

# INSURANCE Claim Settlement



1 Day Training Programme on

## INSURANCE CLAIMS MANAGEMENT- How to Manage Claims Settlement?

Tue, 11 Feb, 2020

The Muse Sarovar Portico  
Nehru Place – New Delhi



Training Programme with Practical Orientation as our Faculty is drawn from Insurance Companies, Insurance Brokerage Firms, Insurance Consultants & Insurance Surveyors and Loss Assessors

### INSURANCE FOUNDATION OF INDIA

(A not for profit organization under Trust Registration Act, 1982)

Om Plaza (1st Floor), 430/7, Sant Nagar, East of Kailash, New Delhi - 110065  
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## Why need for Training Programme on “Insurance Claims Management”?

Insurance Policy is a contract between Insurance Company & Insured. It is a legal document and is to be used when claim is lodged by the Insured. Most of the customers are ignorant about this fact and face difficulty when claim is lodged.

In this programme we will be discussing in detail about the importance of various aspects of claims.

- Lodging of Claims
- Interaction with Insurance Companies/ Surveyors.
- Importance of accounting records
- Need for team effort in interaction with Insurance Companies/ Insurance Surveyors

## Claims to be covered in details are:

- Property (including Project, Engineering, Mega Risk) Insurance Claims
- Marine Cargo Insurance Claims
- Liability Insurance Claims
- Health Insurance Claims
- Cyber Insurance Claims
- Loss of Profit (Business Interruption) Claims

## Topics to be covered:

- Importance of buying Insurance based on policy wording and not on lowest price
- Need of documents when claim is lodged
- Importance of Police Report/ Fire Service Report in case of fire claims
- Importance of photography and may be Drone videography
- Claims Case Studies for every portfolio

## Who Should Attend the Training Programme (Target Participants)?

This is a good opportunity for:

- Corporates (Manufacturing/ Traders/ Exporters/ Importers/ Infrastructure)
- Banks/ NBFC Firms

- Claims Department Officials in Insurance Companies
- Insurance Brokerage Firms
- Surveyors Loss Assessors/ Investigators/ Detectives
- Law Firms
- Chartered Accountants
- Members from Chambers of Commerce and Industry
- Insurance Consultants

## What you can expect from the Training Programme?

- Importance of process & systems in your organization
- Assets Register
- Timely additions/ Increase in Sum Assured

## Some Key Take Away for Various Stake Holders will be:

- Understanding of Insurance Claims
- Legal Provisions/ Legal framework
- How insurance Companies look/ Detect frauds/ Fake/ inflated Claims

## Eminent Speakers addressing this Training Programme:

- **Mr. Mohinder Jindal**, Mr. Mohinder Jindal, Formerly, Deputy General Manager, Oriental General Insurance Company Ltd.
- **Mr. Vimal Goyal**, Associate Director, SMC Insurance Brokers Pvt. Ltd.
- **Ms. Oorjita Lath**, Independent Consultant, Formerly - VP & National Head - Liability and Credit Vertical & Global Networks, Aditya Birla Insurance Broking and AVP- National Head for Liability Insurance Vertical, AON Global Insurance Services
- **Mr. Anuj Jindal**, Co-Founder & CEO at SureClaim
- **Mr. Thondup Tshering**, Formerly, Marine Underwriter, Tata AIG General Insurance



- **Mr. Saumitra Sharma**, Deputy General Manager, IFFCO TOKIO General Insurance Co. Ltd.
- **Mr. Vikas Ahuja**, Surveyor & Loss Assessor, Proclaim Insurance Surveyor & Loss Assesses Pvt. Ltd.
- **Mr. Animesh Sinha**, Lawyer, Specializing in Liability Insurance Claim Cases & Managing Partner, Animesh Sinha & Partners
- **Mr. R. N. Sharma**, Advocate Specializing in Claims Settlement
- **Mr. Sameer Nandwani**, Lawyer, Nandwani & Associates
- **Mr. S.K. Sethi**, Founder & CEO, Insurance Foundation of India

#### Delegate Fee:

- Participation fee: **Rs. 4000/-** per individual participant.
- Group participation fee (team of 3 persons): **Rs. 3750/-** each.
- Group participation fee (team of 5 persons and above): **Rs. 3500/-** each.
- Individual Foreign Participant fee: **US \$ 125**

#### Accommodation:

This is nonresidential Programme; however reasonable hotels/ guest houses are available in surrounding areas such as Nehru Place, Greater Kailash I & II, Panchsheel Enclave. (Nearest Metro Station Nehru Enclave & Nehru Place)

Programme Coordinator will be ready to assist you in arranging the same (if required)

#### Certificate:

Certificates will be issued to the participants on completion of this Programme.

#### About the Organizers:

**Insurance Foundation of India** (IFI) is set up under Trust Registration Act 1882 of Government of India as a Not for Profit Organization. The main objective of IFI is capacity building and promoting awareness of Insurance among people. IFI has successfully organized various Executive Development Programmes/ Skill development

Programmes of International standards in India with world-class faculty.

Under CSR project supported by PNB MetLife India Insurance Company Ltd we produced a Film “**Khushiyan Ki Suraksha**” for spreading awareness of insurance in rural areas. It is available on <https://www.youtube.com/watch?v=hzbADulcWuU>

Our project “**Bima Jagrukta Abhiyan**” has been awarded Skoch Award as one of the 100 top Projects undertaken in India during 2016. We are approved under 80G of the Income Tax Act 1961. IFI will be pleased to be associated with CSR Project to be undertaken by you.

The best part of the Training Programmes being organized by us is that faculty comprises of those, who have up to date knowledge of working in Insurance Companies, Insurance Brokerage Firms, Insurance Surveyors & Loss Assessors, Law Firms or Insurance Buyers. This results in the sharing of practical and up to date knowledge by all stakeholders and hence up gradation of the skill in Indian Insurance Industry. This aspect is being highly appreciated in Social Media on global basis and now Insurance Foundation of India is rated as the top NGO in Insurance Training in the country and that too without Government support

Recently we had a Full Day In-house Training Programme on Artificial Intelligence in Insurance Industry held on 23 September, 2019 at Mumbai for SBI General & SBI Life.

Insurance Foundation of India successfully conducted 3 Days International In house Training Programme on “**Property and Marine Insurance**” from 29 June - 01 July 2019 in Dhaka, Bangladesh. This was organized for Senior Management of Green Delta Insurance Company, Bangladesh. This was also attended by Private Insurance Companies from Bangladesh and Brokers from Malaysia.

In association with Professional Advancement Bangladesh Ltd. (PABL) and Green Delta Insurance Co. Ltd., Insurance Foundation of India successfully organized 2 Days Programme in Dhaka (Bangladesh) on 26 - 27 Feb 2019 on “**Transmitting Global Knowledge for Promoting Crop Insurance in Bangladesh**”.



Our 2 Days Extensive International Training Programme on “**Crop Insurance**” on 19 - 20 Nov. 2018 in New Delhi was a great success and was extensively covered in social media. There was a tremendous response from Foreign Regulator, Insurance Companies, Insurance Brokerage Firms, State Government Agriculture Ministry Officials (who buy insurance), Micro Finance Companies, Reinsurers, Media, Agricultural Analysts, Technology Companies. In addition to participants from all over India we had the proud privilege of having participants from all over India and from various countries such as Jordan, Kenya, Sri Lanka and Nepal.

### Tailor Made Training Programme:

We will be pleased to conduct Training Programmes as per your requirement at your location. Let us know your requirement at [vp@ifingo.org](mailto:vp@ifingo.org)

### Training Programme Calendar - 2020

S.No.	Events Plans	Date
1	1 Day Training Programme on “ <b>Insurance Claims Management</b> ”- How to Manage Claims Settlement?	Delhi : Tue, 11 Feb, 2020
2	1 Day Training Programme on “ <b>Reinsurance Matters!- Market Trends &amp; Topics of relevance, Seminar for Senior Executives of Insurance Companies</b> ”: An Extensive Programme for those who are responsible for Procurement & Placement of Reinsurance portfolio in Insurance & Reinsurance Companies.	Mumbai : Fri, 17 Apr, 2020*
3	Seminar on “ <b>Debtors and Industry Protection Through Insurance-Need of MSME Sector</b> ” in association with Insurance Brokers Association of India (IBAI)	Mumbai : Mon, 20 Apr, 2020*
4	1 Day Training Programme on <b>Engineering Insurance</b> with focus on - Machinery Breakdown (MBD) Insurance/ Electronic Equipment Insurance (EEI)/ Steam Pressure Vessel Material Damage Policy and Loss of Profit (Consequential Loss).	Delhi : Fri, 24 Apr, 2020*
5	2 days Regional Seminar on “ <b>How to Enhance Confidence of Customers</b> ” in association with Bangladesh Institute for Professional Development Limited (BIPD) for the Senior Executives of Insurance, Bank, NGO's & other Organizations.	Dhaka, Bangladesh: Sun - Mon, 17 - 18 May, 2020*

\*Dates are Tentative

### Recent Successful Training Programme (2018 - 2020)

S. No.	Successful Events Plans	Date
1	Seminar on “ <b>Livestock Insurance</b> ”- Need of the day.	Delhi: Mon, 3 Feb, 2020
2	2 Days Workshop on “ <b>Reinsurance Practice - for Officials workings</b> in Reinsurance Departments of (Re) Insurers	Mumbai: Thu - Fri, 23 - 24 Jan, 2020
3	Seminar on <b>Anti Money Laundering Prevention Act &amp; CFT for Insurance Companies</b> in Association with Professional Advancement Bangladesh Ltd. (PABL)	Dhaka, Bangladesh: Sat, 14 Dec, 2019
4	NGO partner of ASSOCHAM, 12th Global Insurance Summit “ <b>Making India a Fully Insured Society</b> ” at Hotel Four Seasons, Worli, Mumbai	Mumbai: Fri, 6 Dec, 2019
5	2 Days Workshop on “ <b>Reinsurance Matters! - Fundamentals, Underwriting Claims and Accounting aspects</b> ” – Ideal for Reinsurance Beginners and Non Reinsurance officials eager to make successful career in Reinsurance.	Mumbai: Mon - Tue, 25 - 26 Nov, 2019
6	1 Day Training Programme on “ <b>Cyber- Security, Crime &amp; Insurance</b> ”.	Delhi: Fri, 22 Nov, 2019
7	Full Day Training Programme on “ <b>Insurance Frauds</b> ” – How to Control it? – 2019	Delhi: Fri, 20 Sep, 2019
8	Full Day Training Programme on “ <b>Artificial Intelligence</b> ” in Insurance Industry – 2019	Delhi: Mon, 19 Aug, 2019
9	Training Programme on “ <b>Emerging Risks &amp; Liability Insurance</b> ” – 2019	Delhi: Fri, 14 Jun, 2019
10	Training Programme on “ <b>Project Insurance</b> ” 2019	Delhi: Fri, 10 May, 2019
11	Training Programme on “ <b>Risk Assessment and Fire (Property) Insurance</b> ” – 2019	Delhi: Fri, 26 Apr, 2019
12	Transmitting Global Knowledge for Promoting “ <b>Crop Insurance</b> ” in Bangladesh – 2019	Dhaka, Bangladesh: Tue - Wed, 26 - 27 Feb 2019
13	Training Programme on <b>Engineering Insurance</b> with focus on – Machinery Breakdown (MBD) Insurance/ Electronic Equipment Insurance (EEI)/ Steam Pressure Vessel Material Damage Policy and Loss of Profit (Consequential Loss) – 2019	Delhi: Fri, 22 Feb, 2019
14	Training Programme on “ <b>Marine (Cargo) Insurance</b> ” – 2019	Delhi: Mon, 21 Jan, 2019
15	“ <b>Crop Insurance</b> ”- Extensive 2 Days International Training Programme by International Faculty <b>Dr. Olena Sosenko</b> from <b>Switzerland</b> – 2018	Delhi: Mon - Tue, 19 - 20 Nov, 2018
16	Training Programme on “ <b>Emerging Risks &amp; Liability Insurance</b> ” - 2018	Delhi: Fri, 12 Oct, 2018
17	Training Programme on “ <b>Insurance Frauds</b> ” – How to Control it? – 2018	Delhi: Fri, 24 Aug, 2018
18	Training Programme on “ <b>Project Insurance</b> ” - 2018	Delhi: Fri, 25 May, 2018

Any Query or Registration for this Training Programme, Please Contact :

**Mr. Mahender Soni** (Programme Co-ordinator)

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