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

**Samagam 2023- The NIA Alumni Meet**

National Insurance Academy, Pune, on 8th April 2023, bustled with excitement, energy and enthusiasm in the breeze that blew, when Alumni of the Academy were back on the lush green campus for "Samagam 2023- The NIA Alumni Meet".

The meet commenced with the address by Mr. Renjit Gangadharan (PGDM Coordinator and Chair Professor Non-Life, NIA), Dr. Sanjay Mali (Principal PGDM, NIA) and Mr. G Srinivasan (Director, NIA). The meet furthered with an insightful discussion on "The Insurance Sector - The Next Decade" which had the Alumni of NIA as its panellists!





## II. REGULATORY DEVELOPMENTS

### 1. Circulars:

a. Master Circular on Registration of Indian Insurance Company, 2023. Click here for the circular: <https://irdai.gov.in/web/guest/document-detail?documentId=3321302>

b. Circular on WMD & UAPA nodal officer. Click here for the circular: <https://irdai.gov.in/web/guest/document-detail?documentId=3302518>

### 2. Regulations:

a. IRDAI (Expenses of Management of insurers transacting Life Insurance business) Regulations 2023 - Clarifications. Click here for the Regulation: <https://irdai.gov.in/web/guest/document-detail?documentId=3250098>

### 3. Guidelines:

a. IRDAI Information and Cyber Security Guidelines, 2023. Click here: <https://irdai.gov.in/web/guest/document-detail?documentId=3314780>

## III. INSURANCE INDUSTRY FLASH FIGURES FOR MARCH 2023

For monthly insurance industry data, click on:

1. [Life Insurance](#) (Source: LI Council)
2. [Non-Life Insurance](#) (Source: GI Council)

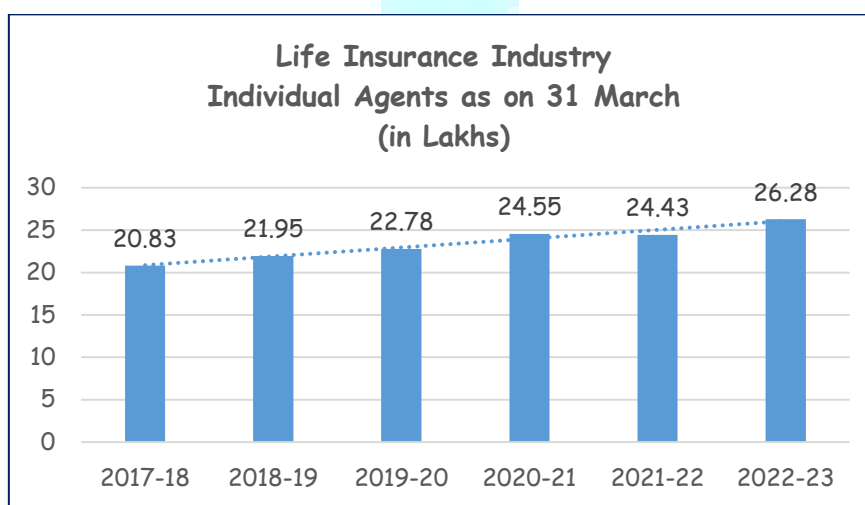
## IV. TOPICAL ARTICLE

### Individual Agency Force: A force to reckon in Life Insurance Industry

Insurance Intermediaries plays an important role in connecting customers with the Insurance companies. As a financial advisor, they not only play a crucial role during the onboarding process but also keep engaging with their customers and provide them Insurance product related services.

Life Insurance industry has multi channels to reach out to their customers but still the agency channel used to be the largest contributor of Individual Life Insurance business. Life Insurance industry has approximately 26.28 Lakhs agents (Figure-1) as on 31<sup>st</sup> March 2023, which has grown 7.6% over the last year (as on 31<sup>st</sup> March 2022).

**Figure:1**



As per the Table-1 below, Policy wise individual Life Insurance business contribution from Individual agents is 75.6%, whereas the First-year premium contribution is 53.15%.

Particulars	Upto	Upto	Upto	Upto	Upto	Upto
	Q3 2017-18	Q3 2018-19	Q3 2019-20	Q3 2020-21	Q3 2021-22	Q3 2022-23
Policy Based	78.91%	77.90%	78.70%	73.32%	74.41%	75.60%
First-Year Premium Based	67.40%	62.64%	61.36%	60.16%	54.81%	53.15%

Even though 8.86 Lakhs new agents were recruited during the FY 2022-23 (Figure-2), but the attrition of agents remains a major source of concern for the industry. Life Insurance Industry lost approximately 6.64 Lakhs agents during the FY 2022-23 (Figure-3).

Figure:2

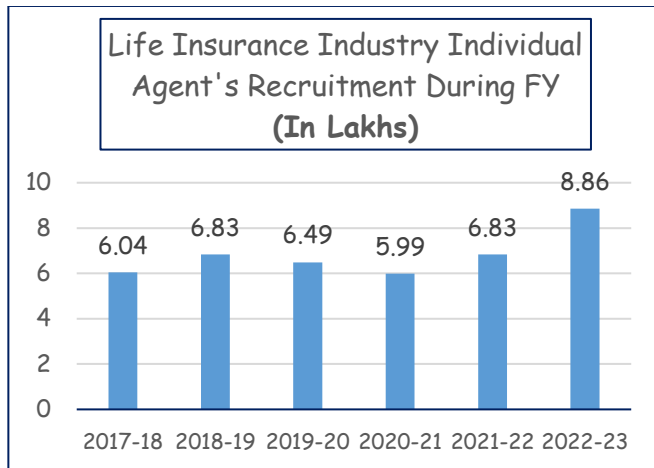
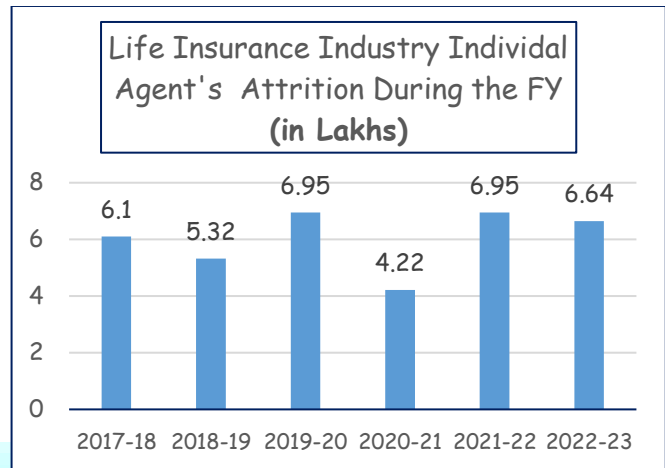


Figure:3



Insurance related transactions through In-person interactions are still very persistent in the Life Insurance Industry. By going **Phygital**-Using the digital intervention and providing support to the agency force, the agents can be empowered to be more customer centric. A satisfied customer and a dedicated agency force will be a win-win situation for the customers, agency force and the Insurers.

Source: Life Insurance Council, Public Disclosures of Life Insurance companies

(By Mr Sandeep Pande, Research Associate, NIA)

## V. INSURANCE NEWS

### China: AIA gets regulator's nod to start operations in its 10th mainland market

Hong Kong-headquartered AIA Group has announced that AIA China has received approval from the Henan bureau of the CBIRC to begin operations in Henan province, the third most populous province in mainland China with close to 100m people.

Henan is AIA China's 10th market in mainland China. AIA China received approval from the CBIRC to begin preparations to establish the new branch in May 2022.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article?id=84396&Type=eDaily>

### Health insurers to form common platform to curb fraud

Non-life insurance companies plan to create a platform for cashless claims settlements to make it easier for hospitals to tie up with insurers and enable the industry to identify bad players in the healthcare sector.

"The platform will address a key pain point of the healthcare industry of having to deal with 30 insurance companies separately. It would also help the industry check leakages due to fraud, waste and abuse and help bring down costs.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article/id/84398/Type/eDaily/India-Health-insurers-to-form-common-platform-to-curb-fraud>

### **NFRA examines ICAI proposals on accounting standard for insurance contracts**

The National Financial Reporting Authority (NFRA) has discussed the ICAI proposals on a new Standard (Ind AS) for the accounting of insurance contracts.

The National Financial Reporting Authority (NFRA) has discussed the ICAI proposals on a new Standard (Ind AS) for the accounting of insurance contracts.

The audit regulator received these proposals from the Institute of Chartered Accountants of India (ICAI).

NFRA will share its recommendations with the Ministry of Corporate Affairs (MCA), after which Ind AS 117 has to be considered and notified by the central government under the Companies (Indian Accounting Standards) rules 2015.

To read the whole article click on: [https://www.business-standard.com/india-news/nfra-examines-icai-proposals-on-accounting-standard-for-insurance-contracts-123042701296\\_1.html](https://www.business-standard.com/india-news/nfra-examines-icai-proposals-on-accounting-standard-for-insurance-contracts-123042701296_1.html)

### **How staying fit benefits your health as well as your health insurance premium**

While the more visible effects of COVID-19 might be over, the world still continues to grapple with its aftermath. Prevention is better than cure — this adage holds more true today than ever before, and preventive healthcare has a newfound relevance in the post-pandemic world. With the rise in new cases, COVID-19 seems far from over, and if our experience with the virus is anything to go by, preventive healthcare has become a crucial part of one's well-being.

Though preventive healthcare measures are essential, they are not a guarantee of zero medical emergencies in the future. The extent of risks might fall, but the possibility of accidents, injuries, or sudden illness cannot be completely eliminated. Without health insurance, these can cause a significant financial burden in the event of unexpected medical costs. The insurance industry has

taken cognizance of this fact, and is integrating preventive healthcare with health insurance to ensure overall wellness.

To read the whole article click on: <https://www.moneycontrol.com/news/business/personal-finance/fitness-benefits-health-as-your-health-insurance-premium-10491641.html>

## **Singapore: MSIG Insurance grows bancassurance business with an exclusive 15-year deal with HSBC**

MSIG Insurance and The Hongkong and Shanghai Banking Corporation (HSBC) have entered into a 15-year general insurance distribution agreement.

Under this exclusive arrangement, MSIG will distribute its commercial and personal suite of insurance solutions to HSBC's customers in Singapore, leveraging the bank's commercial banking channels as well as personal banking network and platforms comprising its retail branches, digital and mobile banking channels.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84388/Type/eDaily/Singapore-MSIG-Insurance-grows-bancassurance-business-with-an-exclusive-15-year-deal-with-HSBC>

## **Tax authority investigates insurers' treatment of commission payments**

India's tax authority is undertaking a probe of 16 insurers concerning their treatment since 2017 of commission payments.

The probe, started in September last year, is a crackdown on the insurance industry's practice of accounting for all sales commissions above the regulator-prescribed limit as advertising and marketing costs, and then claiming tax credit, reported Reuters.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article?id=84386&Type=eDaily>

## **Sedentary Lifestyle: A Leading Cause of Cardiovascular Diseases and the Need for Health Insurance with Limitless Benefits**

As ironies go, few can match the life of a fast-paced and time-starved modern individual. Unlike in the past, where one had to move about to get things done, today, most of it can be handled



remotely over a smartphone or a laptop. Small wonder that while most of us can achieve our goals by crouching over our laptops, our lives have increasingly become sedentary.

According to the World Health Organisation, Physical inactivity “increases all causes of mortality and doubles the risk of cardiovascular diseases”. The sedentary lifestyle is not only restricted to office goers but the WHO estimates that globally, “81% of adolescents do not do enough physical activity”.

To read the whole article click on:

<https://www.moneycontrol.com/news/trends/features/protecting-your-health-in-uncertain-times-a-look-into-the-benefits-of-customizable-health-insurance-policies-10483621.html>

### **Japan: Tokio Marine mulls sale of ASEAN life insurance business**

Insurance giant Tokio Marine Holdings is considering a sale of its life insurance business in southeast Asia that could be valued at about \$1bn, reported Bloomberg News quoting people familiar with the matter, as the Japanese insurer looks to focus on its core operations.

The Tokyo-listed company is working with an adviser to gauge investor interest in its life insurance units in Indonesia, Malaysia, Singapore and Thailand, the people said, who asked not to be identified as the information is private. Tokio Marine prefers to find a buyer for all of the assets, though it's also considering a piecemeal deal, the people said.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84373/Type/eDaily/Japan-Tokio-Marine-mulls-sale-of-ASEAN-life-insurance-business-report>

### **Gen Re's stable underwriting results reflected in the group's diversified operations**

General Reinsurance Corporation (Gen Re) has a global footprint with a well-diversified platform by geography and product offerings, including an international reach in the P&C and life (re)insurance business segments, notes AM Best.

This diversification is reflected in the stability of the group's underwriting results and overall operating performance during periods when the reinsurance industry is impacted by unusually high catastrophe losses.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84375/Type/eDaily/Gen-Re-s-stable-underwriting-results-reflected-in-the-group-s-diversified-operations>

## **India & China: UN says both countries must prepare for growing numbers of older persons**

As India overtakes China as the most populous country in the world, a move that is expected this month, the two "population billionaires" face tough questions on catering to their aging demographics, says a United Nations report released on 24 April.

The UN's Department of Economic and Social Affairs (DESA) says that estimates are that between 2023 and 2050 the number of people aged 65 or over is expected to nearly double in China and to more than double in India. That poses "significant challenges to the capacity of healthcare and social insurance systems".

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84374/Type/eDaily/India-China-UN-says-both-countries-must-prepare-for-growing-numbers-of-older-persons>

## **Insurtech Revolution: Mobile App Development and PCI Compliance in the Insurance Industry**

In recent years, the insurance industry has undergone a significant transformation with the rise of insurtech, which leverages technology to streamline processes, improve customer experiences, and drive innovation. One of the key drivers of this transformation has been the development of mobile apps for insurance companies, which have revolutionized how insurers interact with customers and process claims. However, with the increasing concern around data security and privacy, compliance with the Payment Card Industry Data Security Standard (PCI DSS) has become a critical consideration for insurance mobile app development.

To read the whole article click on: <https://www.finextra.com/blogposting/24110/insurtech-revolution-mobile-app-development-and-pci-compliance-in-the-insurance-industry>



## **Odisha seeks higher insurance premium for habitual traffic offenders**

Vehicle owners frequently violating traffic rules may be forced to shell out a higher motor insurance premium with the state government seeking the Centre's intervention to introduce the penal provision.

Odisha commerce and transport secretary Usha Padhee wrote to the secretary of ministry of road transport and highways (MoRTH) Anurag Jain and stated that an enhanced insurance premium will serve as a deterrent for rash drivers and improve the road safety scenario in the state.

To read the whole article click on:

<https://timesofindia.indiatimes.com/city/bhubaneswar/odisha-seeks-higher-insurance-premium-for-habitual-traffic-offenders/articleshow/99768547.cms?from=mdr>

## **Health Insurance: Tips to avoid rejection of your porting request**

Post-Covid, many individuals are porting their health insurance policies as they prefer insurers that offer innovative products, have a wide network of hospitals, and have an established track record of settling claims faster. However, before porting a policyholder must assess the pros and cons and keep in mind that the new insurer can reject the request for porting for various reasons.

To read the whole article click on:

<https://www.financialexpress.com/money/insurance/health-insurance-tips-to-avoid-rejection-of-your-porting-request/3062439/>

## **Planning To Resign? Don't Lose Benefits Of Group Health Insurance Policy – Here's What You Can do**

Many firms include group life insurance as part of their employee benefit packages, with or without any extra cost. Group insurance, typically, offers similar insurance coverage and benefits to all group members, irrespective of their work experience, role, age, gender, and other factors. Some group policies also cover the family members of employees.

Medical benefits may include hospitalisation expenses, maternity coverage, ambulance coverage and more, subject to the sub-limits laid in the policy. But what happens to your group life insurance policy when you leave your job?

To read the whole article click on: <https://www.outlookindia.com/business/planning-to-resign-don-t-lose-benefits-of-group-health-insurance-policy-here-s-what-you-can-do-news-281305>

## **You can save 20% on car insurance premium if you buy Pay As You Drive; who should opt for it?**

Car insurance has traditionally been standardised in India. Even if your car hits the road once a month or less, you had to buy at least a third-party motor insurance. Along with it, if you included own-damage car insurance, you had to pay a hefty premium for your car until recently. There was no difference between heavy car users and light car users. However, motor insurance policies have become more customer-friendly over the past few years. Now, car owners have the option to tailor their vehicle insurance policy, especially their own-damage parts as per their driving profile. At the end of the day, you need an insurance policy to cover risk and the amount of the risk varies from one individual to another, depending on how much they drive, and how responsibly they drive. One such tailor-made plan is the 'Pay As You Drive' motor insurance policy.

To read the whole article click on:

<https://economictimes.indiatimes.com/wealth/insure/motor-insurance/you-can-save-20-on-car-insurance-premium-if-you-buy-pay-as-you-drive-who-should-opt-for-it/articleshow/99754698.cms>

## **Japan: Outlook for P&C insurance sector underpinned by strong capitalisation and profitability**

The outlook for Japan's property and casualty (P&C) insurance sector is stable, underpinned by strong capitalisation and profitability despite weak global economic growth and rising climate risks, says Moody's Investors Service in a report.

The global credit rating agency adds that insurers continue to benefit from geographically and internationally diversified portfolios while ongoing equity divestments will improve asset quality.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84367/Type/eDaily/Japan-Outlook-for-P-C-insurance-sector-underpinned-by-strong-capitalisation-and-profitability>

## **China: 11 life insurers form equity investment fund with state-owned fund manager**

A group of 11 state-owned life insurers and one state-owned fund manager has established an equity investment fund worth CNY33.9bn (\$4.9bn).

The fund is formed as a limited partnership, called Jiuzhou Qihang (Beijing) Equity Investment Fund, and was established in Beijing on 20 April.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84369/Type/eDaily/China-11-life-insurers-form-equity-investment-fund-with-state-owned-fund-manager>

## **Bajaj Allianz leverages AI-powered enterprise SaaS platform to serve SMEs**

Bajaj Allianz General Insurance, one of the leading private general insurers in India, has formed a partnership with actyv.ai, a Singapore-headquartered company that offers embedded finance offerings for the B2B ecosystem on a SaaS platform.

With this collaboration, Bajaj Allianz will offer bite-sized commercial insurance products like Fire, Burglary, in addition to group health products like Personal Accident, Hospital Cash, Credit Linked Health Plan, and Group Health Plans.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84371/Type/eDaily/India-Bajaj-Allianz-leverages-AI-powered-enterprise-SaaS-platform-to-serve-SMEs>

## **IAIS assesses cyber risks in insurance sector and financial stability implications**

The cyber insurance market saw substantive changes in underwriting controls, including tighter terms and conditions, and stricter risk selection and underwriting standards in response to higher-than-expected ransomware losses in 2020, notes the International Association of Insurance Supervisors (IAIS).

As a result, clients not reaching minimum cyber hygiene standards found it harder to secure coverage, says the IAIS in the 2023 special topic edition of its Global Insurance Market Report (GIMAR). These market dynamics reflect market hardening following an increase in ransomware claims in recent years.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84358/Type/eDaily/IAIS-assesses-cyber-risks-in-insurance-sector-and-financial-stability-implications>

### **Growth in new business of private-sector life insurers outpaces LIC's in FY2023**

The private life insurance industry experienced a robust growth in new-business premium of 20% in the financial year ended 31 March 2023 (FY2023) to INR1386bn (\$16.9bn), compared to the previous financial year, according to data published by the Life Insurance Council.

New-business growth was faster as a whole for the 23 private-sector life insurers in India in FY2023, allowing the sector to increase its market share by 0.6 percentage point.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/84359/Type/eDaily/India-Growth-in-new-business-of-private-sector-life-insurers-outpaces-LIC-s-in-FY2023>

### **Mediclaim vs health insurance: 5 things to know**

1. Health insurance is comprehensive and covers several medical expenses, including hospitalisation, whereas Mediclaim typically only covers hospitalisation-related costs for specified illness.

2. There are no add-on covers with Mediclaim but many add-on covers, such as critical illness, maternity benefit and infertility cover, are available with health insurance.

To read the whole article click on:

<https://economictimes.indiatimes.com/wealth/insure/mediclaim-vs-health-insurance-5-things-to-know/articleshow/99675195.cms>

### **Govt to announce national retail trade policy, accident insurance scheme for GST-registered traders soon**

The government is likely to announce a national retail trade policy and an accident insurance scheme for GST-registered domestic traders soon, reported PTI, citing an official.

The policy is aimed at providing better infrastructure and more credit to the traders.

The policy is likely to include provisions related to ensuring easy and quick access to affordable credit, facilitating modernization and digitisation of retail trade; modern infrastructural support for subjects like distribution chain; promotion of skill development and improving labour productivity, and providing an effective consultative and grievance redressal mechanism.

To read the whole article click on:

<https://economictimes.indiatimes.com/industry/services/retail/govt-to-announce-national-retail-trade-policy-accident-insurance-scheme-for-gst-registered-traders-soon/articleshow/99704362.cms>

### **Insurer told to pay 70% of claim filed 103 days after vehicle theft**

People who forgot or couldn't file a claim for vehicle theft insurance within 48 hours can take heart that they may still be entitled to a full or partial payment. The Vadodara district consumer disputes redressal commission ordered an insurance firm to pay 70% of the claim amount in a case in which the petitioner had filed for it more than 100 days after the theft.

To read the whole article click on:

<https://timesofindia.indiatimes.com/city/vadodara/insurance-claim-for-vehicle-theft-can-be-filed-even-after-48-hours-panel/articleshow/99715296.cms>

### **Debit Card Insurance Coverage: How To Claim Your Benefits**

Debit cards are a common mode of payment for many people in India. They are convenient and widely accepted, allowing users to make online and offline transactions. Besides the basic features of a debit card, such as withdrawing money from ATMs and making purchases, many debit cards come with additional benefits, such as insurance coverage.

Debit cards are a widely used mode of payment and often come with complimentary insurance coverage. However, understanding the type, scope and how to claim the benefits can be a challenge.

To read the whole article click on: <https://www.outlookindia.com/business/debit-card-insurance-coverage-how-to-claim-your-benefits-news-280794>

## **Standalone Battery Insurance Plan For EVs A Possible Game Changer For EV Ecosystem**

Acko General Insurance has recently launched an 'extended battery warranty' plan for the owners of electric vehicles (EVs). According to the insurer, this is a first-of-its kind policy that safeguards battery life for up to 4-5 years and provides performance coverage for up to 60,000 km.

The new policy by Acko General Insurance could now open the segment for other insurers as well, making it more beneficial for the buyer as well as the industry.

At present, traditional motor insurance policies meant for internal combustion engines (ICEs) i.e., petrol and diesel and petrol/gas hybrid are being issued for electric cars and scooters mostly.

To read the whole article click on: <https://www.outlookindia.com/business/standalone-battery-insurance-plan-for-evs-a-possible-game-changer-for-ev-ecosystem-news-280073?prev>

## **Canara HSBC Life Insurance Launches Pension Plan With Flexible Premiums, Annuities**

The Canara HSBC Life Insurance Company has launched a 'Smart Guaranteed Pension' plan offering flexibility in premium paying terms and guaranteed regular income.

To read the whole article click on: <https://www.outlookindia.com/business/canara-hsbc-life-insurance-launches-pension-plan-with-flexible-premiums-annuities-news-279588>

## **Harnessing The Power Of AI In The Insurance Sector**

The insurance industry has undergone significant changes over the years. The integration of advanced technologies such as artificial intelligence (AI) has paved the way for further evolution, offering improved efficiency, reduced costs and enhanced customer experience. Various AI applications are currently in use in the insurance industry, ranging from underwriting to claims processing.

To read the whole article click on: <https://www.forbes.com/sites/forbestechcouncil/2023/04/17/harnessing-the-power-of-ai-in-the-insurance-sector/?sh=584980a3335d>



Please share your feedback at <http://niapune.org.in/in-feedback>

