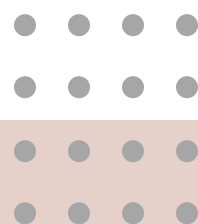


# NEWSTRACK



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**IRDAI proposes to raise free-look period for returning insurance policies to 30 days**



Source: Money Control

The free-look period for the policies, obtained through any mode, shall be 30 days from the date of receipt of the policy document,” the draft IRDAI ([Protection of Policyholders’ Interests](#) and Allied Matters of Insurers) Regulations 2024 states.

At present, the mandatory free-look period for life insurance policies is 15 days, though it is 30 days in the case of electronic policies and policies sourced through a distance mode. Also, many companies offer a longer free-look of 30 days for all policies. Essentially, the free-look period allows a policyholder who may, after going through the policy documents in detail, feel that the [policy was mis-sold](#) to her.

**Health insurance premium to increase? IRDAI's plan REVEALED**



Source: EconomicTimes

Health Insurance Premium Increase 2024: With medical inflation in India rising at an alarming rate, getting a health insurance has become a necessity for all. However, with more claims and higher payouts, insurance companies are facing greater financial strain. In the last two years, as per an ET NOW report, health insurance premium has increased by more than 30 per cent but the number of policyholders have largely remained stagnant. This has started worrying insurance companies, and as a result, some insurers have devised a strategy to cover up these escalating costs.

**25% urban Indians have no life insurance, GenZ least secure financially: Survey**



Source: EconomicTimes

Despite high awareness, term plan ownership is low among urban Indians, shows a Max Life Insurance survey. The Max Life Insurance India Protection Quotient 6 survey was done in partnership with Kantar. The survey was conducted among 4,700 urban Indians across 25 cities. IPQ is the degree to which Indians feel protected from future uncertainties. IPQ 6 survey.

**What will happen in the cyber insurance market in 2024?**

[READ MORE](#)

**Consumer Court Dismisses Complaint Against Gastrointestinal Surgeon, Orders Religare Health Insurance Company To Compensate**



Source: Medical Dialogues

Holding that insurance companies are required to be more liberal in their approach without being too technical, the District Consumer Disputes Redressal Commission in Ludhiana has dismissed a complaint against Gastrointestinal Surgeon and directed Religare Health Insurance Company to consider and reimburse a patient's medical claim in accordance with the policy terms and conditions.

**EV insurance market is expected to grow at a CAGR of over 40%**



Source: EconomicTimes

The EV insurance business is expected to experience significant growth in the coming years, as more people are switching to electric vehicles due to their lower carbon footprint and potential cost savings on fuel. With this shift, the EV insurance market is expected to evolve to meet the unique needs of electric vehicle drivers, and the market is likely to see continued growth in the coming years.

**Irdai looks to double policy trial to 1 month**



Source: Times of India

According to an insurance broker, a free-look period allows policyholders to review their insurance policies after purchase and cancel them within a certain time limit without incurring penalties. For insurers, Irdai has proposed to discontinue the need for filing advertisements with the authority.

Click on the title to read more

**You can now insure your Rs 10,000 eyewear for Rs 100! Here are details**



Source: Business Today

This comprehensive insurance plan covers loss or damage from fire and allied perils, accidental loss or damage, burglary, and theft of various eyewear, including spectacles, lenses, sunglasses, and blue filter glasses. The policy covers eyewear from Rs 500 to Rs 50,000. For eyewear valued up to Rs 10,000, coverage is available with a premium of Rs100.

This insurance accommodates both individuals and groups, offering tailored options for both Employer-Employee & Non-Employer-Employee relationships, with a policy duration of up to one year. One has the flexibility to customise coverage based on preferences or invoice value, ensuring a cost-effective plan featuring unique elements such as differential excess & claim settlement types.

**Of falling coconuts, peacock, elephant & stray dog nuisance: Insurers highlight Indian claims' peculiarity**



Source: Times of India

Insurers in India grappled with multiple issues while reviewing motor accident claims and among them stood out damage to cars by stray dogs, falling coconuts and even elephants, According to Go Digit's year-end roundup, these unique claims showcase the diverse and unexpected challenges faced by vehicle owners in India. Even though they form a comparatively smaller portion of mainstream claims, insurers noted claims arising from collisions with fixed objects or parked vehicles, as well as damages caused by falling branches.

Data shows that the most prevalent type of accident claim results from rear-end collisions with another vehicle, closely followed by frontal collisions and hit-and-run cases.

**Exclusive | GST Council likely to discuss coinsurance, reinsurance issues at next meet**



Source: Money Control

**Goods and Services Tax** (GST) co-insurance and re-insurance are likely to be discussed at the next meeting of the GST Council, after the issue is examined by the fitment committee, a senior government official told Moneycontrol. Certain industry practices have been leading to non-payment of the tax, due to which clarity needs to be brought in, the official explained.

The GST authorities have completed investigations into insurance companies for tax evasion that has resulted in cases on three counts, due to higher commission paid to agents, coinsurance and reinsurance. In all the three cases, the department has sent out notices to insurance companies.

Can I port my group insurance plan into an individual policy?

[READ MORE](#)

**Non-life insurance companies to offer price data**



Source: Times of India

Non-life insurance companies have said they can help government by providing standardised rates for medical procedures. On Tuesday, the SC asked central govt to consult with states and implement a law that would mandate notification of standard rates for medical procedures.

**Baggage insurance: Is it worth your money?**



Source: Times of India

Baggage insurance is a type of travel insurance that specifically covers the loss, theft, or damage to your luggage and personal belongings during a trip. This coverage is designed to provide financial protection in case your baggage is lost by the airline, stolen, or damaged during your travels.

**How to become a POSP: A step-by-step guide to starting a career in insurance and unlocking unlimited earnings**



Source: Business Today

Why there is a need for PoSPs: Mis-selling is one of the most critical issues confronting the insurance industry today. Individual distributors or corporate agents, such as banks, are primarily concerned with promoting and selling their particular firms' products (insurance companies).



# How Cyber Insurance Can Work Better for Businesses in 2024

Cyber insurance is viewed by many cybersecurity experts as a crucial component of a modern security strategy, given surging cyber incidents and associated business costs.

The global cyber insurance market is projected to be worth \$90.6bn by 2033, highlighting its growing relevance.

While the need for cyber insurance is clear, there are indications that policies are not working effectively for many organizations.

A 2023 Delinea report found a growing disconnect between carriers and enterprises, with policyholders struggling to understand the fine print in policies, leading to many claims being rejected.

There is a particular issue is with small businesses, which are experiencing growing attacks. A 2022 report by the UK’s Federation of Small Businesses (FSB) found that 38% of its members that have cyber insurance do not know what their policy includes.

In fact, the majority of small and medium-sized enterprises (SMEs) simply do not see cyber insurance as a viable option. In December 2023, insurance giant Aviva foundthat just 17% of small businesses have cyber insurance.

## Barriers to Effective Cyber Insurance Coverage

### Impractical Cyber Insurance Policies

Currently, many businesses find it difficult to understand the extent of coverage and exclusions that may apply in cyber insurance policies.

“This ambiguity can lead to disputes and delays in the event of a cyber incident, causing additional stress and financial strain for the insured,” Tarnveer Singh, CISO of The Exeter and ClubCISO member, told *Infosecurity*.

The evolving nature of cyber threats adds another layer of complexity, making it harder to ensure policies remain relevant. Singh said that insurers typically rely on standardized risk assessment measures, which may not accurately reflect the unique vulnerabilities and risk levels for individual businesses.

“This mismatch can result in inadequate coverage or overpriced policies, making it challenging for businesses to find the right cyber insurance solution,” he explained.

The process of filing an insurance claim can be time-consuming and burdensome, particularly for SMEs with limited resources, with insurers often requiring extensive documentation and proof of loss, Singh added. Indy Dhami, partner in KPMG’s Financial Services Cyber Security team, believes the wider business impacts of cyber incidents is making it more challenging for insurers to model cyber risks appropriately, with this industry traditionally focused on losses related to digital assets, such as personal data.

“The increase in cyber-attacks along with its wider impact has led clients and insurers to rethink the knock-on effect on other insurance lines like personal (reputation), property (physical damage), intellectual property (competitor information) etc.,” he noted.

Another barrier to effective cyber insurance is the growing cost of premiums, an issue that is exacerbated for SMEs and leads to many companies being underinsured.

S&P Global Ratings has projected that annual cyber insurance premiums are set to increase by 25-30% per year until 2025.

### Lack of Cyber Awareness and Knowledge

In some cases, businesses may choose not to take out cyber insurance as they not aware of how costly cyber-attacks can be. From an insurer’s perspective. Technology and Cyber Head at Hiscox USA, Chris Hojnowski, said that many organizations incorrectly believe that any financial losses can be covered by the business itself.

Additionally, he noted that SMEs are often under the illusion that they aren’t a target of cybercriminals due to their size.

This is incorrect, he said, citing figures from the Hiscox Cyber Readiness Report 2023 showing that 43% of small businesses suffered a cyber-attack in 2023.



Additionally, cyber insurance policies are typically purchased by someone without a deep cybersecurity understanding, usually from the finance department, such as a risk manager or Chief Financial Officer.

“They are coming to cyber insurance from a financial perspective and a business point of view; therefore, they may not have the same depth of knowledge as the CISO, who would have a better understanding of what the insurance policy technically includes and whether it provides adequate coverage,” outlined KPMG’s Dhani.

## How to Make Cyber Insurance Policies More Relevant

### Tailoring Cyber Insurance Policies to the Organization

To make cyber insurance more effective, insurers must offer more customizable policies that align closely with the specific needs of individual businesses, argued Amar Patel, a CISO working in financial services and ClubCISO member.

“Innovating in product development, with a focus on the evolving cyber threat landscape, can offer more relevant insurance products” These individual policies also need to be under constant review. “Innovating in product development, with a focus on the evolving cyber threat landscape, can offer more relevant insurance products,” he noted.

Insurers should seek to provide more flexible and scalable options, particularly for SMEs with limited resources, Patel noted.

The need to adapt policies according to factors like the individual characteristics of the organization and threat landscape is increasingly being recognized in the cyber insurance industry.

Lauren Winchester, SVP – Risk Advisory at Corvus Insurance, told *Infosecurity*: “Insurers are confronted with the task of accurately quantifying the risks tied to a business’s cybersecurity posture, adapting application questions and policy wording in a competitive market.”

She advised insurers to embrace advanced data analytics and alternative cyber data sources to better quantify risk.

“It also takes a nimble, cross-functional team within the insurer – underwriting, actuarial, risk management and claims – to adapt quickly to new threats,” added Winchester.

### How Transparency Can Improve Cyber Insurance and ROI

Increasing transparency in cyber insurance policy terms and conditions could go a long way towards reducing delays and disputes during claims, according to Singh.

“Clear language and concise explanations of coverage, exclusions, and claims procedures can help businesses make informed decisions and minimize disputes,” he said.

Insurers should work on streamlining the claims process, as businesses require prompt support in the aftermath of a cyber incident. This includes simplifying documentation requirements, establishing clear communication channels and expediting the assessment and settlement of claims.

“By reducing administrative burdens and providing efficient claims handling, insurers can significantly improve the overall experience for businesses,” added Singh.

Continued...



# Top 75 Highlights of Budget FY 2024-25 by Finance Minister Nirmala Sitharaman

Continued...

More businesses could be encouraged to take up cyber insurance if insurers assisted in demonstrating the benefits and ROI of such policies to business leaders outside of the cybersecurity function. Measuring and quantifying cyber risk is often difficult for those working in small firms, noted KPMG’s Dhami. “If cyber insurance providers can help clients perform a more detailed cost-benefit analysis to demonstrate to the Board the value of this type of insurance, it might encourage them to invest more,” he said.

## How Cyber Insurance Should Evolve in the Future

### Providing Risk Management Services

A Market.Us report published in January 2024 advised cyber insurers to consider providing holistic risk management services in the future to enhance their offerings, helping organizations proactively manage cyber risks. These risk management services include cybersecurity assessments, incident response planning and employee training. Prevention is an area cyber insurers told *Infosecurity* they are increasingly involved in. Corvus’ Winchester said the firm is continuously expanding its cyber risk management services to prevent attacks. For example, Corvus made contact with a policyholder after discovering credentials that would allow access into their system were for sale on the dark web. After validating the information, they set the client up with incident response firms, enabling them to contain the attack before it turned into data theft and extortion. Dhami agreed that a more holistic service is needed to make cyber insurance more effective for businesses. This includes recommending partners or providing complimentary services in areas like forensics and crisis management. “Most companies simply don’t have the resources to have those functions in-house. With comprehensive pre-, during-, and post-attack services and support, cyber insurers will not only help improve their clients’ security posture, but they can be confident that their policies are fit for purpose,” he noted.

### Cyber Insurers Must Collaborate with the Cybersecurity Industry

A key aspect of cyber insurers enhancing their offerings is building a closer relationship with the cybersecurity industry. This relationship will enable insurers to gain fast and accurate insights on the evolving threat landscape and how different sectors are being targeted. Cyber insurers will also benefit from being able to tap into cybersecurity specialists’ risk management services and expertise. Singh explained: “By tapping into this expertise, insurers can refine their risk assessment models, develop more comprehensive coverage, and align their policies with the latest cybersecurity best practices.” Patel added that he would like to see the insurance and cybersecurity industries develop joint frameworks for cyber risk assessment that could standardize and streamline this process.

### Conclusion

Cyber insurance has become a recognized component of cybersecurity. However, it is still a relatively young sector with plenty of scope for maturity. This process is needed to address some of the issues we are seeing with the practical application of cyber insurance policies, and boost takeup and effectiveness. It is also clear that insurers’ ability to provide a more tailored and holistic service will require close coordination with the wider cybersecurity industry, tapping into its insights and services for the benefit of clients.

Source: Infosecurity Magazine

# Travel Insurance: Flight cancelled or delayed due to fog? 5 important points to keep in mind



A total of **120 flights** (domestic and international) were delayed on account of dense fog last Wednesday. Additionally, a total of 53 flights (including domestic & international) were cancelled because of fog and other operational reasons.

The repercussions of the spate of flight cancellations and delays have been quite unpredictable and unsavoury in the past few days. One passenger happened to **hit a pilot on board** and a flight operator made the passengers on its Goa-Delhi flight **sit on the tarmac** of Mumbai airport.

If you are one of the affected passengers, remember that your **travel insurance** offers the coverage of extra costs incurred due the inordinate delays or cancellation. For instance, when a flight is cancelled, the ticket cost stands to get reimbursed by the insurer. Besides, if there is a prolonged delay, the insurance ideally covers the cost of accommodation if you have to stay overnight out of station. “If a flight is cancelled then travel insurance will pay for actual costs that you incurred for example cancellation charges on a room reservation or some non-refundable bookings. This is what will be paid even in the case of a delay, typically, over 12 hours,” says Kapil Mehta, Co-founder of SecureNow Insurance.

### Flight cancelled or delayed due to fog? Remember 5 key points:

- 1. Comprehensive coverage :** Although the size of coverage varies from insurer to insurer, a regular travel insurance usually covers the cost in case of cancellation or long delay. "Travel insurance is not just to cover you for incidents like flight delay or cancellations. It’s much beyond that. A travel cover is designed to provide comprehensive coverage that can protect the traveller from various unforeseen circumstances," said Vivek Chaturvedi, head, direct sales, Digit General Insurance in an **article** for *Mint*.
- 2. Fog & weather conditions:** You are entitled to be reimbursed the expenses you incurred in case of cancellation on account of the reasons covered under the policy such as fog or bad weather.
- 3. In case of delay:** If the flight is only delayed for a few hours then the travel insurance coverage may not cover the same. So, the policyholder must review the specific terms and conditions of insurance policy to examine whether the situation gets covered in the policy or not.
- 4. Compensation by airline:** It is vital to note that if the airline has already given a fair compensation for the cancellation, then the insurer will not provide additional reimbursement for the same flight.
- 5. Deductibles:** When there is a delay, the policy could provide coverage for accommodation and meals if the flight is delayed for long but it is imperative to be aware of the deductibles.

“Your insurance policy may also cover the cost of accommodation (outside of your native city) if you have to stay overnight due to the delay. However, it's important to be aware of any deductibles associated with this benefit. For example, if there is a 12-hour deductible for flight delays, you will only be able to claim the benefits after this time has elapsed," says Manas Kapoor, Business Head, Travel Insurance, Policybazaar.

Source: Mint

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