



College of Insurance
Insurance Institute of India, Kolkata
Classroom Training Session on Motor OD
Underwriting & Claims Handling - In the Macro Changing
Scenario (CT-MOD), (From: 9th to 10th January, 2025)

Program Concept and Objectives:

Motor Insurance is one of the largest segments of Non-Life Insurance in India. This segment constitutes about 36% of the general insurance business in the country, and is considered a main source of revenue for the insurers. However, it is a highly competitive line of business, where increasing profitability is very challenging. With the market for automobiles rising, especially in high-end segment, the fast developing traffic infrastructure, this segment is evolving very fast in terms of use of technology and faster services. Correspondingly, the demand for more Add-On covers is increasing. Changes in the Motor Vehicle Act, as well as customer demands on better response time for claims settlement, services and strategic tie-ups are some of the key factors that drive growth in the Motor insurance business. Digital marketing of Motor Insurance, the need for human touch, reduction in response time, providing comfort to the customers through Road Side Assistance (RSA), hassle free cashless claim settlements, alternate transport arrangements during the repair time, etc. are some of the key considerations and challenges for today's Motor Insurers. Brokers, as intermediaries, have MSP arrangements with dealers. Despite this, they still struggle to raise the volume of Motor insurance from the retail market. Technology and other value additions in service can help all intermediaries in remaining active in this retail LoB segment. However, the elements of fraud and over assessment have remained as a major concern for insurers.

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.



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Participant Profile:

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

Program Coordinator:

Mr B K Nayak, Principal

Email: bk.nayak@iii.org.in

Program Duration & Timing:

2 days & 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. 5900/- i.e. (Rs. 5000/- 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.



भारतीय बीमा संस्थान
INSURANCE
INSTITUTE OF
INDIA

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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.

4) For online payment mode by following the below link

https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=2120

Program Venue, Location and Parking:

Please follow below link for Training Venue

<https://www.google.com/maps/place/Synthesis+Business+Park/@22.599688,88.47241,13z/data=!4m5!3m4!1s0x0:0xec3dd61dcbaa87f518m2!3d22.5996878!4d88.4724099?hl=en-US>

Address:

Insurance Institute of India
2nd Floor – 2A & 2C,
CBD/1, Synthesis Business Park,
Action Area II, Newtown,
Kolkata – 700 156.

✚ Parking Facility: "Limited Parking Facilities are available"

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