

CC4 - Certification Course in Investigation and Fraud Detection in Life Insurance

According to Deloitte's Insurance Fraud Survey 2023, the Indian insurance sector has witnessed a substantial surge in fraudulent activities within the life and health insurance domains. Around 60% of respondents noted a significant increase in fraud. The fraud in life insurance has grown post Covid 19 and living in denial mode is not going to help anymore. Prioritizing the fight against fraud with investments in useful resources including those of digital predictive analytics is gaining prominence. Professional and effective investigation to detect fraud and collecting legally acceptable evidence and well written Investigation Reports which stand with credibility in Courts of Law is an important tool in the fight against fraud in life insurance. Hence the need for qualified, trained and competent professional investigators to curb fraud. Life Insurers need to build internal cadres of employees who are competent to do fraud related investigations in a professional manner, and support attempts to fight fraud. This would help in making the industry more resistant to fraud, thereby protecting honest policyholders' interests as well as corporate interests. It would also provide better academic and professional credibility to the employees who need to represent and testify the Company in Courts of Law, and other judicial/ public forums.

With the above background in mind, this Certification course has been designed for Life Insurance professionals working in the field of Insurance Investigation / Fraud Cells/ Claims Departments/ Audit functions of the Company, and others who have a good understanding of Life Insurance and a flair for investigation. The course would help internal Investigators to detect and report on Frauds with tangible evidence thereby arrest the growing frauds in the Industry. Traits of Investigators, Do's and Don'ts, Psychology of Fraudsters, Key elements of Investigations, Legal /Regulatory Aspects, Death-Disability Health Claim Investigation, Forensics, Report Writing are covered in the course.

This course would help the participants in appreciating, understanding and learning the following:

1. Magnitude of Insurance Fraud, Case studies
2. Section 45, other Legal and Regulatory issues
3. Qualities and Traits of Investigators, Do's and Don'ts
4. Key Elements & challenges in Life Insurance - Death, Disablement, Health and Injury matters
5. Investigation Challenges in Employee/Agent Antecedents and Misconduct
6. Health Frauds - Hospital and Medical Points of view
7. Use of Technology, Social Media
8. Forensic Analysis in Life Insurance Fraud
9. Reporting Writing with definite Conclusions and its use as Evidence

Course Structure –

Particulars	Details
Course Commencement Date	20 th – 22 nd August 2025
Duration of the course	3 Days
Mode of Teaching	Virtual Training – COI, Mumbai
Total hours of Teaching	15 hours
Exam pattern	MCQ pattern
Target Group	Employees working in Fraud cells/ Claims Department/ Audit functions of the company
Fees for the course	Rs. 10620/- (Rs. 9,000/- + 18 % GST)

Write to college_insurance@iii.org.in for further information

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