



Circular No. IRDA/ADMN/CIR/MISC/189/08/2011

August 18, 2011

Syllabus for Training of Telecallers -- Distance marketing of Insurance Products

Further to the guidelines on distance marketing of insurance products issued vide circular no. IRDA/Admn/GDL/Misc/059/04/2011 on 5.4.2011 and with reference to the provision 8 (ii) thereunder, the syllabus for pre-recruitment training of telecallers is specified herein below:

1. INTRODUCTION TO INSURANCE

- a) Purpose and need of insurance.
- b) How insurance works.

2. FUNDAMENTALS / PRINCIPLES OF INSURANCE

- a) Contract of Insurance
- b) Utmost Good Faith
- c) Insurable Interest
- d) Indemnity

3. PREMIUM

- a) What is Premium?
- b) Premium calculation.

4. LIFE INSURANCE PRODUCTS

- a) Linked and Non-linked plans, Endowment and Term plans, Group and Individual Plans, Variable Insurance plans.
- b) Riders.
- c) Annuities and Pensions.

5. GENERAL INSURANCE PRODUCTS

Fire Insurance, Motor Insurance, Personal Accident Insurance, Health Insurance and Miscellaneous Insurances.

6. INSURANCE DOCUMENTS

- (a) Proposal Forms and personal statements
- (b) First / Renewal Premium Receipt.
- (c) Prospectus.
- (d) Policy Forms/Documents
- (e) Warranties
- (f) Cover Notes
- (g) Certificate of Insurance
- (h) Endorsements
- (i) Renewal Notice

7. POLICY CONDITIONS – Life Insurance

- a) Age
- b) Days of grace
- c) Lapse and Non – forfeiture
- d) Paid up value
- e) Revival
- f) Assignment
- g) Nomination

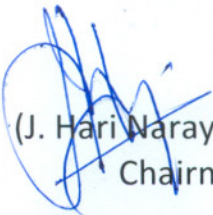
8. CLAIMS

Life Insurance

- a) Maturity claims
- b) Survival benefit payments
- c) Death claims.
- d) Accident and disability benefits.
- e) Claims Concession

General Insurance

- (a) Procedure
 - (b) Investigation and Assessment
 - (c) Surveyors and Loss Assessors
 - (d) Claims Documents
 - (e) Claim Forms
 - (g) Settlement
 - (h) Salvage
9. IRDA (Protection of Policyholders' Interests) Regulations, 2002 – Point of sale issues, free look provision, time limits for underwriting and servicing matters including claims etc.
10. Grievance Redressal options for policyholders – Insurer's telephone number, contact address, website and e-mail id, IRDA toll-free number, IRDA website, IGMS, Insurance Ombudsman.
11. Distance Marketing Guidelines with particular emphasis on disclosures to be made to the clients.
12. Code of Conduct for Telecallers – Etiquette, Dos & Don'ts.
13. Anti Money Laundering Guidelines – KYC Norms


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Chairman