

**College of Insurance**  
**Insurance Institute of India, Mumbai**  
**Classroom Workshop on Life Insurance Claims Management, Legal**  
**and Regulatory Issues - Program ID- CPL54**  
**(From: 18<sup>th</sup> – 19<sup>th</sup> December 2023)**

**Relevance of the Program:-**

A Claim is the ultimate purpose of Life Insurance Policy and a critical Moment of Truth for Life Insurance Companies. Discharging contractual obligations with speed, accuracy and sensitivity can bring in a critical competitive edge to the Life Insurers. In case of death claim, the absence of policyholder/Life Assured can add a new dimension to deal with the claimants who may not have the necessary knowledge or where-withal to fulfil the claim requirements or dealing with Life Insurer. The session is designed to help the officials working in claims operations to know the process involved in detail. It also throws light on determinants to find out the genuineness of claims, early claims, insurance frauds – and ultimately settlement and repudiation of claims. The repudiation of claims is another job for which requisite knowledge on regulatory provisions, legal issues and implications, is essential.

**Program Objectives:-**

- The participants at the end of the session will have a clear idea of the entire gamut of activities in the claims processing in life insurance organization including the regulatory and legal requirements. The participants will also be exposed to international best practices and benchmarks in claim settlement with the knowledge of which they will be able to better contribute to the hassle free claim settlement to the satisfaction of their customers and competitive edge of the Life Insurance Company.

**Program Contents:-**

- Life insurance claim administration
- Claims and Underwriting – a synthesis
- Section 45 of Insurance Act, 1938
- Regulatory provisions in dealing with claims
- Legal issues on claims repudiated
- Reducing Frauds in claims
- International best practices in Claims Management function

**Participant's Profile:-**

Junior to Middle level executives who newly joined work in claims function in Life Insurance Companies. The course is also very useful for those who are already working in the claims function and also those supervising from higher offices.

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**Course Coordinator:-**

Mr. V Jayanth Kumar – 022-69654285      Email: [vjayanth@iii.org.in](mailto:vjayanth@iii.org.in)

**Program Duration & Timing: -**

2 days & from 10.00 a.m. to 05.00 p.m.

**Course Fees:-**

- **Participants requiring residential facilities: Total amount Required –Rs. 11800/- i.e. (Rs. 10000/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material, A/C single room accommodation in the Institute's campus and full boarding (bed tea/coffee, breakfast, lunch, light refreshments in the evening and dinner). All rooms are fully furnished with attached bathroom and Internet facility.

Rooms are reserved from 12.00 noon onwards the day prior to the commencement of the program. The participants can stay till 12.00 noon next day after the conclusion of the program.

- **Non-residential participants: Total amount Required –Rs. 8496/- i.e. (Rs. 7200/- plus 9% CGST + 9% SGST).**

The fees cover tuition, course material and day boarding (i.e. tea/coffee during tea breaks and lunch for actual days of training).

**Payment Terms and Conditions:-**

- 1) The payment should be received by the College of Insurance before the commencement of the program.
- 2) The confirmation of registration for the program will be subject to receipt of payment.

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3) Please see below details for Bank Transfer.

Name of the Beneficiary	Insurance Institute of India
Account No.	004010100143462
IFS Code	UTIB0000004
MICR Code	400211002
Swift Code	AXISINBB004
Name of Bank	Axis Bank Ltd
Address	Fort Branch, Universal Insurance Building, Ground Floor, Sir P M Road, Fort, Mumbai – 400001.

4) For online payment mode by following the below link

[https://www.insuranceinstituteofindia.com/o/COI\\_WebPortal/cmc/eventDetails?eventid=1911](https://www.insuranceinstituteofindia.com/o/COI_WebPortal/cmc/eventDetails?eventid=1911)

**Training Venue:-**

Please follow below link / QR Code for Training Venue

<https://qr.go.page.link/qs2Qb>



**Parking Facility:-**

Public parking available at 5 minutes walking distance (Behind US Consulate).

**Respond to:-**

Mr. Vivek Rane	<a href="mailto:college_insurance@iii.org.in">college_insurance@iii.org.in</a>	022-69654284
Ms. Nilambari Bagde		022-69654234
Ms. Snehal Vartak		022-69654251
Ms Vrushali Nagawekar		022-69654266
Ms Jayashri Salian		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

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**Nomination Form:-**

- 1) Name: \_\_\_\_\_
- 2) Address: \_\_\_\_\_
- 3) Educational Qualification: \_\_\_\_\_
- 4) Date of Birth: \_\_\_\_\_
- 5) Position Held.: \_\_\_\_\_
- 6) Mobile No : \_\_\_\_\_
- 7) Telephone No. : \_\_\_\_\_
- 8) E-Mail: \_\_\_\_\_
- 9) Alternate E-Mail: \_\_\_\_\_
- 10) Sponsoring Organisation: \_\_\_\_\_

Please affix  
your  
photograph  
here

- 11) Food preference: ☐ Vegetarian ☐ Non-Vegetarian
- 12) Accommodation Required: ☐ Yes ☐ No

- 13) Details of Fee Paid:      Cheque / D.D. No. \_\_\_\_\_ dt. \_\_\_\_\_
- Drawn on \_\_\_\_\_ Bank, for Rs. \_\_\_\_\_

\_\_\_\_\_  
Signature & seal of the authority  
of the Sponsoring organisation

\_\_\_\_\_  
Signature of the Participant

\*Name of Co-ordinator: \_\_\_\_\_

Mobile No: \_\_\_\_\_ Tel. No.: \_\_\_\_\_

Email-Id.: \_\_\_\_\_ Company Name: \_\_\_\_\_

\*This column is mandatory for those participants who are sponsored by company.