

Standard Curriculum - For Insurance Agents - Foundation Course Non-Life Insurance

Course Outline

1. Introduction to Insurance

- What is Insurance?
- Brief History of Insurance
- Purpose and Need of Insurance
- Insurance as a social security tool
- Role of Insurance in economic development
- Bifurcation of Insurance Sector:
 - Life Insurance; and
 - Non-Life Insurance

2. The Non-Life Insurance Market

- Operation and structure of the insurance market
- Distribution channels in the Non-Life Sector
 1. Direct Sales Force
 2. Bancassurance
 3. Websales, and
 4. Telesales
 5. InsureTech and its role
- Insurance Intermediaries
 1. Insurance Agents
 2. Insurance Brokers
 3. Third Party Administrators
 4. Insurance Surveyors
- Non-Life insurance market of Pakistan

3. Insurance Agency

- Definition of an Insurance Agent
- Agency contract under the Insurance Ordinance, 2000
- Legal Status, rights and responsibility of the agent and principle

4. Risk & Insurance

- Nature of risk as it relates to Insurance
- Categories of risk
- Types of risks which can be insured
- Types of risks which cannot be insured

- Components of risk
- Basis of insurance as a risk transfer mechanism
- Pooling of risks
- Self insurance; co insurance; dual insurance; reinsurance
- Benefits of insurance

5. Basic Insurance Principles

- Essentials of a valid contract
- Insurable interest
- Utmost good faith
- Indemnity
- Proximate cause
- Subrogation
- Underinsurance and the application of average
- Non-Life Reinsurance and its types

6. Issues of Selling of Insurance

- Misrepresentations by:
 - Insurance Agents
 - Policyholders
- Mis-selling
- Overselling
- Underselling

7. Compliance

- Markets conduct part of the Insurance Ordinance, 2000.
- Know your customer/Customer Due Diligence Measures under the AML/CFT regime.
- Valid contract/void/voidable contract
- Policy wording and premium collection

8. Insurance procedures- underwriting

- Material facts
- Quotations
- Cancellation
- Proposal forms / Policies; cover notes; certificates of insurance
- Premium payment

9. Insurance procedures- policy wordings; renewals

- Policy wordings
- Common policy exceptions and conditions
- Excesses and franchises
- Warranties; conditions and exclusions
- Renewals

10. Insurance procedures – claims

- Valid, invalid and partially met claims
- Duties of the insured after a loss
- Documentary evidence
- Claims settlement
- Fraudulent claims

11. Conduct of insurance business

- Compulsory Insurance(s)
- Grievance handling mechanism and forum:
 - Insurance Ombudsman
 - Insurance Tribunals
 - Small dispute Resolution Committees

12. Personal Insurance

- Motor
- Home, building and contents
- Travel
- Health
- Personal accident and sickness
- Liability to third party insurance

13. Commercial Insurance

- Liability Insurance
- Commercial property and pecuniary insurance
- Commercial vehicle and 'fleet' motor insurance

14. Personal Development

- Scope
- Product knowledge

- Customer Oriented business target.
- Time Management
- Long-Term Relationship
- Motivation, Morale
- Communication Skill
- Behavior with others

15. Law and Regulations

- Insurance Ordinance, 2000
- Insurance Rules, 2017
- Corporate Insurance Agents Regulations 2020

*** Any amendment in prevalent legal framework will be incorporated in the refresher course accordingly.**