO
- Insurance Agent - Training
- Corporate Agent - Training (Fresh and Renewal)
- Insurance Marketing Firm - Training (Fresh and Renewal)
- Web-Aggregators - Training (Fresh and Renewal)
- Authorised Verifiers of Insurance Brokers - Training
- POSP/MISP - Training and Examination

### POSTAL LIFE INSURANCE

- The INSTITUTE provides training and conducts the licentiate examination on behalf of the Postal Life Insurance Authority of India across the country in all major Indian languages for POSTAL LIFE INSURANCE AGENTS and RURAL POSTAL LIFE INSURANCE AGENTS.

## Online Examination Schedule for the Year 2024

Steps & Details		Exam Month & Year			
		June – 2024	September – 2024	December - 2024	
1	Registration (New Candidates) *	6 <sup>th</sup> to 12 <sup>th</sup> April 2024	6 <sup>th</sup> to 12 <sup>th</sup> July 2024	5 <sup>th</sup> to 11 <sup>th</sup> October 2024	
	Subject Enrollment (Payment of fees)				
	Change of Centre **				
	Change of Subject ** (subject having similar credit points)				
2	Slot Booking - Book date & time of the examination for enrolled subjects	4 <sup>th</sup> to 9 <sup>th</sup> May 2024	4 <sup>th</sup> to 9 <sup>th</sup> August 2024	4 <sup>th</sup> to 8 <sup>th</sup> November 2024	
3	Examination Day & Dates	Saturday	01 <sup>st</sup> June, 2024	31 <sup>st</sup> August, 2024	7 <sup>th</sup> December, 2024
		Sunday	02 <sup>nd</sup> June, 2024	01 <sup>st</sup> September, 2024	8 <sup>th</sup> December, 2024
		Saturday	08 <sup>th</sup> June, 2024	14 <sup>th</sup> September, 2024	14 <sup>th</sup> December, 2024
		Sunday	09 <sup>th</sup> June, 2024	15 <sup>th</sup> September, 2024	15 <sup>th</sup> December, 2024
4	Last date to receive Scribe request for Physically/ Visually Challenged candidates	24 <sup>th</sup> May, 2024	26 <sup>th</sup> August, 2024	25 <sup>th</sup> November, 2024	
5	Result to be declared on or before	29 <sup>th</sup> June, 2024	30 <sup>th</sup> September, 2024	31 <sup>st</sup> December, 2024	

\* New candidates have to first register as a member with III and then pay the paper enrollment fees.

For more details may refer Help manual available on our portal under Examinations >> Help Manual

\*\* Candidates can change centre & subject using own login id on or before last date of enrollment.

For **Professional Examination** related queries:- **022- 69654 223/230/238/239/244/250. (mrm@iii.org.in)**

For **Surveyor Examination** related queries:- **022- 69654 230/274/239. (surveyor@iii.org.in)**

**The examinations for the following certificate courses shall be conducted only in June & December every year.**

(1) Advanced Diploma in Life Insurance Underwriting

(2) Certificate Course on Compliance, Governance and Risk Management in Insurance (IRCC).

**Important Note:-** The dates given above are tentative and may be changed if required.

# PHOTO GALLERY



## National and International Association of III

**MOU signed with Chitkara University, Punjab on 18th April, 2023 regarding Prior Learning Credit in III's qualification in co-ordination of Chandigarh Insurance Institute**



## Visits to III office

### Visit of Mr. Chandra Schaffter, Founder and Chairman Emeritus of Janashakthi Group



Mr. Chandra Schaffter visited Insurance Institute of India on 25<sup>th</sup> January 2024 for professional discussion.

## Events Conducted by III

### Insurance Institute of India has won the ASSOCHAM award for “Excellence in Insurance Education” on 24<sup>th</sup> July 2023



During the **Insurance Leaders Meet 2023 & Excellence Awards** organized by **ASSOCHAM** on 24<sup>th</sup> May 2023 at Kolkata, Insurance Institute of India won the ASSOCHAM Award for “**Excellence in Insurance Education**”.

**Mr. S.N. Satpathy**, Secretary General, Insurance Institute of India addressed the audience on the topic “The role of the Institute in skill development of all stakeholders in the insurance ecosystem and help all stakeholders in the process of digitization in insurance”.

**Mr. Basant Kumar Nayak**, Principal, COI, Kolkata and **Mr. Judhajit Sen**, Faculty (Life), COI, Kolkata were part of the Panel discussion on “Product Innovation & Sectoral Partnership”.

### FinTech Festival India 16<sup>th</sup> to 18<sup>th</sup> May 2023



Shri S. N. Satpathy, Secretary General had participated as a speaker in the panel discussion held during the FinTech Festival India 2023 at Jio World Convention Centre, BKC, Mumbai from 16<sup>th</sup> to 18<sup>th</sup> May 2023. The panel discussion was on 17<sup>th</sup> May, 2023 on the topic “The Role of Regulatory Sandboxes in Promoting Innovation and Collaboration in the Insurtech Industry”.

## Seminar on “Technology: Changing the landscape of the Insurance Industry” on 30<sup>th</sup> June 2023 on the occasion of its 68<sup>th</sup> Foundation day

Insurance Institute of India (III) conducted a seminar on "Technology: Changing the landscape of the Insurance Industry" on 30th June 2023 on the occasion of its 68th Foundation day. Shri S. N. Sathpathy, Secretary General of III, in his inaugural address, briefed about the journey of III in areas of insurance education, awareness, training programs and the connection it has established with the regulators and the insurance industry in this regard.

Shri Devesh Srivastava, Chairman and Managing Director, General Insurance Corporation of India and President, Insurance Institute of India, who was the chief guest for the event appreciated the progress III has done in spreading insurance knowledge. The Guest of Honour Shri S.N. Bhattacharya, Secretary General, Life Insurance Council and Shri. Inderjeet Singh, Secretary General, General Insurance Council spoke about the work of III with the insurance industry in terms of education, content development, training and insurance awareness as well.



Prof. Archana Vaze, Asst. Professor, College of Insurance, moderated the panel discussing the current trends of technology which can be useful for the insurance sector. The panel members who discussed the theme of the seminar were Shri R. Doraiswamy, Executive Director (IT/SD), LIC of India, Shri Girish Nayak, Chief - Technology and Health Underwriting & Claim, ICICI Lombard General Insurance Co. Ltd., Shri Kallol Basu, Chief Technology Officer, National Insurance Co. Ltd., Shri Kayzad Hiranamek, Chief Operating Officer, Edelweiss Tokio Life Insurance Company Ltd., Shri Prerak Sethi, Co-Founder, India InsurTech Association and Shri Sunder Krishnan, Chief Risk Officer, Reliance Nippon Life Insurance Co. Ltd. The panelists discussed how technology has enhanced the growth of the insurance industry.

Shri Prafulla Jaipuria, Director, College of Insurance in his valedictory speech thanked all the dignitaries of the Insurance Industry who attended the seminar as speakers, panelists and audience on occasion of 68th Foundation Day of III.



## Capacity Building of Insurance Competencies at AIZAWAL, Mizoram from 31<sup>st</sup> July to 4<sup>th</sup> August 2023



Insurance Institute of India (III) conducted a training program on “**Capacity Building of Insurance Competencies**” for employees and associates of **Mizoram State Healthcare Society (MSHCS)** from **31st July to 4th August 2023 at Aizawl, Mizoram**. Dr. George E. Thomas, Professor, COI, Prof. Archana Vaze, Asst. Professor, Dr. Arinda Chatterjee and Mr. K.T. Jayasagar took sessions for the employees of MSHSC.

**Dr. Eric Zomawia MD, Mission Director, National Health Mission, Govt. of Mizoram** inaugurated the programme along with **Dr. Baikthansangi, CEO, MSHCS**.

## Seminar on Insuring a Sustainable Future: The Importance of ESG - 19<sup>th</sup> August 2023 at Coimbatore





Insurance Institute of India (III) conducted Seminar on Insuring a Sustainable Future: The Importance of ESG on 19.8.2023 at Coimbatore on the occasion of 68th Annual Conference and 133rd Council Meetings. Shri Gurumoorthy Mahalingam, Retd. Whole-time Member, SEBI and Independent Director on LIC Board gave Thematic Address.

Dr. George E. Thomas, Professor (Research & Non-life), College of Insurance, III moderated the Panel Discussion. Shri J. Chakrapani, Director, ZTC, SZ, LIC of India, Ms. Uma Rao, Director, ZTC, SCZ, LIC of India and Smt. Usha Girish, General Manager, United India Insurance Co. Ltd. were the panel members.

## MEDC One-Day Conference on Insurance and Reinsurance on 3rd November 2023



Maharashtra Economic Development Council (MEDC) has organized one-day conference on “Insurance and Reinsurance” on 3rd November 2023 at Rangswar Hall, Y.B Chavan Center, Nariman Point, Mumbai. The theme of the conference was “Unlocking the Potential for a Resilient Future”. Prof Archana Vaze, Assistant Professor (Non-Life), College of Insurance participated in the same as a Panellist and spoke on the topic - changes and new emerging risks and how to mitigate them for a resilient future by building a resilient industry, using insurance as a risk mediator to tackle climate change and its effects on life, general, health and reinsurance business.

## Insurance Institute of India conducts G.V. Rao Memorial Lecture on Transition to IFRS17: Headwinds and Tailwinds on 12<sup>th</sup> December, 2023



Insurance Institute of India conducted the 2023 edition of the G V Rao Memorial Lecture on December 12, 2023, on the topic ‘Transition to International Financial Reporting Standard 17 (IFRS 17): Headwinds and Tailwinds’ at the Hotel LALIT, Mumbai in memory of late Shri Garladinne Venkoba Rao, popularly known as ‘G V Rao’, Ex-Chairman and Managing Director of the Oriental Insurance Co. Ltd.

The Memorial Lecture was delivered by Mr. Chris Lim, Actuary and Associate Director of AM Best, Singapore, primarily touched upon one of the important concerns of the insurance companies, i.e. how the transition to IFRS 17 would affect their Credit Rating. He also shared his experiences in assessing the creditworthiness of insurance and reinsurance companies.

Mr. Sunil Agrawal, CFO, LIC of India, Mr. Gopal Balachandran, CFO, ICICI Lombard Gen Ins Co, Ms. Saigeeta Bhargava, Lead Actuary and Partner, Pricewaterhouse Cooper(PWC) discussed the transition to IFRS/Ind AS and the challenges likely and the approaches that could be adopted from Life Insurance Companies, General Insurance Companies and Technological Perspectives point of views respectively.

## ASSOCHAM's 15<sup>th</sup> Global Insurance Summit & Awards on 14<sup>th</sup> December 2023



Insurance Institute of India has participated in 15th Global Insurance Summit & Awards scheduled on 14th December, 2023 at Hotel Taj, Santacruz Mumbai.

Shri S.N. Satpathy, Secretary General was one of the panellist on the topic “Financing The Insurance Industry: Role Of Emerging Channels & Insurance Penetration”.

## 17<sup>th</sup> India Rendezvous (Asia Insurance Review) 2024 - 17-19 January 2024, Taj Lands End, Mumbai



Insurance Institute of India has participated in 17th India Rendezvous (Asia Insurance Review) 2024 held on 17-19 January 2024 held at Mumbai. Shri S.N. Satpathy, Secretary General was one of the panellist on the topic “The Next Generation of Leaders: Training and Educating an AI Driven World”. Dr George E Thomas, Professor (Research & Non-Life), College of Insurance moderated panel on the topic - “The Nat CAT Pandemonium – Risk Management Strategies” and Prof Archana Vaze, Assistant Professor (Non-Life), College of Insurance, moderated panel on the topic - Indian Insurance Industry – Opportunities Ahead (Students Session).



## Insurance Institute of India Participated In NDMA and UNDP Organized Multi Stakeholder Consultative Workshop ON NAT-CAT POOL on 23<sup>rd</sup> January 2024



Dr George E Thomas, Professor (Research & Non-Life), College of Insurance participated in NDMA and UNDP organized “Multi Stakeholder Consultative Workshop on NAT-CAT Pool” on 23rd January 2024 at the UN House. Insurance Institute of India is a key stakeholder in the “insurance for all” committee of the country by 2047.

## Conference on “Optimizing patient-centered care: strategies for improving health outcomes by abt, 24<sup>th</sup> January 2024



Dr George E Thomas, Professor (Research & Non-Life), COI and Prof Archana Vaze, Assistant Professor (Non-Life), COI attended Conference on “Optimizing patient-centered care: strategies for improving health outcomes organized by Abbott on 24th January 2024 at Mumbai. They both took part in the discussion in the sessions on “Advancing MedTech Funding through evidence-based decision-making” and “Exploring the impact of Health Insurance in India’s evolving healthcare context.

## Sahasra Bimayaan - Christ University, Bangalore on 20<sup>th</sup>-21<sup>st</sup> March 2024



Insurance Institute of India has participated in “SAHASRA BIMAYAAN” event on 20-21 MARCH 2024 held at Christ University, Bangalore.

Shri S.N. Satpathy, Secretary General was invited as the Chief Guest of the event. Agenda of the program was to felicitate the Toppers of Licentiate, Associate & Fellowship program and congratulate the university for achieving 1000 Licentiates since inception.

Secretary General was accompanied by Mr.KP Sant (Secretary), Mr. SP.Shinde (Assistant Secretary) and Dr.Ramesh Kumar Satuluri (Asst.Professor).

## COI Training Programs photos and titles

### Training Program for Nodal Officials (LIC HFL) (12.06.2023)



### International Reinsurance Program (12.06.2023 – 17.06.2023)



### Training Program on Management of fire Insurance (MD & LOP) (26.06.2023 – 27.06.2023)



**BDMs / BDEs (Agency) Training Program for the New India Assurance Co. Ltd.**  
(26.06.2023 – 28.06.2023)



**Training Program on Understanding Reinsurance**  
(29.06.2023 – 01.07.2023)



**Training Program on Liability Insurance Focus – Cyber & Crime**  
(03.07.2023 – 04.07.2023)



**12. Functional Training on Public Deposit for LIC HFL**  
(14.07.2023)



**Training Program on Basics of Health Insurance and Preventive Care**  
(17.07.2023 – 18.07.2023)



**Marketing Leadership Program for Branch In-charge of LIC**  
(18.07.2023 – 20.07.2023)



**Workshop on Team Dynamics and Interpersonal Relationship**  
(19.07.2023 – 20.07.2023)



**Training Program on ERM of Insurance Companies**  
(24.07.2023 – 25.07.2023)



**Training Program on Reinsurance Management Intermediate Level**  
(20.07.2023 – 21.07.2023)



**International Program on Insurance of Power Transmission Risks – ZESCO, Zambia**  
(25.07.2023 – 04.08.2023)



**Training Program on Data Analytics and Data Interpretation**  
(02.08.2023 – 03.08.2023)



**Training Program for Miscellaneous & Liability Sectoral (The New India Assurance Co. Ltd.)**  
(07.08.2023 – 09.08.2023)



**Training Program on Marine Cargo & Fraud Management**  
(24.08.2023 – 25.08.2023)



**Training Program of First Time Area Manager (Batch 1) – LIC HFL**  
(24.08.2023 – 25.08.2023)



**Training Program on ERM Appreciation for LIC**  
(25.08.2023 – 29.08.2023)





**Training Program on Strategic Shift Performance Monitoring Through KPI**  
(25.08.2023)



**International Program on Excellence in Insurance Technical Non Life & Life**  
(04.09.2023 – 22.09.2023)



## **Training Program on Mega Risk Insurance** (11.09.2023 – 12.09.2023)



## **Ind AS Session for LIC** (11.09.2023 – 15.09.2023)



**Training Program for Master Trainers (Vigilance Awareness Week - 2023) Customized for The New India Assurance Co. Ltd**  
**(13.09.2023 – 14.09.2023)**



**Retiring Executive – The New India Assurance Co. Ltd. (Class I & II)**  
**(09.10.2023 – 10.10.2023)**



**Training Program on Health Insurance Medical Management and Fraud Control**  
(26.10.2023 – 27.10.2023)



**International Program on Insurance of Power Transmission Risks – Program for ZESCO, Zambia**  
(26.10.2023 – 02.11.2023)



**International Comprehensive Technical Program in General Insurance**  
04.12.2023 - 16.12.2023



**Program on Accounts Training Session – LIC HFL**  
(08.12.2023 – 09.12.2023)



**International Comprehensive Technical Program in Insurance & Insurance Regulations**  
(01.01.2024 - 24.01.2024)



**Training Program on Insight into Investment for LIC of India**  
(17.01.2024 – 18.01.2024)



**Master Class for Directors by IoD for LIC ED's**  
**(23.01.2024 – 25.01.2024)**



**Training Program on Insight into Investment for LIC of India**  
**(05.02.2024 – 06.02.2024)**



**Training Program on Leadership to entrepreneurship for Chief Organisers of LIC of India  
(21.02.2024 – 23.02.2024)**





**“Firming up the Fundamentals” Customized Classroom Training Program for Direct Recruit Officers (Health Batch) of the New India Assurance Co. Ltd. From 4th to 30th March 2024**



**“Firming up the Fundamentals” Customized Classroom Training Program for Direct Recruit Officers (Legal Batch) of the New India Assurance Co. Ltd. From 4<sup>th</sup> to 30<sup>th</sup> March 2024**



**“Firming up the Fundamentals” Customized Classroom Training Program for Direct Recruit Officers (Accounts Batch) of the New India Assurance Co. Ltd. From 4<sup>th</sup> to 30<sup>th</sup> March 2024**



# **CONTACT DETAILS**

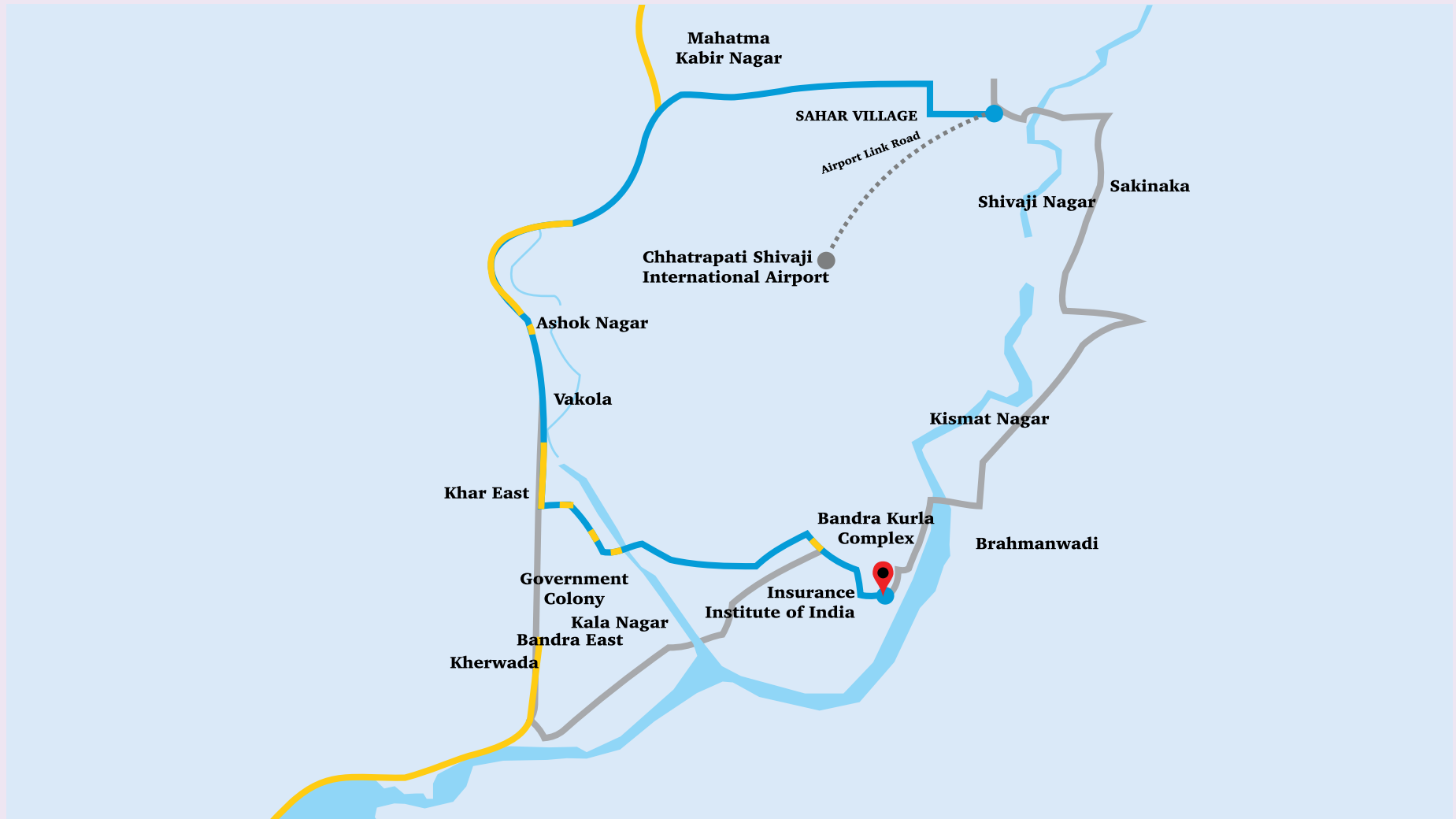
## **(As Per Work Profile)**

## Contact Details (As Per Work Profile)

Sr. No.	Nature of Work	Email Id	Numbers
<b>MRM Department (Members Relationship Management)</b>			
1	Queries related to Professional Examination (Indian & Overseas)	mrm@iii.org.in	022-69654239
			022-69654250
			022-69654238
			022-69654230
			022-69654244
			022-69654259
			022-69654223
2	Queries related to Surveyor Examination	surveyor@iii.org.in	022-69654230
			022-69654244
			022-69654259
			022-69654223
3	Queries related to Credits for Prior Learning (Exemption)	mrm@iii.org.in	022-69654244
			022-69654223
			022-69654259
<b>Continuing Professional Development</b>			
4	Queries related to Continuing Professional Development	cpd@iii.org.in	022-69654223
			022-69654259
<b>Regulatory Examinations (Broker/Corporate Agent/IMF/WA/Postal Life Insurance)</b>			
5	Queries related IMF (Insurance Marketing Firm)/ Brokers/ Corporate Agents/ Agent Examination/ Web Aggregator/ PLI (Postal Life Insurance)	reg.exams@iii.org.in	022-69654220
			022-69654256
			022-69654208
			022-69654257
<b>College of Insurance</b>			
6	Training	college_insurance@iii.org.in	022-69654251
			022-69654254
			022-69654284
			022-69654234
			022-69654266
			022-69654249
			022-69654270
			022-69654216

Sr. No.	Nature of Work	Email Id	Numbers
7	Seminar	seminar@iii.org.in	022-69654245
			022-69654281
			022-69654246
			022-69654266
			022-69654249
			022-69654270
			022-69654216
8	PGDHI (Post Graduate Diploma in Health Insurance)	pgdhi@iii.org.in	022-69654281
			022-69654216
			022-69654283
			022-69654285
	PGDIM (Post Graduate Diploma in Insurance Marketing)	pgdim@iii.org.in	022-69654209
			022-69654247
9	Research	research@iii.org.in	022-69654246
			022-69654252
			022-69654271
<b>Knowledge Management Centre</b>			
10	Library/ Journal/ Newsletter	library@iii.org.in	022-69654270
		journal@iii.org.in	022-69654281
		newsletter@iii.org.in	022-69654242
<b>Study Courses Department</b>			
11	Purchase of study material / queries to dispatch books / non-receipt of parcel	studymaterial@iii.org.in	022-69654288
			022-69654267
			022-69654231
			022-69654264
			022-69654217

## Directions to Insurance Institute of India (III) and College of Insurance (COI)



### Address:

#### Insurance Institute of India (College of Insurance)

G Block, Plot No. C-46, Bandra Kurla Complex,  
Bandra (E), Mumbai - 400 051.

N

○ Map not to scale



भारतीय बीमा संस्थान  
**INSURANCE  
INSTITUTE OF  
INDIA**

**कॉलेज ऑफ इन्शुरेन्स  
COLLEGE OF INSURANCE**

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[www.insuranceinstituteofindia.com](http://www.insuranceinstituteofindia.com)

[www.coi.org.in](http://www.coi.org.in)