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***I. WHAT'S HAPPENING AT NIA***

**1. NIA Campus Completes Three Decades**

4 June 2020 marked three decades of National Insurance Academy, Balewadi Campus. The building structure was founded in 1990, and over the years it has grown into a deep green patch of natural beauty. The Institute has also acquired high stature and status during these years.



**2. MOU with the International Union of Marine Insurance, Germany**

As marine insurance market is constantly growing, the demand for knowledge upgradation has become very essential for marine underwriters across the world. As a premier insurance educational institution, National Insurance Academy has entered into a Memorandum of Cooperation with the International Union of Marine Insurance, Germany in furtherance of this cause. In this regard mutual accreditation of IUMI and NIA programmes is envisaged.

### **3. Study by National Insurance Academy and Ernst & Young, India on “Work-From-Home (WFH) in the Insurance Industry: Adapting to the New- Normal”**

National Insurance Academy in association with Ernst & Young, India conducted the study on “Work-From-Home in the Insurance Industry: Adapting to the New- Normal”.

The study explores how insurance companies have managed to provide customer service in these challenging times and how digital infrastructure has helped the smooth transitioning from office-to-home. The study also explores employees’ perceptions about the change, and its impact on the future workplace scenario. Most importantly, the study explores how insurance companies can capitalize from lessons learnt during these times to enhance organizational performance and effectiveness.

To read the complete report, visit: <https://niapune.org.in/research-and-publication/research-reports>

### **4. Report on “Efficacy of the Insurance Marketing Firm (IMF) Channel”**

National Insurance Academy has come up with an interesting report on “Efficacy of the Insurance Marketing Firm (IMF) Channel”. The report critically examines the structure of the IMF from the viability perspective. The report also throws light on the difficulties faced by the IMFs as well as the Insurers during the process of doing the business, and provides recommendations for improving efficiency and attractiveness of IMF channel.

To read the complete report, visit: <https://niapune.org.in/research-and-publication/research-reports>

## ***II. INSURANCE INDUSTRY FLASH FIGURES FOR MAY 2020***

Click on:

1. [Life Insurance](#)
2. [Non-Life Insurance](#)

### **III. TOPICAL ARTICLES**

#### **1. Online Insurance Training- A New Initiative by National Insurance Academy**

The Management Development Programmes conducted by National Insurance Academy have always been much sought after in the insurance industry due to the excellent quality of interactive learning experience by renowned faculty members. However in the aftermath of the Covid-19 Pandemic, NIA was faced with a predicament of trainees unable to physically join its class room training sessions.

Academy Director Mr G Srinivasan rose to the occasion and along with his team decided to put in place the Microsoft Teams Webinar Platform quickly and lunched the online programmes. The insurance company CEOs were taken on board and they evinced keen interest and inclination to nominate trainees from their organisations to undergo online training. The topics chosen were very relevant to the current scenario. At the same time, the timing, duration and content were redesigned to make the programme accessible, effective and absorbing. The programmes had question answer slots and MCQs to ensure clarity and depth.

All the programmes have evoked very satisfactory feedback. The participating insurance companies have benefitted by way of cost reduction in training expenses and the trainees are able to perform their work as well. This initiative has ensured a transformation in training mode necessitated by a pandemic crisis and now has become an essential part of NIA.

(By Mr. KK Panda, Faculty Member, NIA)

### **IV. INSURANCE NEWS**

#### **IRDAI makes Covid-19 Insurance Coverage Mandatory from July 10**

With the rising number of COVID-19 cases, the Insurance Regulatory and Development Authority (IRDAI) has issued guidelines for a standard Covid-19 health policy and asked the health insurance companies to mandatorily offer the same from July 10.

According to the IRDAI, insurance companies can have two kind of policies, a regular indemnity policy covering the disease with the tenure ranging from 3.5 months to 9.5 months called Corona Kavach and one which is an optional standard benefit cover which pays out a fixed amount, called Corona Rakshak.

To read the whole article click on:

<https://www.newindianexpress.com/business/2020/jun/29/irdai-makes-covid-19-insurance-coverage-mandatory-from-july-10-2162782.html>

## **National Insurance Awareness Day 2020: How technology is changing the insurance industry**

Industries, across the globe, have undergone a digital revolution. But, the way people buy insurance has remained much the same for decades, until the recent COVID-19 outbreak. Since the outbreak, like everything else, people are browsing through health insurance and life insurance policies online to secure their future and life goals, thus upping the levels of digital disruption that is mostly seen in areas such as retail or and banking.

The pandemic upheaval has changed people's outlook towards insurance. It has made people value the importance of insurance and apprehend the consequences of not having one. At the same time, it has made insurers realize the importance of being technologically innovative.

To read the whole article click on:

<https://www.financialexpress.com/money/insurance/national-insurance-awareness-day-2020-how-technology-is-changing-insurance-industry/2006402/>

## **Rural-focused insurance products multiply, but awareness remains low**

The Covid-19 pandemic has brought to fore the importance of insurance and financial protection. Though the focus of the insurance sector in India has always been primarily urban-oriented, this time of change is pushing companies to encash the opportunity present in the heavily under-penetrated rural market.

To read the whole article click on:

<https://www.newindianexpress.com/business/2020/jun/29/rural-focused-insurance-products-multiply-but-awareness-remains-low-2162784.html#:~:text=Though%20the%20focus%20of%20the,heavily%20under%2Dpenetrated%20rural%20market.&text=The%20insurance%20premium%20amount%20for,as%20Rs%2042%20per%20annum>

## **COVID-19: Unpaid insurance premiums during grace period can lead to rejection of claims**

The grace period that the government has given to policyholders comes with a twist. The government and insurance regulator had extended the premium payment period for insurance policies four times ever since the outbreak of the coronavirus in India. All policies whose premium fell due after March 25, 2020 could have been paid before May 31, 2020, the Insurance Regulatory and Development Authority of India had instructed.

So, if you haven't paid your premium even during the grace period, the insurer needn't pay your claim. This grace period is the time given after the policy expiry date, within which you can still pay the premium and avoid a policy lapse.

To read the whole article click on: <https://www.moneycontrol.com/news/business/personal-finance/covid-19unpaid-insurance-premiums-during-grace-period-can-lead-to-rejection-of-claims-5471191.html>

## **IRDAI crowdsources names for insurance policies**

Regulator IRDAI has invited the public to come up with names for three insurance policies keeping in view the needs and aspirations of the target group.

The Insurance Regulatory and Development Authority of India (IRDAI) has sought names for standard products for dwellings and small businesses in the segment of 'Standard Fire and Special Perils'. It has announced an award of Rs 10,000 each and a citation for suggesting

appropriate names. The names should convey the objective of the policy which is to provide a protective shield to dwelling units and small businesses from catastrophic events, largely floods.

To read the whole article click on: <https://www.financialexpress.com/money/irdai-crowdsources-names-for-insurance-policies/2006681/#:~:text=The%20three%20policies%20for%20which,Rs%2050%20crore%20across%20all>

## **Regulator forms panel to recommend insurance plans for drone risk**

India's insurance regulator IRDAI has set up a working group to suggest insurance products covering various risks involved in use of drones.

In a circular, the IRDAI said drones are emerging as one of the fastest growing technologies and are being used for a variety of purposes. It also noted that drones are playing a significant role in the current COVID-19 situation, assisting various authorities in several activities.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/62374/type/eDaily/India-Regulator-forms-panel-to-recommend-insurance-plans-for-drone-risk#:~:text=India's%20insurance%20regulator%20IRDAI%20has,for%20a%20variety%20of%20purposes>

## **ICICI Lombard introduces Cyber Insurance cover for individuals**

In these unprecedented times owing to the COVID-19 crisis, remote working has become the new normal. Since the lockdown was announced, many people have fallen prey to online fraud, losing a lot of money. And most people can't do anything about it as they do not have any protection to see them through.

To help customers overcome such tragedies, ICICI Lombard General Insurance, launched its Retail Cyber Liability Insurance policy. This policy offers protection to individuals and their families against any cyber fraud or digital risks that could result in a financial or reputational

loss. The retail cyber insurance product is a form of insurance that protects individuals against losses that individually vary from online theft to unauthorized transactions.

To read the whole article click on: <https://www.financialexpress.com/money/ici-lombard-introduces-cyber-insurance-cover-for-individuals/2005163/#:~:text=To%20help%20customers%20overcome%20such,a%20financial%20or%20reputational%20loss.>

## **Startups making healthcare more affordable; now, they must lead charge to make medical facilities inclusive**

COVID19 has put the limelight back on gaps in healthcare delivery system in most developing countries, including India. At the same time, many startups are working on innovative solutions/products to ensure healthcare is made inclusive and available to remote parts of the country. Why is this important? In India, we have fewer doctors than we need (less than 1:1000 recommended by WHO). Out of pocket medical expenses are surging and insurance penetration is sparse.

To read the whole article click on: <https://www.financialexpress.com/industry/sme/startups-making-healthcare-more-affordable-now-they-must-lead-charge-to-make-medical-facilities-inclusive/2005100/>

## **Soon, insurance for home stay, treatment**

Most health insurance policies insist that a patient be in hospital for at least 24 hours before claiming benefits of the policy. But this basic tenet of insurance is set to go, thanks to Covid-19 pandemic.

An increasing number of insurance firms are looking to provide cover to those being treated at home, largely because many Covid-19 patients with mild symptoms are being told to stay home so that they don't strain the infrastructure at hospitals.

To read the whole article click on:

<https://timesofindia.indiatimes.com/city/hyderabad/hyderabad-soon-insurance-for-home-stay-treatment/articleshow/76654798.cms>

## **Insurance tech start-up Bima Mandi aims to serve over 40 lakh customers in next 10 years**

Insurance tech start-up Bima Mandi intends to serve more than 40 lakh rural customers across 125 districts and 1,000 villages in the next 10 years.

The company is offering financial products in major vernacular languages across rural India to enable accessibility to more people, the company said in a statement.

To read the whole article click on: <https://www.thehindubusinessline.com/money-and-banking/insurance-tech-start-up-bima-mandi-aims-to-serve-over-40-lakh-customers-in-next-10-years/article31924632.ece>

## **Bank launches COVID-19 health insurance policy**

Karnataka Bank recently launched a special health insurance policy to cover the uncertainties posed by COVID-19. A release quoted bank managing director and CEO M.S. Mahabaleshwara as saying, "With the objective of providing insurance cover for individuals for COVID-19-related health expenses, the bank, in association with Universal Sompo General Insurance Company Ltd., has launched this health policy. At a nominal premium of ₹ 399, inclusive of all taxes, one can avail oneself of health cover for COVID-19 under this policy." The policy will cover in-patient hospital expenses up to ₹ 3 lakh, out-patient treatment expenses of ₹ 3,000 and will also provide ₹ 1,000 per day towards expenses incurred on 14 days of quarantine at a government or military hospital. The policy will be valid for 120 days.

To read the whole article click on: <https://www.thehindu.com/news/cities/Mangalore/bank-launches-covid-19health-insurance-policy/article31929606.ece>

## **Centre to set up taskforce for 'Golden Hour' accident claims, insurance pool proposed**

The Ministry of Road Transport and Highways (MoRTH) will set up a ten-member task force to work out the modalities of funding motor accident victims' treatment during the crucial 'Golden Hour'. The decision was taken at a meeting chaired by officials from MoRTH, with officials from the National Health Authority (NHA) and general insurance companies in attendance. The NHA will be the nodal agency for co-ordinating payments made to the hospitals that treat such patients.

To read the whole article click on:

<https://www.moneycontrol.com/news/economy/policy/centre-to-set-up-taskforce-for-golden-hour-accident-claims-insurance-pool-proposed-5458561.html>

## **Covid-19 insurance claims at Rs 280 crore; more than 18,100 claims received so far**

Insurers have received more than 18,100 claims for an amount of Rs 281 crore for the treatment of Covid-19 so far, according to industry executives. At 8,950, the number of claims is the highest from Maharashtra followed by the NCR (National Capital Region) at 3,470, as on June 19, 2020.

The average ticket size for a novel coronavirus claim is Rs 2-2.5 lakh in urban areas and Rs 50,000-75,000 in semi-urban or rural areas. Where the condition of patient is serious and he has been admitted to the intensive care unit (ICU), the claims are in the range of Rs 6-8 lakh.

To read the whole article click on:

<https://www.financialexpress.com/money/insurance/covid-19-insurance-claims-at-rs-280-crore-more-than-18100-claims-received-so-far/2002933/>

## **IRDAI allows life insurers to sell short term benefit-based Covid policies**

In a move aimed at providing insurance protection to a vast majority of people in the ongoing pandemic, the insurance regulator has allowed all insurers – life and non-life – to offer short term health insurance policies specifically for covid-19.

According to the regulator, short-term health policy means any health insurance contract that has been issued for a policy term of less than 12 months. If a policy term is fixed at 12 months then it will not be short-term.

To read the whole article click on: [https://www.business-standard.com/article/companies/irdai-allows-life-insurers-to-sell-short-term-benefit-based-covid-policies-120062301787\\_1.html](https://www.business-standard.com/article/companies/irdai-allows-life-insurers-to-sell-short-term-benefit-based-covid-policies-120062301787_1.html)

### **LIC IPO: Three trade unions urge Govt to withdraw invitation to appoint pre-Transaction Advisors**

Three trade unions of Life Insurance Corporation of India (LIC) have requested Finance Minister Nirmala Sitharaman to withdraw the invitation of bids for appointment of pre-Transaction Advisors for the life insurer's initial public offer (IPO). They have also sought reconsideration of the government's decision of disinvestment in India's largest life insurer.

To read the whole article click on: <https://www.thehindubusinessline.com/news/lic-ipo-three-trade-unions-urge-govt-to-withdraw-invitation-to-appoint-pre-transaction-advisors/article31896650.ece>

### **LIC Housing Finance likely to recover Rs 3,000 crore worth NPAs**

LIC Housing Finance is likely to recover about Rs 3,000 crore from borrowers in the current financial year to improve asset quality, an uphill task in a year when the Indian economy is expected to contract.

The target is to get back about 50 per cent of gross non-performing assets (GNPAs), Managing Director and Chief Executive Siddhartha Mohanty said.

To read the whole article click on: [https://www.business-standard.com/article/finance/lic-housing-finance-likely-to-recover-rs-3-000-crore-worth-npas-120062200021\\_1.html#:~:text=LIC%20Housing%20Finance%20likely%20to%20recover%20Rs%203%2C000%20crore%20worth%20NPAs,-](https://www.business-standard.com/article/finance/lic-housing-finance-likely-to-recover-rs-3-000-crore-worth-npas-120062200021_1.html#:~:text=LIC%20Housing%20Finance%20likely%20to%20recover%20Rs%203%2C000%20crore%20worth%20NPAs,-)

[Abhijit%20Lele%20%7C%20Mumbai&text=LIC%20Housing%20Finance%20is%20likely,economy%20is%20expected%20to%20contract](#)

## **Special insurance scheme for health workers extended till Sept: Govt**

The Narendra Modi government has extended the ₹50 lakh insurance scheme for about 22 lakh health workers for another 3-month till September amid rising number of covid-19 positive cases among medical professionals in the country.

To read the whole article click on: <https://www.livemint.com/news/india/special-insurance-scheme-for-health-workers-extended-till-sept-govt-11592732806530.html>

## **How much and what type of health insurance policy you need for different life stages**

The importance of having adequate amount of health insurance – it is one of the big eye-openers during this whole coronavirus episode. Many have been hit financially because they did not have health insurance and did not have enough health insurance to fund the huge treatment costs of Covid-19.

It is not just Covid-19 but the right amount of health insurance can help you tide over financial hardships related to medical expenses in general throughout life. So, how much health insurance should you have?

To read the whole article click on:

<https://economictimes.indiatimes.com/wealth/insure/health-insurance/how-much-and-what-type-of-health-insurance-policy-you-need-for-different-life-stages/articleshow/76479536.cms?from=mdr>

## **25% Indians willing to stop insurance premiums: Survey**

Over one fourth of Indian policyholders are willing to sacrifice property and life insurance premium payments to ease their financial burden, according to an Asia-Pacific survey by global

reinsurer Swiss Re. At the same time, Indian consumers are second-most active in Asia-Pacific in seeking insurance, driven by financial and mental health concerns.

To read the whole article click on: <https://timesofindia.indiatimes.com/business/india-business/25-indians-willing-to-stop-insurance-premiums-survey/articleshow/76472816.cms>

### **Digitised selling, servicing of insurance get a fillip amid pandemic**

The pandemic and the subsequent lockdown have given the much-needed push to Indian insurers to completely digitise the process of selling and servicing customers. The traditional channels of distribution for insurers, which got disrupted due to the lockdown, have been revamped to include more digital tools for acquiring, retaining and servicing clients. Insurers have made a leap from manual paper-bound process to end-to-end paper-less or digital-based selling through all the channels of distribution.

To read the whole article click on: [https://www.business-standard.com/article/companies/digitised-selling-servicing-of-insurance-get-a-fillip-amid-pandemic-120062001349\\_1.html](https://www.business-standard.com/article/companies/digitised-selling-servicing-of-insurance-get-a-fillip-amid-pandemic-120062001349_1.html)

### **Prudent Insurance Brokers and Risk & Insurance Management Society form Strategic Alliance to Support India's Risk Management Community**

Prudent Insurance Brokers Private Limited (PIBL) and Risk and Insurance Management Society (RIMS), has announced a multi-year strategic partnership to support the Indian risk management community. The alliance is set to deliver thought-leading content around risk and insurance management to India's thriving business community.

To read the whole article click on: <https://globalprimenews.com/2020/06/22/prudent-insurance-brokers-and-risk-insurance-management-society-form-strategic-alliance-to-support-indias-risk-management-community/>

## **Despite critical need, insurance remain most underpenetrated in MSME sector due to these key reasons**

Though insurance is a discerning way to check liabilities in the event of harm to assets and business, even today, it is wrongly considered synonymous with life insurance or health insurance. The fact is that insurance can cover almost every aspect of the business, be it damaged due to natural calamities, supply chain disruptions, unfavourable market movements, or even untimely demise of an employee. Moreover, insurance products can be customized to suit the specific industry and business size. Thus, including insurance as a part of long-term business investment is critical for MSMEs, which may not have huge cash reserves or funding to absorb market shockers. In most cases, the financial fortunes of their organisation are intricately linked to their own well-being. Most MSMEs borrow heavily from the market and hence there is an obvious need for life insurance. Yet, this market is most under-penetrated and under-served by the Life Insurance industry as well.

To read the whole article click on: <https://www.financialexpress.com/industry/sme/cafesme/msme-eodb-despite-critical-need-insurance-remain-most-underpenetrated-in-msme-sector-due-to-these-key-reasons/1993044/#:~:text=The%20fact%20is%20that%20insurance,untimely%20demise%20of%20an%20employee.>

## **Health policies to cover telemedicine costs**

In order to address mis-selling of indemnity-based health insurance policies and increasing out-of-pocket expenses incurred by policyholders during treatment, the insurance regulator has directed all insurers to standardise the terms for all policies they underwrite. It has also directed them to include telemedicine as part of claim settlement of policy.

In three separate circulars, the Insurance Regulatory and Development Authority of India (IRDAI) has directed insurers not to bracket costs associated with pharmacy and consumables and implants. It has also directed companies to simplify the wordings of terms and clauses of policies.

To read the whole article click on:

<https://www.financialexpress.com/money/insurance/health-insurance-health-policies-to-cover-telemedicine-costs/1991438/>

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