भारतीय बीमा संस्थान
INSURANCE INSTITUTE OF INDIA

WEBINAR ON
IMPROVING LIFE INSURANCE UNDERWRITING AND CLAIMS WITH ARTIFICIAL INTELLIGENCE & TECHNOLOGY

Program Date & Duration: 23 February 2026
Program Time (IST): 10.30 AM to 01.30 PM (3 Hrs.)

CONCEPT NOTE

The Life Insurance industry in India has been growing steadily. Life insurers handle millions of proposal forms, medical records, financial documents, and claims submissions annually, and the pressure on them to improve accuracy while reducing turnaround time has intensified. Underwriting and claims management are two of the most critical functions that directly influence risk quality, customer experience, and operational efficiency.

Against this back-drop, Artificial Intelligence (AI) presents both opportunities and challenges for Life Insurers. While AI offers advanced capabilities in analysing large datasets, summarizing complex documents, predicting risks, and detecting anomalies, it also introduces complexities around data governance, model transparency, and ethical usage. This makes it essential for insurers, underwriters, and claims professionals to deepen their understanding of AI tools and integrate them into decision-making processes with sound understanding and responsibility.

AI-driven solutions – ranging from machine learning models to natural language processing, generative and agentic AI – can significantly improve efficiency in underwriting and claims by automating repetitive tasks, enhancing risk assessment, and improving the accuracy of claim adjudication. At the same time, insurers must be aware of challenges due to poor-quality input data, over-reliance on automated outputs, errors and biases in the models, which necessitate better competencies robust governance

TECHNICAL COMPETENCIES THAT AI CAN IMPROVE

- Analysing proposal forms, medical records, and financial documents using AI tools to identify patterns, inconsistencies, or risk indicators.
- Using AI models for risk scoring, early claims triage, and anomaly detection.
- Correlating customer, medical, behavioural, and policy-level data across systems for underwriting and claims validation
- Applying natural language processing and generative AI for summarization, document extraction, and evidence verification.
- Understanding model limitations, data biases, and validation requirements

MANAGERIAL COMPETENCIES THAT AI CAN IMPROVE:

- Establishing robust and transparent underwriting frameworks supported by AI-driven insights
- Implementing structured workflows for early detection of claim outliers, fraud indicators, or medical inconsistencies
- Ensuring accuracy, fairness, and reliability in AI-assisted decision-making
- Building governance structures for monitoring, regulatory compliance and ethical AI use
- Strengthening collaboration among underwriting, claims, analytics, IT, & regulatory functions

PARTICIPANTS:

The program is ideally suited for Life Underwriters including Medical Underwriters and Panel Doctors across medical, financial, and non-medical segments, Claims Managers, Claims Assessors, and Fraud Risk teams, Data Analytics teams, and Operations teams

College of Insurance has designed this 3-hour module to help the Life insurance industry appreciate the power of AI in improving their underwriting and claims competencies

Program Fees: ₹ 1180/-(₹ 1000/- plus 18% GST).

VIRTUAL CLASSROOM TRAINING (CVT) ROOMS:

College of Insurance has created Webinar /virtual training session in a cost effective manner for participants to equip themselves academically at their locations. As this topic is of interest across the country, we are happy to roll it out as a webinar / Virtual Classroom Training for 3 hours on 23/02/2026 at an discounted rate of Rs.1,000 (plus GST).

REGISTRATION:

For Registration, please Click here