

## Virtual Training Session on Handling the Challenges of Catastrophe Claims (CVT) 23<sup>rd</sup> June, 2025

### Program Concept and Objectives:

Recently experienced devastating flash floods in Chennai, Sikkim, Uttarakhand and HP, severe cyclones BULBUL, AMPHAN etc., and damages by flash floods/inundations in different cities and towns have caused colossal losses in our country. We have also witnessed and experienced worst hit earthquake in UP and Gujarat in a few decades ago. Catastrophic losses mainly due to climatic and environmental reasons have become severe as well as frequent. This has been challenging not only for the state disaster management authorities but also for the insurers to handle both large, medium and small losses arising out of a single catastrophic event on a single day or in a span of a few consecutive days of occurrence. Such events bring in losses/claims across the gamut of policies like Fire, IAR, MI, JBP, PA, Motor vehicles etc.

College of Insurance, Kolkata endeavors to sensitize and educate the industry to remain prepared and handle claims arising out of such catastrophic events successfully in order to manage claims effectively, timely and to meet the expectations of customers, regulator, the Govt. and other agencies. Washing away of major part of Sikkim/Teesta Urja Hydel Power plant on 4<sup>th</sup> Oct 2023 was absolutely unexpected scenario where the estimated loss was around Rs. 15,000 Crores amidst inadequate RI Coverage; and insurers have to handle this kind of catastrophic claims arising out of the same incident for many.

COI has created '**Virtual Training (CVT) Rooms**' as a cost-effective mechanism for participants to equip themselves academically at their respective locations.

### Key Takeaways from the program:

- Creation of mind-set for handling not only large but a large number of claims piling up at once.
- Role of business intermediaries in the given emergency situations to coordinate between the Insurers and the Insured.
- Improvising quick reaction team at the Insurer's end to handle the emergency "Claims" situations.
- Managing deployment of limited number of available Surveyors, and monitoring their activities.
- Setting guidelines for the Surveyors to handle large number of claims systematically while having vulnerability to fraud.
- Keeping close liaison with all stake holders. Art of creating feel good factor for the affected customers. Timely disposal of claims.

**Participant Profile:** The virtual Program is designed for Executives from Insurance Companies, Brokers, Clients' Executives and Surveyors.

Duration	Date	Time (IST)	Hours
One Day	23 <sup>rd</sup> June 2025	10.30 hrs. - 1.30 hrs.	3 Hours

**Program Fees:** ₹ 1770/- (₹ 1500/- plus 18% GST)

**Program Coordinator:** Mr. Sreekanta Patra (Email: [patra@iii.org.in](mailto:patra@iii.org.in), Contact No: 9830353114)

**How to enroll:** [Click here for Registration](#) and for any help/queries please mail to [college\\_insurance@iii.org.in](mailto:college_insurance@iii.org.in)

**Certificate of Participation:** Online Certificate in PDF format will be issued to all the participants.

**Program ID : CPG**

### Program Team:

Ms. Nilambari Bagde	college_insurance@iii.org.in	022-69654234
Ms. Yogeeta Kulkarni		022-69654255
Mr. Sujay Mahadik		022-69654251
Ms. Akshara Nagpal		022-69654266
Ms. Jayashree Salian		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216