



भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY OF INDIA

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Seminar on "Policyholder Protection and Welfare" in Kolkata

The Insurance Regulatory & Development Authority is organizing its 3rd Annual Seminar on “**Policyholder Protection and Welfare**” in Kolkata at the Hotel Taj Bengal, on 2.6.2012. The Seminar includes deliberations on Consumer Education in Insurance, eliminating mis-selling in Life Insurance and concerns relating to Tying and Bundling of insurance with other goods and services.

Chairman-IRDA, Shri J.Hari Narayan will launch the **IRDA’s Consumer Education Website** during the seminar. Various stakeholders in the insurance industry like Consumer Bodies, Policyholders, Insurers, Insurance Ombudsmen, Intermediary Bodies and Insurance Academics would be participating in or attending the seminar.

The **IRDA’s Consumer Education Website (www.policyholder.gov.in)** provides useful information for the benefit of policyholders and prospects. The sections include tips on buying insurance, standard claim procedures/documentations, Dos and Don’ts for a policyholder, general alerts, dealing with intermediaries and FAQs.

Details of various off-line media campaigns run by the Authority, as part of its insurance awareness creation initiative, are also hosted on the website. Downloadable handbooks for policyholders and comic strips containing important messages on insurance are also available.

The website contains information relating to initiatives for policyholder protection taken by the Authority on Renewability of Health Insurance policies, ULIP guidelines , Distance Marketing, Portability, etc. along with links to the relevant circulars. The website also contains data on the insurance market as well as information relating to complaints including data on policyholders’ complaints.