

Dear Member

Seminar on Responsibilities and Rights of Life Insurance Consumers, Service Providers and IRDA on July 29, 2009”

The last two seminars we conducted on Responsibilities and Rights of Telephony users (landline, mobile and broadband) on 20th June 2009 and the seminar on Reverse Mortgage on 4th April 2009 were a great success. Both these seminars have provided an opportunity to bring consumers, the service providers, the regulators and the government closer. On the 29th July 2009 we plan to have our next seminar on **“Responsibilities and Rights of Life Insurance Consumers, Service Providers and IRDA”**. This will be in Chennai and the venue will be announced shortly.

We will have two more seminars on General Insurance and Health Insurance in the next few months.

IRDA and the Insurance division of the Government of India, Insurance Companies, consumer activists and consumers will all be participating and the seminar will be held in Chennai. Mr.Hari Narayan, I.A.S(Retd), Chairman of IRDA has agreed to personally participate in the seminar and we are working closely with IRDA staff to make the seminar interesting and to cover all the major concerns of the consumers. We have the support of Mr.G.Krishnamurthy, former Chairman of LIC and Mr.T.Sridhar, recently retired Ombudsman to plan the sessions.

We have planned the following four sessions

1. Problems, expectations and concerns in Life insurance in India
2. Rights and obligations of the consumer
3. Claim settlement and complaints redressal
4. Plain Language insurance Policies – eliminating fine prints

We are planning to have one speaker from the consumer side, one from the Insurance companies and one from the regulator for each session. We allow time for the Q&A from the audience and publish the general queries and responses from in our web site.

For all our Seminars, nearly 75% of the participants are interested and knowledgeable consumers. It is their participation which makes the seminar really meaningful. We cordially request you to participate in the seminar and pass this message to your friends.

CAI is a non-profit organization and we have to recover our costs. Our fee for the general public is Rs 500/- towards the cost of Lunch, refreshments and seminar materials. But as a member of the CAI, you are entitled to 50% discount. Please call our office at 2449 4576 or write to cai.india1@gmail.com to register. We shall be publishing more details of the seminar in our website.

We look forward to your active participation.

Thanking you.

Yours sincerely,

R.Desikan
Trustee