Insurance Institute of India, COI, Mumbai

Classroom Training Session on Customer Service and Claims Management (CT) 2 December, 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.

The program contents include

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

Program Date: 2 December 2026 | **Program Duration: 1 day (CT)** | **Program Time (IST): 10.00 am to 5.00 pm**

PROGRAM VENUE:
College of Insurance, Insurance Institute of India,
Plot No. C-46, G-Block, BKC,
Mumbai - 400 051.
Please follow the link / scan QR Code for training venue
https://qrgo.page. link/qs2Qb

PROGRAM TEAM:

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Program ID: CPL

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