

Insurance Institute of India, COI, Mumbai Classroom Training Session on Customer Service and Claims Management (CT) 15 June, 2026

Program Concept and Objectives: In today's digital and customer-first environment, service excellence and transparent claims management are critical for trust and retention in the insurance industry. Customers expect speed, empathy, and proactive communication across all touchpoints—from onboarding to claims settlement. This program equips participants with modern strategies, compliance practices, and technology-driven tools to deliver superior service and manage claims effectively. At the end of the program the participants will be able to:



- Understand evolving customer expectations and service benchmarks in insurance.
- Build customer engagement strategies that enhance satisfaction and loyalty.
- Master end-to-end claims management processes with a focus on speed, accuracy, and fraud prevention.
- Apply digital tools and automation for service and claims efficiency.
- Embed regulatory compliance and ethical practices in customer interactions.

Program Contents:

- Customer-Centric Service Framework: Mapping service journeys and touchpoints.
- Policyholder Engagement Strategies: Personalization, proactive communication, and digital channels.
- Claims Management Excellence: Death and maturity claims workflows, early claim handling, and fraud detection.
- Legal & Compliance Essentials: IRDAI guidelines, documentation standards, and dispute resolution.
- Technology in Service & Claims: CRM, AI-driven claim triage, and self-service portals.
- Brand & Trust Building: Role of timely claim settlement in reputation and customer advocacy.

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.

Program Date: 15 June 2026 **Program Duration:** 1 day (CT) **Program Time (IST):** 10.00 am to 05.00 pm

Program Coordinator: Mr. Subash Pattanayak, Faculty, Email: pattanayak@iii.org.in, Contact No: 022-69654204

• Program Fees:

Non-residential participants: Total amount Required – Rs. 4720/- i.e. (Rs. 4000/- 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 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://qrگو.page.link/qs2Qb>

Program ID : CPL

PROGRAM TEAM:

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