



In This Issue:

I. What's Happening at NIA

- 1. International Women's Day 2022
- 2. Manthan 2022

II. Regulatory Developments

III. Industry Flash Figures

IV. Topical Article

V. Insurance News

I. WHAT'S HAPPENING AT NIA

1. International Women's Day 2022

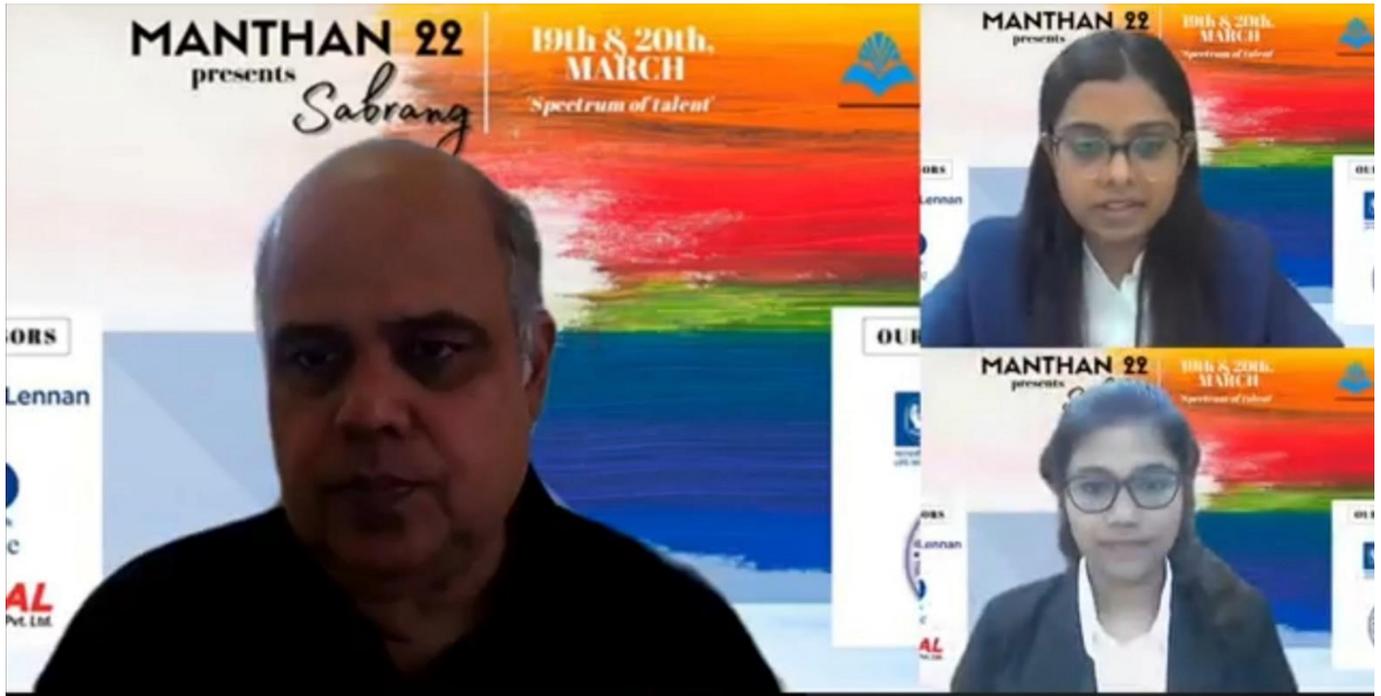
National Insurance Academy celebrated the International Women's Day virtually on 08th March 2022. Mrs Mini Ipe, Managing Director, LIC of India addressed the gathering on the occasion.



2. Manthan 2022

The annual event Manthan 2022 on the theme "Sabrang-A spectrum of talent" was organized virtually by the PGDM students of National Insurance Academy on 19 and 20 March 2022.

The event was inaugurated by Mr G Srinivasan, Director NIA. There were close to 2300 entries on D2C platform, out of which around 200 participants were shortlisted for participation in the final event.



II. REGULATORY DEVELOPMENTS

1. Circulars:

a. Issuance of Electronic Policies and (b) Dispensing with physical documents and wet signature on the proposal form. Click here for the circular:

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4668&flag=1

b. Extension of facilitation dispensing with physical signatures on the proposal forms. Click here for the circular:

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4667&flag=1

c. Extension of timelines for sale and renewal of short term Covid specific health insurance policies. Click here for the circular:

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4663&flag=1

d. Dividend Criteria for Equity Investment under “Approved Investment”. Click here for the circular:

https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4662&flag=1

e. Disclosure of underwriting philosophy of offering Health Insurance Coverage to Transgender persons. Click here for the circular: https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4650&flag=1

2. Draft:

a. Draft notification of Motor Third Party Premium Rates for the Financial Year (FY) 2022-23 for stakeholder's consultation. Click here for the draft: https://www.irdai.gov.in/ADMINCMS/cms/whatsNew_Layout.aspx?page=PageNo4648&flag=1

III. INSURANCE INDUSTRY FLASH FIGURES FOR FEBRUARY 2022

For monthly insurance industry data, click on:

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

IV. TOPICAL ARTICLE

Life Insurance: A Reliable Industry

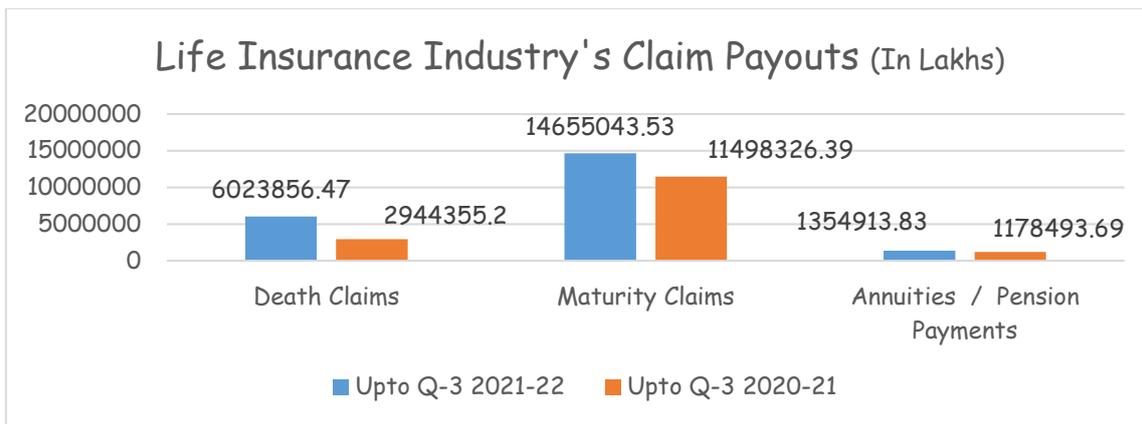
Life insurance plays an important role in an individual's personal financial planning.

The word "LIFE" consists of four alphabets, but if, we remove the first and the last alphabet, only 'IF' remains. The word 'IF' signifies uncertainty, and to mitigate the financial risk associated with uncertainty, insurance companies play an important role in owning up the risk.

Insurance industry true to its nature played a major role in providing financial protection during the first 9 months of the FY 2021-22. India was heavily impacted by the second wave of COVID-19 during this period, where the infection was spreading exponentially. The COVID-19 spread took a heavy toll on the physical, social, psychological, and financial condition of the people at large.

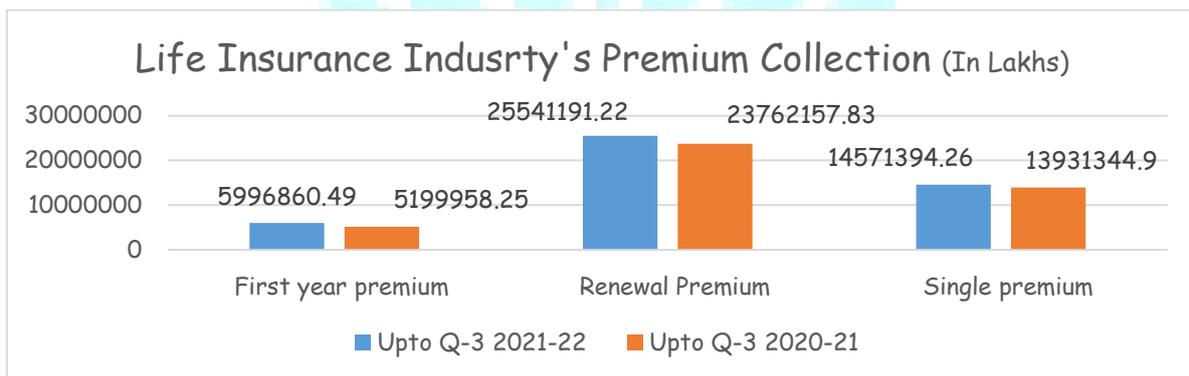
Life Insurance industry's death claim pay out up to 31.12.2021 was 105% more than the death claim pay out of the same period of last Financial Year (FY), whereas there was a 27.5% increase in Maturity & 17% in Annuity/Pension payments during the same period.

Figure 1.



With the rise in Insurance awareness and the revival of the Indian economy, the total Insurance Premium registered a growth of 7.50% up to 31.12.2021 over the same period of last FY. The Renewal Premium also grew @ 7.50% during this period, which is a very significant signal for the industry.

Figure 2.



Supported by a well-planned vaccination drive, the reported number of cases of COVID-19 are in decline now. With enhanced Insurance awareness and the industries attaining the pre covid output levels, Insurance demand is definitely going to get a big boost.

(By Sandeep Pande, Research Associate, NIA)

V. INSURANCE NEWS

Asia: AIA Group to further embed ESG into its culture

Pan-Asian life and health insurer, AIA Group, says that its focus will be to further embed ESG into its culture and operations, strengthen governance in ESG, and build capacity to keep pace with its ambitious trajectory.

The insurer says this in its latest annual Environmental, Social and Governance (ESG) report. The title of this year's report – Sustaining Healthier, Longer, Better Lives – was chosen to embody AIA's purpose-driven focus on ESG, delivering on its purpose of helping millions of people live "Healthier, Longer, Better Lives" across Asia through building a more sustainable business.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79682/Type/eDaily/Asia-AIA-Group-to-further-embed-ESG-into-its-culture>

Singapore: Insurance panel releases first set of guidelines to raise culture and conduct

The Insurance Culture and Conduct Steering Committee (ICCSC) yesterday released its first two papers providing best practice guidelines and recommended initiatives for stakeholders within the insurance ecosystem to elevate the culture and conduct standards of insurance companies, intermediaries (e.g. Financial Advisory Firms), employees, and the insurance ecosystem.

The two Papers are:

- Human Resources Culture and Conduct Best Practices – Promoting Ethical Culture and Conduct Across the Employee Life Cycle: Outlining best practices in Hiring, Enterprise Training, Consequence Management, and Exit Management
- Corporate Governance Culture and Conduct Best Practices – Promoting Ethical Culture and Conduct through Corporate Governance and Systems: Putting forth recommendations on the role of Leadership, Governance & Systems, Capability & Capacity, and Performance Management & Remuneration.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79678/Type/eDaily/Singapore-Insurance-panel-releases-first-set-of-guidelines-to-raise-culture-and-conduct>

Asia: Region exposed to biggest gap in flood protection

Extreme flood events once again drove high losses in 2021, accounting for 31% of global economic losses from natural catastrophes. Yet, 75% of flood risks remain uninsured, Swiss Re Institute reveals.

Last year, global economic losses from floods amounted to \$82bn, yet insured losses stood at slightly more than \$20bn.

The largest gap in flood protection in the world is in Asia, with only 7% of economic losses covered by insurance. In comparison, in Europe, 34% of flood losses are insured.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article/id/79764/Type/eDaily/Asia-Region-exposed-to-biggest-gap-in-flood-protection>

Australia: General insurers laud Federal Budget for measures on resilience and cyber investment

The federal government delivered its 2022-23 Budget yesterday which allocates A\$268m (\$201m) in related measures to better protect Australians from the impacts of extreme weather and improve protection against cyber attacks.

Welcoming the Budget provisions, the Insurance Council of Australia (ICA) notes that under the Emergency Management Fund, the Government has committed A\$150m per annum for recovery and post-disaster efforts over the next two years. An additional A\$116.4m has been provided to the Black Summer Bushfire Recovery Programme, funding 524 community projects with total programme investment of A\$390m.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-NewsLetter-Article?id=79749&Type=eDaily>

Lloyd's: 2021 financial results are the best in 6 years

Lloyd's, the world's leading marketplace for commercial, corporate and specialty risk solutions, announced a strong return to profitability in its 2021 full-year financial results, with an overall profit of GBP2.3bn [\$3.0bn] (2020: GBP0.9bn loss) and a combined ratio of 93.5% (2020: 110.3%) - the best quality result reported for six years.

The material turnaround in performance was driven by the Lloyd's market's keen focus on underwriting profitability, as well as leveraging favourable trading conditions to achieve premium growth. Premium rates increased by 10.9%, continuing the trend of 16 consecutive quarters of positive rate movement.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79710/Type/eDaily/Lloyd-s-2021-financial-results-are-the-best-in-6-years>

South Korea: Regulator urges insurers to increase loan loss reserves

South Korea's financial regulator called on local insurers to increase their loan loss reserves as part of efforts enable them to cope better with potential risks amid increasing financial market uncertainty.

Mr Jeong Eun-bo, head of the Financial Supervisory Service (FSS), made the call in a meeting in Seoul with top officials of insurance companies and voiced worries that there are signs of a "perfect storm", citing the US move to tighten monetary policy and the fallout of the ongoing Ukraine-Russia war, according to a report by Yonhap News Agency.

To read the whole article click on: <https://indianexpress.com/article/business/reasons-why-your-travel-insurance-claim-might-get-rejected-777762/>

Bangladesh: Insurance industry sees rebound in 2021

The Bangladeshi insurance industry rebounded strongly in 2021, thanks to the contraction of excessive commission to agents and digitisation of services.

Total gross premium of life and non-life insurance grew by 8.45% year-on-year to BDT143.92bn (\$1.67bn) in 2021, reported The Daily Star quoting the Insurance Development and Regulatory Authority (IDRA).

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79711/Type/eDaily/Bangladesh-Insurance-industry-sees-rebound-in-2021>

China: National Pension Insurance Co receives green light to start operations

The CBIRC has given approval to the newly established National Pension Insurance Company to commence operations, making it the 10th standalone pension insurer operating in China.

The business scope of the new company includes: annuity insurance, life insurance, accident insurance, health insurance; reinsurance business of the above-mentioned businesses;

management of clients' yuan and foreign-currency denominated funds for the purpose of old-age security, etc.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79699/Type/eDaily/China-National-Pension-Insurance-Co-receives-green-light-to-start-operations>

Singapore: MSIG survey reveals that more than 80% of respondents will buy travel insurance

Three in five (60%) respondents, to a survey on consumers' attitudes towards travel insurance, have expressed a high desire for leisure travel this year, with 36% indicating that they plan to travel to countries outside Asia.

The survey was commissioned by Japanese insurer MSIG in collaboration with Ancileo, polling 400 Singaporeans aged 18 to 69 on their sentiments toward post-COVID-19 travel.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article?id=79738&Type=eDaily>

Philippines: Insurance industry sees higher premium income and net gains in 2021

The total premiums of life and non-life insurers, as well as mutual benefit associations (MBAs), reached a new high of PHP374.7bn (\$7.2bn) last year, surging by 21.6% from PHP308.3bn in 2020. Profits have also increased. In a statement, Insurance Commissioner Dennis Funa said the insurance industry's aggregate net income rose by 18.6% to PHP48.3bn in 2021 from PHP40.7bn in 2020.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79742/Type/eDaily/Philippines-Insurance-industry-sees-higher-premium-income-and-net-gains-in-2021>

Five High Impact Use Cases for Using AI in the Insurance Industry

Artificial intelligence has been tapped by insurers to ramp up customer experience and accelerate the speed of decision-making. Given below is a compendium of high impact use cases:

Customer Conversations

When call centres were shut down during the pandemic, our AI-driven chatbot came to the fore. Not only did customers feel the same level of comfort that they did while interacting with call centre executives, as evidenced by the overnight spike in servicing via this medium, accompanied by a 90% dip in grievances, but the AI-driven chatbot went beyond the shift in plane from person-driven servicing to bot-driven servicing to include conversations in languages beyond English. More importantly, the servicing was not restricted to a few niche cases, but the most sought-after array of services that were offered by insurers via the call centre.

To read the whole article click on: <https://www.expresscomputer.in/artificial-intelligence-ai/five-high-impact-use-cases-for-using-ai-in-the-insurance-industry/84896/>

LIC hikes stake in HDFC AMC to 7%

Life Insurance Corporation of India (LIC) has increased its stake in HDFC Asset Management Company (AMC) Ltd to 7.026 per cent from its earlier 5.005 per cent, the state-run insurer said in a statement.

Post the transaction, LIC increased its shareholding to 14,984,224 equity shares or 7.026 per cent stake from 10,674,583 equity shares or 5.005 per cent stake held in HDFC AMC. The deal had been executed as a market purchase.

To read the whole article click on: <https://www.businesstoday.in/latest/corporate/story/lic-hikes-stake-in-hdfc-amc-to-7-328125-2022-03-31>

Generali now controls life joint venture with 68% stake

Generali now holds a stake of around 68% in Future Generali India Life (FGIL) which may increase further to 71% by the end of 2022, following further subscription of shares by Generali, the Italian global insurer says in a statement.

It has completed the acquisition of the entire stake (around 16%) held by Industrial Investment Trust Limited (IITL) in FGIL and the subscription of additional shares in FGLI, following receipt of all necessary approvals from the relevant regulatory and competition authorities.

To read the whole article click on: <https://www.asiainsurancereview.com/News/View-Newsletter-Article/id/79768/Type/eDaily/India-Generali-now-controls-life-joint-venture-with-68-stake>

IDBI Bank to sell balance stake in Life Insurance JV to Ageas

Private sector lender IDBI Bank will offload its balance 25 per cent stake in Ageas Federal Life Insurance Company (AFLI) to Ageas Insurance International NV.

The board of directors has approved to sell IDBI Bank's entire stake of 200 million equity shares in AFLI to Ageas pursuant to exercise of Call Option by Ageas.

To read the whole article click on: https://www.business-standard.com/article/finance/idbi-bank-to-sell-balance-stake-in-life-insurance-jv-to-ageas-122033000063_1.html

Embedded Value: Don't let your life insurance policy lapse

People buy life insurance policies for the long term as these substitute the monthly income of a family in case of death of the breadwinner. The contract for long-term financial protection by the insurers is based on the reciprocal fulfilment of regular payment of premium by the policyholder. Insurers offer monthly, quarterly, half yearly and yearly mode of premium payment. Under monthly mode of payment the insurers offer a grace period of 15 days from the due date within which the premium instalment must be paid. For all other modes, a grace period of 30 days is allowed. If the installment premium is not received within the grace period, the policy is treated as lapsed and the insurer ceases to be at risk.

To read the whole article click on: <https://www.financialexpress.com/money/insurance/embedded-value-dont-let-your-life-insurance-policy-lapse/2475305/>

Accident app to make payout claims easier

Now, road accident victims will not have to run from one authority to another to claim compensation, they can use a mobile app to alert and activate all stakeholders, including police, insurance companies and Motor Accident Claim Tribunal, at one go immediately after any untoward incident.

A portal, e-DAR, has been developed by insurance companies on the direction of the SC. A bench of Justices Sanjay Kishan Kaul and MM Sundresh has approved the app. Additional solicitor general Jayant K Sud told the bench that it is one-of-its-kind app and around 19 applications which are to be filled by the authorities, from the police department to insurance companies, will

get filled up automatically by putting the vehicle number and the driver license number as the app is linked with the central database.

To read the whole article click on: <https://timesofindia.indiatimes.com/india/accident-app-to-make-payout-claims-easier/articleshow/90578852.cms>

Your Money: Home insurance to keep the roof over your head

Indians spend their savings over a lifetime to buy a house and equip it with appliances, furniture, etc. However, less than 1% of them have any kind of home insurance. In terms of value, less than 2% of the business of non-life insurers comes from home insurance.

In the absence of climate risk insurance, natural catastrophic bonds, etc., home insurance is the only cover which can provide some decent compensation to people whose properties are destroyed as a result of a natural calamity or acts of vandalism. In case a house property is damaged beyond repairs and the policyholder has to relocate to a different location, home insurance has such add-ons like resettlement cover to enable him to settle down at the new place without incurring additional expenses. If a guest, while staying in the premises of the policyholder, is injured, then all expenses related to medical treatment are reimbursed under a home insurance policy, known as Public Liability Coverage. Even tenants are eligible to get home insurance cover.

To read the whole article click on: <https://www.financialexpress.com/money/insurance/your-money-home-insurance-to-keep-the-roof-over-your-head/2478082/>

Indian workforce seek medical insurance, child care post-Covid: Report

Post-Covid, the rising workforce in India is now looking for additional benefits such as medical insurance for themselves and their families, along with perks such as creche services for child care, a new report showed.

While 37 per cent Indians are motivated by career progression, more than 50 per cent respondents plan to switch jobs within the next three months, according to the report by apna.co, India's largest professional networking platform.

To read the whole article click on: https://www.business-standard.com/article/current-affairs/indian-workforce-seek-medical-insurance-child-care-post-covid-report-122033000381_1.html

Vehicle without valid registration not eligible for insurance claim: SC

An insurance claim can be denied if a vehicle does not have valid registration, the Supreme Court said while rejecting a claim on a stolen car that had a temporary registration.

A bench headed by Justice U.U. Lalit said the claim of insurance could be dismissed if there was a fundamental breach of the terms and conditions of the policy.

To read the whole article click on: <https://www.telegraphindia.com/india/vehicle-without-valid-registration-not-eligible-for-insurance-claim-sc/cid/1858349>

MobiKwik collaborates with Cholamandalam MS General Insurance Company, SBI General Insurance

Mobile wallet MobiKwik has collaborated with Cholamandalam MS General Insurance Company Ltd and SBI General Insurance to offer third party and comprehensive two-wheeler insurance plans on its platform.

With this partnership, customers will now be able to insure their two-wheelers on the MobiKwik app in just a few simple steps. A customer will just have to enter the vehicle number to buy insurance without having access to his/her registration certificate. The product suites would also include add-ons such as zero depreciation, personal accident and 24x7 road assistance.

To read the whole article click on: <https://timesofindia.indiatimes.com/business/india-business/mobikwik-collaborates-with-cholamandalam-ms-general-insurance-company-sbi-general-insurance/articleshow/90543574.cms>

Capital aid, insurance cover mooted for Russia-Ukraine war impacted Indian medical students

Even as the government is mulling over rehabilitating the Indian students studying medicine in war-ravaged Ukraine through some one-time solution, academics and stakeholders have mooted the idea of capital assistance and insurance cover for securing the future of thousands of medical students who had to return to their mother land to escape war.

There have been suggestions that the affected students be accommodated in various medical colleges and universities in India through a special transfer program which should be accompanied by capital assistance and education loan. This should be further backed by a

comprehensive insurance cover which the Government of India could introduce through one of the national insurance companies.

To read the whole article click on: <https://www.thehindu.com/business/capital-aid-insurance-cover-mooted-for-russia-ukraine-war-impacted-indian-medical-students/article65267248.ece>

You can buy Corona Kavach, Corona Rakshak insurance policies till September 30, 2022

The Insurance Regulatory and Development Authority of India (IRDAI) has announced that Covid-19 specific health insurance policies, Corona Kavach and Corona Rakshak, will continue to be sold by general insurers and stand-alone health insurers till September 30, 2022.

To read the whole article click on: <https://economictimes.indiatimes.com/wealth/insure/health-insurance/you-can-buy-corona-kavach-corona-rakshak-insurance-policies-till-september-30-2022/articleshow/90510347.cms>

Health insurance: Covid claims doubled in FY22 due to Delta variant

Covid-19 cases may have eased in recent months and the third wave was not as severe as expected, but Covid related health insurance claims surged this fiscal, possibly led by the Delta variant. Insurers continue to remain under pressure despite increased awareness and purchase of such covers.

While there were 9.83 lakh Covid related claims in 2020-21, these surged to 19.47 lakh in the current fiscal, recording an increase of 98 per cent. As the second wave of the pandemic led to many cases of hospitalisation, Covid claims also increased dramatically. The average ticket size of Covid related claims across the industry also remains high at ₹91,881.

To read the whole article click on: <https://www.thehindubusinessline.com/data-stories/data-focus/health-insurance-covid-claims-doubled-in-fy22-due-to-delta-variant/article65267270.ece>

How is insurance for developmental and neurological issues in children different from normal health insurance?

In today's time, having health insurance is critical for maintaining physical and mental well-being in everyday life. With less than 3 per cent penetration in India, health insurance itself is a huge need-gap that needs to be addressed.

Nitin Bindlish, Founder and CEO of Mom's Belief, says, "The health sector still has a big unaddressed market in terms of health insurance for mental wellness, specifically for children. Among the various disorders that fall under mental health, some require hospitalization, while most are managed with therapy."

To read the whole article click on: <https://www.financialexpress.com/money/how-is-insurance-for-developmental-and-neurological-issues-in-children-different-from-normal-health-insurance/2469675/>

Four Pillars of the Future of Insurance

The insurance ecosystem is evolving rapidly, and insurers can no longer lean on old familiar ways while the prevailing technological and strategic winds shift around them. As our often-cloudy present opens up toward a brighter future, insurers should embrace technology across the customer journey if they hope to secure the trust and loyalty of tomorrow's policyholders.

But like many industries where digitization has taken hold, tech shouldn't be adopted for tech's sake. Simply upgrading to the latest technological trend is not enough to sustain a competitive edge.

Factors such as distribution, operation, proposition, risk and capital can drive insurers' potential for future success as they consider their digital strategies.

To read the whole article click on: <https://www.forbes.com/sites/forbesbusinessdevelopmentcouncil/2022/03/22/four-pillars-of-the-future-of-insurance/?sh=431e419472e9>

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