

Classroom Training Session on Digital Transformation in Life Insurance (CT)

21 to 22 May, 2026



Program Concept and Objectives:

The life insurance industry is entering a new digital era. Customers expect speed, transparency and convenience with seamless service experience. Regulators demand accuracy and compliance. Competition is driven by data, automation and artificial intelligence. This two-day executive program helps insurance professionals understand, adopt and lead this transformation.

The program is designed to guide the participants by the eminent experts from the Life Insurance sector and the AI professional working for the industry.

“Digital is not about replacing people – it is about empowering people to deliver better insurance.”

Program Modules & Themes

- Digital Future of Life Insurance: *Tomorrow’s insurance is built today – digitally.*
- AI & InsurTech in Underwriting: *Smarter data, better decisions, stronger portfolios.*
- Blockchain for Policy & Fraud Control: *Trust is strongest when it is digitally locked.*
- Digital Onboarding & e-KYC: *Welcome customers in minutes, not days.*
- Chatbots & AI Customer Service: *Always available, always accurate, and always caring.*
- Digital Leadership & Transformation: *Lead the change before change leads you.*

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.

Why you should nominate your people: Digitally trained people build digitally successful companies. Nominate your high-potential managers to equip them with the skills and mindset required to lead in the era of AI-driven insurance.

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

Program Fees:

- **Participants requiring residential facilities: Total amount Required – Rs. 12980/- i.e. (Rs. 11000/- 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. 9440/- i.e. (Rs. 8000/- plus 9% CGST + 9% SGST).**
(The fees cover tuition, course material and day boarding (i.e. breakfast, lunch and tea/coffee during tea breaks for actual days of training).)

Program Duration & Timing:

Program Date: 21-22 May 2026

Duration: 2 days (CT)

Program Time (IST):

10.00 AM to 05.00 PM

Program Coordinator:

Dr Ramesh Kumar Satuluri,
Faculty

Email: ramesh@iii.org.in

Contact No: 022-69654283



Program ID : CPL

WEBSITE:

www.insuranceinstituteofindia.com

PROGRAM VENUE:

College of Insurance, Insurance Institute of India,
Plot No. C-46, G-Block, Bandra-Kurla Complex, Mumbai - 400 051.

Please follow the link / scan QR Code for training venue



<https://qrgo.page.link/qs2Qb>

PROGRAM TEAM:

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