SYLLABUS

IC38 WEB AGGREGATOR

(LIFE, HEALTH AND GENERAL)

SECTION I COMMON SECTION


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 WEB AGGREGATOR: Definitions- Eligibility criteria for License of the Web Aggregator- Application seeking Grant of License- Application seeking Renewal of License- Employees of the Web Aggregator- Annual Fees- Capital requirements - Professional indemnity insurance- Duties and Functions of web Aggregators- Nomenclature of Web Aggregators - Agreement of Insurer with a Web Aggregator- Display of product comparisons on the web site- Remuneration - Cancellation or suspension of license with notice- Maintenance of books of account, records, etc- Action against a person acting as a Web Aggregator without a valid license- Certification of Compliance-

SECTION 2 LIFE SECTION


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 14: DOCUMENTATION – POLICY CONDITION – II: Policy conditions and privileges - Grace period - Policy revival measures - Non-forfeiture provisions - Special policy provisions and endorsements - Provisions related to nomination –
Assignment - Types of Assignment - Conditions for valid assignment - Nomination
Vs. Assignment - Duplicate Policy – Alteration.


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 HEALTH INSURANCE


SECTION 4 GENERAL SECTIONS


