



**In This Issue:**

**I. What's Happening at NIA**

1. MoU between NIA and IIA

**II. Regulatory Developments**

**III. Industry Flash Figures**

**IV. Topical Articles**

**V. Insurance News**

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

**1. MoU between NIA and IIA**

National Insurance Academy signed MoU with India InsurTech Association, (IIA) on 12th April 2021. The collaboration would help both the organisations to contribute for Training, Research and Education in the area of Insurance and Risk Management, Artificial Intelligence, Blockchain and Parametric Insurance etc. It would also be highly beneficial for the faculty and students to keep pace with the latest developments in Digital Innovation and Analytics. It would certainly help the Insurance Industry and Insurtech companies to exchange their domain knowledge and expertise in global best practices in insurance as well as technological developments.

***II. REGULATORY DEVELOPMENTS***

**1. Exposure Drafts:**

a. Report of the Working Group (WG) for revisiting the retail business of engineering tariff. Click here for the exposure draft:

<https://www.irdai.gov.in/ADMINCMS/cms/whatsNew/Layout.aspx?page=PageNo4464&flag=1>

b. Draft Guidelines on Trade Credit Insurance. Click

here for the exposure draft:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4438&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4438&flag=1)

## 2. Regulations:

- a. IRDAI (Manner of Assessment of Compensation to Shareholders or Members on Amalgamation) Regulations, 2021. Click here for the regulation:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4461&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4461&flag=1)
- b. IRDAI (Insurance Advertisements and Disclosure) Regulations, 2021. Click here for the regulation:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4444&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4444&flag=1)
- c. IRDAI (Regulatory Sandbox) (Amendment) Regulations, 2021. Click here for the regulation:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4445&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4445&flag=1)
- d. Click here for the Consolidated Regulations:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4133&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4133&flag=1)

## 3. Circulars:

- a. Norms on settlement of COVID-19 health insurance claims. Click here for the circular:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4465&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4465&flag=1)
- b. Communication on settlement of Health Insurance Claims. Click here for the circular:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4457&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4457&flag=1)
- c. Investments in Debt Securities of InvITs and REITs. Click here for the circular:  
[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4454&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4454&flag=1)
- d. Facilitation by the Insurers for Cashless services at network hospitals. Click here for the circular:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4455&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4455&flag=1)

e. All Licensed Surveyors and Loss Assessors. Click here for the circular:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4429&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4429&flag=1)

f. Standard Technical Note (Template)- Health Insurance. Click here for the circular:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4434&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4434&flag=1)

g. Standard Technical Note (Template)- Motor Insurance. Click here for the circular:

[https://www.irdai.gov.in/ADMINCMS/cms/whatsNew\\_Layout.aspx?page=PageNo4436&flag=1](https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4436&flag=1)

### **III. INSURANCE INDUSTRY FLASH FIGURES FOR MARCH 2021**

For monthly insurance industry data, click on:

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

### **IV. TOPICAL ARTICLES**

#### **1. Digital connect - A Boon to boost the Rural Insurance**

Insurance Industry is at the threshold of a long period of growth. With rapid changes in technology and digitisation, the drivers of insurance business are changing. All stakeholders – the industry, intermediaries, government and regulator need to work together in transforming customer experience.

Over last few years there has been a boom in online e-commerce and almost every enterprise has setup their digital footprint offering their products and services online. In financial services, banks have taken their digital connect in an impressive way by offering their transactions & services on mobile technology and internet banking. Insurance sector needs to take similar road path for delivering their products & services.

The contribution of insurance to rural development in India cannot be underplayed. The insurance sector has made a significant contribution to rural development even though there have

been issues related to penetration of insurance in rural areas and absence of covers to meet the specific needs of the villagers. A wide variety of covers are now available for the rural areas. Cattle insurance, crop insurance, tractor insurance, credit risk cover, cover for loss of profit due to untimely rain, drought or bush fire – these are some examples.

India offers an assuring opportunity for insurance companies to grow at over 15 percent year on year, with a forecast to grow further driven by rapid adoption of digital technologies in rural India. The Insurance Regulatory & Development Authority of India (IRDAI) is heralding change through its e-insurance initiative and financial literacy programs. Mobile adoption and internet trends under Digital India banner are bringing in a new generation of customers who are conversant and comfortable with using technology for their financial decisions, but with rural customers multiple challenges are still to overcome:

- Financial literacy to increase penetration of insurance.
- Breaking the myths of Rural Insurance with Digital Technology by taking insurance to the doorsteps of hundreds of millions of people having limited awareness and/or access to insurance and financial services.
- A massive drive for simplification of products and processes be initiated by Regulator & Insurers to adapt the strategies that align with changing trends.

Working in tandem with all initiatives can be mantra for bridging the gap for rural insurance in a big way to convert the following facts for an advantage:

- As per recent surveys, an average rural household has more than one mobile phone and some are having smart phones.
- The awareness of mobile technology and its benefits are no longer a myth for the rural population.
- It is equally important to empower the Distribution/ Agency network with tablet based Insurance selling solutions. With this the Agent can directly reach the rural customer and engage with him in availing Insurance products.

Digital technologies are an integral part of a number of channels of a financial services company, be it branches, direct sales force, call centres, internet or mobile. Digitisation can be a powerful force for change – as long as it is adapted to the rural context and implemented with the involvement of rural communities themselves.

Following steps can address effectively the digitisation for insurance in rural areas:

- Map the existing landscape of policy support for digitisation of agriculture and rural areas in the country.
- Identify the opportunities and need for using digitisation to achieve specific objectives – through SWOT analysis.
- Define the priorities for main types of intervention in order to meet the needs identified under these objectives.
  - Knowledge exchange, training, and overcoming the skills & digital gap;
  - Cooperation for getting stakeholders together, capacity-building, feasibility studies, pilots and digital hubs.
- Setting targets, Designing and implementing the necessary interventions.
- Bring together local users, public bodies, suppliers and researchers to review digital needs and opportunities.
- Up skill local stakeholders to deliver the training initiatives, including both local people and local organisations, municipalities and service providers.
- Identify and enable digital champions in particular CSC's & BCs.
- Map and identify the key gaps and opportunities in the local digital ecosystem to produce a road map which focuses on the targeted products.
- Concept of Smart Villages to ensure that digital strategies benefit rural communities' orientations for policy-makers and implementers. Smart Villages are places where rural communities are empowered and are taking the initiative to find solutions to the challenges they face. It is all about making different policies work together to find better, smarter ways to promote holistic rural development. It is about harnessing existing and emerging technologies and social innovations to add value to the lives of our citizens, and giving villages the tools to address their own challenges while also making a contribution to the bigger challenges facing society as a whole.

Government of India is already on the move to create a strong base for Smart Agriculture in collaboration with Microsoft to develop farmer interface in order to build vibrant digital agro-ecosystem in India. The project will carry out various tasks for the betterment of farmers in the selected 100 villages, which will enhance their income by reducing the input cost for farmers and making farming easier.

Further livestock insurance products can also be brought in the ambit of Smart Agriculture by making them digitally accessible and delivering through mobiles phones. This can be a real game changer in boosting the rural insurance by farmers.

- As a matter of pride India possesses largest dairy cattle population in the world accompanied by the presence of a livestock insurance market since the 1970s. However, the overall coverage of livestock insurance in India does not exceed even 7% of the total cattle population.
- Several factors have contributed to the low uptake of livestock insurance in India – high operational costs, cumbersome processes burdened with extensive paper documentation and difficulties in verification of claims, higher insurance premiums and lack of awareness of insurance products to name a few.
- This has prevented farmers living in remote rural locations from accessing valuable insurance products and services, leading to the exclusion of more risk prone segments.
- The app-based distribution of livestock insurance products will address challenges like extensive paper documentation, cumbersome processes, delays in claim settlements and higher premiums.

(By Dr Suresh Saraswat, Ex-Faculty Member, NIA)

## **2. Highest ever New Business Premium: Society reconfirms faith on Life Insurance Industry**

Financial Year 2020-21 was a very challenging period, when the whole human kind was fighting with the pandemic. The Life insurance Industry, true to its ethics, played a very important role in providing the financial protection to the society. The industry was providing service not only through their usual face to face interaction through maintaining the social distancing norms, but also quickly adopted the digital platform. They didn't even think about themselves in serving the nation and in between we lost many of our insurance fraternity warriors. They laid down their lives in providing timely financial services like Death claims, Survival Benefits, Loan, partial payments, surrenders, Annuities/ Pension, Bonuses to the esteemed policy holders, so that policy holders or beneficiaries don't feel the heat of financial distress. Today, we pay tribute to all those people, who laid down their lives during this period.

**Table: 1 (22 LI companies, excluding Aviva LI Co. India Pvt. Ltd & Sahara India LI com. Ltd)**

<b>Insurance claims (In Crores)</b>	<b>Up to 31st December 2021</b>
Claims by death	<b>29351</b>
Claims by maturity	<b>114766</b>
Annuities / Pension payment	<b>11662</b>
Survival Benefits	3391
Surrender	85440
Partial Withdrawals	4307

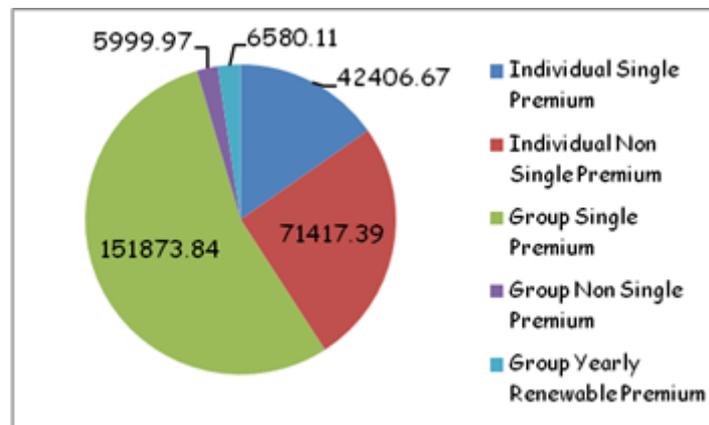
The interest of policyholders has always been the paramount purpose of the industry and this has helped in creating a close connect with the society. In the pandemic time, when most of the sectors were feeling the financial crunch, the Life Insurance industry with the faith shown by their policy holders, was able to generate all a time high New Business (NB) premium in the Financial Year 2020-2021 with a growth of 7.49% (Table:2).

**Table: 2**

<b>S.No</b>	<b>Month</b>	<b>Month wise NB Premium in Crores</b>			<b>Month wise NB No. of Policies and Schemes</b>		
		<b>FY 2020-21</b>	<b>FY 2019-20</b>	<b>Growth %</b>	<b>FY 2020-21</b>	<b>FY 2019-20</b>	<b>Growth %</b>
<b>1</b>	April	6727.74	9981.88	-32.60	416200	1282879	<b>-67.56</b>
<b>2</b>	May	13739.01	18414.02	-25.39	1008173	1625214	<b>-37.97</b>
<b>3</b>	June	28868.68	32241.33	-10.46	1681238	1899625	<b>-11.50</b>
<b>4</b>	July	22986.1	21509.24	6.87	1807981	2192559	<b>-17.54</b>
<b>5</b>	August	27039.79	23554.97	14.79	1881280	2329699	<b>-19.25</b>
<b>6</b>	September	25366.32	20056.7	26.47	2290738	2342743	<b>-2.22</b>
<b>7</b>	October	22776.03	17271.86	31.87	2086989	2236610	<b>-6.69</b>
<b>8</b>	November	19159.31	26221.24	-26.93	2111116	4018411	<b>-47.46</b>
<b>9</b>	December	24383.42	25079.79	-2.78	3021785	2648172	<b>14.11</b>
<b>10</b>	January	21389.7	20623.01	3.72	3187364	4691297	<b>-32.06</b>
<b>11</b>	February	22425.21	18533.19	21.00	2908265	1776291	<b>63.73</b>

12	March	43416.69	25409.3	70.87	5766383	1843069	212.87
<b>Grand Total</b>		<b>278278</b>	<b>258896.53</b>	<b>7.49</b>	<b>28167512</b>	<b>28886569</b>	<b>-2.49</b>

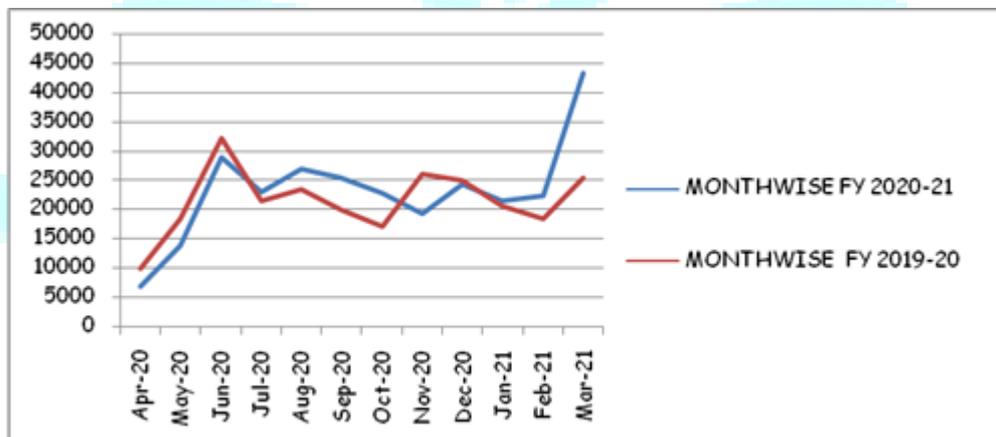
**Figure 1**



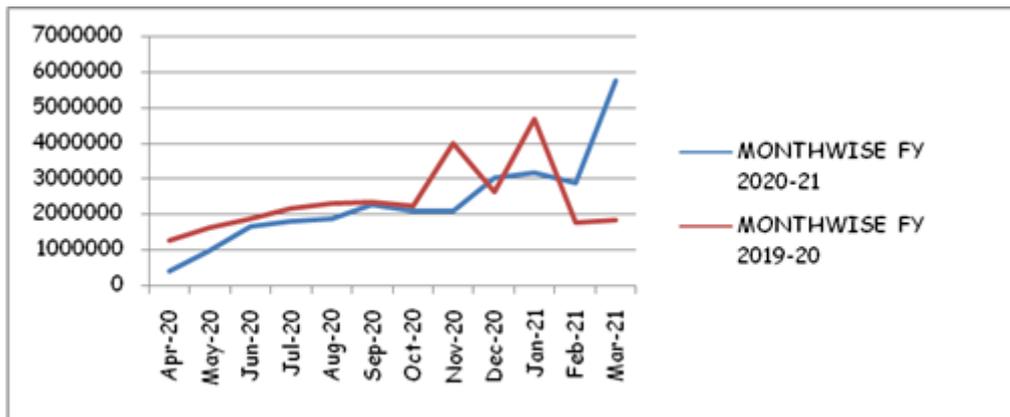
As per the Figure-1, 55% of the NB premium was generated through Group Single Premium and 26% of the premium was collected through Individual Non Single Premium segment.

The figures 2 & 3, clearly shows that there is a substantial spike in the New Business Premium & number of policies/schemes in the last 02 months of the Financial Year 2020-21.

**Figure 2**



**Figure 3**



With quality products & services, we can expect that the Life Insurance industry will continue to serve the society in the best possible way and will always remain in the top financial priorities of the nation “Sabse Pehle Life Insurance”.

Source: Life Insurance Council

(By Mr. Sandeep Pande, Research Associate, NIA)

## V. INSURANCE NEWS

### **IRDAI must explain why mental illnesses are still excluded**

The Delhi high court has asked the Insurance Regulatory and Development Authority of India (IRDAI) to explain the basis on which it has been approving insurance policies that exclude full coverage for mental health conditions.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article/id/76417/Type/AIRPlus/India-IRDAI-must-explain-why-mental-illnesses-are-still-excluded>

### **National Pension Fund scheme to see major changes**

The Pension Fund Regulatory and Development Authority (PFRDA) will soon introduce key changes to make the National Pension System (NPS) more attractive and to expand its reach across India.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article/id/76402/Type/eDaily/India-National-Pension-Fund-scheme-to-see-major-changes>

## **HDFC Life Won't Chase Growth At The Cost Of Profit Margins, Says CEO Vibha Padalkar**

HDFC Life Insurance Co. is confident of being able to maintain profit margins at northwards of 70% as forecasted by brokerages even as the second wave of Covid-19 threatens to affect the industry and the economy. The company would rather say no to some business than give up margins and grow at 50%, Vibha Padalkar, Managing Director and Chief Executive Officer at HDFC Life told, "We may grow by 15-17% year-on-year but it's okay as we might be able to protect [profit] margins."

To read the whole article click on: <https://www.bloomberquint.com/markets/hdfc-life-wont-chase-growth-at-the-cost-of-profit-margins-says-ceo-vibha-padalkar>

## **Citizens & Experts Slam Private Insurance Cos For Not Selling Or Renewing COVID-19 Specific Policies**

Looking at the rising coronavirus (COVID-19) cases across the country, quality healthcare and prompt medical treatment have become the need of the hour.

Hence, the Insurance Regulatory and Development Authority of India (IRDAI) had announced the launch of the Corona Kavach Policy and Corona Rakshak Policy last year, making it mandatory for all general and standalone health insurance companies in India to offer this policy to its customers.

As the COVID-19 cases are again rising, people started looking for these two health insurance policies again, however, they are unable to get them online or offline. Many of the existing customers are not able to renew the policies that they had purchased in 2020.

To read the whole article click on: <https://www.punekarnews.in/citizens-experts-slam-private-insurance-cos-for-not-selling-or-renewing-covid-19-specific-policies/>

## **Things to consider before going for a guaranteed insurance plan**

In 2014, fixed deposits (FDs) by banks were offering 8-8.5% returns, but now they are giving 5-5.5% returns. This has made finding an investment instrument offering both safe and decent returns an uphill task.

Amid the uncertainties and the low-interest rate regime, many investors have been moving towards life insurance policies offering pure protection and guaranteed returns, claims insurance industry executives.

To read the whole article click on: <https://www.livemint.com/money/personal-finance/things-to-consider-before-going-for-a-guaranteed-insurance-plan-11619554276012.html>

## **Hospitals denying cashless covid insurance claim? Here's what you can do**

Coronavirus cases are rapidly rising across the country. While all the insurers have been asked to honor insurance claims of Covid patients on priority, many policyholders are facing trouble getting admission at network hospital for cashless treatment as hospitals are denying admissions to such patients.

The Insurance Regulatory Development Authority of India (IRDAI) has taken cognizance of the issue and said, "There are reports of certain network providers (hospitals) charging high rates and insisting on cash payments from the policyholders for providing treatment to COVID-19 infected patients despite having cashless arrangement with Insurers".

To read the whole article click on: <https://www.timesnownews.com/business-economy/personal-finance/insurance/article/hospitals-denying-cashless-covid-insurance-claim-heres-what-you-can-do/750221>

## **Pandemic may cut life policy cover**

Life insurance companies have turned cautious and tightened underwriting norms for high-value policies in the wake of the Covid pandemic and pullback by reinsurance companies citing low rates in India.

Obtaining a cover is particularly challenging for those who have recently recovered from Covid as the company requires further screening. A year ago, a 35-year-old could purchase a Rs 1-crore term cover after a telemedical check-up. However, if he had contracted Covid, he would have had to undergo a battery of tests.

To read the whole article click on: <https://economictimes.indiatimes.com/wealth/personal-finance-news/pandemic-may-cut-life-policy-cover/articleshow/82286115.cms>

## **Australia: Life insurers pricing themselves out of consumers' range**

Life insurers need to harness innovation and develop more affordable and sustainable products if they are to avoid dealing with market disruptors, according to the Australian Financial Complaints Authority.

Speaking on a panel at the Financial Services Council's Life Insurance Summit recently, AFCA lead ombudsman for insurance John Price said that consumers are increasingly seeing (non-group) insurance products as unsuitable and unaffordable.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/76403/Type/eDaily/Australia-Life-insurers-pricing-themselves-out-of-consumers-range>

## **Swiss Re Corporate Solutions launches climate risk suite in APAC**

Swiss Re Corporate Solutions has launched its Climate Risk Solutions for Corporates in Asia-Pacific to help companies assess the impact of physical climate risk on their global portfolios.

According to Swiss Re's commercial insurance arm, the suite of climate risk solutions is underpinned by the firm's Climate Risk Score Framework, which combines forward-looking climate model data for precipitation and sea-level rise with global flood and storm surge zones to create a high-resolution assessment of physical climate risk.

To read the whole article click on: <https://www.insurancebusinessmag.com/asia/news/breaking-news/swiss-re-corporate-solutions-launches-climate-risk-suite-in-apac-253437.aspx>

## **Revealed – the leading insurance brands around the world**

Brand valuation consultancy firm Brand Finance has revealed the world's top insurance brands. China's Ping An retained its spot as the world's most valuable insurance brand, while China Life knocked Germany's Allianz out of the number-two spot.

To know the 10 most valuable insurance brands across the world, as rated by Brand Finance, click on: <https://www.insurancebusinessmag.com/asia/news/breaking-news/revealed--the-leading-insurance-brands-around-the-world-253465.aspx>

## **New-age insurance: How digital technology can reduce risk in the healthcare industry**

Just as they have for all industries from education to real estate, digital technologies are causing tectonic shifts in the insurance industry as well. This is to say that insurance, devoid of tech, is rapidly becoming an outmoded approach. In the era of digital disruption, the industry's focus is shifting towards 'insurtech' or the integration of innovative technologies to streamline and improve efficiencies in the insurance space.

To read the whole article click on:

<https://health.economictimes.indiatimes.com/news/insurance/new-age-insurance-how-digital-technology-can-reduce-risk-in-the-healthcare-industry-dr-abhijeet-kanetkar/82254925>

## **Who should opt for the Arogya Sanjeevani insurance policy?**

Insurers have to mandatorily offer the Arogya Sanjeevani policy with a sum insured ranging from ₹50,000 to ₹10 lakh from 1 May. This is the second time that the Insurance Regulatory and Development Authority of India (Irdai) has modified the maximum sum insured limit of this policy.

In July 2020, the IRDAI had let insurers create sum insured options as per their own needs as it removed the maximum sum insured limit from the Arogya Sanjeevani policy.

To read the whole article click on: <https://www.livemint.com/money/personal-finance/who-should-opt-for-the-arogy-sanjeevani-insurance-policy-11619462722441.html>

## **COVID care at home? Don't worry! Your insurance will cover it**

The mounting COVID-19 cases and shortage of beds and oxygen are driving many people to get treated at home. The hospitals are providing COVID homecare packages to patients. If you have a health insurance policy, you must be wondering if your policy will cover treatment at home. The answer is yes. Sanjay Datta, Chief - Claims, Underwriting and Reinsurance at ICICI Lombard General Insurance says at least 1,000 cases a month are coming of COVID home treatment.

To read the whole article click on: <https://www.businesstoday.in/money/insurance/covid-care-at-home-your-insurance-will-cover-it/story/437626.html>

## **How surrender value of a life insurance policy is calculated**

Life insurance is a long term commitment and there are some unfortunate times when you might have to surrender your policy. In other words, it means terminating the policy before its maturity. So, if you surrender a policy in the mid-term, you would get a sum (surrender value) of what has been allocated towards savings and earnings. Besides, a surrender charge also gets deducted from this amount, which varies from policy to policy.

To read the whole article click on: <https://www.livemint.com/money/personal-finance/how-surrender-value-of-a-life-insurance-policy-is-calculated-11619430946948.html>

## **International News: Allianz teams with global marine conservation group**

Insurance giant Allianz has formed a partnership with international marine conservation organisation Sea Shephard Global to support its environmental and animal protection efforts in the Mediterranean Sea.

The partnership is initially for two years and covers Italian coastal areas in the Mediterranean. Four Allianz companies are providing the funding for the newly acquired 'Sea Eagle' ship and its crew, which will be active in the disposal of nets illegally left behind by fishing boats.

To read the whole article click on: <https://www.insurancebusinessmag.com/asia/news/environmental/allianz-teams-with-global-marine-conservation-group-253286.aspx>

## **Unabated surge in infections may prompt hike in insurance premiums**

If Covid-19 infections continue to rise unabated, insurance companies may be forced to hike their premiums by as much as 15 per cent to deal with the parallelly increasing number of Covid-related claims. Industry executives have noted week that the rate of claim settlements are unsustainable for insurers unless the rate of growth in Covid-19 cases is arrested.

To read the whole article click on: <https://www.newindianexpress.com/business/2021/apr/26/unabated-surge-in-infections-may-prompt-hike-in-insurance-premiums-2294875.html>

## **Smaller M&A deals create more value in insurance: McKinsey**

A new report for McKinsey & Company shows that large merger deals in the insurance industry in North America are enticing, but rare, and smaller deals create more value.

“It’s easy to understand the allure of really large acquisitions,” says the report. “The best of them can be staggeringly successful. The right large acquisition, carefully mapped to an acquirer’s strategy can vault a company head of its peers into a position of global leadership.”

To read the whole article click on: <https://insurance-portal.ca/article/smaller-ma-deals-create-more-value-in-insurance-mckinsey/>

### **Australia: Life industry launches its first-ever professional standards framework**

Australia's life insurance industry has announced the development of an industry-wide Professional Standards Framework, as part of a shared commitment to unifying professional standards and further enhancing industry trust and confidence within the community.

Jointly developed and committed to by Australia’s leading life insurers, the framework formalises standards for professional excellence by implementing a consistent ‘foundation’ requirement for all life insurance claims and underwriting professionals, consisting of four Certificate IV competencies including ethics; sustainability; products and services; and law and regulation, according to a statement issued by the Australian and New Zealand Institute of Insurance and Finance (ANZIIF).

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article/id/76376/Type/eDaily/Australia-Life-industry-launches-its-first-ever-professional-standards-framework>

### **FM Sitharaman asks IRDAI to ensure hospitals accept cashless insurance policies for Covid patients**

Finance Minister Nirmala Sitharaman has asked Insurance Regulatory and Development Authority (IRDAI) to ensure that hospitals accept cashless insurance policies for the treatment of Covid patients. The instruction from the FM came after reports suggested that hospitals are not accepting cashless insurance policies for treatment of Covid patients.

To read the whole article click on: <https://www.timesnownews.com/business-economy/industry/article/fm-sitharaman-asks-irdai-to-ensure-hospitals-accept-cashless-insurance-policies-for-covid-patients/748449>

## **Here's the difference between pure term insurance and return of premium policy**

Term insurance plans normally come in two variants -- pure term and term insurance with return of premium (TROP). A common question on consumers' mind is 'How much return will I get when buying term insurance?' People generally think they would get returns by investing in any financial products. However, that may not be the case for all term insurance variants.

To read the whole article click on: <https://www.livemint.com/money/personal-finance/heres-the-difference-between-pure-term-insurance-and-return-of-premium-policy-11619088631812.html>

## **Digital transformation in the insurance sector: cultural and organisational**

Changing an organisation's culture takes more than simply communicating a directive. Some insurance providers have been around for almost 200 years – over which time their culture, and organisational structure have grown and evolved. Habits take time to undo, and change happens slowly.

For many insurers, there can be an institutional reluctance to take risks and embrace the pace of change needed to adopt new technology and ways of working. New, platform-based business models are not just unfamiliar, they represent a completely different way of operating.

The pandemic forced the industry to accelerate digital readiness programmes. To do this successfully, takes a shift in mindset from established processes rooted in legacy systems, to a more flexible, open and digital mindset that has “customer first” as its guiding principle.

To read the whole article click on: <https://www.information-age.com/digital-transformation-in-the-insurance-sector-cultural-and-organisational-123494851/>

## **Health Insurance: From applying to receiving policy document, entirely online**

The process of buying an insurance policy has become entirely digital starting from filling up the application form to receiving the policy documents. In the wake of the Covid-19 pandemic, IRDAI had issued a circular for all General and Health Insurers, to issue electronic policies and exempt from the requirement to issue physical policy document and hard copy of the proposal form.

To read the whole article click on: <https://www.financialexpress.com/money/health-insurance-from-applying-to-receiving-policy-document-entirely-online/2237440/>

## **Governments must be “insurers of last resort” against pandemic risk**

A new report from The Geneva Association is calling on the world’s governments to work together with the insurance industry in order to address the colossal protection gap caused by the COVID-19 pandemic.

The report, “Public-Private Solutions to Pandemic Risk,” is the first report prepared by The Geneva Association under the “An Investigation into the Insurability of Pandemic Risk” research series. It noted that although “prohibitively” high capital requirements make it impossible for private insurers to cover for pandemic business continuity risks, insurers can still make important non-risk bearing contributions that utilise their expertise in risk assessment, risk mitigation, and claims management.

To read the whole article click on:

<https://www.insurancebusinessmag.com/asia/news/breaking-news/governments-must-be-insurers-of-last-resort-against-pandemic-risk--report-252954.aspx>

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