



College of Insurance
Insurance Institute of India, Mumbai
Virtual Training Session on Claims in Life Insurance-Legal and
Regulatory Compliance
(CVT-CLI), (On: 20th December, 2024)

Program Concept and Objectives:

A Claim is the ultimate purpose of Life Insurance Policy from perspective of the Customer and a critical Moment of Truth for Life Insurance Companies. Discharging contractual obligations with speed, accuracy and sensitivity can bring in a critical competitive edge to the Life Insurers. And there is increasing incidence of fraud where Life Insurers have to judiciously and swiftly act to protect the interests of honest policyholders. What makes the whole thing challenging is ensuring compliance to Legal and Regulatory Framework applicable including Section 45, Regulatory timelines, Ombudsman and Consumer Commissions

Keeping the above background in mind, this program is designed to equip the Claims function executives with the knowledge of all the important elements of Life Insurance Claims process including Legal and Regulatory Framework applicable in detail so that they can effectively discharge their onerous responsibility.

COI has created '*Virtual Training (CVT) Rooms*' to conduct training program in a cost-effective manner for participants to equip themselves academically at their respective locations

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 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.



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Program Coordinator:

Mr V Jayanth Kumar

022-69654285

Email: vjayanth@iii.org.in

Program Duration & Timing:

1 day & from 10.00 a.m. to 05.00 p.m.

Program Fees:

The Program Fees: Rs 3540/- (Rs. 3000 /- + 9% CGST + 9% SGST)

How to Enroll:

Please click the below link to register the program

https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=2272

Certificate of Participation:

Online Certificate in PDF format will be issued to all the participants.

Program Team:

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