



College of Insurance

Insurance Institute of India, Mumbai

Classroom Training Session on Life Insurance Policyholders Service and Protection (CT-LIPSP)

(From: 6th to 7th February, 2025)

Program Concept and Objectives:

Customer satisfaction and customer engagement is very essential since the nature of the life insurance business is unique. The contracts and therefore the relationship between the Insurer and the Policyholder are very long term and insurance contracts involve many intricacies. The insurance companies have to deal with the nominees of the Policyholders in many situations. The service experience given by the Insurance Company at various stages of the Customer Journey from Sales to the Claim settlement important determinant in Customer satisfaction and Value proposition.

IRDAI (Protection of Policyholders' Interests) Regulation, 2017 has been notified with the objective of ensuring that interests of insurance policyholders are protected at all times and to ensure that insurers, distribution channels and other regulated entities fulfil their obligations towards policyholders and put in place standard procedures and best practices in sales and service of life insurance policies.

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 Profile:

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



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Program Coordinator:

Mr. Krishnamohan Y

022-69654209

Email: ymohan@iii.org.in

Program Duration & Timing:

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

Program Fees:

- **Participants requiring residential facilities: Total amount Required –Rs. 11800/- i.e. (Rs. 10000/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

- **Non-residential participants: Total amount Required –Rs. 4248/- i.e. (Rs. 7200/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

Payment Terms and Conditions:

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to receipt of payment.
- 3) Please see below details for Bank Transfer.

Name of the Beneficiary	Insurance Institute of India
Account No.	004010100143462
IFS Code	UTIB0000004
MICR Code	400211002
Swift Code	AXISINBB004
Name of Bank	Axis Bank Ltd
Address	Branch - Fort Branch Address - Universal Insurance Building, Ground Floor, Sir P M Road, Fort, Mumbai - 400001.



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4) For online payment mode by following the below link

https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=2308

Program Venue, Location and Parking:

Program Venue:

College of Insurance,
Insurance Institute of India,
C-46, G-Block, Bandra-
Kurla Complex,
Mumbai - 400 051 India.

Please follow the link /
scan QR Code for
training venue.



<https://qrgo.page.link/qs2Qb>

Public parking available at 5 minutes walking distance (Behind US Consulate).

Program Team:

Ms. Nilambari Bagde	college_insurance@iii.org.in	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. Sujay Mahadik		022-69654251
Ms. Akshara Nagpal		022-69654266
Ms. Jayashree Salian		022-69654249
Ms. Mrunal Satam		022-69654216