

Classroom Training Session on Digital Transformation in Life Insurance (CT) 19th to 20th November 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.

Two-Day Program Structure

Day 1 –

- Building the Digital Insurance Engine
- Digital Future of Life Insurance
- I & InsurTech in Underwriting
- Blockchain for Policy Issuance and Fraud Prevention

Day 2 –

- Creating the Digital Customer Experience
- Digital Onboarding & e-KYC
- Chatbots & AI-Driven Customer Service
- Digital Leadership & Transformation Roadmap

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.

PROGRAM TEAM:

Ms. Yogeeta Kulkarni	Any help/queries mail to college_insurance@iii.org.in	022-69654255
Ms. Rupali Thakur		022-69654284
Ms. Sakshi Pawar		022-69654251
Mr. A. G. Madwal		022-69654254
Mr. P. H. Ekke		022-69654234
Ms. Akshara Nagpal		022-69654266
Ms. Meghana Shrivastava		022-69654249
Ms. Sneha Pednekar		022-69654270
Ms. Mrunal Satam		022-69654216

Program Date:

19 - 20 November 2026

Program Duration: 2 days (CT)

Program Time (IST):

10.00 am to 05.00 pm

Program Coordinator:

Mr. P C Paikray, Faculty,
Email: paikray@iii.org.in,
Contact: 022-69654203

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

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