

ADVANCED CLAIMS MANAGEMENT (MARINE CARGO INSURANCE)

29-30 August, 2022

Claims has always been an integral part of insurance servicing. Marine being a very specialised class of business with Global recognition, it is all the more important to understand not only the policy coverages but also about marine laws, maritime practices, trade, economies, culture, geographies, nature of commodities, mode of packing, transportation and the resultant claims and marine recoveries. Keeping in the factors mentioned above the insurers are not only focussing on claims handling, but also giving more emphasis on a) claim review, b) investigation, and c) negotiation, monitoring and reducing the claims costs.

Claims management under Marine cargo includes the above aspects besides customer care which goes a long way in business retention and development. This programme is designed to cover the entire gamut of Claims Management - its role, service aspect, grievance redressal and customer satisfaction.

Objectives

The programme aims to improve the participants

- ★ Claims management in Marine Cargo Insurance
- ★ Understanding Marine laws, various conventions related to Marine cargo Insurance and claims
- ★ Understanding claims processes, procedures, controls, and measurement for different type of Claims
- ★ Claims handling skills
- ★ Communication and negotiation skills

Contents

- ★ Claims Management in Marine cargo - Its importance
- ★ Laws & Regulations governing Marine claims
- ★ Claims processes, procedures, controls, used in Marine cargo claims
- ★ Role of stakeholders in claims management
- ★ Technology intervention and automation of claims
- ★ Maritime Frauds & their management
- ★ Recovery

Participants Profile

Officials handling Marine Cargo claims in Head Offices, Regional Offices, Operating Offices of Public & Private sector General Insurance Companies.

Programme Coordinator

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Laws
&
Regulations

Claims
Processes

Technology
intervention

Maritime
Frauds
Management

Marine Cargo
Claims
Management



Fees

Organisations from India,
Nepal & Bhutan

FAIR Members/Organisations
from SAARC countries

Organisations from
other countries

- a) Indian participants can either pay via net banking or through the payment gateway link provided.
- b) Overseas participants should pay through net banking & share the UTR details at the email id given.

Bank Details for remittance of Fees

Account	National Insurance Academy
Bank	Bank of Maharashtra
Branch Code	1121
Type of Account	Savings
Account Number	20008885848
IFSC Code (Indian participants)	MAHB0001121
	https://www.niapune.org.in/payments
SWIFT Code (Overseas participants)	MAHBINBOCP

Resi

Rs. 25,800
+ 18% GST

\$ 348
+ 18% GST

\$ 450
+ 18% GST

Non-Resi

Rs. 15,480
+ 18% GST
