



1 Day Training Programme on “Insurance Claims Management”- How to Manage Claims Settlement?

Date: Tue, 11 Feb, 2020

Time: 09.30 AM to 05.30 PM

Venue: The Muse Sarovar Portico, Nehru Place - New Delhi

Programme Schedule

Time	Topic	Faculty
09.30 AM -10.00 AM	Registration & Welcome Tea	
10.00 AM - 10.15 AM	Why need for Training Programme on “Insurance Claims Management”?	Mr. S. K. Sethi , Founder & CEO, Insurance Foundation of India
10.15 AM - 11.15 AM	<ul style="list-style-type: none"> • Realize the Importance of Policy Wording. Claim settlement depends on it • Property, Project, Engineering and Mega Risks - Claims Case Studies & Learning 	Mr. Mohinder Jindal , Formerly, Deputy General Manager, Oriental General Insurance Company Ltd.
11.15 AM - 11.30 AM	Tea Break	
11.30 AM - 12.15 PM	Realize the Importance of your Team which will handle the Claims, when need arises	Mr. Vimal Goyal , Associate Director, SMC Insurance Brokers Pvt. Ltd.
12.15 PM - 01.00 PM	Liability Insurance (Including Cyber Insurance & Credit Insurance)	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
01.00 PM - 01.30 PM	Lunch	

01.30 PM - 02.10 PM	How to deliver great claim experience in health insurance <ul style="list-style-type: none"> • What are the common mistakes in claims • Step-by-step smart process to approach claim preparation • Tools and technology • What are claim deficiencies and how to handle them • How to evaluate claim settlement • Claim in multiple indemnity policies 	Mr. Anuj Jindal , Co-Founder & CEO at SureClaim
02.10 PM - 02.40 PM	Marine Cargo Claims	Mr. Thondup Tshering , Formerly, Marine Underwriter, Tata AIG General Insurance
02.40 PM - 03.20 PM	Loss of Profit (Business Interruption)	Mr. Saumitra Sharma , Deputy General Manager, IFFCO TOKIO General Insurance Co. Ltd.
03.20 PM - 03.50 PM	Surveyor's Prospective	Mr. Vikas Ahuja , Surveyor & Loss Assessor, Proclaim Insurance Surveyor & Loss Assesses Pvt. Ltd.
03.50 PM - 04.05 PM	Tea Break	
04.05 PM - 04.30 PM	Need and importance of a law firm's assistance at the time of buying insurance, lodging claims, pending claims, repudiation/no claim	Mr. Animesh Sinha , Lawyer, Specializing in Liability Insurance Claim Cases & Managing Partner, Animesh Sinha & Partners
04.30 PM - 05.00 PM	Claims cases in Courts - Who wins & who loses?	Mr. R. N. Sharma , Advocate Specializing in Claims Settlement
05.00 PM – 05.30 PM	Major Case Studies	Mr. Sameer Nandwani , Lawyer, Nandwani & Associates