

**-COPY OF-  
IRDA CIRCULAR  
NO. IRDA/ADMN/CIR/MISC/189/08/2011  
DATED 18-8-2011**

**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 hereinbelow:

**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.

**GENERAL INSURANCE PRODUCTS**

**5.** 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
- (f) Settlement
- (g) 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, Do's & Don'ts.

**13.** Anti-Money Laundering Guidelines - KYC Norms