भारतीय बीमा संस्थान
INSURANCE INSTITUTE OF INDIA

"Building Expertise,
Enabling Professional Growth"

कॉलेज ऑफ़ इन्श्योरेन्स
COLLEGE OF INSURANCE
2026-2027
(Life Insurance Training Programs)

भारतीय बीमा संस्थान गीत III ANTHEM

अंधकार मिटे अज्ञान का, ज्ञान का प्रकाश हो।
बीमा का विस्तार हो, सुलाभ कारोबार हो।।

ज्ञान योग से सिद्धि हो, सक्षम हो संमृद्धि हो।
यही हमारा नारा है, यही उद्देश्य हमारा है।।

पूरब हो या पश्चि हो, उत्तर हो या दक्षिण हो।
गांव गांव में, शहर शहर में, बीमा ज्ञान दिलाते है।।

जन्म हुआ है पचपन में, एक नहीं एकनब्बे है।
भारत के संग विश्व में हम, बीमा ज्ञान फैलाते है।

आओ सब प्रयास करे, जहाँ भी बीमा ज्ञान हो।
भारतीय बीमा संस्थान हो, भारतीय बीमा संस्थान हो।

खेत हो खदान हो, वाहन हो विमान हो,
जीवन हो या अजीवन हो, धन दौलत सामान हो।

ज्ञान योग से सिद्धि हो, सक्षम हों समृद्धि हो।।
यही हमारा नारा है। यही उद्देश्य हमारा है।।

सबका ज्ञान दिलाते है। बीमा ज्ञान दिलाते है।
देश का विकास हो, जन-जन का विश्वास हो।।

Vision

To be a professional institution of global repute, dedicated to education, training and research in insurance and allied services, thereby developing skill and competency, for all the associates of the insurance industry in India and abroad.

Mission

- To conduct professional certification programs of international standard in the area of insurance, risk management and related subjects by offering high quality content and conducting examinations.
- To offer professional training through various pedagogy for entire insurance ecosystem.
- To disseminate knowledge through seminars, conferences, webinars, journals and newsletters.
- To work in collaboration with Corporates, Policy makers, Education Institutions and others to help spread the insurance awareness and education.
- To provide cutting-edge research in contemporary and critical areas of insurance, dissemination of insurance information to individuals, corporates, policy makers and other users of insurance.

Introduction to III

The Insurance Institute of India (III) formerly known as the Federation of Insurance Institutes (J.C. Setalvad Memorial) was established in the year 1955, for the purpose of promoting Insurance Education and Training in the country. Institute qualifications are held in esteem both by the regulator and the industry. In its role as a leading education and training provider, I.I.I. is closely associated with all the segments of the insurance industry which include the Insurance Regulatory and Development Authority of India (IRDAI), and public and private sector insurance companies as well.

The main objectives of Insurance Institute of India are:

- To run College and conduct examinations, oral and written, in insurance theory and practice and related subjects for awarding certificates, diplomas and degrees to those interested in insurance. To give oral and postal tuitions, prepare and supply reading materials and similar other educative methods for encouraging and assisting the study of any subject bearing on any branch of insurance.
- To offer scholarships, grants and prizes for research or any other educational work bearing on insurance. To ascertain the law and practice relating to all matters connected with insurance and to disseminate such knowledge among those interested in insurance.
- The activities and programmes of the Institute, among others, assist people in the insurance Industry, to acquire the skills and expertise to meet the growing needs of multiplicity of customers- the objective being to enhance professional insurance service to the millions in this country.

The Institute's registered office is located at Mumbai and is registered under the Societies' Registration Act, 1980.

There are at present 91 Associated Insurance Institutes spread all over the country. The Sri Lanka Insurance Institute and Financial Institutions Training Institute, Bhutan are affiliated to the I.I.I. The members of the Associated Institutes and the Affiliated Institutes automatically become the members of the I.I.I.

Introduction to COI

College of Insurance (COI), formed in 1966, the training arm of III, provides training in all technical domains of Insurance round the year. A large number of private and public sector insurers, brokers, surveyors and others from India and abroad benefit from its classroom sessions, workshops and seminars. College of Insurance is in the Sixthieth year of its existence in Mumbai as of 2026. The College has a Kolkata Chapter, opened in November 2016 which caters to the training needs of the Eastern States of India and the countries in its neighborhood.

Governing Body of III

President : The President of Insurance Institute of India is the Chief Executive Officer & Managing Director of LIC of India, Chairman cum Managing Director's of GIC Re and The New India Assurance Company Limited by rotation. The term of President is for two years.

Deputy President: There are total Six Deputy presidents elected amongst the Council (3 from LIC of India, 2 from GIC Re and one from The New India Assurance Co. Ltd). The term of Deputy President is for one year.

Council:

- The management and control of the Institute and its property, affairs and business shall be carried on by and vested in the Council subject to the provisions of the Memorandum and Regulations of the Institute. Subject as aforesaid, the Council shall have power from time to time to make, revoke and vary rules and/or bye laws for the conduct of the business and affairs of the Institute and the Council, and to appoint Committees from among its own members and/or others and to delegate to such committees such of its powers as it may deem expedient.
- The Council is the governing body. It has 59 members of which 30 are Corporate Members (15 member from LIC of India and 15 members from GIC Re, The New India Assurance Co. Ltd., National Insurance Co. Ltd., The Oriental Insurance Co. Ltd. and United India Insurance Co. Ltd. (3 each)). The remaining 29 Voting Council Members are from the Associated Institutes of the Insurance Institute of India. Members representing the corporate sector are top executives of their respective insurance companies.

President of Insurance Institute of India

Mrs. Girija Subramanian
Chairman-cum-
Managing Director,
The New India Assurance Co. Ltd.

Mrs. Girija Subramanian, Chairman-cum-Managing Director, The New India Assurance Co. Ltd. carries with her an experience of more than 37 years in the industry.

She holds a bachelor's degree in Statistics from Mumbai University and a Fellow member of the Insurance Institute of India and also an Associate member of the Chartered Insurance Institute, London.

Mrs. Girija Subramanian started her career as a Direct Recruit Officer in GIC Re in 1988 and has handled many verticals within GIC Re successfully in a career spanning 34 years. She has indepth experience in handling Reinsurance as a subject and has been an integral part of the Reinsurance Solutions expertise in the industry for a long time.

Mrs. Subramanian was selected as CMD of Agriculture Insurance Company of India Limited in September 2022.

She joined as Chairman-cum-Managing Director, New India Assurance on 19th June, 2024 post selection process by the Ministry of Finance, Govt. of India.

She is on the Board of many institutions including National Insurance Academy, Pune, India International Insurance, Singapore, Prestige Assurance Company, Nigeria, Institute of Insurance and Risk Management, Hyderabad, GIC Housing Finance, Health Insurance TPA, Bombay Chamber of Commerce & Industry and a Co-chair on the Insurance Section of ASSOCHAM.

MESSAGE

It gives me great pride to extend warm greetings as we unveil the ANNUAL BROCHURE 2026–27 of the College of Insurance, Insurance Institute of India. This year's brochure comes at a pivotal moment for the Indian insurance sector, marked by significant legislative reforms that are poised to reshape the landscape of insurance practice, regulation, and professional development in our nation.

In December 2025, the Parliament of India passed the **Sabka Bima Sabki Raksha (Amendment of Insurance Laws) Bill, 2025**, a landmark legislation that modernises and strengthens the legislative framework governing our industry.

Against this backdrop of regulatory progress, the College of Insurance has curated its training and development programmes to equip professionals with the knowledge and skills necessary to thrive in this evolving environment. The 2026–27 annual training brochure includes: specialised courses on INSURANCE LAWS AND REGULATORY CHANGES, ADVANCED COMPLIANCE AND RISK MANAGEMENT, Risk Based Capital Framework, POLICYHOLDER PROTECTION & ETHICAL STANDARDS, and DIGITAL TRANSFORMATION IN INSURANCE. These programmes are designed for practitioners across levels—from emerging professionals to senior leaders—and emphasise practical understanding, regulatory compliance, and strategic insight.

I wish success to all associated with the Institute in their endeavors to embrace learning, collaboration and growth.

Secretary General of III

Shri. P. Jaipuria
Secretary General & Director
Insurance Institute of India,
College of Insurance

Shri. P. Jaipuria took over charge as Secretary General, Insurance Institute of India, Mumbai. Shri Jaipuria joined LIC in September 1989 as a Direct Recruit AAO. He has worked in different assignments at Eastern Zone, East Central Zone, South Centre Zone, Northern Zone and Central office of LIC.

He has to his credit decades of experience in marketing assignment of both Life Insurance as well as Pension and Group Schemes in different capacities i.e. Branch Manager, Sr. Branch Manager, Chief Manager, Marketing Manager and Sr. Divisional Manager.

Marketing assignment apart, he has administrative and managerial experiences of working in other important Departments like New Business, Information Technology, Legal, Estate and Office Services, Estate Management, Employees Relations – Discipline etc. in different capacities. Before taking over in the present assignment, he was Director, College of Insurance, Insurance Institute of India.

He has keen initiatives in the areas of Project Management, Resource Building, Customer Centricity, Agents' Activation and Optimisation. He believes in Creativity, Collaboration, Commitment and Culture.

Faculty Profile of COI, Mumbai

Dr. Ramesh Kumar Satuluri
Assistant Professor
(Research & Life Insurance)

Dr. Ramesh Kumar Satuluri joined College of Insurance (Insurance Institute of India) as Faculty-Research on 5th October 2023. Prior to this, he was working with HDFC Life Insurance as Zonal Training Manager & National Training Manager (Learning & Development) for 14 yrs. He was heading Variable Channel and Direct Channel as National Training Manager during his stint with HDFC Life. His earlier stint includes working with ICICI Securities and TATA AIA Life as Regional Product Manager and Regional Training Manager respectively. He has spent considerable time with NIIT limited as Faculty.

Dr. Ramesh Kumar Satuluri is a Commerce Graduate and Law Graduate. He completed his MBA, MCOM, MPHIL and PHD in Finance. On professional front, he is a FIII (Insurance Institute of India), ALMI (Life Office Management Association), Certified Financial Planner (FPSB), Master Financial Advisor (LIMRA), Certified Trainer (Kinder Brothers International), Certified MF Distributor (AMFI) and completed GNIIT (NIIT). He attended Executive Development Program from Indian Institute of Management, Bangalore.

Dr. Ramesh Kumar Satuluri was awarded PHD on "Factors influencing profitability of Life Insurance Companies in India". He has contributed many articles in peer reviewed journals/UGC Care/Financial Planning Journals. He has presented papers in various seminars on his area of study. He can be contacted at <ramesh@iii.org.in>.

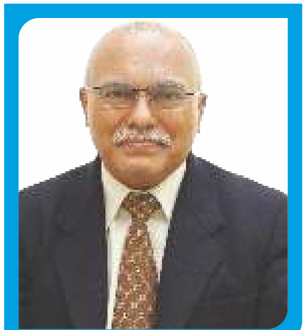
Shri. V. Jayanth Kumar
Faculty
(Life Insurance)

Shri. V. Jayanth Kumar, is a seasoned insurance professional, regulator, and academician with 40 years of distinguished experience spanning over insurance operations, distribution, regulation, supervision, and professional training. Associated with College of Insurance-Insurance Institute of India in Mumbai as Faculty since March 2023.

A Post graduate from Andhra University, Visakhapatnam, is an Associate member of the Insurance Institute of India (AIII), and has completed an International Post Graduate Diploma in Life Insurance from the IIRM, Hyderabad. He has also undergone advanced international exposure through the International Fellows Program of the National Association of Insurance Commissioners (NAIC), USA (2012).

Mr. Jayanth began his career with Life Insurance Corporation of India (LIC) in 1986 as a Direct Recruit Officer and served the organization for 25 years in progressively responsible leadership roles. His assignments included Branch and Divisional Head positions, Faculty at the Zonal Training Centre, and Regional Manager, where he spearheaded marketing initiatives through bancassurance and alternate distribution channels. His tenure at LIC provided him with extensive hands-on experience in life insurance operations, Marketing & Sales Management, Channel development, and Training apart from Leadership positions.

On selection to IRDAI, he took voluntary retirement from LIC, and joined the Insurance Regulatory and Development Authority of India (IRDAI) in 2011. Over the next 11 years, he served as Joint Director / General Manager and later as Chief General Manager, heading the Life Insurance Department. Beyond his professional pursuits, his interests include music, spirituality, reading, and travel. He can be contacted at < vjayanth@iii.org.in >.



Shri. Deepak Sangal
Faculty
(General Insurance)

Shri. Deepak Sangal joined the College of Insurance as Faculty on 01 March 2023. He is a Graduate in Engineering and an Associate of Insurance Institute of India (III). He joined United India Insurance Co. Ltd. in 1988 as Risk Engineer. He has worked for 32 Years in various operational and controlling offices in the Western and Northern regions. Conducted extensive risk inspections ranging from Engineering Units, Steel Plants, Thermal Power Plants, Hydro Power Plants, Nuclear Power Plants, Petrochemical / Fertilizer Plants etc. Conducted training programs for various Corporates. Handled Underwriting & Claims of Mega Risks. He was on deputation to National Insurance Academy for a period of 3 years. He took VRS in the position of Regional Manager in 2020. His interest / hobbies include academics, sports, travel. He can be contacted at <dsangal@iii.org.in>.

Dr. Sanjay N.Tupe
Faculty
(Economics)

Dr. Sanjay N.Tupe, presently working as faculty in Economics at College of Insurance (Insurance Institute of India) Bandra- Kurla Complex, Mumbai. Earlier, he worked as Professor, and Head of Dept. of Banking and Finance at B.Y.K. College of Commerce, Nashik. He was in-charge principal at RNC Arts, JDB Commerce, and NSC Science College, Nasik Road. Also worked as Member on Board studies in Banking and Finance and Business Economics at S.P.P.U, Pune and Kaviyatri Bahinabai Chaudhari (North Maharashtra) University, Jalgoan. He did master degree in Economics from Pune University, earned M. Phil from Amravati University and LL.B. from Pune University. He is university first ranker (Pune University) in Post Graduate Diploma in Capital Market Management. He also obtained PhD (Economics and Finance) from Indian Institute of Technology Powai, Mumbai, in August 2009, He is Post Doctorate Fellow in Economics of OUCIP, Osmania University, Hyderabad (Funded by American Consulate).

He is life member of academic bodies: The All India Marathi Arthashastra Parishad Mumbai, Indian Economic Association, The Indian Econometric Society, Input-output Research Association of India and Think line. He can be contacted at <tupe@iii.org.in>.

Shri. Subash Chandra Pattanayak
Faculty (Life Insurance)

Shri. Subash Chandra Pattanayak, joined Insurance Institute of India, Mumbai as a Faculty (Life Insurance) in the College of Insurance, Insurance Institute of India on 1st September,2023. Shri Pattanayak started his career in LIC of India as a Direct recruit Assistant Administrative Officer (AAO) in the year 1990 and carries a vast and rich experience of 33 years of various positions in LIC of India.

He has overseen leadership assignments involving business development, profitability improvement, ensuring compliance and risk management, close interface with Independent Board on regulatory and governance matters. Prior to his present assignment at III , he has held several important positions in LIC of India such as CEO & MD LIC (Sri Lanka), CEO & MD LIC(Nepal), Senior Divisional Manager(In-charge) of 2 premier divisions – Pune 2 & Kolkata Metropolitan Divisional Office 1, Chief Administrator & Faculty – National Insurance Academy, Pune. He has undergone training on "Life Insurance Business Leading Towards Sustainable Profitability" from IIM, Bangalore, "Business Leadership" from Indian School of Business, Hyderabad (ISB, Hyderabad, India)," Case Writing Workshop" from The Case Centre, UK and Direct Trainer Skills Programme (DOPT, GOI). Shri Pattanayak was a part and parcel of Research Paper on the subject of "A Perception of the Middle and High-Income Millennials about the Need for Pension and their Retirement Preparedness" in National Insurance Academy , Pune.

He was Conferred with "Awards of Excellence in Insurance" from Top Management Consortium, Pune in 2013-14. Shri Pattanayak holds a Bachelor's Degree in Agriculture from College of Agriculture, Odisha University of Agriculture & Technology. He is also a Fellow member of Insurance Institute of India(FIII). He can be contacted at <pattanayak@iii.org.in>.

Faculty Profile of COI, Kolkata

Shri. Subrata Ghoshal
Faculty (Life Insurance),
COI, Kolkata

Shri. Subrata Ghoshal joined the College of Insurance, Kolkata, under the Insurance Institute of India as Faculty (Life Insurance) on 1 December 2025. He brings with him over three decades of extensive experience in the life insurance industry covering operations, marketing, training, overseas assignments and enterprise risk management. Prior to joining the Insurance Institute of India, Mr. Ghoshal served the Life Insurance Corporation of India (LIC) and its subsidiaries in various managerial and leadership roles across India and abroad. He was closely associated with agency development, sales and distribution management, operational administration and capacity building of field and managerial personnel. He has experience in the Direct and Bancassurance channels of life insurance marketing. He also served as Regional Manager in LIC Housing Finance Limited (LICHFL).

A significant part of his professional career includes an overseas assignment with LIC (UK), where he served as Chief Manager. Mr. Ghoshal holds a Master of Business Administration from Jadavpur University and a Bachelor of Science (Honours) in Physics with First Class Honours and distinction. He is a Fellow of the Insurance Institute of India (FIII) and holds an International Post Graduate Diploma in Enterprise Risk Management from the Institute of Risk Management (IRM), United Kingdom and is certified as GradIRM (UK). He also holds a Post Graduate Diploma in Computer Application (PGDCA).

His academic and professional interests include life insurance operations and distribution, agency and field force management, enterprise risk management, governance and compliance, training design, and leadership development. He can be contacted at <ghoshal@iii.org.in>.

Shri. Sudip Dutta
Faculty (General Insurance),
COI, Kolkata

Shri. Sudip Dutta joined as a Faculty (General Insurance) in the Kolkata Centre of College of Insurance, Insurance Institute of India on 23rd March 2026. Shri Sudip Dutta started his career as a Direct Recruit Officer (1988 Second Batch) with The Oriental Insurance Company Limited, New Delhi. During his more than 36 years of service he has worked across almost all the domains of general insurance and carries with him a lot of experience and ideas related to the diverse and dynamic challenges and issues which are an integral part of the general insurance space. He has worked in the Administration, Technical, Legal, Marketing and Reinsurance Treaty departments in the offices where he was posted. After working in the Divisional, Regional and Corporate Office he retired on 31st January 2025. At the time of his retirement, he was the incharge of the Reinsurance Treaty Department of The Oriental Insurance Company Limited. Shri Sudip Dutta was a Member of IRDA Committee on Granting Chartered Status to IIISLA, which submitted it's report in December 2018. Shri Sudip Dutta holds a Masters of Science Degree in Mathematics from North Eastern Hill University, Shillong. He is also an alumni of the Management Development Institute, Gurgaon, having completed the NMP20 Programme PGDM (Full Time). He completed the Associateship (Marine) followed by Fellowship from III, Mumbai. He can be contacted at <dutta@iii.org.in>.

Secretaries of III

Shri. Kedar P. Sant

Shri. Kedar P. Sant is the Secretary of the Insurance Institute of India. He holds a B.Com degree from Mumbai University as well as a post-graduate diploma in computer software, systems analysis, and application from the Board of Technical Education of the Government of Maharashtra. He joined the Insurance Institute of India in 1999 and has experience working with the institute's information technology department, professional examinations, regulatory examinations. At the present time, he is in charge of the departments of Personnel, and establishments.

Shri. Manish Raikar

Shri. Manish Raikar is currently the Secretary of Insurance Institute of India. He joined the Institute in 1999 and has contributed significantly over his 26-year tenure, taking on a wide range of responsibilities across the organization.

Throughout his career at the Institute, Mr. Raikar has overseen several key portfolios, including Professional & Regulatory Examinations, Content Development, Sale of Study Courses, Secretarial, Establishment, Accounts, Investments, and Taxation. His broad experience and knowledge have been instrumental in strengthening the Institute's academic and administrative functions.

At present, he is responsible for overseeing the College of Insurance, as well as managing critical functions such as Accounts, Investments, Taxation, Sale of Study Courses, and the Secretarial department. Mr. Raikar holds a Bachelor's degree in Commerce and an Honours Diploma in Information and Systems Management. He is also a Fellow of the Insurance Institute of India. Beyond his professional pursuits, Mr. Raikar enjoys reading and has a strong interest in singing, which he pursues as a creative outlet and source of personal enrichment.

COLLEGE OF INSURANCE

Bespoke (Customised) Training Programs

During the last few years, the College of Insurance has been conducting Bespoke Training Programs which are designed for the Insurance Companies and other entities in addition to the calendar programs which are scheduled for the year. These programs are customised for Insurance Companies and entities like broking houses, the IIISLA, State Government departments, Banks, Regulators and, above all, for Regulators and Insurance Companies from abroad.

The customised training modules are developed keeping in view the academic requirements of each individual organization after discussion between their departments and the College of Insurance faculty. Topics include Life, Health, Fire, Marine, Liability, Aviation, Regulations, Marketing, Reinsurance, Motor, Claims, Underwriting, Micro Insurance, Anti-Fraud, Risk Management, Actuarial, etc. Enquiries can be sent to College of Insurance on the email id: college_insurance@iii.org.in. More importantly, Induction Programs of up to six weeks have been customized for different Insurance Companies.

Till date, the College of Insurance has already conducted 65 bespoke programs in Mumbai and Kolkata Campus in the financial year (i.e. 2025-2026)

Program Calendar for 2026-27

Mumbai Campus

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
April 2026									
1	CP	Communication as a Tool for Customer Engagement and Retention Level : Basic	6 Apr., 2026	CT	-	₹ 4000/- + GST	-	Life	Executives, team leaders, managers of customer service department of Insurance companies.
2	CP	Data Analytics and Data Interpretation Level : Advanced	16 Apr., 2026	CVT	-	-	₹ 1500/- + GST	Common	Insurance Practitioners who are working and/ or interested in the field of data analytics.
3	CP	Certified Insurance Anti Fraud Professional (CIAFP) Level : Advanced	20-22 Apr., 2026	CVT	-	-	₹ 7500/- + GST	Common	Minimum Licentiate from III who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
4	CP	Getting Ready for DPDP Act Compliance – Batch 1 Level : Basic	27 Apr., 2026	CVT	-	-	₹ 1500/- + GST	Common	Junior to Middle level executives and those involved in different functions such as IT, Compliance, Risk, Distribution, Under-writing, HR.
May 2026									
5	CP	Actuarial Concepts for Non-Actuaries Level : Basic	4-5 May., 2026	CT	₹ 11000/-+ GST	₹ 8000/- + GST	-	Life	Product, Underwriting, Sales, Finance, Risk, Compliance and Strategy managers working closely with actuarial teams and or with product development.
6	CP	Compliance Governance and Risk Management (IRCC) Level : Advanced	4-6 May., 2026	CVT	-	-	₹ 7500/- + GST	Common	Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the Compli-ance Governance and Risk Management in Insurance

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
7	CP	Legal & Regulatory Compliance in Insurance Level : Advanced	6-7 May., 2026	CT	₹ 11000/-+ GST	₹ 8000/- + GST	-	Common	Middle level to Senior executives in Legal and Compliance Departments of Insurance Companies.
8	CP	Cultivating Brand Ambassadors in the Insurance Ecosystem Level : Basic	7 May., 2026	CVT	-	-	₹ 1500/- + GST	Life	Entire value chain of customer interaction: Sales & Distribution, Operational Leadership, Service & Claims Excellence, Strategic Leadership
9	CP	Comprehensive Training Program for Principal Officers of the Corporate Agents (Including Banks) Level : Advanced	12-13 May., 2026	CT	₹ 11000/- + GST	₹ 8000/- + GST	-	Life	Principal Officers of the Corporate Agents including Banks, the Employees Managing Corporate Agency, Bank tie-ups.
10	CP	Approaching Non Resident Indians (NIRs) and High Net Worth Individuals (HNIs) Level : Basic	14 May., 2026	CVT	-	-	₹ 1500/- + GST	Life	Insurance practitioners who are working and/ or interested in the field of : Life insurance advisors serving affluent clients, Bancassurance relationship managers, Wealth managers and financial consultants, HNI/NRI desk specialists, Agency leaders and premium segment sales teams, New hires in high-value insurance product lines.
11	CP	Basic Program on AML, KYC and CFT Requirements Level : Basic	18 May., 2026	CVT	-	-	₹ 1500/- + GST	Common	Junior and Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of AML in Life/ General Insurance Companies, Corporate Agents, Brokers and other Intermediaries.
12	CP	Digital Transformation in Life Insurance Level : Middle	21-22 May., 2026	CT	₹ 11000/- + GST	₹ 8000/- + GST	-	Life	Managers and executives from underwriting, claims, operations, customer service, sales, IT, digital transformation and compliance functions.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
13	CP	IFRS/IndAS Implementation in Insurance Industry Level : Middle	25 May., 2026	CT	-	₹ 4000/- + GST	-	Life	Multi disciplinary professionals across the insurance ecosystem: Actuaries, Consultants and auditors supporting IFRS 17 implementation, Finance professionals (CFO office, financial controllers, accounting teams), Risk & Compliance officers, Data, Analytics, and IT architects involved in financial reporting systems, Product development teams, Regulatory stakeholders, policy analysts, and academicians.
14	CP	Recent Dynamics of Arbitration Clauses applicable to Insurance Industry Level : Advanced	26 May., 2026	CT	-	₹ 4000/- + GST	-	Common	Insurers, underwriters, and others who are involved in technical and managerial roles. Officers and persons involved in research and legal functions, bank personnel, corporate lawyers, students of law and others who are interested may join.
June 2026									
15	CP	New Labour Codes and Rules Level : Basic	1 Jun., 2026	CVT	-	-	₹1500/- + GST	Common	Executives working in HR, Pension and Group Schemes departments and other related functions of Insurance Companies, Brokers.
16	CP	Personal Financial Planning : Focus on Insurance Planning Level : Middle	2 Jun., 2026	CVT	-	-	₹1500/- + GST	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisors and persons who are interested in financial planning.
17	CP	Behavioral Economics in Insurance Sales Level : Basic	4 Jun., 2026	CVT	-	-	₹ 1500/- + GST	Life	Sales Managers, Agency Managers and Development Officers, Bancassurance and Relationship Managers, Insurance Trainers and L&D teams, Marketing and Customer Experience professionals, Digital sales and CRM teams.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
18	CP	Investment Management in Life Insurance Companies Level : Middle	8 Jun., 2026	CVT	-	-	₹1500/- + GST	Life	Investment managers at junior and middle level working in Investment department/ other departments, who may need to know about investment operations in insurance companies.
19	CP	Program on AML, KYC and CFT Requirements (Advanced) Level : Advanced	12 Jun., 2026	CVT	-	-	₹1500/- + GST	Common	Mid to senior level officials of Compliance, Risk Function, Underwriting, Distribution, Operations, and Finance.
20	CP	Customer Service and Claims Management Level : Middle	15 Jun., 2026	CT		₹ 4000/- + GST	-	Life	Executives and managers in insurance companies, brokers, bancassurance teams, and corporate agents responsible for customer service and claims operations.
21	CP	Right to Information Act (RTI) : Focus Insurance Industry Level : Middle	17 Jun., 2026	CVT	-	-	₹ 1500/- + GST	Common	Professionals associated with: Legal and Compliance Departments of insurance companies, Insurance Ombudsman Offices, Ethics and Integrity Offices within insurance organizations, Public Information Officers (PIOs) and Appellate Authorities, Staff members involved in claims, underwriting, customer service, and grievance redress who support RTI responses.
22	CP	Program on Fool proofing Cybersecurity Level : Basic	18 Jun., 2026	CVT	-	-	₹ 1500/- + GST	Common	Junior to Mid-level executives of Insurance companies and Intermediaries.
23	CP	Mastering the Term Insurance Market in India: 2026 Strategic Outlook Level : Basic	19 Jun., 2026	CVT	-	-	1500/- + GST	Life	Those driving the protection agenda: Sales Professionals, Bancassurance & Channel Managers, Product & Strategy Leads, Compliance & Audit Teams

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
24	CP	Creating High Performers in Bancassurance Channel Level : Middle	24 Jun., 2026	CVT	-	-	₹ 1500/- + GST	Common	Bancassurance Executives of life, general, health insurers, Specified persons of banks, Relationship Managers.
25	CP	Ethical Sales Excellence - The IRDAI Product Master Circular Framework Level : Basic/Middle	29 Jun., 2026	CT	-	₹ 4000/- + GST	-	Life	Frontline of insurance distribution: Agency & Sales Leaders, Bancassurance, Channel Managers, Product & Marketing Teams, Compliance Officers.
July 2026									
26	CP	Strategic Selling in Life Insurance Industry Level : Middle	1 July., 2026	CT	-	₹ 4000/- + GST	-	Life	Insurance practitioners who are working and/ or interested in the field of Insurance agency. Senior Agency Advisors and MDRT/ CM Club Agents, Corporate & Business Insurance Specialists, Wealth Managers and Financial Planning Oriented Agents, Relationship Managers Handling Profe-ssionals & High-Income Clients, Agency Leaders (ADMs, BDMs) with Team-Building & Large-Case Experience.
27	CP	Finance for non-finance executive Level : Basic	6-7 Jul., 2026	CT	₹11000/-+ GST	₹ 8000/-+ GST	-	Common	The executives working in non-finance departments of Insurance, banking, manu-facturing, companies, brokers, reinsurance, insur-tech firms, TPAs, self- employed professional such as lawyers, doctors and technocrats and those who are interested in knowing more about finance and accounting principles.
28	CP	ANNUITY Market in India - Trends, Opportunities and Challenges Level : Basic	8 Jul., 2026	CVT	-	-	₹ 1500/- + GST	Life	Insurance professionals, Marketing and sales teamsRegulatory and compliance professionals

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
29	CP	Corporate Governance and Regulatory Compliances in Insurance Level : Advanced	9-10 Jul., 2026	CT	₹ 11000/-+ GST	₹ 8000/-+ GST	-	Common	Middle and Senior level executives of all Insurance Companies, Intermediaries (Life, General, Health) in Compliance, Senior executives in all functions, Board Secretariat.
30	CP	Understanding Risk Based Capital Framework Level : Middle	14 Jul., 2026	CT	-	₹ 4000/- + GST	-	Common	Senior & Mid-Level Executives, Finance & Actuarial Professionals, Risk Management (ERM) Teams, Strategic Planners.
31	CP	Strategic Enterprise Risk Management (ERM) in Insurance Level : Middle	20-21 Jul., 2026	CT	₹11000/-+ GST	₹ 8000/- + GST	-	Common	The professionals who are integral to the stability of their organizations such as Risk Professionals, Aspirants to Risk vertical, Strategy Teams and others interested.
32	CP	Wealth Management Level : Middle	22-23 Jul., 2026	CT	₹11000/- + GST	₹ 8000/- + GST	-	Common	Life insurance advisors, Bancassurance partners, Financial consultants and relationship managers, New recruits in sales and advisory teams, Mid level managers supervising advisory driven roles.
33	CP	Digital Marketing & Social Media Strategies for Insurance Advisors Level : Middle	23 Jul., 2026	CVT	-	-	₹ 1500/- + GST	Life	Experienced Insurance advisors, relationship managers, sales managers, digital marketing teams and trainers responsible for prospecting and client acquisition.
August 2026									
34	CP	Cybersecurity, DPDP Compliance and Insurance Strategies Level : Basic	5 Aug., 2026	CVT	-	-	₹ 1500/- + GST	Common	Insurance Executives, Intermediaries, Risk Managers & IT Leads, Compliance professionals.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
35	CP	Empowering Women Managers of Insurance Industry Level : Middle	6 Aug., 2026	CT	-	₹ 4000/- + GST	-	Common	Insurance practitioners, Sales Managers, Relationship Managers, Branch Managers, Cluster Managers, Development Officers, and Administrative Officers.
36	CP	Forensic Science in Insurance Investigations Level : Middle	10 Aug., 2026	CVT	-	-	₹ 1500/- + GST	Common	Employees in Fraud cells of the insurance companies, new and experienced investi-gators engaged by companies, fresh law graduates, ex-servicemen, retired police offieres and surveyors
37	CP	Young Leadership Development Program Level : Basic	12 Aug., 2026	CT	-	₹ 4000/- + GST	-	Common	Sales Managers, Relationship Managers, Development Officers, Administrative Officers, These roles are most directly responsible for customer engagement, sales results, branch productivity, and co-ordination with the field force.
38	CP	Data Analytics & Machine Learning for Insurance Level : Basic	18-19 Aug., 2026	CT	₹ 11000/-+ GST	₹ 8000/- + GST	-	Common	Managers and executives from underwriting, claims, operations, sales, marketing, actuarial, risk, IT and digital transformation teams who want to use data to drive better business results.
39	CP	Workshop on Soft Skills for Junior and Mid-level Operations Executives Level : Middle	18-19 Aug., 2026	CT	₹ 11000/- + GST	₹ 8000/- + GST	-	Common	Junior to mid-level managers and executives from sales, marketing, operations, and customer service in life, general, health, and reinsurance companies; executives from corporate agents, banks, and brokers.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
40	CP	Compliance Management for Principal Officers of Corporate Agents (Including Banks) Level : Advanced	21 Aug., 2026	CVT	-	-	₹ 1500/- + GST	Common	Principal Officers of the Corporate Agents including Banks, the Employees Managing Corporate Agency, Bank arrangements
41	CP	Prevention of Sexual Harassment of Women at Workplace(POSH) Level : Middle	24 Aug., 2026	CVT	-	-	₹ 1500/- + GST	Common	All employees, managers irrespective of gender and officials nominated on the POSH Internal Complaints Committee from Insurance Companies, Intermediary firms.
42	CP	Regulatory Compliance for Insurance Brokers Level : Middle	25 Aug., 2026	CVT	-	-	₹ 1500/- +	Common	Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry.
43	CP	Getting Ready for DPDP Act Compliance – Batch 2 Level : Basic	31 Aug., 2026	CVT	-	-	₹ 1500/- + GST	Common	Junior to Middle level executives and those involved in different functions such as IT, Compliance, Risk, Distribution, Under-writing, HR.
September 2026									
44	CP	PPHI Regulations, 2024 and Grievance Resolution Level : Middle	8 Sept., 2026	CVT	-	-	₹ 1500/- + GST	Life	All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Manage-ment, Claims functions.
45	CP	Approaching Non Resident Indians (NRIs) and High Net Worth Individuals (HNIs) Level : Basic	9 Sept., 2026	CVT	-	-	₹ 1500/- + GST	Life	Insurance practitioners who are working and/ or interested in the field of : Life insurance advisors serving affluent clients, Bancassurance relationship managers, Wealth managers and financial consultants, HNI/NRI desk specialists, Agency leaders and premium segment sales teams, New hires in high-value insurance product lines.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
46	CP	Corporate Social Responsibility for the Insurance Industry Level : Basic	9 Sept., 2026	CT	-	₹ 4000/- + GST	-	Common	Practitioners in insurance, PSUs, corporate firms, organisation and, academia and related areas, working in the compliance and human resources departments, who are looking for developing CSR policy and its implementation, skill set required for building a responsible organisation.
47	CP	Social Media Marketing Tools and Techniques for Insurers Level : Middle	10 Sept., 2026	CVT	-	-	₹ 1500/- + GST	Common	Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance profe-ssionals, as well as executives interested in enhancing their knowledge of social media marketing.
October 2026									
48	CP	Policyholders Service and PPHI Regulations Level : Middle	5 Oct., 2026	CVT	-	-	₹ 1500/- + GST	Life	Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate Agents.
49	CP	Data Security in alignment with DPDP Act 2023 for Insurance Industry Level : Middle	6 Oct., 2026	CT	-	₹ 4000/- + GST	-	Common	Practitioners in insurance and related areas, information officers, professionals working in the marketing, technical, information technology and data security, and those in finance departments of the insurance industry.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
November 2026									
50	CP	Role of Consumer Protection in Insurance Industry Level : Middle	2 Nov., 2026	CVT	-	-	₹ 1500/- + GST	Common	Insurers, persons in claim settlement departments, underwriters, and others who are involved in managerial roles of insurance, banks and legal department, corporate lawyers, students of law and others who are interested.
51	CP	Compliance Management for Principal Officers of Corporate Agents (Including Banks) Level : Middle	3 Nov., 2026	CVT	-	-	₹ 1500/- + GST	Common	Principal Officers of the Corporate Agents including Banks, the Employees Managing Corporate Agency, Bank arrangements.
52	CP	Strategic Selling in Life Insurance Industry Level : Middle	3 Nov., 2026	CT	-	₹ 4000/- + GST	-	Life	Insurance practitioners who are working and/ or interested in the field of Insurance agency. Senior Agency Advisors and MDRT/ CM Club Agents, Corporate & Business Insurance Specialists, Wealth Managers and Financial Planning Oriented Agents, Relationship Managers Handling Professionals & High-Income Clients, Agency Leaders (ADMs, BDMs) with Team-Building & Large-Case Experience.
53	CP	Personal Financial Planning : Focus on Insurance Planning Level : Middle	16 Nov., 2026	CVT	-	-	₹ 1500/- + GST	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisors and persons who are interested in financial planning.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
54	CP	Communication as a Tool for Customer Engagement and Retention Level : Basic	17 Nov., 2026	CT	-	₹ 4000/- + GST	-	Life	Executives, team leaders, managers of customer service department of Insurance companies.
55	CP	Digital Transformation in Life Insurance Level : Middle	19-20 Nov., 2026	CT	₹ 11000/- + GST	₹ 8000/- + GST	-	Life	Managers and executives from underwriting, claims, operations, customer service, sales, IT, digital transformation and compliance functions.
56	CP	Wealth Management Level : Middle	25-26 Nov., 2026	CT	₹11000/- + GST	₹ 8000/- + GST	-	Common	Life insurance advisors, Bancassurance partners, Financial consultants and relationship managers, New recruits in sales and advisory teams, Mid level managers supervising advisory driven roles.
57	CP	Certified Insurance Anti Fraud Professional (CIAFP) Level : Advanced	25-27 Nov., 2026	CVT	-	-	₹ 7500/- + GST	Common	Minimum Licentiate from III who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.
58	CP	Understanding Risk Based Capital Framework Level : Middle	27 Nov., 2026	CVT	-	-	₹ 1500/- + GST	Common	Senior & Mid-Level Executives, Finance & Actuarial Professionals, Risk Management (ERM) Teams, Strategic Planners.
December 2026									
59	CP	Customer Service and Claims Management Level : Middle	2 Dec., 2026	CT	-	₹. 4000/- + GST	-	Life	Executives and managers in insurance companies, brokers, bancassurance teams, and corporate agents responsible for customer service and claims operations.
60	CP	Data Analytics and Data Interpretation Level : Advanced	3-4 Dec., 2026	CT	₹11000/-+ GST	₹ 8000/- + GST	-	Common	Insurance Practitioners who are working and/ or interested in the field of data analytics.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
61	CP	Communication & Presentation Skills for Connecting with Customers Level : Middle	7-8 Dec., 2026	CT	₹11000/- + GST	₹ 8000/- + GST	-	Common	Junior to Mid-level executives in Marketing, Sales, Customer Service & Engagement, Team Leads, and emerging leaders in insurance distribution and operations.
62	CP	PPHI Regulations, 2024 and Grievance Resolution Level : Middle	8 Dec., 2026	CVT	-	-	₹ 1500/- + GST	Life	All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Management, Claims functions.
63	CP	Behavioral Economics in Insurance Sales Level : Basic	14 Dec., 2026	CVT	-	-	₹ 1500/- + GST	Life	Sales Managers, Agency Managers and Development Officers, Bancassurance and Relationship Managers, Insurance Trainers and L&D teams, Marketing and Customer Experience professionals, Digital sales and CRM teams.
64	CP	Cybersecurity, DPDP Compliance and Insurance Strategies Level : Basic	15 Dec., 2026	CVT	-	-	₹ 1500/- + GST	Common	Insurance Executives, Intermediaries, Risk Managers & IT Leads, Compliance professionals.
65	CP	Compliance Governance and Risk Management (IRCC) Level : Advanced	16-18 Dec., 2026	CVT	-	-	₹ 7500/- + GST	Common	Associate/ Fellow Members of Institute of Company Secretaries of India and Insurance Institute of India registered for the Compliance Governance and Risk Management in Insurance
January 2027									
66	CP	Empowering Women Managers of Insurance Industry Level : Middle	7 Jan., 2027	CT	-	₹ 4000/- + GST	-	Common	Insurance practitioners, Sales Managers, Relationship Managers, Branch Managers, Cluster Managers, Development Officers, and Administrative Officers.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
67	CP	Digital Marketing & Social Media Strategies for Insurance Advisors Level : Middle	12 Jan., 2027	CVT	-	-	₹ 1500/- + GST	Life	Experienced Insurance advisors, relationship managers, sales managers, digital marketing teams and trainers responsible for prospecting and client acquisition.
68	CP	Getting Ready for DPDP Act Compliance – Batch 3 Level : Basic	13 Jan., 2027	CVT	-	-	₹ 1500/- + GST	Common	Junior to Middle level executives and those involved in different functions such as IT, Compliance, Risk, Distribution, Underwriting, HR.
February 2027									
69	CP	Forensic Science in Insurance Investigations Level : Middle	15 Feb., 2027	CVT	-	-	₹ 1500/- + GST	Common	Employees in Fraud cells of the insurance companies, new and experienced investigators engaged by companies, fresh law graduates, ex-servicemen, retired police offieres and surveyors.
70	CP	Workshop on Soft Skills for Junior and Mid-level Operations Executives Level : Middle	16-17 Feb., 2027	CT	₹ 11000/- + GST	₹ 8000/-+ GST	-	Common	Junior to mid-level managers and executives from sales, marketing, operations, and customer service in life, general, health, and reinsurance companies; executives from corporate agents, banks, and brokers.
71	CP	Financial Planning : Focus on Retirement Planning Level : Middle	22 Feb., 2027	CVT	-	-	₹ 1500/- + GST	Life	Sales Managers, Professional Advisors of Life Insurers, Pension Agents, Club Members and Potential MDRTs.

International Program Calendar for 2026-27

Sr. No.	IP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Branch	Designed for
April 2026							
1	IP	Insurance Regulatory Drawing Board - A Comprehensive Program for Insurance Regulators Level : Middle/Advanced	20-25 Apr., 2026	CT	$ 600 USD	Common	Senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making.
June 2026							
2	IP	Reinsurance Management Program - International Level : Middle	8-13 Jun., 2026	CT	$ 600 USD	Common	Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries
November 2026							
3	IP	International Program – Technical Excellence in Life Insurance Level : Middle	23 - 28 Nov., 2026	CT	$ 600 USD	Life	Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries.

Program Calendar for 2026-27

Kolkatai Campus

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
April 2026									
1	CP	Life Insurance Policyholders Service and Protection	16 Apr., 2026	CT	-	₹2500/- + GST	-	Life	Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate Agents.
2	CP	STP Marketing Model for Marketing of Life Insurance Products	23 Apr., 2026	CVT	-	-	₹3000/- + GST	Life	Marketing and Sales Managers in Life Insurance Companies, Agency Development Managers and Sales Trainers, Corporate Agents and Bancassurance Professionals, Product Development and Strategy Teams, Insurance Intermediaries and Advisors, Executives aspiring to strengthen strategic marketing skills in insurance.
May 2026									
3	CP	Understanding Consumer Behaviour in Insurance Sales Management	14 May, 2026	CVT	-	-	₹ 3000/- + GST	Life	Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.
4	CP	Strategic Marketing of Life Insurance Products Using Financial Need Analysis	25 May, 2026	CVT	-	-	₹3000/- + GST	Life	Life Insurance Advisors and Agency Leaders, Sales Managers and Development Officers, Bancassurance Relationship Managers, Corporate Agents and Financial Consultants, Marketing and Product Strategy Professionals, Trainers involved in capacity building of insurance advisors.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
June 2026									
5	CP	B2B & B2C in Life Insurance (Business Insurance)	18 Jun., 2026	CT	-	₹2500/- + GST	-	Life	Specified Persons from Corporate agencies, Broking companies sales executives, IMFs, Bancassurance Managers from Banks, Agency Managers from Life Insurance Companies.
6	CP	From Vision to Reality — Leveraging Micro Insurance in India to Achieve the Mission "Insurance for All by 2047" and Its Role in Inclusive Growth	25 Jun., 2026	CVT	-	-	₹3000/- + GST	Life	Senior and Middle Management Executives in Life and General Insurance Companies, Micro Insurance and Rural Business Heads, Corporate Agents and NGO-linked distri-bution entities, Policy planners and financial inclusion professionals, Develop-ment sector practitioners, Academicians and researchers interested in inclusive finance.
July 2026									
7	CP	Work Life Balance(WLB)-Theory, Practice & Outcome	6 Jul., 2026	CVT	-	-	₹3000/- + GST	Common	Practising HR professionals, individuals, even CEOS, Union representatives should join the Session.
8	CP	Comprehensive Financial Solution for Retirement	21 Jul., 2026	CT	-	₹2500/- + GST	-	Common	Marketing executives, HR executives working Insurance Companies and any Individual interested to learn about Pension Products and Retirement Planning.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
9	CP	Compliance Management for Principal Officers of the Corporate Agents (Including Banks) and market intermediaries	24 Jul., 2026	Hybrid	-	₹2500/- + GST	₹3000/- + GST	Common	Principal Officers of Corporate Agents including Banks functioning as Corporate Agents, Individuals aspiring to become Principal Officers, Senior Specified Persons and compliance support executives, Employees managing Corporate Agency–Bank arrangements, Professionals connected with the insurance sector seeking deeper regulatory understanding.
August 2026									
10	CP	Women in Leadership	18 Aug., 2026	CT	-	₹2500/- + GST	-	Common	For both women and men in any profession and business. Working women in financial service sector, Students above 18 years.
September 2026									
11	CP	Communication & Soft Skills for Marketeers	9 Sept., 2026	CVT	-	-	₹3000/- + GST	Life	Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.
12	CP	Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases	24 Sept., 2026	CT	-	₹2500/- + GST	-	Common	Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
November 2026									
13	CP	Regulatory Changes in Insurance: Impact and Opportunities	16 Nov., 2026	CT	-	₹2500/- + GST	-	Common	Executives and compliance officers of Insurance Companies and Intermediaries
14	CP	Work Life Balance(WLB)- Theory, Practice & Outcome	19 Nov., 2026	CT	-	₹2500/- + GST	-	Common	Practising HR professionals, individuals, even CEOS, Union representatives should join the Session.
December 2026									
15	CP	Managerial skills For Life Insurance Managers	8 Dec., 2026	CT	-	₹2500/- + GST	-	Life	Junior to Middle level Executives in insurance entities, working in the marketing, technical, and Human resources departments, Newly promoted Team Leaders.
16	CP	Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases	28 Dec., 2026	Hybrid	-	₹2500/- + GST	₹3000/- + GST	Common	Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.
January 2027									
17	CP	Role of Artificial Intelligence in Life Insurance Fraud Management	5 Jan., 2027	Hybrid	-	₹2500/- + GST	₹3000/- + GST	LIFe	Fraud Risk Management and Vigilance Officers, Underwriting and Claims Management Professionals, Compliance and Risk Officers in Life Insurance Companies, IT and Digital Transformation Teams, Senior and Middle Management Executives involved in operational oversight, Insurance Intermediaries keen to understand emerging fraud detection technologies.

Sr. No.	CP	Name of the Program	Program Date	Prog. Mode	Fees for Residental	Fees for Non Residental	Fees for Online	Branch	Designed for
18	CP	Comprehensive Financial Planning –Focus Life Insurance Planning	10 Jan., 2027	CT	-	₹2500/- + GST	-	Life	Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers and the persons who are interested in financial planning vis a vis Life Insurance.
19	CP	Marketing of Insurance S ervices_New Vistas	19 Jan., 2027	CVT	-	-	₹1500/- + GST	Life	Executives from Insurance Companies, Brokers, IMF, TPAs and other professionals from marketing or any other field.
February 2027									
20	CP	Program on AML, KYC and CFT Requirements in Life Insurance Selling	11 Feb., 2027	CVT	-	-	₹1500/- + GST	Life	Junior and Middle Management Executives in Insurance Companies, Principal Compliance Officers, AML Compliance Executives in Life and General Insurance Companies, Corporate Agents, Brokers and Other Insurance Intermediaries, Officials responsible for regulatory reporting and internal compliance oversight.
21	CP	Women in Leadership	16 Feb., 2027	CT	-	₹2500/- + GST	-	Common	For both women and men in any profession and business. Working women in financial service sector, Students above 18 years.
22	CP	Financial & Investment Management in Life Offices	23 Feb., 2027	CVT	-	-	₹3000/- + GST	Life	Investment managers at junior and middle level working in Investment department/ other departments, who may need to know about investment operations in insurance companies.

Details of Programs - Mumbai

[CPL- Calendar Program for Life Insurance, CPC- Calendar Program for Common, IPG- International Program for General Insurance, IPL- International Program for Life Insurance, IPC- International Program for Common]

Communication as A Tool for Customer Engagement and Retention

Program ID – CPL **6 Apr, 2026 (CT)**

Program ID – CPL **17 Nov, 2026 (CT)**

Key Takeaways from the Program: Participants completing this program will:

- Demonstrate refined communication techniques that drive customer engagement.
- Understand the importance of active listening and empathy in building trust.
- Be equipped to handle complex customer scenarios effectively.
- Leverage modern tools to enhance communication efficiency and impact.

Participant Profile: Executives, team leaders, managers of customer service department of Insurance companies.

Data Analytics and Data Interpretation

Program ID – CPC **16 Apr, 2026 (CVT)**

Program ID – CPC **3 - 4 Dec, 2026 (CT)**

Key Takeaways from the Program: This program is designed to provide insights to help participants in the following areas of work:

- Data Visualization - to become internal thinkers of the enterprise who can visualize the corporate objectives of collecting data and appreciate various convergences – organization's vision, operational goals, market realities, and touch-points for engaging consumers.
- Identifying and Defining Data Elements - to realize the importance of building clean databases comprising accurate and analysable data elements.
- Conforming to Standards - to appreciate why databases need to confirm to international quality standards relating to data security, professional and regulatory protocols.
- Appreciating Technology - to appreciate the importance of analytics, strategy formulation, predictive modelling and anomaly detection algorithms, etc.

Participant Profile: The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of data analytics.

Certified Insurance Anti Fraud Professional (CIAFP)

Program ID – CPC **20 - 22 Apr, 2026 (CVT)**

Program ID – CPC **25 - 27 Nov, 2026 (CVT)**

Key Takeaways from the Program: The Program aims to make the participants understand the following:

- Impact of Insurance Fraud on the industry
- Importance of Special Investigation Units (SIUs) and Fraud Investigations
- Understanding Insurance Fraud in Life, Health, Property, Motor and other contexts
- Importance of Forensic Science in Fraud Investigations
- Regulatory aspects and emerging challenges in Fraud fighting
- Health Frauds: Understanding concerns of Hospitals, Service Providers & Intermediaries
- Understanding Third Party Investigations in different insurance verticals

Participant Profile: This training is open only for Members of Insurance Institute of India having minimum Licentiate qualification who have already registered for III's Certified Insurance Anti-Fraud Professional (CIAFP) course.

Insurance Regulatory Drawing Board - A Comprehensive Program for Insurance Regulators

Program ID – IPC 20 - 25 Apr, 2026 (CT)

Key Takeaways from the Program: COI-IRDB is designed as a six-day program with the following takeaways for senior officials.

- Learn the logic behind insurance regulations
- Appreciate the nation building role of the insurance industry and the initiatives of International Association of Insurance Supervisors (IAIS)
- Create regulatory ecosystems for a country
- Understand international regulatory practices and the concerns in corporate governance.
- Appreciate salient features of different lines of insurance, such as Life, Health, Marine, Property, Motor, Rural, Micro, Liability, Pension and Reinsurance.
- Understand the challenges in developing the market, protecting policyholders, regulating multiple entities and their operations
- Identify areas where market failures can happen and formulate preventive/ corrective action
- Evolve a regulatory vision/ implementation plan at a country level.

Participant Profile: This six-day program [covering five days (30 hours) of classroom training and one day for seeing the historic city of Mumbai] is essentially designed for senior/ middle level officials of Insurance Regulators and Insurance Companies involved in regulations, compliance and similar roles. Senior officials exposed to governmental functions of policy-making, nation-building and development as well as Directors/ Senior Managers of insurance companies, teachers of insurance, compliance officials can join. Domain experts will deliberate on the topics in the context of the IAIS Core Principles and on how regulatory theory is actually applied on the field taking examples from the Indian Regulator and other jurisdictions so that participants can understand how the theory is actually applied on the field.

Getting Ready for DPDP Act Compliance

Program ID – CPC 27 APR, 2026 (CVT)

Program ID – CPC 31 Aug, 2026 (CVT)

Program ID – CPC 13 Jan, 2027 (CVT)

Key Takeaways from the Program: The program aims to deal with the salient provisions of DPDP Act and Rules with a focus on Compliance Obligations of the Insurance Companies and Intermediaries, namely

- Designing the Data Policy and implementation
- Data Protection Officer Appointment & Responsibilities
- Obtaining purpose driven clear consent for data processing.
- Implement reasonable security safeguards (encryption, access control).
- Appointing Data Processors with strict contractual obligations.
- Notifying the Data Protection Board and affected individuals of breaches.
- Manage Data Subject Rights (access, correction, erasure).

Participant Profile: This Program is designed for Junior to Middle level executives and those involved in different functions such as IT, Compliance, Risk, Distribution, Underwriting, HR.

Actuarial Concepts for Non-actuaries

Program ID – CPL **4 - 5 May, 2026 (CT)**

Key Takeaways from the Program:

- A basic understanding of actuarial logic that helps non-actuarial officials to communicate more effectively with actuaries, ask the right questions and interpret actuarial outputs meaningfully, reduce friction, misinterpretation, and siloed thinking which improves organisational efficiency and trust.
- Better assessment of the company's true financial health, understand regulatory and rating agency expectations, support prudent capital and risk management strategies which is critical for senior management and board-level roles.
- Actuarial awareness enables non-actuarial officials to recognise the impact of assumptions (mortality, morbidity, persistency, expenses), to understand why certain products are viable - or risky, Avoid mis-selling.
- Non-actuarial officials who grasp actuarial principles are better prepared for senior leadership and strategic roles.

Participant Profile: Product, Underwriting, Sales, Finance, Risk, Compliance and Strategy managers working closely with actuarial teams and or with product development.

Compliance Governance and Risk Management (IRCC)

Program ID – CPC **4 - 6 May, 2026 (CVT)**

Program ID – CPC **16 - 18 Dec, 2026 (CVT)**

Key Takeaways from the Program: The Course covers diverse matters relating to Risk Management, Governance and Compliance in the Insurance industry. This would include:

- Understanding the conceptual framework of insurance regulation
- Becoming aware of the international regulatory scenario
- Knowing statutory provisions contained in various legislations applicable in the country
- Understanding some specific regulations drawn by the Insurance regulator,
- Appreciating the importance of proper market conduct and
- Learning the importance of the compliances required in the insurance sector.

Participant Profile:

- Associate/ Fellow Members of Institute of Company Secretaries of India and
- Associate/ Fellow Members of Insurance Institute of India

This Virtual Classroom training is open only for those who have already registered for the "Compliance Governance and Risk Management in Insurance" [Popularly known as Insurance Regulatory Compliance Course (IRCC)].

Legal & Regulatory Compliance in Insurance

Program ID – CPC **6 - 7 May, 2026 (CT)**

Key Takeaways from the Program: By the end of the program, participants will be able to:

- Gain a comprehensive understanding of the evolving regulatory landscape for insurance companies.
- Learn to design and implement effective compliance frameworks
- Enhance their ability to train and empower key compliance personnel within their organizations.
- Master best practices for documentation and readiness for audits or inspections.
- Developing efficient response mechanisms to address compliance issues swiftly and effectively.
- Foster a culture of compliance within their organizations, strengthening trust and integrity in operations.

Participant Profile: Middle level to Senior executives in Legal and Compliance Departments of Insurance Companies.

Cultivating Brand Ambassadors in the Insurance Ecosystem

Program ID – CPL **7 May, 2026 (CVT)**

Key Takeaways from the Program:

- The Psychology of Loyalty: Deep dive into what makes an insurance customer feel truly "invested" in a brand's success.
- CX Design Thinking: Practical frameworks for delivering service that exceeds expectations during the claims and servicing process.
- The Referral Toolkit: Proven methods for agents and advisors to turn positive feedback into high-quality leads.
- Measurement & ROI: Best practices for tracking "Earned Growth" and the lifetime value of an advocate.

Participant Profile: This session is designed for the entire value chain of customer interaction:

- Sales & Distribution: Agents, advisors, and brokers looking to build a referral-based practice.
- Operational Leadership: Branch Managers and Development Officers responsible for regional growth and retention.
- Service & Claims Excellence: HODs of Policy Servicing and Claims, and Customer Relationship Executives who manage critical touchpoints.
- Strategic Leadership: CEOs and Senior Executives aiming to pivot their organization toward a customer-centric culture.

Comprehensive Training Program for Principal Officers of the Corporate Agents (Including Banks)

Program ID – CPL **12 - 13 May, 2026 (CT)**

Key Takeaways from the Program: The program aims to provide the participants the knowledge and understanding of the following

- Important aspects of Insurance Sales Management
- Working with Win-Win paradigm of business relationships
- Training the authorized sales personnel
- Protection Policyholders' Interests Regulations,2024
- AML Requirements
- Open Architecture and Conflicts of Interest
- Disclosures and other Compliance requirements to IRDAI
- Arrangements with Insurers for distribution of Products
- Record Maintenance and servicing of policyholders
- Tele marketing and Digital Marketing
- Regulatory Inspection of Corporate Agents
- Changes in the Regulatory Framework in 2024 relevant to Intermediaries
- Insurance Laws Amendment Act,2025

Participant Profile:

- Principal Officers of the Corporate Agents including Banks working as Corporate Agents.
- Those persons who aspire to be Principal Officer (or those assisting) including experienced Specified Persons of Corporate Agents, the employees managing Corporate Agency, Bank tie-ups.
- Anyone connected with Insurance Sector and keen to learn about the subject.

Approaching Non Resident Indians (NRIs) and High Net Worth Individuals (HNIs)

Program ID – CPL **14 May, 2026 (CVT)**

Program ID – CPL **9 Sept, 2026 (CVT)**

Key Takeaways from the Program: After completing the session, participants will be able to:

Client Understanding & Engagement

- Identify characteristics and financial behaviour of NRI and HNI clients.

- Conduct high-quality need analysis and relationship driven conversations.
- Approach affluent clients with confidence and a structured advisory framework.

Financial Planning Expertise

- Evaluate complex financial situations including global income, multi asset portfolios, and cross border planning needs.
- Recommend tailored insurance-led strategies for wealth creation, protection, and legacy planning.
- Understand the role of life insurance in succession planning and intergenerational wealth transfer.

Taxation & Compliance Awareness

- Explain high-level taxation rules affecting NRI and HNI insurance investments (without providing legal advice).
- Guide clients on documentation, premium payment rules, and compliance under FEMA/RBI regulations.
- Address common taxation queries confidently and accurately.

Participant Profile: The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of

- Life insurance advisors serving affluent clients
- Bancassurance relationship managers
- Wealth managers and financial consultants
- HNI/NRI desk specialists
- Agency leaders and premium segment sales teams
- New hires in high-value insurance product lines.

Basic Program on AML, KYC and CFT Requirements

Program ID – CPC **18 May, 2026 (CVT)**

Key Takeaways from the Program: The Program aims to provide comprehensive understanding to the participants on the following

- PMLA Act provisions
- The latest Anti-Money Laundering Master Guidelines issued by IRDAI
- Further Circulars on the subject
- KYC Norms
- Provisions relating to Counter Financing Terrorism
- What are the noteworthy changes in the latest guidelines
- Systems and Processes for effective compliance with AML/CFT requirements

Participant Profile: Junior and Middle management executives in Insurance companies and Principle Compliance Officers and the executives responsible for compliance of AML in Life/ General Insurance Companies, Corporate Agents, Brokers and other Intermediaries.

Digital Transformation in Life Insurance

Program ID – CPL **21 - 22 May, 2026 (CT)**

Program ID – CPL **19 - 20 Nov, 2026 (CT)**

Key Takeaways from the Program:

Participants will gain the ability to apply digital tools to improve underwriting quality, reduce fraud, accelerate claims and enhance customer experience. Organisations will benefit from improved efficiency, stronger compliance and higher customer loyalty.

Participant Profile: Managers and executives from underwriting, claims, operations, customer service, sales, IT, digital transformation and compliance functions.

IFRS/IndAS Implementation in Insurance Industry

Program ID – CPL **25 May, 2026 (CT)**

Key Takeaways from the Program: Upon completion of the programme, participants will be able to:

- Comprehend IFRS 17 / Ind AS 117 principles, terminology, and conceptual frameworks.
- Interpret the implications of new measurement models on various lines of business.
- Analyze financial reporting changes, including revenue recognition, liability valuation, and profit emergence patterns.
- Identify data, systems, and governance requirements for practical adoption.
- Apply insights from global best practices to the Indian context.
- Collaborate effectively across finance, actuarial, IT, and risk teams in implementation planning.

Participant Profile: The programme is designed for multi disciplinary professionals across the insurance ecosystem

- Actuaries, Consultants and auditors supporting IFRS 17 implementation
- Finance professionals (CFO office, financial controllers, accounting teams)
- Risk & Compliance officers
- Data, Analytics, and IT architects involved in financial reporting systems
- Product development teams, Regulatory stakeholders, policy analysts, and academicians.

Recent Dynamics of Arbitration Clauses Applicable to Insurance Industry

Program ID – CPC **26 May, 2026 (CT)**

Key Takeaways from the Program:

- Overview of The Indian Arbitration and Conciliation Act, 1996.
- Applicability of specific provisions of the Indian Arbitration Act to Insurance policies.
- Discuss the cases of insurance claims in which Arbitration Act provisions were used.
- Recent provisions and guidelines brought out by the IRDAI applicable to insurance industry and its legal repercussions.
- Applicability of Arbitration provisions to existing and new Insurance policies.

Participant Profile: The Program would be beneficial to insurers, underwriters, and others who are involved in technical and managerial roles. Officers and persons involved in research and legal functions, bank personnel, corporate lawyers, students of law and others who are interested may join.

New Labour Codes and Rules

Program ID – CPC **1 June, 2026 (CVT)**

Key Takeaways from the Program: The participants of the program will gain the knowledge and insight into the requirements of following Codes

- The code on Wages
- The Industrial Relations Code
- The Occupational safety, health and working conditions Code
- Code on Social Security

The program also proposes to discuss the Impact on Wage definition, Computation of social security contribution & other payments, work force classification, contract labour/workforce arrangements, HR Policies/Processes, Key changes in the Statutory Compliances. The subject will be dealt with by experienced Practitioners, with focus on Insurance sector.

Participant Profile: The executives working in HR, Pension and Group Schemes departments and other related functions of Insurance Companies, Brokers.

Personal Financial Planning: Focus on Insurance Planning

Program ID – CPL **2 June, 2026 (CVT)**

Program ID – CPL **16 Nov, 2026 (CVT)**

Key Takeaways from the Program: The participants of the program will gain knowledge and insight into the following

- Life cycle needs and personal financial goals
- Personal Risks like early death, disability, morbidity, etc.,
- Risk management and risk management tools.
- Time value of money
- Risks associated with Financial Instruments
- How to make your Personal Financial Planning path risk proof
- Insurance products and Pension Products
- Comprehensive Planning and Monitoring
- Retirement planning

Participant Profile: Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisors and persons who are interested in financial planning.

Behavioral Economics in Insurance Sales

Program ID – CPL **4 Jun, 2026 (CVT)**

Program ID – CPL **14 Dec, 2026 (CVT)**

Key Takeaways from the Program: After this program, participants will be able to:

- Recognise why customers hesitate, delay or reject
- Use behavioral triggers to improve sales conversations
- Apply nudging to improve closing ratios
- Motivate sales teams through gamification
- Create more persuasive and customer-friendly sales approaches

For insurance companies, this results in:

- Higher policy conversion
- Better persistency
- Improved advisor productivity
- Stronger customer engagement

"Change how people think — and you change how they buy."

Participant Profile: This program is ideal for:

- Sales Managers, Agency Managers and Development Officers
- Bancassurance and Relationship Managers
- Insurance Trainers and L&D teams
- Marketing and Customer Experience professionals
- Digital sales and CRM teams

Typically suited for professionals with: Exposure to sales, training, customer interaction or business growth.

Investment Management in Life Insurance Companies

Program ID – CPL **8 Jun, 2026 (CVT)**

Key Takeaways from the Program:

- Financial Management of Life Office
- Budgeting and Budget Control
- Portfolio Management
- Concept of Asset Allocation

- Various types of Financial Instruments
- Fundamental and Technical Appraisal
- Monitoring – Various Corporate actions
- Accounting – Valuation of Investments

Participant Profile: Investment managers at junior and middle level working in Investment department/other departments, who may need to know about investment operations in insurance companies.

Reinsurance Management Program - International

Program ID – IPC **8 - 13 Jun, 2026 (CT)**

Key Takeaways from the Program: The six-day program is designed to provide a reasonable appreciation of reinsurance from a management perspective, including:

- Theoretical and practical aspects of Reinsurance,
- Reinsurance markets and pools
- Regulations in insurance/ reinsurance, and financial security aspects
- Importance of clauses and documentation
- Considerations in Controlling accumulations, NatCat exposures and fixing retentions
- Designing a reinsurance program
- Concerns in accepting Inward Reinsurance
- Placement of reinsurance in multiple markets, and roles of reinsurance brokers
- Appreciation of ART in risk management decision making process,
- Importance of quantitative techniques and significance of PML in reinsurance
- Appreciation of Modelling in Reinsurance
- Reinsurance Accounting – methods and procedures
- Details of claims procedures,
- Concerns in specialized lines - Aviation, Satellite, Marine Hull, Property, Engineering, Energy, Liability risks, etc.

Participant Profile: This six-day program [5 days (30 hours) of classroom training and one day for seeing the historic city of Mumbai] is specially designed to provide international participants an in-depth learning of Reinsurance. The focus is on insurance/ reinsurance executives in the senior/ middle management levels who require specific knowledge and skills on multiple aspects of the reinsurance business, including processes and management of specialized classes or reinsurance business.

Program on AML, KYC and CFT Requirements (Advanced)

Program ID – CPC **12 Jun, 2026 (CVT)**

Key Takeaways from the Program:

- AML–KYC–CFT Framework – Strategic Overview
- Role of Board and Senior Management
- Risk-Based AML Framework in Insurance
- KYC, CDD, and Ongoing Due Diligence – Advanced Issues
- Transaction Monitoring, Suspicious Transaction Reporting (STR)
- Regulatory Inspections, Enforcement Actions & Case Studies

Participant Profile: Mid to senior level officials of Compliance, Risk Function, Underwriting, Distribution, Operations, and Finance.

Customer Service and Claims Management

Program ID – CPL **15 Jun, 2026 (CT)**

Program ID – CPL **2 Dec, 2026 (CT)**

Key Takeaways from the Program:

- Deliver customer-first service that meets modern expectations, help brand image.
- Reduce claim settlement turnaround time while ensuring compliance.

- Implement fraud prevention and error-proofing measures.
- Use digital platforms to enhance service efficiency and transparency.

Participant Profile: Executives and managers in insurance companies, brokers, bancassurance teams, and corporate agents responsible for customer service and claims operations.

Right to Information Act (RTI) : Focus Insurance Industry

Program Id – CPC 17 Jun, 2026 (CVT)

Key Takeaways from the Program: Upon completion of the program, participants will:

- Demonstrate improved understanding of RTI obligations in the insurance context
- Be able to handle RTI applications efficiently and lawfully
- Interpret exemptions accurately to balance transparency with confidentiality
- Reduce risks associated with appeals or adverse orders
- Strengthen organizational governance and accountability
- Enhance customer trust through responsible disclosure practices

Participant Profile: The virtual training program has been specifically designed for professionals associated with:

- Legal and Compliance Departments of insurance companies
- Insurance Ombudsman Offices
- Ethics and Integrity Offices within insurance organizations
- Public Information Officers (PIOs) and Appellate Authorities
- Staff members involved in claims, underwriting, customer service, and grievance redress who support RTI responses

Program on Fool Proofing Cybersecurity

Program ID – CPC 18 Jun, 2026 (CVT)

Key Takeaways from the Program:

The participants of the program will be given an overview of the Cyber security norms regulatory or otherwise and Cyber security Hygiene and Best practices. This would help improve the awareness and inculcate a data responsible culture in the Insurance entities.

Domain experts will discuss the relevant elements cyber security policy in the context of Regulatory norms of IRDAI and the Law of the land in this regard and Rules.

Participant Profile: This Program is designed for Junior to Mid-level executives of Insurance companies and Intermediaries.

Mastering the Term Insurance Market in India: 2026 Strategic Outlook

Program ID – CPL 19 Jun, 2026 (CVT)

Key Takeaways from the Program:

- **Market Intelligence:** Current trends in "Smart" term plans, including critical illness riders and terminal illness payouts.
- **Sales Psychology:** Techniques for moving customers from "Interest" to "Intent" in a trust-deficient environment.
- **Digital Integration:** Utilizing Insurtech tools for rapid underwriting and real-time product comparisons.
- **Growth Opportunities:** Tapping into the 87% national protection gap and the rising demand for joint-life and laddering term strategies.

Participant Profile: This program is specifically curated for those driving the protection agenda:

- **Sales Professionals:** Agents, advisors, and agency leaders looking to scale up term insurance portfolio

- **Bancassurance & Channel Managers:** Professionals managing bank partnerships and institutional sales.
- **Product & Strategy Leads:** Individuals responsible for the design, positioning of term solutions.
- **Compliance & Audit Teams:** Professionals ensuring that marketing collateral meets the highest standards of transparency.

Creating High Performers in Bancassurance Channel

Program ID – CPC **24 Jun, 2026 (CVT)**

Key Takeaways from the Program:

- Increase Active SP Rate by 25–35% within 60 days.
- Improve lead-to-meeting and meeting-to-quote conversions.
- Enhance branch-level fee income and compliance accuracy.
- Establish sustainable coaching and recognition routines.

Participant Profile:

- Bancassurance Executives of life, general, health insurers
- Specified persons of banks
- Relationship Managers

Ethical Sales Excellence - The IRDAI Product Master Circular Framework

Program ID – CPL **29 Jun, 2026 (CT)**

Key Takeaways from the Program:

- **Transparent Disclosure:** How to clearly communicate features, surrender values, and potential risks to the policyholder.
- **Mitigating Misselling:** Strategies to identify and prevent non-disclosure and high-pressure sales tactics.
- **Compliance Culture:** Building an internal "Regulatory First" mindset that minimizes grievance ratios and enhances persistency.
- **Customer Protection:** Enhancing policyholder confidence through fair practice benchmarks and clear benefit illustrations.

Participant Profile: This session is essential for those at the frontline of insurance distribution:

- **Agency & Sales Leaders:** Advisors and sales teams who need to align sales pitch with IRDAI norms.
- **Bancassurance, Channel Managers:** Professionals managing diverse distribution outlets where standardized disclosure is critical.
- **Product & Marketing Teams:** Those designing promotional materials and training modules.
- **Compliance Officers:** Individuals tasked with auditing sales processes to ensure zero-defect regulatory adherence.

Strategic Selling in Life Insurance Industry

Program ID – CPL **1 Jul, 2026 (CT)**

Program ID – CPL **3 Nov, 2026 (CT)**

Key Takeaways from the Program:

- Diagnose business and family-enterprise protection gaps and quantify coverage using valuation/human capital methods.
- Structure ownership, beneficiary, and agreements correctly for Keyman, Partnership, Employer–Employee, and HUF cases.
- Explain high level tax implications, documentation, and compliance considerations confidently (with disclaimer).
- Position value beyond price - emphasizing continuity, control, retention, and legacy.
- Create larger, advisory-led cases with stronger persistency and referrals.

Participant Profile: The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of Insurance agency.

- Senior Agency Advisors and MDRT/CM Club Agents
- Corporate & Business Insurance Specialists
- Wealth Managers and Financial Planning Oriented Agents
- Relationship Managers Handling Professionals & High-Income Clients
- Agency Leaders (ADMs, BDMs) with Team-Building & Large-Case Experience

Finance for Non-finance Executive

Program ID – CPC 6 - 7 Jul, 2026 (CT)

Key Takeaways from the Program:

- Understand the role and implications of Finance on various corporate activities
- Analyze financial statements and grasp the basics to the advanced
- Discuss relevant financial issues with finance managers and stakeholders in their organizations
- Appreciate different financial ratios and theories of investment
- Understand the impact of financial decisions on a company's performance
- Discuss the company performance using case study method
- Understand financial statements in making investment decisions

Participant Profile: The Program is designed for executives working in non-finance departments of Insurance, banking, manufacturing, companies, brokers, reinsurance, insur-tech firms, TPAs, self- employed professional such as lawyers, doctors and technocrats and those who are interested in knowing more about finance and accounting principles.

Annuity Market in India -trends, Opportunities and Challenges

Program ID – CPL 8 Jul, 2026 (CVT)

Key Takeaways from the Program:

- Insights into the Indian annuity market and customer preferences.
- Strategies for addressing challenges and leveraging opportunities in annuity marketing.
- Effective sales and marketing techniques for promoting annuity products.
- Best practices for regulatory compliance in annuity marketing and sales.
- Deep dive into the latest PFRDA guidelines and the tax implications of the 80% NPS withdrawal rule.

Participant Profile: This virtual session is designed for:

- Insurance professionals: Agents, advisors, and sales teams from life insurance companies.
- Marketing and sales teams: Professionals like unit managers, development officers, Branch managers, Product managers who are responsible for promoting and selling annuity products.
- Regulatory and compliance professionals: Individuals responsible for ensuring regulatory compliance in annuity marketing and sales.

Corporate Governance and Regulatory Compliances in Insurance

Program ID – CPC 9 - 10 Jul, 2026 (CT)

Key Takeaways from the Program: The participants will be equipped with the knowledge and implications of the following

- Economic environment for Insurers
- Corporate Governance Structure and Norms of 2024 applicable to Insurers, Intermediaries

- Organisational Culture -Importance in Risk Management and Regulatory Compliance
- Legal and Regulatory Framework applicable to Insurers
- Understanding the implications of Principle based Regulatory Framework
- An overview of 2024 Regulations, Master Circulars
- Appreciating the impact of transition to IFRS and Risk Based Capital
- Learnings from Recent Regulatory Actions

Participant Profile: This Program is designed for Middle and Senior level executives of all Insurance Companies, Intermediaries (Life, General, Health) in Compliance, Senior executives in all functions, Board Secretariat.

Understanding Risk Based Capital Framework

Program ID – CPC **14 Jul, 2026 (CT)**

Program ID – CPC **27 Nov, 2026 (CVT)**

Key Takeaways from the Program:

- **Framework Anatomy:** A comprehensive overview of the RBC components and the mathematics of risk-weighting.
- **Strategic Stability:** Understanding how RBC acts as an early warning system to prevent insolvency.
- **Quantitative Ratios:** Mastery of RBC ratio calculations and their impact on credit ratings and investor confidence.
- **Real-World Application:** Analysis of global case studies showcasing successful RBC implementation and common pitfalls.
- **Limitations & Outlook:** A critical look at the limitations of RBC models and the future of capital regulation.

Participant Profile: The Program is strategically designed to benefit Senior & Mid-Level Executives, Finance & Actuarial Professionals, Risk Management (ERM) Teams, Strategic Planners.

Strategic Enterprise Risk Management (ERM) in Insurance

Program ID – CPC **20 - 21 Jul, 2026 (CT)**

Key Takeaways from the Program:

- **ERM Architecture:** Comprehensive understanding of designing and implementing risk management systems.
- **Analytical Reporting:** Techniques for setting risk tolerance limits and conducting independent capital evaluations.
- **Compliance & Fraud:** Best practices for formulating anti-fraud frameworks and managing regulatory risk.
- **Strategic Oversight:** The role of risk functions in guiding Board-level decisions and long-term corporate strategy.

Participant Profile: This program is curated for professionals who are integral to the stability of their organizations such as Risk Professionals, Aspirants to Risk vertical, Strategy Teams and others interested.

Wealth Management

Program ID – CPC **22 - 23 Jul, 2026 (CT)**

Program ID – CPC **25 - 26 Nov, 2026 (CT)**

Key Takeaways from the Program: By the end of the virtual session, participants will be able to:

Financial Planning

- Understand and apply the principles of goal based financial planning.
- Conduct basic financial assessments, including cash flow, savings, and investment capacity.
- Explain long term wealth creation strategies and retirement planning options to clients.

Risk Protection

- Identify various financial risks customers face across life stages.
- Recommend appropriate insurance solutions for income protection, asset protection, and long term risk mitigation.
- Integrate protection and investment-based products into balanced financial plans.

Advisory Skills

- Engage customers with confidence in structured financial discussions.
- Demonstrate improved listening, probing, and analytical skills to understand customer needs.
- Present tailored insurance led wealth management solutions ethically and professionally.
- Strengthen trust based relationships, leading to higher customer satisfaction and loyalty.

Participant Profile: The program is designed for serious minded insurance practitioners who are working and/ or interested in the field of

- Life insurance advisors
- Bancassurance partners
- Financial consultants and relationship managers
- New recruits in sales and advisory teams
- Mid level managers supervising advisory driven roles

Digital Marketing & Social Media Strategies for Insurance Advisors

Program ID – CPL **23 Jul, 2026 (CVT)**

Program ID – CPL **12 Jan, 2027 (CVT)**

Key Takeaways from the Program:

Participants will build a strong digital presence, generate quality leads, create compliant content and convert online visibility into real sales. Organisations benefit through higher advisor productivity, stronger brand visibility and better lead quality.

Participant Profile: Experienced Insurance advisors, relationship managers, sales managers, digital marketing teams and trainers responsible for prospecting and client acquisition.

Cybersecurity, DPDP Compliance and Insurance Strategies

Program ID – CPC **5 Aug, 2026 (CVT)**

Program ID – CPC **15 Dec, 2026 (CVT)**

Key Takeaways from the Program:

- **Threat Intelligence:** Identification of diverse cyber-attack methodologies and emerging digital risks.
- **Frameworks:** Foundational knowledge of globally recognized Cyber Security frameworks (e.g., NIST, ISO).
- **Risk Mitigation:** Strategic insights into the "Human Element" of Cyber Hygiene and internal controls.
- **Policy Analysis:** Deep dive into Cyber Insurance clauses, including Third-Party Liability and First-Party Expenses.
- **Regulatory Compliance:** Understanding the reporting mandates and penalties under the DPDP Act.

Participant Profile: Insurance Executives, Intermediaries, Risk Managers& IT Leads, Compliance professionals.

Empowering Women Managers of Insurance Industry

Program ID – CPC **6 Aug, 2026 (CT)**

Program ID – CPC **7 Jan, 2027 (CT)**

Key Takeaways from the Program: This program is designed to provide insights to help participants in the following areas of work:

- Emerge as well-rounded, confident, and capable young women leaders.

- Positively influence team morale, customer experience, and business performance.
- Serve as role models promoting gender diversity, sustained employment, and operational stability in the insurance sector.

Participant Profile: The program is designed for women managers who are serious minded insurance practitioners, Sales Managers, Relationship Managers, Branch Managers, Cluster Managers, Development Officers, and Administrative Officers.

Forensic Science in Insurance Investigations

Program ID – CPC **10 Aug, 2026 (CVT)**

Program ID – CPC **15 Feb, 2027 (CVT)**

Key Takeaways from the Program: The one day virtual training program will enable the participants to understand and appreciate the following

- Role of Forensic science in Insurance Investigations
- How Investigators can use the Forensic Science to arrive at meaningful conclusions
- Use of Forensics in solving Cyber-crimes
- Use of technology and Social Media in Insurance Investigations

Qualified and Experienced Professionals will impart the training with the help of Lectures, Presentations, Case studies and interaction.

Participant Profile:

- Employees in Claims and Fraud Cells of the Insurance Companies (Life, General and Health)
- New and experienced Investigators engaged by Companies
- Fresh Law Graduates, Ex-Servicemen, Retired Police Officers and Surveyors
- Anyone who has passed minimum XII Standard and has a flair for investigation of Insurance Frauds.

Young Leadership Development Program

Program ID – CPC **12 Aug, 2026 (CT)**

Key Takeaways from the Program: By the end of the program, participants will be able to:

- Analyse environmental trends and align business strategies
- Exhibit strong life insurance marketing capabilities
- Manage, motivate, and retain teams more effectively
- Demonstrate improved communication and leadership abilities
- Use digital tools efficiently to optimise performance

This will contribute to higher productivity, improved retention, and stronger organisational leadership pipelines.

Participant Profile: The program is designed for

- Sales Managers
- Relationship Managers
- Development Officers
- Administrative Officers

These roles are most directly responsible for customer engagement, sales results, branch productivity, and coordination with the field force.

Data Analytics & Machine Learning for Insurance

Program ID – CPC **18 - 19 Aug, 2026 (CT)**

Key Takeaways from the Program:

Participants will understand how data and AI improve underwriting, customer retention, fraud control and marketing effectiveness. Organisations will benefit from better risk management, higher persistency and improved customer targeting. In the age of AI, the most successful insurers are those who use data wisely. Nominate your managers to build analytical thinking, improve decision-making and gain a competitive edge through data-driven insurance.

Participant Profile: This program is ideal for managers and executives from underwriting, claims, operations, sales, marketing, actuarial, risk, IT and digital transformation teams who want to use data to drive better business results.

Workshop on Soft Skills for Junior and Mid-level Operations Executives

Program ID – CPC **18 - 19 Aug, 2026 (CT)**

Program ID – CPC **16 - 17 Feb, 2027 (CT)**

Key Takeaways from the Program:

- Communicate effectively across channels and cultures.
- Build stronger customer and team relationships.
- Demonstrate resilience and adaptability in dynamic environments.
- Improve productivity and reduce stress through practical tools.
- Enhance leadership readiness for future roles.

Participant Profile: Junior to mid-level managers and executives from sales, marketing, operations, and customer service in life, general, health, and reinsurance companies; executives from corporate agents, banks, and brokers.

Compliance Management for Principal Officers of Corporate Agents (including Banks)

Program ID – CPC **21 Aug, 2026 (CVT)**

Program ID – CPC **3 Nov, 2026 (CVT)**

Key Takeaways from the Program: The program aims to provide the participants the knowledge and understanding of the following

- Conditions of grant of registration of corporate Agents
- Open Architecture and Conflicts of Interest
- Disclosures and other Compliance requirements to IRDAI
- Arrangements with Insurers for distribution of Products
- Record Maintenance and servicing of policyholders
- Tele marketing and Digital Marketing
- Regulatory Inspection of Corporate Agents
- Changes in the Regulatory Framework in 2024 relevant to Intermediaries
- Highlights of Insurance Laws Amendment Act, 2025

Participant Profile:

- Principal Officers of the Corporate Agents including Banks working as Corporate Agents.
- Those persons who aspire to be Principal Officer (or those assisting) including experienced Specified Persons of Corporate Agents, the employees managing Corporate Agency-Bank arrangements.
- Anyone connected with Insurance Sector and keen to learn about the subject.

Prevention of Sexual Harassment of Women at Workplace (POSH)

Program ID – CPC **24 Aug, 2026 (CVT)**

Key Takeaways from the Program:

The purpose of the program is primarily to create awareness and raise sensitivity amongst all the employees, women as well as men about this legislative protection and to educate about the channels through which complaints under the Act can be raised. This program will also be useful for those officials who are part of the Internal Complaints Committee to fairly and judiciously conducting the proceedings and deal with the complaints in accordance with statutory provisions.

Faculty will be Legally qualified professional with experience of working in this field and who is a sitting member of different Sexual harassment Complaints Committees.

Participant Profile: All employees, managers irrespective of gender and officials nominated on the POSH Internal Complaints Committee from Insurance Companies, Intermediary firms.

Regulatory Compliance for Insurance Brokers

Program ID – CPC **25 Aug, 2026 (CVT)**

Key Takeaways from the Program: COI-RCB two days virtual training program covers the following:

- Appreciate the purpose of regulatory compliances in the insurance industry
- Overview of new regulatory framework and understanding best practices
- Identify areas where failures can happen in a Broking Company
- Create appropriate systems and processes within the company to prevent violations.
- Importance of Regulations at Entity levels–Focus: Brokers and other Distribution Channels
- Importance of Regulations at Operations level

Domain experts will discuss the above topics in the context of recent Regulations issued by the Indian Regulator and International Regulatory Principles.

Participant Profile: This Program is designed for Senior and Middle level executives and those involved in Regulatory Compliances in the Broking Industry and those involved in marketing, also those aspiring to take up the higher responsibilities within broking companies.

PPHI Regulations, 2024 and Grievance Resolution

Program ID – CPL **8 Sept, 2026 (CVT)**

Program ID – CPL **8 Dec, 2026 (CVT)**

Key Takeaways from the Program: The participants of the program will be gaining the knowledge of following with the program

- Important causes of Consumer Grievances in Insurance Industry
- Legal and Regulatory Framework
- Treating Customers Fairly (TCF) Principle
- Effective consumer grievance redressal adhering to Regulatory Turnaround times
- Use of Empathetic Communication Skills and Emotional Intelligence
- Root Cause Analysis and System Correction
- Industry Best Practices Grievance Management

Participant Profile: All Officials of frontline, Customer facing functions, Officials working in Policy servicing Customer Relationship Management, Claims functions.

Corporate Social Responsibility for the Insurance Industry

Program ID – CPC **9 Sept, 2026 (CT)**

Key Takeaways from the Program: The program is designed to provide insights to the participants in the following areas:

- Learn the importance of CSR and provisions in the Act and Rules (Companies Act 2013 and CSR Rules 2014).
- Understand and learn experience of international practice and guidelines relating to CSR.
- Know the CSR implementation process and challenges while implementing it.

- Explore the CSR activities suitable for the organisation.
- Learn to develop CSR policy; and plan, monitor, report and publish its implementation.

Participant Profile: Practitioners in insurance, PSUs, corporate firms, organisation and, academia and related areas, working in the compliance and human resources departments, who are looking for developing CSR policy and its implementation, skill set required for building a responsible organisation.

Social Media Marketing Tools and Techniques for Insurers

Program ID – CPC 10 Sept, 2026 (CVT)

Key Takeaways from the Program: This program is designed to help the participants:

- Learn the basics of Social Media Marketing and Mass Media Marketing
- Appreciate the tools employed in Social Media Management
- Recognize the importance of Social Media Tools and their optimization
- Appreciate the issues and challenges while marketing on the Social Media Platforms
- Understand Compliance and Risk Management related considerations in Social Media Marketing

Participant Profile: Practitioners in insurance companies and broking, social media managers and co-ordinators, legal and compliance professionals, as well as executives interested in enhancing their knowledge of social media marketing.

Policyholders Service and PPHI Regulations

Program ID – CPL 5 Oct, 2026 (CVT)

Key Takeaways from the Program: The participants of the Program will gain the knowledge and insights into

Customer service

- Do we know our Customers?
- Understanding Millennial and Gen Z Customers
- Making Customer touchpoints delightful – Adding value
- Dealing with difficult Customers
- Moments of Truth-Trust Equation- Sensitivity at Claim stage
- Grievance handling
- Best Practices in Customer Experience

Policyholder protection:

- Steps Taken by IRDAI to Safeguard the Interests of Policyholders
- All the important provisions of IRDAI Protection of Policyholders' Interest Regulations 2024 including Master Circular

Participant Profile: Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms, Corporate Agents.

Data Security in Alignment with DPDP Act 2023 for Insurance Industry

Program ID – CPC 6 Oct, 2026 (CT)

Key Takeaways from the Program: The program is designed to provide insights to the participants on the following:

- An overview of the Digital Personal Data Protection Act 2023 and its implications for Insurance Industry
- The role and responsibilities of Insurers in data protection.

- The responsibilities of Insuretech companies in big-data storage and security, machine learning, internet of things, cloud computing, and distributed ledger technologies.
- The potential risk of sharing data, allowing access, using or transferring of data with other regulated and unregulated entities.
- The customer centric privacy principle of data protection in the insurance industry.

Participant Profile: Practitioners in insurance and related areas, information officers, professionals working in the marketing, technical, information technology and data security, and those in finance departments of the insurance industry.

Role of Consumer Protection in Insurance Industry

Program ID – CPC **2 Nov, 2026 (CVT)**

Key Takeaways from the Program:

- Overview of the Indian Consumer Protection Act, 2019 and Consumer Protection Act, 1986.
- Discussions on insurance contract wordings and implications thereof.
- Appreciation of stakeholder consultation on insurance cases in consumer commissions.
- Understanding some case laws pertaining to insurance and financial services.
- Understanding the role of insurance employees in settling claims professionally.
- Understanding the role of Ombudsman in insurance claim settlement procedures.

Participant Profile: Training would be beneficial to insurers, persons in claim settlement departments, underwriters, and others who are involved in managerial roles of insurance, banks and legal department, corporate lawyers, students of law and others who are interested.

International Program – Technical Excellence in Life Insurance

Program ID – IPL **23 - 28 Nov, 2026 (CT)**

Key Takeaways from the Program: The participants of the program will acquire the knowledge and appreciation of

- Fundamentals of life insurance in the context of current and emerging trends in the marketplace
- The design and pricing of life insurance products – including profits and capital
- Traditional and Non - traditional Life insurance products - the changing contours of the global life insurance market
- Pensions and Health Insurance - the new dynamics of life insurance markets
- Marketing and distribution of life insurance - in the light of contemporary global practices
- Concepts and skills of Life insurance underwriting
- Life insurance Claims Management and Policy Servicing
- Applications of Information Technology in Life Insurance
- Financial Management of a Life office – basics in contemporary perspective
- Corporate Governance and Legal and Regulatory Compliance
- Risk Management in Life Insurance

Participant Profile: Executives of the middle management level from various life insurance companies, regulatory bodies as well as those working in broking, corporate agency firms of emerging countries.

Communication & Presentation Skills for Connecting with Customers

Program Id – CPC 7 - 8 Dec, 2026 (CT)

Key Takeaways from the Program:

- Customer-centric message maps and ready-to-use scripts across channels.
- A repeatable presentation framework with hooks, visuals, and clear calls-to-action.
- Templates for WhatsApp/email outreach, discovery questioning, and objection handling.
- AI-assisted workflow examples and prompt library for content and data storytelling.
- Privacy-friendly practices: consent capture, data minimization, and transparent communication.
- Personal brand checklist and inclusivity & accessibility guidelines

Participant Profile: Junior to Mid-level executives in Marketing, Sales, Customer Service & Engagement, Team Leads, and emerging leaders in insurance distribution and operations.

Financial Planning : Focus on Retirement Planning

Program ID – CPL 22 Feb, 2027 (CVT)

Key Takeaways from the Program: The program participants will have knowledge and insight into the following

- Present Value/Future Value/Inflation Adjusted Rate of Return/ Perpetual Annuity
- Retirement Planning
- Pension/Annuity Plans
- Immediate and Deferred Annuity Plans
- Types of Annuity Options
- Actuarial aspects relating to Pension Schemes

Participant Profile: Sales Managers, Professional Advisors of Life Insurers, Pension Agents, Club Members and Potential MDRTs.

Details of Programs - Kolkata

Life Insurance Policyholders Service and Protection

Program ID – CPL **16 Apr, 2026 (CT)**

Key Takeaways from the Program: The participants of the Program will gain the knowledge and insights into

Customer service

- The ten customer service skills
- Acquiring professionalism in customer service
- The customer service management
- Achieving excellence in Customer service
- Dealing with challenging customers
- To make your company the most recommended one by your customers
- Customer satisfaction and loyalty: Strategies and Measurement

Policyholder protection:

- Steps Taken by IRDAI to Safeguard the Interests of Policyholders
- All the important provisions of IRDAI Protection of Policyholders Interest Regulations 2017

Participant Profile: Junior to Middle level Executives working in CRM, Customer facing, frontline positions in Life Insurance Companies, Broker firms and Corporate Agents.

STP Marketing Model for Marketing of Life Insurance Products

Program ID – CPL **23 Apr, 2026 (CVT)**

Key Takeaways from the Program: Participants will gain comprehensive understanding of:

- Fundamentals of the STP (Segmentation, Targeting, Positioning) Marketing Model
- Market Segmentation approaches in life insurance:
  - Demographic segmentation (age, income, occupation, family structure)
  - Psychographic and behavioural segmentation
  - Financial life-cycle segmentation
- Evaluating segment attractiveness and profitability
- Target Market Selection strategies in insurance distribution
- Positioning strategies for:
  - Protection plans
  - Savings and endowment products
  - ULIPs
  - Annuity and retirement solutions
- Differentiation through value proposition and advisory approach
- Role of data analytics and CRM in STP implementation
- STP application in digital marketing and social media outreach
- Aligning STP with regulatory and compliance requirements
- Transition from product push to need-based solution selling

Participant Profile: This program is ideally suited for:

- Marketing and Sales Managers in Life Insurance Companies
- Agency Development Managers and Sales Trainers
- Corporate Agents and Bancassurance Professionals

- Product Development and Strategy Teams
- Insurance Intermediaries and Advisors
- Executives aspiring to strengthen strategic marketing skills in insurance

Understanding Consumer Behaviour in Insurance Sales Management

Program ID – CPL 14 May, 2026 (CVT)

Key Takeaways from the Program:

- Emerging Market Trends and shifts in consumer behavior
- Social Media Marketing and its role in influencing consumer decisions and strategies for effective social media marketing
- Use of Big Data in Personalized Marketing and how big data analytics can be leveraged to tailor marketing strategies, ensuring a personalized approach that resonates with individual consumer needs
- Customer-Centric Approach and focusing on meeting their unique needs and expectations for long-term relationships and loyalty.

Participant Profile: Junior and Middle level Executives and officials more specifically those working in Digital Marketing/ Direct Marketing/ Conventional Marketing and CRM Department.

Strategic Marketing of Life Insurance Products Using Financial Need Analysis

Program ID – CPL 25 May, 2026 (CVT)

Key Takeaways from the Program: Participants will gain comprehensive understanding of:

- Concept and importance of Financial Need Analysis (FNA)
- Steps involved in conducting a structured FNA
- Assessing income replacement needs and Human Life Value (HLV)
- Determining protection gaps and underinsurance levels
- Planning for:
  - Child education and marriage goals
  - Retirement corpus accumulation
  - Wealth creation and legacy planning
  - Loan protection and liability coverage
- Matching life insurance products with identified financial needs
- Integrating FNA with customer profiling and risk appetite assessment
- Enhancing advisory credibility through data-driven recommendations
- Regulatory expectations regarding suitability and ethical sales practices
- Leveraging digital tools and FNA software for improved client engagement

Participant Profile: This program is ideally suited for:

- Life Insurance Advisors and Agency Leaders
- Sales Managers and Development Officers
- Bancassurance Relationship Managers
- Corporate Agents and Financial Consultants
- Marketing and Product Strategy Professionals
- Trainers involved in capacity building of insurance advisors

B2B & B2C in Life Insurance (Business Insurance)

Program ID – CPL **18 Jun, 2026 (CT)**

Key Takeaways from the Program: The participants of the program on Business Insurance will gain the knowledge and insight into

- Key Man Insurance, its benefits, the soliciting process, the tax Implications.
- Partnership Insurance-process and tax implications.
- Employer-Employee Insurance: Different types of E-E insurance, its benefits, the tax Implications for the employer and the employee.
- Married Womens property Act (MWP) - Life Insurance business solicitation with regard to MWP Act -The benefits and various scenarios of MWP Act.
- Worksite marketing, the leverage and the benefits.

Participant Profile: Specified Persons from Corporate agencies, Broking companies sales executives, IMFs, Bancassurance Managers from Banks, Agency Managers from Life Insurance Companies.

From Vision to Reality — Leveraging Micro Insurance in India to Achieve the Mission "Insurance for All by 2047" and Its Role in Inclusive Growth

Program ID – CPL **25 Jun, 2026 (CVT)**

Key Takeaways from the Program: Participants will gain structured insight into:

- The national mission of "Insurance for All by 2047" — objectives and roadmap
- Concept, features and design principles of micro insurance
- Role of micro insurance in:
  - Poverty risk mitigation
  - Financial inclusion
  - Rural and informal sector protection
  - Women empowerment and social security
- Regulatory framework governing micro insurance in India
- Distribution models:
  - Self-help groups (SHGs)
  - Microfinance institutions (MFIs)
  - NGOs and community-based organisations
  - Digital and mobile-based platforms
- Product innovation for low-income segments
- Challenges in affordability, awareness, trust and persistency
- Role of technology and digital KYC in expanding outreach
- Public-private partnerships and government-linked schemes
- Measuring social impact and contribution to inclusive GDP growth

Participant Profile: This program is ideally suited for:

- Senior and Middle Management Executives in Life and General Insurance Companies
- Micro Insurance and Rural Business Heads
- Corporate Agents and NGO-linked distribution entities
- Policy planners and financial inclusion professionals
- Development sector practitioners
- Academicians and researchers interested in inclusive finance

Work Life Balance(WLB)- Theory, Practice & Outcome

Program ID – CPC **6 Jul, 2026 (CVT)**

Program ID – CPC **19 Nov, 2026 (CT)**

Key Takeaways from the Program:

There is no perfect, one size fits all, balance one should strive for in WLB. The best work-life balance is different because of different priorities and lives that everyone has. It does not mean an equal balance. It may vary over time though. Various researches have shown that Achievement and Enjoyment are the two most important aspects of Work-Life Balance. It means pride, satisfaction, happiness, celebration, love, a sense of wellbeing etc. Therefore, according to many, another good definition for Work Life Balance would be, "Meaningful daily Achievement and Enjoyment in Work, Family, Friends and Self" & the participants will be endowed with the practical & theoretical stand points to make WLB a success – both for the organisation & personal development.

Participant Profile: Practising HR professionals, individuals, even CEOS, Union representatives should join the Session.

Comprehensive Financial Solution for Retirement

Program ID – CPC **21 Jul, 2026 (CT)**

Key Takeaways from the Program:

- Personal Financial Planning
- Retirement Planning
- Pension/Annuity Plans
- Immediate and Deferred Annuity Plans
- Types of Annuity Options
- Actuarial aspects relating to Pension Schemes
- Ulips & SWPS

Participant Profile: Marketing executives, HR executives working Insurance Companies and any Individual interested to learn about Pension Products and Retirement Planning.

Compliance Management for Principal Officers of the Corporate Agents (Including Banks) and market intermediaries

Program ID – CPC **24 Jul, 2026 (Hybrid)**

Key Takeaways from the Program: Participants will gain structured insight into:

- Conditions governing grant and continuation of registration of Corporate Agents
- Governance framework and responsibilities of Principal Officers
- Open Architecture norms and management of conflicts of interest
- Regulatory disclosures and reporting requirements to IRDAI
- Structuring arrangements with insurers for distribution of products
- Record maintenance, documentation and policyholder servicing obligations
- Telemarketing and Digital Marketing compliance requirements
- Regulatory inspection process and supervisory expectations
- Key regulatory changes introduced in 2024 affecting insurance distribution
- Highlights and compliance implications of the Insurance Laws Amendment Act, 2025
- Best practices in Compliance Risk Management for Corporate Agents

Participant Profile: This program is ideally suited for:

- Principal Officers of Corporate Agents including Banks functioning as Corporate Agents

- Individuals aspiring to become Principal Officers
- Senior Specified Persons and compliance support executives
- Employees managing Corporate Agency–Bank arrangements
- Professionals connected with the insurance sector seeking deeper regulatory understanding

Women in Leadership

Program ID – CPC **18 Aug, 2026 (CT)**

Program ID – CPC **16 Feb, 2027 (CT)**

Key Takeaways from the Program: The Program is of one day duration. It aims at making the participants aware of:

- Awakening positivity in the inner core instincts of women
- The inspirations and motivations, that make women scale greater heights
- How the society and the environment needs to change
- Developing self-confidence
- Acquiring knowledge and skill sets in focused areas, to deliver better results
- Governmental facilities and support available to the women
- Legal provisions in favour of women
- The need for more regulations for women to have more freedom and self-reliance
- Women leadership in working together with males

Participant Profile: The Program is designed for both women and men (so that men share the philosophy) in any profession and business. Working women in financial service sector, Students above 18 years are welcome to attend.

Communication & Soft Skills for Marketeers

Program ID – CPL **9 Sept, 2026 (CVT)**

Key Takeaways from the Program: The participants of the Program would get experience, insights and tools to understand and practice the following:

- Communication
- Interpersonal Relationships through Self Awareness
- Work Ethic & Team Work
- Time Management
- Analytical and Critical thinking
- Emotional intelligence
- Conflict management
- Leadership

Participant Profile: Junior to Middle Managers from Sales, marketing, operations, New Team leaders of Life, General and Health Insurance companies and executives from Corporate Agents, Banks as well as Brokers.

Customer Grievance, Insurance Arbitration, Ombudsman and Consumer Cases

Program ID – CPC **24 Sept, 2026 (CT)**

Program ID – CPC **28 Dec, 2026 (Hybrid)**

Key Takeaways from the Program: The program is designed to provide the following:

- Awareness about Consumer Rights
- Knowledge to handle grievances effectively
- Understanding different types of Customer Grievances and their causes

- Understanding various dispute resolution mechanisms and functioning of the Insurance Ombudsman
- Awareness of Alternative Dispute Resolution methods in the insurance industry - Focus on Arbitration

Participant Profile: The program is designed for Executives from the Insurance Companies, Brokers, Corporate Agents and officials from the Legal Fraternity who would like to understand various aspects of customer dispute resolution including Arbitration, Consumer Forum and Ombudsman mechanisms.

Regulatory Changes in Insurance: Impact and Opportunities

Program ID – CPC **16 Nov, 2026 (CT)**

Key Takeaways from the Program: The Program aims at making the participants aware of–

- The recent regulatory changes
- The regulatory situation prior to the changes and the position after the changes
- The impact of the changes on insurance carriers, intermediaries and customers
- How the market responds to such changes

Participant Profile: The Program is designed for working executives and compliance officers of Insurance Companies and Intermediaries.

Managerial Skills for Life Insurance Managers

Program ID – CPL **8 Dec, 2026 (CT)**

Key Takeaways from the Program: The program is designed to provide deeper understanding and insights to the participants in the following areas:

- Relearning management concepts relevant for the present day and for Insurance Sector
- Aligning themselves with Corporate goals and communicating these goals to the team
- Understanding the concept and Implementation of Change Management
- Understanding Leadership skills and Effective Delegation
- Navigating changes due to technology and leveraging it
- Conflict Management
- Personal values, ethics and Integrity
- Organisation Culture of Compliance

Participant Profile: Junior to Middle level Executives in insurance entities, working in the marketing, technical , and Human resources departments, Newly promoted Team Leaders.

Role of Artificial Intelligence in Life Insurance Fraud Management

Program ID – CPL **5 Jan, 2027 (Hybrid)**

Key Takeaways from the Program: Participants will gain comprehensive insights into:

- Nature and typology of fraud in life insurance (proposal fraud, claims fraud, identity fraud, premium diversion, etc.)
- Limitations of traditional fraud detection mechanisms
- Fundamentals of Artificial Intelligence, Machine Learning and Predictive Analytics
- AI-driven fraud detection models and risk scoring techniques
- Use of data analytics in underwriting and claims fraud prevention
- Behavioural analytics and anomaly detection in policy lifecycle monitoring

- Role of AI in digital onboarding and e-KYC validation
- Integration of AI tools with existing core insurance systems
- Governance, regulatory compliance and data protection considerations
- Explainability, accountability and ethical risks in AI-based decision-making
- Building a future-ready fraud risk management framework

Participant Profile: This program is ideally suited for:

- Fraud Risk Management and Vigilance Officers
- Underwriting and Claims Management Professionals
- Compliance and Risk Officers in Life Insurance Companies
- IT and Digital Transformation Teams
- Senior and Middle Management Executives involved in operational oversight
- Insurance Intermediaries keen to understand emerging fraud detection technologies

Comprehensive Financial Planning –Focus Life Insurance Planning

Program ID – CPL 10 Jan, 2027 (CT)

Key Takeaways from the Program: The participants of the program will gain knowledge and insight into the following:

- Life cycle needs and personal financial goals
- Personal Risks like Early Death, Disability, Morbidity, etc.,
- Risk Management and Risk Management Methods.
- Time value of money
- Risks associated with Financial Instruments
- How to make your Personal Financial Planning path risk proof
- Insurance products and Pension Products
- Comprehensive Planning and Monitoring
- Retirement planning

Participant Profile: Executives working for Insurance Companies, Brokers, Corporate Agents, Specified Persons, Insurance advisers and the persons who are interested in financial planning vis a vis Life Insurance.

Marketing of Insurance Services-New Vistas

Program ID – CPL 19 Jan, 2027 (CVT)

Key Takeaways from the Program: The program aims at making the participants unlearn and relearn:

- On all pervasive concept of marketing with a sense to practice
- On the marketing strategy
- On the branding strategy
- On Product and service innovations
- On making the competition irrelevant, creating a situation of an uncontested market Sounds magical but doable!

Participant Profile: The Program is designed for Executives from Insurance Companies, Brokers, IMF, TPAs and other professionals from marketing or any other field.

Program on AML, KYC and CFT Requirements in Life Insurance Selling

Program ID – CPL 11 Feb, 2027 (CVT)

Key Takeaways from the Program: Participants will gain a comprehensive and practical understanding of:

- Core provisions of the Prevention of Money Laundering Act (PMLA), 2002
- Latest IRDAI Master Guidelines on AML/CFT (1 November 2022)
- Subsequent regulatory circulars and updates
- KYC norms and customer due diligence requirements
- Risk-based approach in AML compliance
- Counter Financing of Terrorism (CFT) obligations
- Identification and reporting of suspicious transactions
- Noteworthy changes introduced in the latest regulatory framework
- Systems, documentation and internal processes required for effective compliance
- Roles and responsibilities of compliance officers and frontline functionaries

Participant Profile: This program is ideally suited for:

- Junior and Middle Management Executives in Insurance Companies
- Principal Compliance Officers
- AML Compliance Executives in Life and General Insurance Companies
- Corporate Agents, Brokers and Other Insurance Intermediaries
- Officials responsible for regulatory reporting and internal compliance oversight

Financial & Investment Management in Life Offices

Program ID – CPL **23 Feb, 2027 (CVT)**

Key Takeaways from the Program: The participants of the program would gain the knowledge and insight into the following:

- Financial Management of Life Office, Budgeting and Budget Control
- Insurance Investments - basic distinctions - contractual and contingent nature of insurers liabilities and their need to manage capital value and income risks, Canons of Investment - matching and immunisation and other perspectives [from actuarial literature], efficient portfolio management in the presence of liabilities, Investment and Asset Liability Management
- Regulations relating to Investments of Insurers, Capital Markets - the norms and their implications - a comprehensive review
- Investment Options - a review of market conditions with respect to various kinds of securities like Bonds, Debentures, Equities, Money market instruments, etc.,
- Investment Management functions - Investment policy, Operations, Monitoring and Accounting, Portfolio Management, Asset allocation, Technical Appraisal, Accounting-Valuation of Investments

Participant Profile: Investment managers at junior and middle level working in Investment department/other departments, who may need to know about investment operations in insurance companies.

Certificate Courses offered by College of Insurance

➢ CC1 - CERTIFICATE COURSE IN LIFE INSURANCE MARKETING

Course Structure -

Particulars	Details
Duration of the course	4 months
Mode of Teaching	Self-study + 3 days Online Contact Classes
Total hours of Teaching	18 hours for Online Contact Classes (to solve queries)
Exam pattern	MCQ pattern + Assignments
Target Group	Graduate / Post Graduate, Freshers as well as employees working in Insurance Companies
Fees for the course	₹ 5900/- (₹ 5000/- + 18% GST)

➢ CC2 - ADVANCED CERTIFICATE COURSE IN HEALTH INSURANCE

Course Structure -

Particulars	Details
Duration of the course	4 months (3 hours on weekends)
Mode of Teaching	Virtual Training
Total hours of Teaching	90 hours
Exam pattern	MCQ pattern + Project
Target Group	Graduate / Post Graduate, Freshers as well as employees working in Insurance Companies
Fees for the course	₹ 11,800/- (₹ 10,000/- + 18% GST)

➢ **CC3 - CERTIFICATE COURSE IN GENERAL INSURANCE**

Course Structure -

Particulars	Details
Duration of the course	3 months (on weekends – Saturday and Sunday)
Mode of Teaching	Virtual Training from COI, Kolkata
Total hours of Teaching	100 hours
Exam pattern	MCQ pattern
Target Group	Fresh graduates/Post Graduates, Broking Companies, Insurance Companies, Freelancers
Fees for the course	₹ 14,160 /- (₹ 12,000/- + 18% GST for Virtual training)

➢ **CC4 - CERTIFICATE COURSE IN INVESTIGATION AND FRAUD DETECTION IN LIFE INSURANCE**

Course Structure -

Particulars	Details
Duration of the course	3 Days
Mode of Teaching	Virtual Training
Total hours of Teaching	15 hours for online classes
Exam pattern	MCQ pattern
Target Group	Employees working in Fraud cells/ Claims Department/ Audit functions of the company
Fees for the course	₹ 10620/- (₹ 9,000/- + 18 % GST)

➢ CC5 - CERTIFICATE COURSE ON APPLICATION OF ARTIFICIAL INTELLIGENCE AND GENERATIVE AI IN INSURANCE (BASIC AND ADVANCED LEVEL)

Course Structure -

Particulars	Details
Duration of the course	Basic Level – 2 days – 6 hours Advanced Level – 3 days – 9 hour
Mode of Teaching	Virtual Training
Total hours of Teaching	Basic Level –6 hours Advanced Level –9 hour
Exam pattern	Basic Level – No Exam Advanced Level – Assignment submission
Target Group	Insurance Professionals, Data Scientists and Technologists, Product Developers and Underwriters, Sales and Marketing Teams
Fees for the course	Basic Level - ₹ 3,540/- (₹ 3,000/- + 18% GST) Advanced Level - ₹ 5,310/- (₹ 4,500/- + 18% GST)

Post-Graduation programs in collaboration with Mumbai University

POST GRADUATE DIPLOMA IN HEALTH INSURANCE (PGDHI)

The Insurance Institute of India, together with the Mumbai School of Economics & Public Policy (Autonomous) of University of Mumbai jointly launched this professional program "PGDHI" in 2013-14.

The Post Graduate Diploma in Health Insurance (PGDHI) is a one year part time post graduate (two semesters) program.

The PGDHI Course comprises 7 Papers and a Research Project.

The Course covers all aspects of Health Insurance including health economics, product development, rating, risk evaluation, human anatomy, diagnostics, underwriting, claims processing, importance of data analytics, fraud prevention and functioning of Third Party Administrators (TPAs).

POST GRADUATE DIPLOMA IN INSURANCE MARKETING (PGDIM)

The Insurance Institute of India, together with the Mumbai School of Economics and Public Policy (Autonomous) of University of Mumbai has jointly launched this professional program "PGDIM" in 2018-19.

The Post Graduate Diploma in Insurance Marketing (PGDIM) is a one year part time post graduate (two semesters) program.

The PGDIM Course consists of 8 Papers and a Research Project.

The Course covers various topics relating to Insurance Marketing including Principles of Economics and Economic Environment, Risk Management and Underwriting of Life/ General/ Health Insurance lines, Understanding Buyer Behaviour, Marketing, Communication, Branding with specialization in Life Insurance or General Insurance.

- *These courses are designed to provide academic rigour and recognition of the University system along with the domain knowledge and expertise of insurance industry.*
- *Graduates (3 years) in any discipline from University of Mumbai and any recognized University are eligible to apply. Students appearing in the final year of graduation are also eligible to apply.*
- *These courses are designed as classroom programs conducted in III's College of Insurance at BKC, Mumbai on weekends.*
- *The Course is rolled out by faculty drawn from the College of Insurance, University of Mumbai and practitioners from Insurance industry.*
- *On successful completion of the course the Diploma is awarded jointly by the Insurance Institute of India and Mumbai School of Economics and Public Policy (Autonomous), University of Mumbai.*
- *A Cash prize of ₹15,000/- has been sponsored by the 1979 Batch GIC Direct Recruit Officers (GIC DRO) for the best student (based on overall performance) of this batch.*

Other Activities of College of Insurance

Research center

Promoting Research

Insurance Institute of India (III) has a stated objective of promoting insurance related research. The Institute, through its Research Centre, has positioned itself as a leader in insurance research over the last few years. III fosters various research initiatives, both in-house and external. III has various schemes to promote individual research initiatives done in various Universities. III recognizes research done by insurance professionals through its research based essay competitions as well.

The Research Centre spearheads III's internal research initiatives on matters relevant to the insurance industry in addition to supporting the external programs. It is recognized by the University of Mumbai as a Centre for Doctoral Research. The Centre supports research activities of the students of its Post Graduate Diploma Programs as well.

RESEARCH/CONSULTANCY:

III Research Centre takes up Research/Consultancy projects. During the last decade, it has taken up/completed such assignments for GIZ, World Bank, GIC Re, Transport Corporation of India, National Housing Bank, IFSCA, UNDP, SDMC and NDMA in addition to Internal Research Projects.

PH. D. IN BUSINESS MANAGEMENT:

Insurance Institute of India (III) is a recognized Research Centre of the University of Mumbai for Ph.D. in Business Management under the Faculty of Commerce. The Ph.D. Program is offered on part-time basis. The Ph.D. Degree will be awarded by the University of Mumbai in the subject Business Management under the Commerce Department. It comprises initial six-months of course work if the candidate has not completed M. Phil. The Centre has Research Guide approved by the University of Mumbai.

RESEARCH GRANTS FOR PH.D. STUDENTS

There are 3 types of grants awarded by the Insurance Institute of India for scholars doing for Ph. D. Research on Insurance related subjects with any Indian University.

1) Research grant for pursuing doctoral studies – full time – grant amount – maximum up to ₹ 1,00,000/- (Category 1)
2) Research grant for pursuing doctoral studies – part time – grant amount – maximum up to ₹ 50,000/- (Category 2)
3) One time Research grant for JRF candidates – grant amount – maximum up to ₹ 50,000/- (Category 3)

List of Research Projects

Details of the various research studies done by the Research Centre are listed below. Names of organisations which have commissioned/ sponsored/ partnered in the research studies are also mentioned alongside.

Sr. No.	Topic	Organisation
1	Internal Survey on Effectiveness and Applicability of III Training Programs	Internal (Insurance Institute of India)
2	PWC Project for Building Capacity of IDRA and the Bangladesh Market i) Awareness and Insurance Literacy Program ii) Asset Liability Management Study iii) International Regulatory & Supervisory Program	Insurance Institute of India and M/s. PriceWaterCoopers Ltd.
3	Performance Evaluation of the Tibetan Medicare System	The Tibet Fund (TTF) & Insurance Institute of India
4	Bridging the Protection Gap in Insurance - Drivers and Obstacles	General Insurance Corporation of India (GIC Re) & Insurance Institute of India
5	III Survey –"Telemedicine –New Trend in Health Care"	Internal (Insurance Institute of India)
6	Survey for knowing the risk perception in near future for Indian insurance industry	Internal (Insurance Institute of India)
7	Survey on "Impact Of Covid - 19 Pandemic On Insurance Fraud Risk Mitigation And Investigation"	Insurance Institute of India (III) along with the Association of Private Detectives and Investigators (APDI), the International Fraud Training Group (IFTG) and Lancers Network Ltd.
8	Survey on " Customer Behavior in Purchasing Life and Health Insurance"	Internal (Insurance Institute of India)
9	Survey on "Impact of Covid-19 on Health and Life Insurance"	Internal (Insurance Institute of India)
10	III Survey "Post Covid-19 Times - Strategic Concerns for the Insurance Industry"	Internal (Insurance Institute of India)
11	Giving Life to Life Insurance	Internal (Insurance Institute of India)
12	Challenges in insuring the lood prone areas in Mumbai	General Insurance Corporation of India (GIC Re) & Insurance Institute of India
13	Property Insurance in New and Existing Housing	National Housing Bank & Insurance Institute of India.
14	Insurance Requirements of the Indian Logistics & Warehousing Industry and its Customers (In-Country Operations)	Transport Corporation of India Ltd. & Insurance Institute of India.
15	Country Landscape Study on Mutual and Cooperative Insurers in India	International Cooperative and Mutual Insurance Federation (ICMIF) & Insurance Institute of India
16	Design and Product Performance of the Industrial All Risks Policy	General Insurance Corporation of India (GIC Re)
17	Building Financial Resilience of SAARC Countries against Natural Disasters: The Insurance Option	Insurance Institute of India & SAARC Disaster Management Center
18	Microinsurance Regulations in India - Situational Analysis and Assessment - GIZ report	GIZ
19	Insurance Products Designed for Rural India	Internal (Insurance Institute of India)
20	Customer Satisfaction on Services & Level of Awareness of Activities of Associated Institutes of Insurance Institute of India	Internal (Insurance Institute of India)
21	Buying Behaviour and Customer Satisfaction vis-a-vis Life Insurance in India	Internal (Insurance Institute of India)

SEMINARSS AND WEBINARS

Insurance Institute of India (III) has been conducting seminars, webinars and conferences of the following four categories for building/ developing professionalism in the industry and addressing the academic needs of the insurance fraternity, as also positioning the leadership the College/ Institute.

- Bonding by Professionalism (BBP)
- Look Beyond (LB) and
- Look Deep (LD)
- One-off Conferences (OOC)

Sr. No.	Name of Seminar
1	G V Rao Memorial Lecture on Artificial Intelligence (AI) and The Insurance Industry - Achieving Tangible Targets.
2	Seminar on Insurance Sales as a Career Opportunity
3	Current Challenges and Emerging Risks in Marine Insurance -From Automated Ships to Outdated Laws: Are We Prepared?
4	Sustainable Pension Systems in India: Challenges and Reforms in the 21st Century
5	G V Rao Memorial Lecture and Seminar on Fighting Insurance Fraud through Technology
6	Career Opportunities in Insurance Industry
7	Role of Human Resource Management in Insurance Industry
8	69th Foundation Day Seminar on Actuarial Education and Cutting-edge Technologies for the Insurance Sector
9	Fraud Fighting Frameworks in the Indian Insurance Industry
10	G V Rao Memorial Lecture on Transition to International Financial Reporting Standard (IFRS) 17: Headwinds and Tailwinds
11	Seminar on Insuring a Sustainable Future: The Importance of ESG
12	68th Foundation Day Seminar on Technology: Changing the landscape of the Insurance Industry
13	Deeper Insights into Modern Day Insurance Fraud and the Psychology of the Fraudster: Focus - Social Media Fraud
14	Disaster Risk Resilience and the Insurance Mechanism
15	Strategies towards realizing a fully insured India: Focus – Life Insurance
16	Conclave on Fraud Prevention in Motor Insurance Claims
17	Increasing Insurance Penetration
18	67th Foundation Day Seminar on Health Insurance Emerging Skylines
19	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Bihar, Jharkhand, Orissa, West Bengal, Delhi, Haryana, Jammu & Kashmir, Himachal Pradesh, UP, Punjab, Uttarakhand
20	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Gujarat, Maharashtra, Goa, Rajasthan, Madhya Pradesh, Dadra & Nagar Haveli and Daman & Diu
21	Disaster and Insurance Awareness - Monthly Online Webinar (DIS-MOW) - Andhra Pradesh, Karnataka, Kerala, Pondicherry, Tamil Nadu and Telangana
22	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim and Tripura
23	Disaster and Insurance Awareness - Monthly Online Webinar (DIA-MOW) - for all states
24	III Webinar on Prospects of Education in Insurance Sector
25	III Webinar on Insurance Fraud and Investigation
26	III, RAUCH and ACMA Webinar on the Need of Crisis Resilience in the Insurance Sector
27	III Webinar on Road Safety
28	III and MSEPP Webinar on Career prospects of Insurance Education in Insurance Industry in the New Normal
29	III Webinar on Virtual Round Table Covid 19 Learnings for the Insurance Ecosystem

III LIBRARY:

Institute has formed a Knowledge Management Centre to arrange seminars on insurance and related subjects, to conduct research work on various technical subjects of Insurance, to maintain library and to publish journal and e-newsletters.

The Library has a collection of books (around 8500) in the subject of Insurance, Management, Economics, Banking and Finance. The library also has a collection of Studies in insurance. The premium collection of books includes the publications of the Witherby Publishers, Lloyds, London and publications of eminent international institutes such as the Chartered Insurance Institute (CII London), American Institute for Chartered Property Casualty Underwriters (AICPCU), Life Office Management Association (LOMA) and Life Insurance and Market Research Association (LIMRA).

The library has subscribed to magazines/periodicals on insurance other subjects. Access to the library is available to Insurance Institute of India's (III) Members, Trainees of COI, Insurance Professionals, Researchers, Educational Institutes/Colleges, among others Corporates, Faculty members and III Staff.

ONLINE LENDING LIBRARY (OLL)

Insurance Institute of India has initiated an Online Lending Library (OLL) for III members, college students, research scholars and insurance professionals.

OLL Members have the flexibility to order, renew and return books online as well as in person.

GROUP CORPORATE MEMBERSHIP (GCM)

This facility is for corporates having multiple branches across India. Under the GCM, the companies are given multiple logins to use the library facility. A maximum of 20 books are issued to companies at any point of time.

- Free home delivery and pick up of books.
- Delivery within 48 hours from order.

Online Library Facility is available only for India. Study material of III is not available under Online Lending Library services.

PUBLICATION:

- **THE JOURNAL**

  The Journal is a quarterly publication emanating from the Insurance Institute of India. It is listed with UGC Care List since January 2023.
  It is published in the months of January / April / July and October every year in both hard and soft forms.
  The Journal covers a wide range of issues related to insurance and allied areas.

- **e-PUBLICATIONS**
  - InsuNews - Weekly e-newsletter
  - Happenings at the Institutes - Monthly e-newsletter

Visiting Faculty / Industry Experts

(INDICATIVE LIST IN ALHPABETICAL ORDER)

Details of the various research studies done by the Research Centre are listed below. Names of organisations which have commissioned/ sponsored/ partnered in the research studies are also mentioned alongside.

Name	Position Held	Area of Expertise
Mr. A. K. Singhal	Head - Insurance Cum Advisor for Legal Firm	Legal, PSU Matters, HR
Mr. Ajay Kumar Kanth	Head – Fraud Risk Management Unit, Aditya Birla Capital Limited	Fraud Prevention & Control, Investigation, Compliance, Legal & Secretarial
Mr. Amitabha Ray	CEO, Swiss Re India Branch	Property Treaty Underwriting, alternative risk transfer solutions, parametric and index covers
Mr. Anabil Bhattacharya	Former Chief Manager, Head of Fire & Engineering Underwriting & Techno-marketing Department, Head Office, National Insurance Company Ltd, Kolkata.	Principle & Practice of Insurance, Fire, Engineering, Motor, Misc. Insurance, Legal (Motor TP), RTI & HR and Risk Management.
Mr. Anant R Nayak	Retd. Sr. Divisional Manager (LIC), CFA	Financial Markets
Dr. Aninda Chatterjee	Clinician, Ex-Panel Physician for LIC & National Insurance Company of India (NICL), Visiting Faculty	Healthcare Management, Hospital Operations, Quality Assurance Medico-Legal, Life & Health Insurance Fraud Management.
Mr. Anshu Shekhar	Senior Business Manager at Patna Business Office I, National Insurance Company Limited	Motor Third Party Claims Management (Legal Specialist)
Dr. Anuj Gupte	Vice President, Govt. Business, MD India Health Insurances (TPA) Pvt. Ltd.	Health Insurance, Fraud and Abuse Control, Role of TPA, Claims Management, Universal Coverage, Public Health Schemes, MIS, Provider Network Management etc.
Mr. Anurag Rastogi	CEO, Insyght Analytics LLC UAE Chairperson, Education Committee, Institute of Actuaries of India Ex. Chief Actuary & Chief Underwriting Officer	Actuarial, Underwriting, Strategy, Insurance Pro itability Turnaround, Mergers & Acquisitions

Name	Position Held	Area of Expertise
Ms. Archana Nirmal Kanthode	Regional Manager, Oriental Insurance Co. Ltd.	Marketing, Health Motor, Property Insurance. Trainer for all General Ins.Marketing channels, Business Development Role Employees. Special interest in studies on Frauds control in General Insurance.
Ms. Archana Vaze	Ex. Assistant Professor (General Insurance), Insurance Institute of India, Experienced as Manager Underwriting- Corporate and SME Lines at SBI General Insurance Co. Ltd. and Senior Manager - Commercial Underwriting at Cholamandalam MS General Insurance Co. Ltd.	System Analyst, exposure in Underwriting, Business Strategy & Process Management. Her research experience include insurance needs of Housing Industry, Mutuals, Co-operatives and Community based Insurance, Equity Research on India Life Insurance Industry.
Mr. Arun Kumar Bhatia	Senior Executive Vice President, Beacon Insurance Brokers Pvt. Ltd. Ex. Faculty (General Insurance), College of Insurance, Insurance Institute of India, Experienced as senior positions in The New India Assurance Co. Ltd., Bajaj Allianz General Insurance Co. Ltd. and SBI General Insurance Co. Ltd	Underwriting and Marketing of Insurance Product
Mr. Ashish Ajmera	Independent Surveyor	Motor Claims
Mr. Ashok M. Gawarikar	Principal Surveyor, Transmgsa Surveyors & Loss Assessors Pvt Ltd.	Hull, Cargo, Energy - Loss Assessment and Investigation
Mr. Ashutosh Shukla	CEO, Puri Crawford Insurance Surveyors and Loss Assessors India Pvt Ltd	Engineering Project, ALOP Monitoring CAT Claims Fire Claims Breakdown Claims Business Interruption Claims Asset Valuation.
Mr. Avez Sayed	Chief Risk Officer, Bajaj Alllianz General Insurance	Enterprise Risk Management, Operational Risk Management, Information & Cyber Security, Business Continuity Management, ESG and Climate Risk
Mr. Balachandran M K	Ex. Head of Rural and Micro Insurance, SBI General Insurance, Consultant - World Bank, UNDP, UNCDF	Rural and climate Risk Insurance

Name	Position Held	Area of Expertise
Ms. Beena Mandrekar	Freelancer, Visiting Faculty, Symbiosis Institute of International Business	Business Communication, Soft Skills, Creative Problem Solving.
Dr. Bharatbhushan S. Powdwal	CEO & MD, Brilliant Solutions Management, Consulting Surgeon at various Hospitals in Mumbai.	Health Insurance, Health care Management, Insurance Frauds, Investigation, Process Automation in Underwriting, Claims and Frauds
Ms. Bharathy R. Iyer	Head Corporate Governance, General Counsel , DPO, & CCO with Aon Ins. Brokers Pvt. Ltd., Mumbai.	Governance, Compliance and Legal Affairs, General insurance UW & Claims FIII, FCS, FCWA, LLB with expertise in Regulatory Compliance in General Insurance, Reinsurance and Corporate Governance in key roles such as Chief Compliance officer and Data Privacy officer in multiple companies.
Mr. Herpreet Singh Bright	Mechanical Engineer, IRDA License Surveyor	Surveys and Loss Assessment and Investigator In Insurance Industry, Specialist in high value High Pro ile Media high cases he has experience in lood and ire claims.
Mr. C L Baradhwaj	Practising Company Secretary (Insurance & Corporate Laws)	Regulatory Compliance, Corporate Governance and other Corporate laws
Mr. Charusheel K. Tandel	Freelancer, Chartered Insurer, Ex-Kuwait Insurance Co. Ltd.	Property Lines Claims
Mr. D. G. Halve	Consultant	Crop Insurance
Mr. Delzad D. T. Jivaasha	Deputy Vice President, ICICI Lombard General Insurance Company Limited	Enterprise Risk Management, Environmental, Social and Governance (ESG) Risk Management, Compliance, Corporate Governance, Geo Political Risk Management, Climate Risk Management, Technology and Artificial Intelligence Governance and Risk Management, Solvency II, Risk Based Capital & Supervision, Basel III, Audit, Business Continuity Planning, IFRS Risk Management, Operational Risk Management, Market Risk Management, Credit Risk Management

Name	Position Held	Area of Expertise
Mr. Dhananjay Naidu	Manager Fire and Engineering Department, Head Office, National Insurance Co Ltd	Underwriting Mega Risks, Underwriting Fire policies, Projects/Engineering Risks, Inspection of Risks Assessment of PML, Reinsurance of Large Risks
Mr. Frederick Ronald Dsouza	Consultant	Insurance, Technology, Training and Development, Social Service
Mr. Frederick Wharton	President/CEO , North American Training Group and International Fraud Training Group	Insurance Fraud and Investigations, Financial Frauds, Health Care and Fraud Training
Mr. G S Krishnan	Consultant & Partner, Vignaharta Value Creators (Financial Planning & Advisory) Experience in Project Management for Regulatory Bodies and IT Companies	Project Implementation , Consultancy, Financial Planning, Rotarian Member, Music, Travel, Giving Lectures
Dr. George E Thomas	Ex. Professor (Research and Non Life Insurance), Insurance Institute of India, 15 years of experience in Insurance academics, research and consultancy, 25 years of experience in insurance regulations in TAC and IRDAI.	Research experience includes disaster risk financing, framing insurance regulations, capacity building of the insurance industry, and fraud prevention. His expertise includes insurance of housing/ property, logistics/ marine and health insurance as well as working with mutuals and micro-insurance
Ms. Gomathi Shekar	Regional Manager, The New India Assurance Company Limited	Marine Cargo Insurance
Dr. J Michael Skiba, Dr. Fraud	COO/President-International Fraud Training Group. Department Chair-Criminal Justice, Financial Crime, Colorado State University Global Campus	Fraud, Financial Crime, and Cybercrime
Mr. J V Prasad	Independent Actuarial Consultant	Pricing, Reserving, Capital Modeling, Risk Management, FRS, Analytics In General Insurance
Mr. Jatin Punjani	Founder & CEO, Profound Risks Services LLP	Consulting In Liability, Sports, Entertainment and Aviation Risks
Mr. Jayasager Kt	Partner, BDO Actuarial Services LLP	Actuarial Science

Name	Position Held	Area of Expertise
Mr. Jitendra Tawarmalani	EX. Principal of Mumbai Regional Training Centre, The Oriental Insurance Co. Ltd.	Mediclaim, Motor, PA, All MISC. Policies, Softskills, Communication Skills, Marketing, Presentation, Motivational Speaking, Consumer Forum, Grievance Redressal, Ombudman, HR, Agents Grooming, Interpersonal Relationship, Claims Management, Customer Services
Mr. Joydeep Roy	ED, Saferisk Insurance Brokers Pvt Ltd, Ex. CEO, IFFCO Tokio Insurance Services, Ex. CEO Phoenix of Botswana, Botswana, Africa, Ex. COO Reliance Insurance Tanzania, Africa	Marine Cargo Insurance, Hull & Energy, Property, Distribution
Ms. Jui Buch	Strategic Insurance Advisor to various multinationals	Liability Insurances – D & O Liability, CGL, Cyber, Technology E&O, Professional Indemnity, Environmental Liability, Energy Insurances – Oil & Gas, Onshore and Offshore Energy, Drilling Insurances
Ms. Kasturi Sengupta	Executive Director, New India Assurance Co Ltd	Miscellaneous Insurance, Liability Insurance, Sports & Film Insurance, Reinsurance, Health Insurance
Mr. Kolli N Rao, PhD	President & Senior Advisor, Aon India	Agriculture Insurance, Reinsurance, Risk Management
Ms. Lata Shekhar Iyer	Dy. General Manager, The New India Assurance Co. Ltd.	Marketing Management, Motor Third Party and Consumer Cases Case Studies
Ms. Leena B. Mody	Proprietor, M/S. Leena Mody and Associates	Marine Hull Claims i.e. Average Adjusting
Mr. M. Thiripalraju	Former Director, Indian Institute of Capital Markets	Capital Market, Finance, Economics
Ms. Madhulika Bhaskar	Deputy Secretary, General Insurance Council, Retired as General Manager & Director of GIC, Held the post of CMD, New India Assurance Company on additional charge basis for a period of 6 months.	Reinsurance
Mr. Manoj Kumar A. S.	Head of Sales and Growth, Aon India	Specialty Lines/ GI

Name	Position Held	Area of Expertise
Mr. Manoj Kunder	Head – Market Underwriting (VP), SBI General I nsurance Company Limited	General Insurance Underwriting With Specialization in Aviation, Surety & Reinsurance
Mr. Mehul kumar Pujara	Deputy Vice President (Head of Group Underwriting) - Manipal Cigna Health Insurance Company Limited Formerly associated with Raheja QBE, HDFC Ergo, ICICI Lombard	Product Development, Underwriting – Health & Accident Insurance, Personal Accident, Travel Insurance, Corporate & Branch Operations
Mr. Mihir Vora	Director – Corporate Solutions, Lockton India Insurance Broking and Advisory Ltd.	Property, Business Interruption, Engineering, Liability and Risk Engineering
Mr. Milind V. Kolhe	Head - Techno Commercial and Principal Officer IIO, GIFT City, Gandhinagar ICICI Lombard General Insurance Company Limited	Commercial Lines Underwriting & Claims, Reinsurance, Risk Management & Loss Control, Product Development, Agriculture Insurance, Project Insurance and Property Insurance, Structured solutions.
Mr. Milind Vasantrao Harsulkar	Free Lance Independent General Insurance Consultant	Fire, Engineering, Underwriting, Claims Management
Capt. Mukesh Gautama	Senior Advisor, Wilson Surveyors and Adjusters Pvt. Ltd Lloyd's Agents	Marine Hull and Cargo Surveys. Marine Hull, P&I, General Average and Cargo Claims Adjustments
Dr. (Maj) Mukund Kulkarni	Chief Business Officer-Life & Health Insurance, IIB	Data governance, Data driven decisioning, Risk assessment, Risk management, Underwriting, Claims, Products, Insurance medicine
Ms. Nandita Banerjee	Manager(Retired), National Insurance Co Ltd	Health Insurance, Miscellaneous Insurance
Mr. Nivrtee Magar	Vice President : Forensic, ICS Assure Services Pvt Ltd	Forensic Science
Dr. Nutan Pakhare	B.A.M.S, Assistant Professor YOGA(UGC), MSC (YOGA), PGDYS, CCY, Fellowship in Ayurveda (UK)	Ayurveda Yoga Consultant and Educator
Mr. P Koteswara Rao	Chartered Accountant	Life Insurance Marketing, Finance and Accounts, Investment and Credit Appraisal, Individual Taxation, Audit and Internal Controls, Corporate Governance, Financial Review

Name	Position Held	Area of Expertise
Mr. P Ravi Kumar Reddy	Executive Director, Beacon Insurance Brokers	Fire Material Damage Claims & Business Interruption Insurance
Ms. Pallavi Sinha	Deputy General Manager, The New India Assurance Co Ltd	Casualty & Liability Insurance, Underwriting
Mr. Pallaw Saxena	Health Insurance Consultant – Independent Practice, Guest Faculty at the Insurance Institute of India, Former VP, Vidal Health Insurance TPA Pvt. Ltd., Former VP – Operations MDIndia Healthcare Services Pvt. Ltd.	Health Insurance Operations Leadership, TPA Operations Management, Claims Management & Settlement, Customer Experience Excellence, Corporate Client Relationship Management, Profit Center Management, Fraud Detection & Investigation, IRDAI Compliance & Regulatory Governance, Team Leadership & People Management, Process Optimization & Service Delivery.
Dr. Pandurang M Bhujang	President Emeritus Association of Hospitals, Visiting Faculty Tata Institute of Social Science, Sir H N Reliance Foundation Hospital	Medicine, Law, Hospital Management, Financial Management, Quality Management, Industrial Relations and Personnel Management
Mr. Parijat Dutta	Former General Manager GIC Re Former Independent Director United India Insurance Company Ltd. Former Member Reinsurance Advisory Committee IRDAI.	Reinsurance, Technical
Mr. Phalguni Purkayastha	Senior Surveyor & Loss Assessor, Risk Control Consultancy Organisation	Fire, Engineering, Risk Management , Loss Prevention & Safety Management, Enterprise Risk management
Mr. Pradip Sarkar	Ex. Chief Regional Manager, United India Insurance Company Ltd, Ex. Principal of The COI, Kolkata	ALL General Insurance Subjects
Mr. Pradipto Sen	Senior Consultant & Trainer - Anti Fraud, Operations, Claims, Risk Management & Compliance Expert	Life Insurance - Operations, Risk Management (FRMAI), Fraud Investigation & Monitoring (CIAFP), AM/CFT (NISM), Claims, ERM, Cyber Crime (RMAI), ISO Internal Auditor

Name	Position Held	Area of Expertise
Ms. Pragnya Acharya	Partner - HMR Risk Consultancy	Casualty & Liability Insurance Underwriting, Pro it Centre Management, Product Development, Leadership and Team Collaboration
Mr. Prem Chandra Shukla	Fellow & A category surveyor and loss assessor & Ex. council member of Indian Institute of Insurance Surveyors & Loss Assessors	Fire, Enng., Inland Cago & Miscellaneous surveys and loss assessment
Ms. Priyanka Guatama	Chief Underwriter officer, Markel India	Casualty lines, Financial Lines, Cyber Underwriting, Liability claims, Reinsurance, Team Management, Sales and Channel Management
Mr. R Balasundaram	Senior Advisory Board member & Head of Marine Practice, Ex. Secretary General, Insurance Brokers Association of India (IBAI) and Sr. Advisor, CRB at WTW	Marine Insurance Underwriting , Claims , Channel Management, Soft Skills, Insurance Brokers' Regulations, management of broking irms, Marine Cargo
Dr. R K Duggal	Principal Officer, KUWY, Ex. Faculty (General Insurance), Insurance Institute of India, AVP, Prudent Brokers (Government and Rural Business) Chief Manager, New India Assurance (Rural Micro and Agri. Business CSR, Health and RTI and Govt. Business)	Rural, Micro & Agri Business Dept., Animal and Sheep Husbandry Depat.
Mr. Raghunath Kopalle	Consultant, JB Boda Reinsurance Brokers & Freelance Faculty	Reinsurance
Mr. Rajesh Yagnik	Senior Executive Director J.B.Boda Insurance and Reinsurance Brokers Pvt. Ltd. Accomplished International Trainer	Insurance, Reinsurance
Dr. Ranjith Krishnan	Sustainability Consultant	Corporate Laws/ESG/Sustainability
Mr. Ravi Seshadri	Strategic Advisor - Insurance & Insurtech, Ex AXA Vice President	Risk Management, General Insurance, Marketing, Insurance Compliance, Labour Laws, Business Law, Compensation Management, Digital Transformation, Corporate Governance and Ethics

Name	Position Held	Area of Expertise
Mr. Ravinder M.	Executive Coach and Trainer- Insurance Domain and Leadership Development.	Accident, Health, Rural Social, Micro Insurance, Underwriting Claims Management, Product Design, Business Development, Channel Management, Leadership Training.
Mr. Ravindranath Nayak	EX. General Insurance Co. of India	Reinsurance, Life Re, Reinsurance Accounts, Claims Management, Anti-Money Laundering, Solvency Margin & Solvency-II, Risk Based Capital.
Dr. S. Kutty	Ex. Faculty (Life Insurance & Research), College of Insurance	Life Insurance, Micro-Insurance, Customer Relationship, Marketing and various Management Topics
Mr. S.V. Sunder Krishnan	CEO of Clarimonde Solutions - a consulting Company Internal Ombudsman to India First Life Insurance	Enterprise Risk Management, Internal Audit, Legal, Information Security, Claims and Compliance
Mr. Sai Srinivas Dhulipala	Consulting Actuary	Actuarial, Risk Management and IFRS17 Implementation
Mr. Saket Singhal	Actuary and Founder, Transvalue Consultant, The consulting and appointed Actuary, Oriental Insurance Co. Ltd. and Tata AIG General Insurance Co. Ltd.	Actuarial science, Investment, Employee Bene it, Valuation and Accounts, Risk Based Capital
Dr. Sangita R. Shinde	Health Product Head - Artivatic Data labs	Health Insurance Underwriting and Claims, Provider Network
Dr. Sanjay M Tiwari	Head – Internal Control and Loss Minimization (ICLM), ICICI LOMBARD Gic LTD	Organization Level Risk and Fraud Management Framework and Practices. Process Re-Engineering. Design Thinking. Health Insurance - Claims, Networking Underwriting and Fraud Risk, Cost Management, Operational Excellence, Motor Commercial Claims and Fraud Risk Management
Mr. Sarbjit Singh Bright	Surveyor & Loss Assessor	Motor & Investigation, Anatomy of vehicle, Claim settlement - surveyors & underwriters
Mr. Sateesh Bhat	Appointed Actuary, General Insurance Corporation of India (GIC Re)	General Insurance

Name	Position Held	Area of Expertise
Mr. Satish Babu Khiradkar	Chief Business Manager, (KBO Incharge), The New India Assurance Co Ltd	Fire Underwriting, Motor Own Damage, Motor Third Party, Reinsurance, General Insurance Finance and Investment, Principal of Insurance (IC-01), Practice of General Insurance (IC-11)
Mr. Satish Raju	APAC Lead Insurance and Banking- Planet, Ex. CEO Swiss re India Branch	Reinsurance, Disaster risk inancing, Catastrophic Risk Management
Dr. Shariq Nisar	Professor of Finance At Rizvi Institute of Management Studies and Research	Islamic Finance, Takaful, Mutual Insurance and Micro inance
Mr. Shashwat Srivastav	Manager, National Insurance Co Ltd	Mega Risk, Project Insurance, Specialized Risk Insurance, Reinsurance, Terrorism (PV and war)
Mr. Sibesh Sen	Training Consultant	Marine Cargo Insurance, Agency and Broking Sales in GI
Ms. Suchitra R.	Chief Manager, The New India Assurance Co Ltd	Claims Management, Intemediary verticals, Underwriting ,Claims and Accounts, Reinsurance Fac
Ms. Suman Ganguly	Consultant for Marine Insurance	Marine Cargo Insurance
Prof. (Dr.) Sunder Ram Korivi	Adjunct Faculty, Indian Institute of Corporate Affairs (Ministry of Corporate Affairs, GOI)	Financial Markets
Mr. Suresh Balakrishnan	TransAsia Risk Advisors	Reinsurance, Liability Insurance-Cyber Security, Specialist/Bespoke Policy Wording
Mr. Suresh D. Shah	Independent Surveyor, Loss Assessor, Valuer and Chartered Engineer Having 45+ Years of Experience	Fire, Engineering, Miscellaneous, Marine and Loss of Pro it Insurance, Advance Loss of Pro it, Risk Inspection, Risk Management, Fixed Asset Valuation for various purposes etc.
Mr. Thomas Moffatt	Associate Director at Unison Insurance Brokers	Property Engineering Underwriting and Claims, Risk Management, Fire, Engineering, Miscellaneous Insurances
Mr. Uday Gurunath Bhogate	Partner, UBI Surveyor and Loss accessor	Marine, Marine Warranty , Oil and energy claims and Risk Management

Name	Position Held	Area of Expertise
Mr. Umesh Bagri	Consultant	Property & Business Interruptions & Miscellaneous Insurances Claims; High Value Complex Claims AIML Based IT Claims solutions & Projects Implementation
Ms. Uttara Vaid	Founder -Uttara Vaid Advisory Services LLP.	Liability Insurance
Mr. Varun Ashok Gawarikar	Founder, V2RT Insurtech Solutions Pvt Ltd.	Cargo Insurance Claims, Cargo Underwriting, Cargo Frauds, Cargo Insurtech and Data Analytics, Cargo Loss Prevention, ODC Cargo Movements.
Mr. Vibhaw Kumar	Executive Vice President, Anand Rathi Insurance	Liability Insurance, Fine Arts Insurance, Drone Insurance
Mr. Virendra Gupte	Formerly - Head - Trade Services and Chief Ethics Counsellor - TATA International Limited (TATA Group Company) Independent Director , Consultant , Corporate Trainer and Senior Visiting Faculty	Governance and Business Ethics, Global Risk Management, Business Excellence Processes, Social Accountability, Setting Up Companies Abroad, Export Procedures, RBI, ECGC and EXIM Bank Procedures, Advocacy, Corporate Induction and Training on Tata Code of Conduct /Business Ethics Management, Visiting Faculty in B Schools, Leadership Skills , Strategic Management , Decision Making , Sustainability in Business / ESG
Mr. Vishal Dubhashi	Executive Vice President & Head - Risk & Loss Mitigation Dept., HDFC ERGO General Insurance Company Ltd.	Core domain expertise lie in Policy & Strategy of Risk Management, Credit Control & Fraud Risk encompassing Legal, Audit & Compliance frameworks in Banking and Insurance sector.
Mr. Vivek Sawant	Motor Underwriting incharge, Zuno General Insurance Ltd.	Motor Insurance-Underwriting, Operations, Claims Brokers Ltd.

Facilities at Insurance Institute

Classroom - 1

Classroom - 2

Auditoriam

Library

Hostel Rooms, Cafeteria and Recreation Center

PROFESSIONAL EXAMINATION

Courses Offered by III

PROFESSIONAL CERTIFICATION

- Licentiate
- Associateship
- Fellowship

SPECIALISED DIPLOMA

- Marine Insurance
- Fire Insurance
- Health Insurance
- Life Insurance Underwriting

CERTIFICATE / DIPLOMA / ADVANCED DIPLOMA

- Foundation of Casualty Actuarial Science

PRE-LICENSING EXAMINATION FOR INSURANCE SURVEYORS AND LOSS ASSESSORS

COURSES IN COLLABORATION

- Certificate Course on Compliance, Governance and Risk Management (with Institute of Company Secretaries of India)
- Certified Insurance Anti-fraud Professional (CIAFP) (with North American Training Group)
- Life Insurance Underwriting (with Association of Insurance Underwriters)

COURSES WITH UNIVERSITY OF MUMBAI

- Post Graduate Diploma in Health Insurance (PGDHI)
- Post Graduate Diploma in Insurance Marketing (PGDIM)
- Ph.D. in Business Management

REGULATORY EXAMINATIONS - The Institute conducts online trainings and examinations authorized by the Insurance Regulatory and Development Authority of india (IRDAI)

- Pre-licensing Examination of Web – Aggregators
- Pre-licensing Examination of Insurance Marketing Firms
- Pre-appointment Examination of Insurance Agents
- Pre-licensing Examination of Corporate Agents
- Pre-licensing Examination of Authorised Verifiers of Insurance Brokers

ONLINE TRAININGS

- Insurance Broker - Training (Fresh and Renewal) - BQP and PO
- Insurance Agent - Training
- Corporate Agent - Training (Fresh and Renewal)
- Insurance Marketing Firm - Training (Fresh and Renewal)
- Web-Aggregators - Training (Fresh and Renewal)
- Authorised Verifiers of Insurance Brokers – Training (Fresh / Renewal)
- POSP - Training and Examination

POSTAL LIFE INSURANCE

- The INSTITUTE provides training and conducts the licentiate examination on behalf of the Postal Life Insurance Authority of India across the country in all major Indian languages for POSTAL LIFE INSURANCE AGENTS and RURAL POSTAL LIFE INSURANCE AGENTS.

Online Examination Schedule for the Year 2026

	Steps & Details		Exam Month & Year			
			March – 2026	June – 2026	September – 2026	December - 2026
1	Registration (New Candidates) *		5th to 15th January 2026	5th to 15th April 2026	5th to 15th July 2026	5th to 15th October 2026
	Subject Enrollment (Payment of fees)					
	Change of Centre **					
	Change of Subject ** (subject having similar credit points)					
#	Examination for enrolment extended date (Advance Approval) (Subject enrolment, change of Centre / Subjects)		16th to 18th January 2026	16th to 18th April 2026	16th to 18th July 2026	16th to 18th October 2026
2	Slot Booking - Book date & time of the examination for enrolled subjects		5th to 11th February 2026	5th to 11th May 2026	1st to 7th August 2026	5th to 11th November 2026
3	Examination Day & Dates	Saturday	7th March, 2026	6th June, 2026	29th August,2026	5th December, 2026
		Sunday	8th March, 2026	7th June, 2026	30th August, 2026	6th December, 2026
		Saturday	14th March, 2026	13th June, 2026	5th September, 2026	12th December, 2026
		Sunday	15th March, 2026	14th June, 2026	6th September, 2026	13th December, 2026
4	Last date to receive Scribe request for Physically/Visually Challenged candidates		27th February, 2026	28th May, 2026	21st August, 2026	26th November, 2026
5	Result to be declared on or before		31st March, 2026	30th June, 2026	30th September, 2026	31st December, 2026

* New candidates have to first register as a member with III and then pay the paper enrollment fees.

For more details may refer Help manual available on our portal under Examinations >> Help Manual

** Candidates can change centre & subject using own login id on or before last date of enrolment.

For **Professional Examination** related queries:- **022- 69654 250/238/239/244/208/223. (mrm@iii.org.in)**

For **Surveyor Examination** related queries:- **022- 69654 220/259. (surveyor@iii.org.in)**

The Examinations for the following certificate courses shall be conducted only in June & December every year.

- Advanced Diploma in Life Insurance Underwriting
- Certificate Course on Compliance, Governance and Risk Management in Insurance (IRCC).

Important Note:- The dates given above are tentative and may be changed if required.

PHOTO GALLERY

National and International Association of III

MOU Signed with **Sasmira's Institute of Management Studies & Research** on 10th July, 2025.

MOU Signed with **Sri Kailassh Women's College (Autonomous), Salem** on 8th January, 2026.

MOU Signed with **Dr. N.G.P. Arts and Science College, Coimbatore** on 13th October, 2025.

MOU Signed with **Modern Education Society's D.G. Ruparel College of Arts, Science and Commerce** on 16th February, 2026.

Visit to III Office

Visit of a delegation from Tanzania Insurance Regulatory Authority on 2nd July, 2025

Insurance Institute of India hosted Prof. Jamal Adam Katundu, Mr. Ally Khalid Khalfan (PMO, Tanzania), Mr. Pastory Willison Mabonesho, Mr. Mordecai Chrysostom Matto and Mr. Godfrey Amon Chambo from Tanzania Insurance Regulatory Authority (TIRA) accompanied by Mr. Anand Kulkarni on behalf of the J B Boda Group at III campus, Mumbai.

Visit of a delegation from Insurance Regulatory Commission of Sri Lanka on 28th August, 2025.

Insurance Institute of India was honoured by the visit of a delegation from the Sri Lanka Insurance Regulator. Dr. Ajith de Mel, Chairman, IRCSL, Mrs. Damayanthi Fernando, Director General, Mrs. Deepika Nawarathna, Director, Market Development & External Relations and Mr. Rajan Nirubasingham, Director, Legal and Enforcement of IRCSL visited the III campus, Mumbai. Mr. S. N. Bhattacharya, Secretary General, Life Insurance Council and Mr. Inderjeet Singh, Secretary General, General Insurance Council also joined the discussions with the visiting delegation.

Visit of a delegation from Iran insurance industry on 8th October, 2025

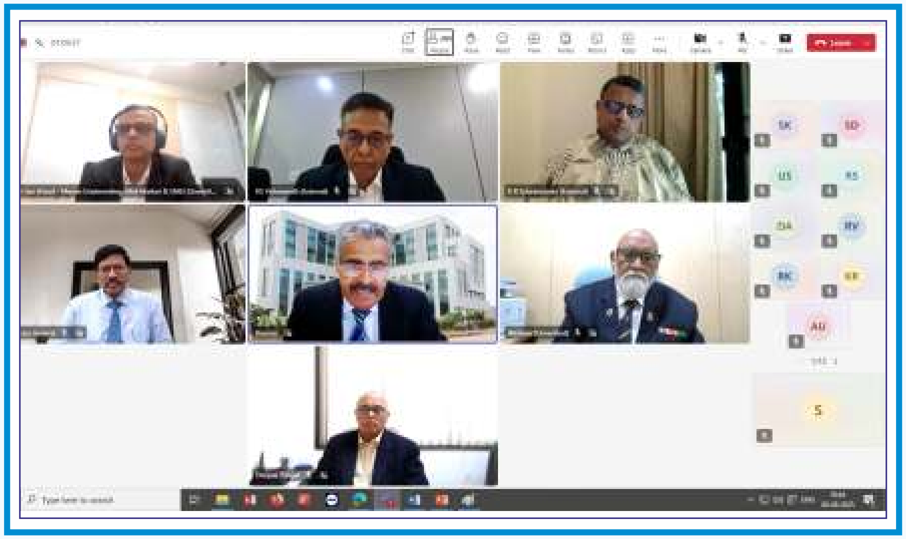
Insurance Institute of India was privileged to host Dr. Younes Mazlumi, CEO, Green Card Bureau of Iran and Mr. Parviz Khosro Shahi, President, Bime Markazi Iran at III campus, Mumbai.

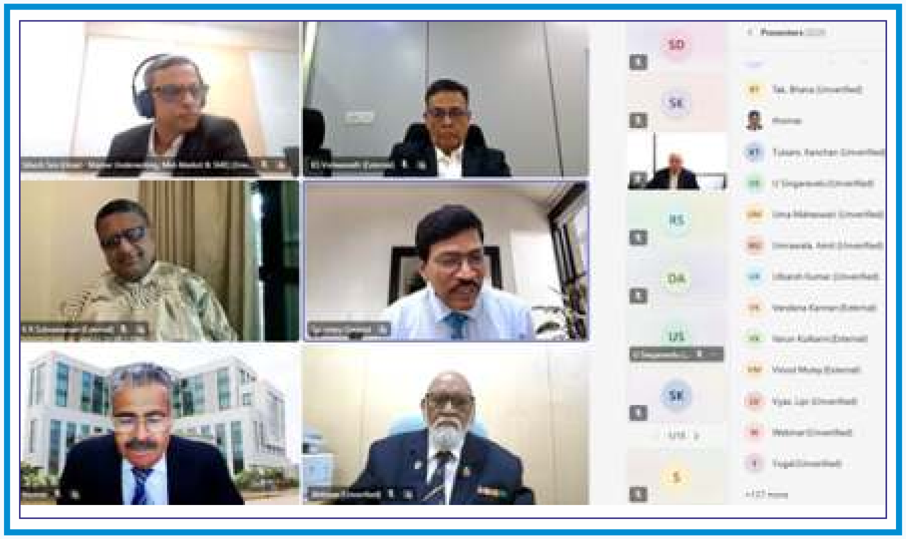
Events Conducted by III

Seminar on "Sustainable Pension Systems in India : Challenges and Reforms in the 21st Century" on 30.06.2025

Insurance Intitute of India (III) conducted a seminar on "Sustainable Pension Systems in India: Challenges and Reforms in the 21st Century" on 30.06.2025 the occasion being its 70th Foundation Day. Main objective of this seminar was to deliberate on the challenges and reforms needed in the 21st century to provide a sustainable pension system.

Webinar on "Navigating the Future of Maritime Risk" on 8th August, 2025





A webinar on the topic ***"Current Challenges and Emerging Risks in Marine Insurance – From Automated Ships to Outdated Laws: Are We Prepared?"*** was conducted by College of Insurance, Insurance Institute of India on 8 August 2025. The webinar was inaugurated by Mr. P. Jaipuria, Secretary General of the Institute. The webinar with around 300 participants discussed contemporary issues like geo-political risks, automated vessels, changes in technology, threats of piracy, fraud risk, regulatory alignment with international laws, regulatory enforcement, the role of surveyors and loss adjusters, the need for Alternate Dispute Resolution, Risk Based Capital, etc., affecting the shipping industry.

The central takeaway from the webinar was that the Indian Insurance Industry, presently transitioning to the second quarter century of the post liberalization era, needs to look beyond the past and build a future-ready insurance sector.

Seminar on "Insurance Sales as a Career Opportunity" on 3rd December, 2025

The Insurance Institute of India (III) conducted a seminar on ***"Insurance Sales as a Career Opportunity"*** on 3rd December 2025 at Hotel Orchid, Vile Parle, Mumbai. The seminar aimed to showcase the vast career opportunities available in insurance sales and emphasized how this field offers a unique combination of financial independence, professional growth, and social contribution. The event witnessed participation from over 200 attendees, including college professors, placement officials, students, and industry professionals. The **Chief Guest**, **Shri Anup Bagchi**, **Managing Director & CEO, ICICI Prudential Life Insurance Co.,** stressed the importance of sales in the insurance industry, noting that sectoral growth largely depends on effective sales performance. He emphasized that sales professionals must excel in product knowledge, communication skills, understanding customer behaviour, building trust, and demonstrating enthusiasm for selling. As part of its research initiatives, III unveiled a survey report titled *"Enhancing Effectiveness and Applicability of III Training Programs"* to assess the impact and relevance of its training offerings.

19th India Rendezvous 2026, organised by Asia Insurance Review from 19th to 21st January 2026

III Representation in 19th India Rendezvous 2026, organised by Asia Insurance Review from 19th to 21st January 2026.

Shri Subash Chandra Pattanayak, Faculty – Life Insurance, College of Insurance, served as a Panelist. The panel discussion, titled "Nurturing and Retaining Talent to Achieve Vision 2047," was held on 21st January 2026.

G V Rao Memorial Lecture - 2026 (Edition 3) on "ARTIFICIAL INTELLIGENCE (AI) AND THE INSURANCE INDUSTRY - ACHIEVING TANGIBLE TARGETS" held on 4th February, 2026

The Insurance Institute of India (III) conducted a seminar on ***"Insurance Sales as a Career Opportunity"*** on 3rd December 2025 at Hotel Orchid, Vile Parle, Mumbai. The seminar aimed to showcase the vast career opportunities available in insurance sales and emphasized how this field offers a unique combination of financial independence, professional growth, and social contribution. The event witnessed participation from over 200 attendees, including college professors, placement officials, students, and industry professionals. The **Chief Guest**, **Shri Anup Bagchi**, **Managing Director & CEO, ICICI Prudential Life Insurance Co.,** stressed the importance of sales in the insurance industry, noting that sectoral growth largely depends on effective sales performance. He emphasized that sales professionals must excel in product knowledge, communication skills, understanding customer behaviour, building trust, and demonstrating enthusiasm for selling. As part of its research initiatives, III unveiled a survey report titled *"Enhancing Effectiveness and Applicability of III Training Programs"* to assess the impact and relevance of its training offerings.

Felicitation Program to Honour "Distinguished Licentiate, Associate and Fellow members" of the III

In Presence of Mr. Sharad Mathur, Managing Director & CEO and Mr. Kuniaki Takahashi, Deputy CEO of Universal Sompo General Insurance on 16th June 2025

In Presence of Mr. Pravin Pathak, Chief Technical Officer and Mr. Manoj Kumar Alapati, Chief Manager HR - L&D, Cholamandalam MS General Insurance on 23rd June 2025

In Presence of Mr. Piyush Trivedi, Chief Distribution Officer, Kotak Mahindra Life Insurance company on 24th June 2025

In Presence of Mr. Abhay Tewari, Managing Director & CEO and Masato Negishi, Deputy CEO & CFO, Star Union Dai-ichi Life Insurance (SUD Life) on 18th July 2025

In Presence of Mr. Pankaj Gupta, Managing Director & CEO,
Pramerica Life Insurance Limited on 19th August, 2025

COI Training Programs

Comprehensive Training Program for Principal Officers of Corporate Agent (including Banks) 07.05.2025 to 08.05.2025

Training Session on Legal & Regulatory Compliance in Insurance - 13.05.2025 to 14.05.2025

Comprehensive Technical program in Life Insurance for Nepal Re – 19.05.2025 to 30.05.2025

Competancy development Training for Backoffice For Sanima Reliance Life Insurance Limited - 28.05.2025 to 31.05.2025

Classroom Training On Corporate Governance & Regulatory Compliance in Insurance - CT Mumbai - 08.07.2025 to 09.07.2025

Training Workshop - Rise-UP for Aviva Life Insurance Co. Ltd. - 14.07.2025 to 15.07.2025

Induction Training Program for Assistant Managers -LIC HFL - 17.07.2025 to 19.07.2025

Training program for the Secretaries Dy Secretaries In charge 21.07.2025 to 22.07.2025

Classroom Training Program on Enterprise Risk Management ERM - 21.07.2025 to 22.07.2025

Elevate to Excellence – A Two-Day Training Workshop for CLIAs of LIC OF INDIA - 21.07.2025 to 22.07.2025

Training Workshop - Rise-UP for Aviva Life Insurance Co. Ltd. - 11.08.2025 to 12.08.2025

Train the Trainers (TTT) Session for Faculties -06.10.2025 to 07.10.2025

Train the Trainers (TTT) Session for Faculties of ZTC/STC OF LICI - 09.10.2025 to 10.10.2025

Train the Trainers (TTT) Session for Faculties of LIC of India -16.10.2025 to 17.10.2025

Train the Trainers (TTT) Session for Faculties of LIC of India - 06.11.2025 to 07.11.2025

Customized Classroom Training on Life Insurance Training Program for Rastriya Beema Company Limited-Nepal - 10.11.2025 to 14.11.2025

Train the Trainers (TTT) Session for Faculties of LIC of India
- 13.11.2025 to 14.11.2025

Customised Training Program on Life Insurance Marketing and Intermediary Skills for Citizen Life Insurance Company Limited-Nepal-20.11.2025 to 22.11.2025

Classroom Training Program – Technical Excellence in Life Insurance CT International - 08.12.2025 to 13.12.2025

Leadership to Entrepreneurship for CLIAs of Srinagar Division, LIC of India - 16.01.2026 to 08.01.2026

Training for Sales Leaders of IME Life Insurance, Nepal - 17.03.2026 to 20.03.2026

CONTACT DETAILS

(As per Work Profile)

CONTACT DETAILS (AS PER WORK PROFILE)

SR. NO.	NATURE OF WORK	Department	EMAIL ID	NUMBERS
	Professional Examination Department			
1.	Queries related to Professional Examination (Licentiate/ Associate/ Fellowship/ Specialised Diploma / CIAFP / IRCC)	MRM Department (Members Relationship Management)	mrm@iii.org.in	022-69654250 022-69654208 022-69654244 022-69654238 022-69654239 022-69654259 022-69654223
2	Queries related IMF (Insurance Marketing Firm)/ Brokers/Corporate Agents/ Agent Examination/ Web Aggregator/ PLI (Postal Life Insurance)	Regulatory Examinations	reg.exams@iii.org.in	022-69654220 022-69654275 022-69654230 022-69654256
3	Surveyor Registration and Enrollment	Surveyor	surveyor@iii.org.in	022-69654250 022-69654208 022-69654244 022-69654259 022-69654223
4	Credits for Prior Learning (Exemption)	Exemption	mrm@iii.org.in	022-69654244 022-69654259 022-69654223
5	Diploma, Marksheet, Transcript, Passed paper details etc.	Diploma	mrm@iii.org.in	022-69654238 022-69654239 022-69654259
6	Queries related to Continuing Professional Development	Continuing Professional Development	cpd@iii.org.in	022-69654223 022-69654259

SR. NO.	NATURE OF WORK	EMAIL ID	NUMBERS
	College of Insurance		
1	Training	college_insurance@iii.org.in	022-69654254
			022-69654284
			022-69654255
			022-69654234
			022-69654266
			022-69654249
			022-69654270
			022-69654216
2	Surveyor License Training / Final Practical Test	surveyor_training@iii.org.in	022-69654255
			022-69654234
			022-69654266
			022-69654249
			022-69654270
			022-69654216
3	Seminar	seminar@iii.org.in	022-69654245
			022-69654281
			022-69654266
			022-69654249
			022-69654270
			022-69654216
4	PGDHI (Post Graduate Diploma in Health Insurance)	pgdhi@iii.org.in	022-69654281
			022-69654283
			022-69654285
	PGDIM (Post Graduate Diploma in Insurance Marketing)	pgdim@iii.org.in	022-69654209
			022-69654249
			022-69654270

SR. NO.	NATURE OF WORK	EMAIL ID	NUMBERS
5	Research	research@iii.org.in	022-69654266
			022-69654270
			022-69654216
	PR and Marketing		
1	PR and Marketing	mpr@iii.org.in	022-69654241
			022-69654222
	Knowledge Management Centre		
1	Library/ Journal/ Newsletter	library@iii.org.in	022-69654270
		journal@iii.org.in	022-69654242
		newsletter@iii.org.in	022-69654289
	Study Courses Department		
1	Purchase of study material / queries to dispatch books / non-receipt of parcel	studymaterial@iii.org.in	022-69654267
			022-69654288
			022-69654231
			022-69654290
			022-69654217

Directions to Insurance Institute of India (III) and College of Insurance (COI)

Address:

Insurance Institute of India (College of Insurance)

G Block, Plot No. C-46, Bandra Kurla Complex, Bandra (E), Mumbai-400 051.

Map not to scale

भारतीय बीमा संस्थान
INSURANCE INSTITUTE OF INDIA

॥ज्ञानयोगात सिद्धिः॥

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Website: www.insuranceinstituteofindia.com

कॉलेज ऑफ इन्श्योरेन्स
COLLEGE OF INSURANCE

2026-2027

(Life Insurance Training Programs)