SYLLABUS

IC38 CORPORATE AGENTS (LIFE BRANCH)

SECTION I


CHAPTER 2: CUSTOMER SERVICE: General concepts - Why Customer Service - Quality of service - Customer service and insurance - Insurance agent’s role in providing great customer service - The Point of Sale - Best advice - The proposal stage - Acceptance stage - The claim stage - Grievance redressal - Integrated Grievance Management System (IGMS) - The Consumer Protection Act, 1986 - The Insurance Ombudsman - Communication process - Non-verbal communication - Ethical behavior.


CHAPTER 4: REGULATORY ASPECTS OF CORPORATE AGENCY: Insurance contracts – Legal aspects and special features – Definitions – Scope and applicability of these Regulations - Consideration of application - Renewal of registration - Procedure where a registration is not granted - Effect of refusal to grant registration - Conditions of grant of registration to Corporate Agent - Payment of fees and the consequences of failure to pay fees - Remuneration - Conflict of interest - Disclosures to the Authority - Arrangements with insurers for distribution of products - Servicing of policyholders - Sale of Insurance by tele-marketing mode and distance marketing activities of a corporate agent - Code of conduct for Corporate Agents - Maintenance of Records - Maintenance of books of account, records, etc - Code of Conduct.

CHAPTER 5: LEGAL PRINCIPLES OF AN INSURANCE CONTRACT: Insurance contracts – Legal aspects and special features - Legal aspects of an insurance contract - Elements of a valid contract - Insurance contracts – Special features - Uberrima Fides or Utmost Good Faith - Measures implemented to reduce the

SECTION 2


CHAPTER 8: LIFE INSURANCE PRODUCT I: Overview of life insurance products - What is a product - Purpose of life insurance products and needs covered - Riders in Life Insurance Products - Traditional life insurance products - Term insurance plans - Variants of Term Assurance - Whole life insurance - Endowment assurance - Dividend method of profit participation.


CHAPTER 16: PAYMENTS UNDER A LIFE INSURANCE POLICY: Types of claims and claims procedure - Concept of claims - Risk event and claim - Ascertaining whether a claim event has occurred - Survival Benefit Payments - Surrender of Policy - Rider Benefit - Death Claim - Forms to be submitted for Death Claim - Claim Procedure for Life Insurance Policy - Role of an agent
SECTION 3


CHAPTER 20: HEALTH INSURANCE UNDERWRITING: What is Underwriting – Definition – need - Underwriting basic concepts – File and use guidelines – Other health insurance regulations of IRDAI – Basic Principles of Insurance and tools for underwriting - Underwriting process – Group health insurance – Underwriting of overseas travel insurance – Underwriting of personal accident insurance