



College of Insurance

Insurance Institute of India, Mumbai

Virtual Training Session on Consumer Grievances and Effective Resolution (CVT-CG&ER), (On: 24th January, 2025)

Program Concept and Objectives:

Consumer grievances and satisfactory resolution are a critical part of any business, more so in case of service industry like that of Insurance where the service is highly intangible. They, in fact, are Moments of Truth, serve as important pointers and feedback on the quality of our products and services and what Consumers are thinking of them. Grievances per se are not the real cause of concern but whether our approach towards them is serious, sensitive and courteous and effective processes are in place for their resolution including Root Cause Analysis and remedial actions. These will enable Insurers to attempt Service Recovery and regain the trust and confidence of the Insurance Consumers and also contribute to the Shining Brand Equity for the Insurance Company

With the above background in view and to equip the Customer facing, frontline officials of Insurance Companies, the College of Insurance has created '*Virtual Training (CVT) session*' as a cost-effective mechanism for participants to equip themselves with the latest knowledge on the subject right at their respective locations.

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 Profile:

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

Program Coordinator:

Mr. V Jayanth Kumar

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Program Duration & Timing:

1 day & from 10.00 a.m. to 01.00 p.m.

Program Fees:

The Program Fees: Rs.1770/- (Rs. 1500 /- + 9% CGST + 9% SGST)

How to Enroll:

Please click the below link to register the program

https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/regDetails.htm?eventid=2289

Certificate of Participation:

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

Program Team:

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