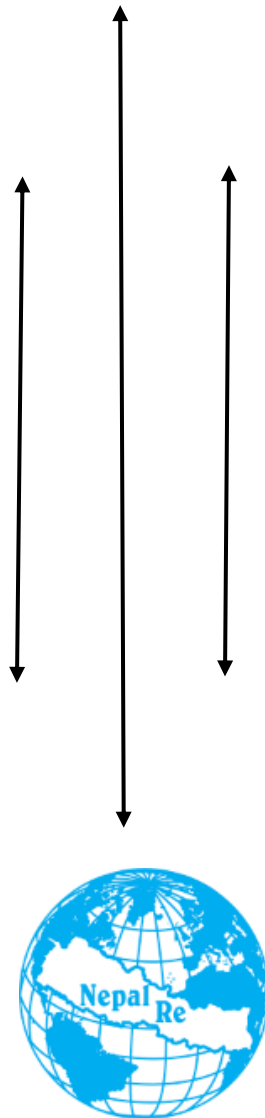


**A REPORT ON THE LIFE UNDERWRITING
TRAINING PROGRAM, 2079 AT
HOTEL VIEW BHIRKUTI, GODAWARI**



NEPAL REINSURANCE COMPANY LIMITED

OCTOBER 2022

Background

Nepal Re is reinsuring risk from all domestic life and non-life insurers. Domestic cedents are the major contributor of Nepal Re's business. As reinsurance Nepal Re has the responsibility to provide technical support to all cedents in order to enhance their technical capability in the field of underwriting, claims and product development. Nepal Re has conducted many trainings and workshops for non-life companies in the past but life sector was somewhat less focused. Accordingly, Nepal Re planned to focus on providing technical support to life companies in different ways including training and development. In line with the same, one day workshop was organized on 2079/05/17 with participation of underwriting and reinsurance heads of all life cedents in order to discuss on their need of training and development. One important outcome of the workshop was to provide underwriting training periodically on regular basis. Considering the same, a two-day life underwriting training was organized from 7th Asoj, 2079 to 8th Asoj, 2079 (2 days) at hotel View Bhirkuti, Godawari. This training program was focused on Enhancing Medical and Financial Underwriting Knowledge and Skill of participating underwriters and also developing training skills so that participant will be able to cascade the learning to their team.

Major Objective of the Training:

1. Enhancing Medical Underwriting Knowledge and Skill of participating Underwriters.
2. Enhancing Financial Underwriting Knowledge and Skill of participating Underwriters.
3. Developing training skills so that participant will be able to cascade the learning to their team.

Expected Outcome: Promotion of prudent and profitable life underwriting culture in the market.

Mode of Training: Physical Class room training,

Duration: Two days, 7th Asoj, 2079 to 8th Asoj, 2079

Venue: Hotel View Bhirkuti, Godawari

Trainers:

1. Dr.Sushil Kumar Shakya: MD, Internal Medicine; more than 20 years of experience medical underwriting consultant.
2. Basant Limbu: Renowned Life Insurance Trainer having more than 20 years' experience as a life insurance trainer.
3. Ram Kumar Yadav: Reinsurance Expert, Nepal Re, 19 year's + experience in Life Underwriting.

Participants:

All cedent life insurers were requested to send two appropriate underwriting personals for the training program. All 19 life insurers participated with total number of 38 participants as per attached attendance sheet (Annex I). 11 associates of Nepal Re participated as coordinator and observer. CEO and ACEO were also present at the opening and closing functions of the program.

Program Schedule:

S. No.	Date	Time	Program	Facilitator/Coordinator
1	2079/06/07 (Friday)	9:00 AM	Arrival at destination	Maya
2		9:00 – 10:00 AM	Breakfast	Ranju
3		10:00 – 10:15 AM	Opening	CEO/ACEO
4		10:15 – 11:00 AM	Introduction & Program Briefing	Pradip Aryal
5		11:00 – 12:30 PM	Underwriting Principles/ Practices	RKY
6		12:30 – 1:30 PM	Training and Learning	Basant Limbu
7		1:30 – 2:30 PM	Launch	Maya
8		2: 30 – 4:00 PM	Basics of Financial & Medical Underwriting	RKY
9		4:00 – 5:30 PM	Team building exercise	BL
10		5:30 onward	Fun & dinning	Pradip
1	2079/06/08 (Saturday)	7:00 - 8:00 AM	Breakfast	Ranju
2		8:00 – 8:30 AM	Gathering in training hall	Maya
3		8:30 – 9:00 AM	Warm up exercise	BL
4		9:00 – 9:30AM	Recap on previous day	Pradip Aryal
5		9:30-11:00AM	Financial Underwriting	BL
6		11:00 – 11:15 AM	Tea break	
7		11:15 – 12:15 PM	Medical Underwriting	Dr. Sushil Shakya
8		12:15 – 1:15PM	Launch	Maya/Ranju
9		1:15 - 2:30PM	Medical Underwriting	Dr. Sushil Shakya
10			2:30 – 3:30 PM	Open forum discussion
11		3:30 – 4:15 PM	Certificate distribution & closing	CEO

The training was conducted successfully as per the above schedule. Trainers were found well prepared and delivered the training as expectation and participant also actively participated in the training with full attention and interaction. At the end of the training program, we collected feedback from the all participants. Summary and sample of feedback is provided herewith.

Feedback:

We obtained feedback from all participants as per below form.

Feedback Form

Please provide your honest feedback on the training organized by Nepal Re Sept 23 -24, 2022.

Please list 5 Key things that you learned from the training session:

- 1.
- 2.
- 3.
- 4.
- 5.

What are three things that you learned and want to apply in your job role?

- 1.
- 2.
- 3.

What is your rating for relevance of this training with reference to your learning requirement in the scale of 1 – 5, 1 being not relevant and 5 most relevant.

What suggestion do you have to make such training more effective?

- 1.
- 2.
- 3.

What subject would you recommend to include in future training programs?

- 1.
- 2.
- 3.

Feedback Summary:

1. Participants have learned the core matter that was intended to deliver.
2. They were able to list the things that they learned and are going to apply in their jobs.
3. Average rating of the training received is 4 which shows the training was quite relevant with participants' learning requirement.
4. Recommendation received to conduct such training on regular basis to make it more effective and to include expert trainer from abroad.
5. Major area recommended to include in future training are:
 - a. Claim processing
 - b. Recent development and trend in global underwriting practices
 - c. Practice based underwriting training

(Sample of participants Feedback form is presented in Annex II)

Conclusion and Remarks:

The program run smoothly without any interruption or disturbance. It was very effective, interactive and successful. Active participation, interaction and feedback received from participant shows that the program was quite successful to deliver on its objective. As participants were found committed to apply the knowledge and skills learned in their day-to-day

job function, it will certainly enhance quality of life underwriting in the domestic market. It will also motivate them to train and develop their teams as well as agents for quality underwriting. Distribution of Training certificates by CEO at end of the program and opening note by ACEO at the beginning of the program added value to the program. We, the program organizing team would like to thank Senior management of Nepal Re for permission and all support to conduct the program. We are also thankful to senior management and program participant of all cedents for their active participation and to Nepal Re associates for successfully coordinating and supporting the program.

Overall, we can conclude that this program was very interactive and liked by all participants.

(Sample of participants Feedback form is presented in Annex II)

Annex I List of participants:

List of participants from companies in training 2079-80
Venue: Hotel View Bhrikuti, Godawari
Date: 2079/07&08

S.N.	Name of Company	Name of Participants	Designation	Contact number	Signature
1	Met Life Insurance Company Ltd.	Sailaza Manandhar	Assistant Manager	9841457606	
		Aashish Shahi	Junior Officer	9849747517	name is correct
2	Asian Life Insurance Company Ltd.	Rasmi Tamang	Junior Officer	9841437655	
		Pinkey Risal (Rishal)	Trainee Assistant	9840014113	
3	Citizen Life Insurance Company Ltd.	Nam Bahadur Thapa	Junior Officer	9847163324	
		Basanta Jabegu	Assistant	9816021631	
4	Gurans Life Insurance Company Ltd.	Bibek Kumar Sah	Manager	9808649034	
		Sachita Pokhrel	Senior Assistant	9842307807	
5	I.M.E Life Insurance Company Ltd.	Padma Bastola	Assistant	9849609462	
		Shristi Shrestha	Assistant	9841900809	
6	Jyoti Life Insurance Company Ltd.	Nawaraj Joshi	Senior Assistant	9802303469	name is correct
		Mahesh Adhikari	Assistant	9802303492	
7	Life Insurance Corporation(Nepal) Ltd.	Mamta Poudyal	Policy servicing and Reinsurance Head	9851365589	
		Sabina Shrestha	New business undervriting & product, Head	9851365586	
8	Mahalaxmi Life Insurance Ltd.	Pravakar Neupane	Manager	9851223464	
		Keshav Prasad Rimal	Officer	9851217075	
9	National Life Insurance Company Ltd.	Lok Prasad Aryal	Assistant Officer	9801916016	
		Chakra Prasad Joshi	Assistant Officer	9861315931	
10	Nepal Life Insurance Company Ltd.	Shami Bhattarai		9841483945	
		Sunu Bhattarai		9860275049	
11	Prime Life Insurance Company Ltd.	Kalyan Sharma	Senior Officer	9851213404	
		Deepika Sharma	Assistant	9849002040	

12	Prabhu Life Insurance Company Ltd.	Lalita K.C. Paudel	Senior Assistant		
		Bipin Pande	Senior Assistant		
13	Rastriya Beema Sansthan	Shailendra Koju	Assistant Manager	9841604927	
		Dil Kumar Lama	Assistant Manager	9860200081	
14	Reliable Nepal Life Insurance Company Ltd.	Padam Panthi	Senior Manager	9841169111	
		Shailendra Shrestha	Chief Manager	9851151007	
15	Reliance Life Insurance Company Ltd.	Pratish Maleku	Senior Officer	9801236183	
		Sher Jang Karki	Officer	9801236184	
16	Sanima Life Insurance Company Ltd.	Susmita Rana	Assistant Manager	9801901835	
		Rama Uprety	Assistant	9801901807	
17	Sun Nepal Life Insurance Company Ltd.	Susmita Shrestha		984918476	
		Hariram Pandit		9849467534	
18	Surya Life Insurance Company Ltd.	Kaifash Oli		9841072983	
		Suman Bista		9841658700	
19	Union Life Insurance Company Ltd.	Ishwar Kumar Sedai		9849043740	
		Roshan Rawal		9849151013	

Joint Manager

Feedback Form

Please provide your honest feedback on the training organized by Nepal Re Sept 23 -24, 2022.

Please list 5 Key things that you learned from the training session:

1. Fruitful Medical Underwriting technique & Key rates - / Critical Illness / claim.
2. Important tips for financial risk assessment.
3. Training & learning advantages & importance.
4. Underwrite & assess every proposal in different aspects.
5. Test suitability (Means & Need) must be done for life Insurance.

What are three things that you learned and want to apply in your job role?

1. How to handle negativity regarding underwriting (Teamwork / leadership)
2. Different training technique to different individual. / agent / employee.
3. Enhance company profitability focusing on financial assessment & ^{prevent} ^{over} insured. & anti-selection.

What is your rating for relevance of this training with reference to your learning requirement in the scale of 1 - 5, 1 being not relevant and 5 most relevant?

4 - Relevant for our daily underwriting job role.

What suggestion do you have to make such training more effective?

1. Relevant life Insurance personality / ^{facilitator} must be made available to
2. Train re (employee) to deal with everyday v/w activities. / (claim)
3. Re-insurance activities.

What subject would you recommend to include in future training programs?

1. claim
2. underwriting skills boost training ~~is~~ (enhancing v/w feature, real life based experience / practice).
3. Re-insurance training

Feedback Form

Please provide your honest feedback on the training organized by Nepal Re Sept 23 -24, 2022.

Please list 5 Key things that you learned from the training session:

1. Financial underwriting skills
2. Medical underwriting skills
3. Knowledge about training skills
4. Team building exercise
5. Insights about medical terminologies & various diseases

What are three things that you learned and want to apply in your job role?

1. Prudent financial assessment norms
2. Need of teamwork in job
3. Providing training and/or sharing knowledge with peers & subordinates

What is your rating for relevance of this training with reference to your learning requirement in the scale of 1 - 5, 1 being not relevant and 5 most relevant?

5

What suggestion do you have to make such training more effective?

1. Proper identification of target ^{and proper imposition to companies} trainees as per the subject matter
2. Bring experts from abroad for international exposure
- 3.

What subject would you recommend to include in future training programs?

1. International Practice of Insurance & Underwriting
2. Recent trends in life insurance
- 3.

Feedback Form

Please provide your honest feedback on the training organized by Nepal Re Sept 23 -24, 2022.

Please list 5 Key things that you learned from the training session:

1. Underwriting Principles / Practices
2. Training's learning
3. Basics of financial & medical underwriting
4. Team building knowledge
5. Medical terminology knowledge

What are three things that you learned and want to apply in your job role?

1. Be a perfect underwriter
2. ~~It's~~ work with good analysts
3. work with more field knowledge.

What is your rating for relevance of this training with reference to your learning requirement in the scale of 1 - 5, 1 being not relevant and 5 most relevant?

3

What suggestion do you have to make such training more effective?

1. More practical training
2. ~~more~~ Underwriting related issues
3. Enthusiastic

What subject would you recommend to include in future training programs?

1. Claim related
2. Re-insurance related (How to make treaty)
3. Core-underwriting
4. ~~to~~ Reinsurance premium calculation method
5. How to determine insurance premium.

Distributed Certificates



Nepal Reinsurance Company Limited

(An undertaking of Government of Nepal)

Training Certificate

This certificate is awarded to

Nam Bahadur Thapa

Upon Successful Completion of Life Insurance Underwriting Training
conducted by Nepal Re on 23rd & 24th September 2022.

Shankar Kumar Rayamajhee
Chief Executive Officer



Nepal Reinsurance Company Limited

(An undertaking of Government of Nepal)

Training Certificate

This certificate is awarded to

Roshan Rawal

Upon Successful Completion of Life Insurance Underwriting Training
conducted by Nepal Re on 23rd & 24th September 2022.

Shankar Kumar Rayamajhee
Chief Executive Officer

Photographs

