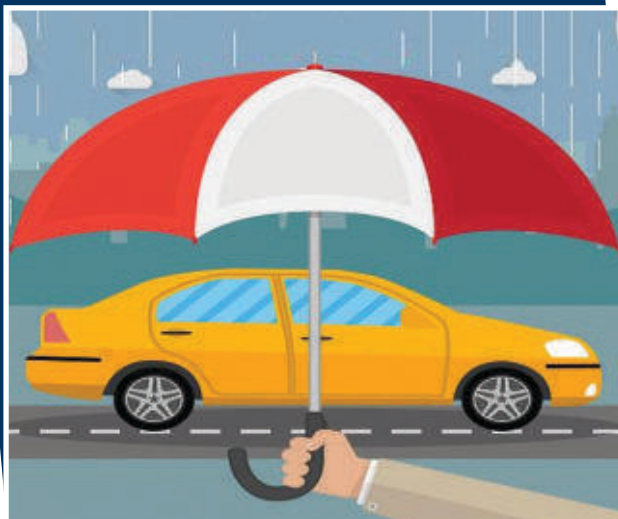




# IIRM

(A Joint Initiative of IRDAI and  
Govt. of Telangana)



Online workshop on

## **"Motor Insurance - Claims Management"**

*To get enlighten on various aspects  
towards more effective claims management*

## ABOUT

IIRM is a unique educational institute set up by Indian Insurance Regulator (IRDAI) and Government of Telangana keeping in mind the rapid opening of financial sector as a part of developmental responsibility and to create a pool of skilled, talented professionals in the insurance, risk management and related financial segments. In the past 1500 + students have availed of the programmes and with increase in the needs of market and the Institute is confident that more fresh students and working professionals will avail of the diverse programmes offered at IIRM. IIRM offers academic programmes on Campus and through Distance Learning Mode, to enable aspirants acquire much needed education in Financial Services, insurance and risk management and other related areas.

## WORKSHOP

IIRM will be conducting a 3 days Online Workshop for professionals who are working with Insurance companies / Insurance Broking Firms / Reinsurance Companies and Insurance buyers (Insurance and RM verticals).

Takeaway from the training program:  
Faster decision making on claims which are eligible for settlement - Tips for effective loss / leakage control

### Schedule of workshop

Date : 20th, 21st and 22nd  
October, 2021

Time : 2.00 pm to 5.15 pm  
(3 hours each day)

✓ Participants will be awarded a Certificate.

## Brief topics covered

- ◆ Relevance of Insurance Principles in Motor Insurance
- ◆ Coverages and exclusions
- ◆ Application of conditions
- ◆ Add-on covers and its effect on claims
- ◆ Is there a scope to improve for a faster decisions?
- ◆ FNOL - Is it an opportunity for improved effectiveness?
- ◆ Documents for MOD - What to be and what not to be?
- ◆ Work Flow of MOD - SLA - Process bottlenecks
- ◆ Learning from Case Studies
- ◆ Most frequently challenged case studies - 5 case studies
- ◆ Is there a scope to improve for a faster decisions?
- ◆ What data reveals in MOD - Data Points
- ◆ Fraud Claims Management - Fraud Indicators
- ◆ Are we ready for digitalization of Claims management!

***Participation Fees***  
**Rs. 5,700/- plus**  
**18% GST**

**20%**  
**Flat Discount**

For  $\geq$  Five  
nominations  
from an  
organization

(or)

**10%**  
**Flat Discount**

For early bird  
nomination  
before  
13th October, 2021

**Conducted by**

**Institute of Insurance and Risk Management (IIRM)**

Financial District, Gachibowli, Hyderabad, Telangana - 500 032 (India).

Tel: 040-2300 0005/ Toll Free : 18004252041

Website: [www.iirmworld.org.in](http://www.iirmworld.org.in) / [www.iirmworld.edu.in](http://www.iirmworld.edu.in)

***Registrations are invited***

**Programme Co-ordinator : Ms. K.Kiranmayi, Sr. Faculty, IIRM**

**RSVP: Mr. K. Nikhil (Mobile: 9502877333, 8788160454),**

**Email: [workshop@iirmworld.org.in](mailto:workshop@iirmworld.org.in)**

## Brief Profile of Key Facilitator:



**Sri S Thirunavukkarasu,**

Former Senior Vice President at Royal Sundaram  
Alliance Insurance Company Limited

Joined New India Assurance as regional engineer in 1986. Was in UW and Claims of a region and loss control activities of motor portfolio which includes training for all the regions of the company till May 1998. He trained the in-house surveyor for New India in mid 90s across the country and introduced an Intercompany coordinating task force to mitigate claims leakage on motor.

Then had a very short overseas assignment with another general Insurer as a Chief engineer and back to Indian Market in May June 2000. Joined Royal Sundaram in 2000 and part of the management team from the launch of the company in 2001 till superannuation.

Represented in MV Act 1988 drafting team (part of GIC) in 1987 and TAC sub committees. Founder of the concept of Inter-company loss control task force. Part of the motor wording drafting team of IRDAI in 2020.

Winner of RASBIC award in India for introducing "Apprenticeship for engineers in General Insurance under GOI labour dept. and Platinum award (out of 24 among 30000 employees across the world) of Royal Sun Alliance UK for process excellence / best staffing practise. He has brought around 1000+ engineers into the general Insurance motor domain and trained them into survey, loss assessment and claims management.



**Sri K. Mahipal Reddy,**  
GM - Non-Life, IRDAI

An experienced General Insurance professional with over thirty-one years of General Insurance Industry experience including eleven years of Regulation/ supervision exposure with sound job knowledge in General Insurance matters and insurance regulations.

Currently, working as General Manager in IRDAI (Insurance Regulatory and Development Authority of India), overseeing processing of General Insurance Product approvals, and analysis of business performance and offsite examinations of returns of Insurance Companies.

Acquired professional qualification in insurance with award of Fellow of Insurance Institute of India and possess post graduate qualifications in economics, management.