

SYLLABUS FOR IMF EXAMINATION

[As per IRDAI (Registration of Insurance Marketing Firms) Regulations, 2015]

SECTION I

1. INSURANCE MARKETING FIRM'S REGULATIONS

2. PRINCIPLES AND PRACTICES OF INSURANCE

1. Introduction To Insurance :

- a) The Concept of Risk, Perils and Hazards- Classification of Risks
- b) Risk Assessment, Risk Transfer & Mitigation Methods
- c) The Concept of Insurance
- d) Principle of Probability and Law of Large Numbers
- e) Pooling of Resources-Sharing of Risks
- f) Insurance as Security / Solidarity

2. Basic Principles of Insurance

- a) Moral Hazard / Morale Hazard
- b) Adverse Selection
- c) Utmost Good Faith
- d) Insurable Interest – Material Facts
- e) Proximate Cause
- f) Indemnity –Valued Policy
- g) Subrogation
- h) Contribution
- i) Legal Characteristics of Insurance Contract:

3. Types of Insurance

- a) Life Insurance
- b) Micro Insurance
- c) Annuities
- d) Health Insurance
- e) General Insurance
- f) Motor Insurance
- g) Personal Line Insurances
- h) Other Miscellaneous Insurance

4. Insurance Documents and Policy Terms and Conditions

- a) Insurance Policy Contract – Need for Proposal Forms
- b) Scope of Cover – Coverage, Exclusions and Warranties, Conditions
- c) Endorsements and Riders in Insurance.
- d) Deductibles/ Excess
- e) Documents Relating to Underwriting and Claims Settlement

3. LEGAL AND REGULATORY ASPECTS OF INSURANCE

- a) Relevant Provisions of Various Act and their applicability to Insurance, Motor Vehicles Act 1988, Marine Insurance Act 1963, Consumer Protection Act 1986, Insurance Act 1938, IRDA Act, 1999;
- b) Role of Industry bodies like Governing Body of Insurance Council, Life Ins Council, Gen Ins Council, Ins Brokers Association of India, etc.
- c) Insurance Regulations & Guidelines - Protection Of Policyholders' Interests Regulations, File & Use guidelines, Regulations relating to Receipt of Premium by Insurer/s vis-à-vis Section 64VB of Ins Act for commencement of risk; IRDA (detection & monitoring of insurance frauds) Guidelines
- d) Anti-Money Laundering: AML / CFT guidelines in Insurance Sector & Updated guidelines from IRDA.
- e) Redressal of Policy-holders' Grievances - Role of Ombudsman Offices, IGMS of IRDA, etc.

4. RISK MANAGEMENT

- a) Risk Management Concepts – Pure Risk and Business Risk, Static Risk and Dynamic Risks, Objective Risk and Subjective Risk, Systemic Risks and Random Risks, Catastrophe risks, Risk Accumulation and Risk exposures.
- b) Steps in Risk Management and ways to treat Risks
- c) Risk impact and likelihood (Frequency – Severity) issues / Risk Mapping
- d) Risk Response Management - Loss & Claims Management, Disaster and Recovery Planning – Crisis Management, Loss / Cost Containment Procedures, Risk Management Record Keeping
- e) Importance of Risk Training and Communication
- f) Risk Control Techniques – Preventive Controls, Corrective Controls, Directive Controls, Detective Controls

SECTION II - GENERAL INSURANCE

1. MOTOR INSURANCE

Types of Motor Policies, Certificate of Insurance/ Cover Note
Miscellaneous and Special Types of Vehicle, Motor Trade Policies
Understanding of Various Indian Motor Tariffs and General Regulations

a) Private Cars and Two wheelers Motor Policy

- a) Package Policies
- b) Scope of Cover of Liability to Third Parties
- c) Liability Only Policy Forms
- d) Personal Accident Cover for Owner-Driver

b) Commercial Motor Policies

- a) Commercial Vehicles Package Policy.
- b) Section I - Loss or Damage
- c) Section II - Liability to Third Parties
- d) Section III - Towing Disabled Vehicles
- e) Motor T.P. Declined Risk Pool;
- f) Rating in Motor OD and Motor TP Insurance (particularly its adequacy) - during Tariff regime as well as during Tariff-free regime;
- g) Role of IRDA in determining Motor TP premium rates;

c) Claims

- a) Motor Vehicle Claim Experience
- b) Types of Losses
- c) Claim Documents, Survey and Loss Assessment
- d) Computation of Vehicle Damage Claims
- e) Motor - Third Party (Liability computation)
- f) Role of MACTs/Lok Adalats in Motor TP Claim settlements
- g) O/s claims in Motor TP
- h) Underwriting Experience in Motor OD and Motor TP portfolios - during Tariff regime as well as during Tariff-free regime;

2. HEALTH INSURANCE & PERSONAL ACCIDENT:

1. Types of Health Insurance Products Available - Hospitalization Reimbursement Insurance, Critical Illness Insurance Cover, Specific Disease Covers,
2. Health Insurance Claims Management
3. Group Medical Insurance
4. Role of TPAs in healthcare Delivery
5. Overseas Travel Insurance - Terms, Exclusions, Conditions, Benefits Ranges, Frequent Traveler Policies, Claim Settlement Procedures - Baggage Insurance - Coverage, Terms, Conditions, Exclusions, Rates

6. Personal Accident Insurance – Basic Principles, Coverage, Exclusions, Conditions, Add-ons- Individual Insurance and Group Insurance, Claim Procedures.
 7. Types of Health Insurance Products Available-Hospitalization Reimbursement Insurance, Critical Illness Insurance Cover, Specific Disease Covers,
 8. RSBY – its features and implementation
3. **MISCELLANEOUS INSURANCE (other than Motor, Health, Liability, Property Insurance)**
1. **Package Policies – Retail**
 - a. Jewelers’ Package Insurance - Section Wise Coverage, Terms, Exclusions, Conditions
 - b. Shopkeepers Insurance - Section Wise Coverage, Terms, Exclusions, Conditions –
 - c. Claim settlement process of package policy
 2. **Package Policies – Personal**
 3. **Household Insurance** – Section wise Coverage, Terms, Exclusions, Conditions – Underwriting And Rating, Claims Settlement
 4. **Rural and Social Insurance**
 - a. Cattle and other rural and agriculture insurance
 5. **Micro – Insurance**
 - a. Micro Insurance Products

SECTION III- LIFE INSURANCE

1. **Life Insurance Products:**
 - **Basis of life insurance products**
 - **Classification of products: Traditional / Linked Product**
 - **Traditional Products**
 - Term Insurance
 - Whole Life Insurance
 - Endowment Insurance
 - Money Back Insurance
 - **Linked Products**
 - **Health Insurance**
 - **Riders & Options (on Both Traditional & Linked Platforms)**
 - Term
 - Critical Illness
2. **Financial need Analysis and Selection of appropriate policy**
3. **New product guidelines including customer protection**
4. **Product comparison analysis of various life insurance companies:**
 - a. Scope-features-coverage-benefits-premium-sum assured-commission payable, etc.

5. Underwriting Aspects of Life Insurance

- Concept of Mortality and Mortality Table.
- Principles of Underwriting
- Types of Underwriting
- Medical Underwriting, Financial Underwriting.
- Numerical Rating System
- Level premium
- Calculation of Premium, Modes of Premium Payment
- **Important Documents**
- Prospectus / Brochure
- Proposal Form
- Age Proof
- First Premium Receipt
- Policy Bond
- Endorsements

6. Policy Servicing & Claims

- **Policy Servicing**
 - Notices
 - Renewal
 - Revival
 - Alterations
 - Nomination
 - Assignment
 - Loan
 - Surrender value, paid-up value
- **Life Insurance Claims**
 - Processing of claim settlement
 - Important document required
 - Types of claims : SB claims / Maturity claim/ Death claims
 - Calculation Of Benefits Payable – bonus – guaranteed additions – final bonus,etc.

7. Group Insurance

- Group Insurance & Group Underwriting
- Types Of Group Insurance In India:
 - Group Gratuity
 - Group Superannuation
 - GSLI
 - Group Credit Insurance
 - Group Insurance In Lieu Of EDLI

8. Social & Rural Insurance

- Micro Insurance Concept
- Micro Insurance Regulations
- Social Group Insurance
- Different Government Schemes For Weaker Sections, Rural Areas

9. **Pension Products & Annuities**
- Defined Benefit Pension Scheme
 - Defined Contribution Pension Scheme
 - Classification Of Annuities
 - Life Annuity
 - Annuity Certain
 - **Annuity Options**
 - Fixed Annuity
 - Variable Annuity
 - Linked Annuity
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