

Approved by the BOS in B.Com (Banking & Insurance) on 16-11-2024 Item No. 03

Tolani College of Commerce (Autonomous)

Programme: B.Com. Banking & Insurance Semester – V

**Title of the Course:
Digital Insurance**

**Syllabus for 4 Credit Course
From the Academic Year 2025 – 2026**

Name of the Course: Digital Insurance

Sr. No.	Heading	Particulars
1	Description of the course:	Digital insurance refers to the transformation of traditional insurance processes through digital technology. It encompasses the use of online platforms, mobile apps, and advanced analytics to streamline the insurance process from policy purchase to claims handling.
2	Vertical:	Minor
3	Type:	Theory
4	Credit:	4 Credits
5	Hours Allotted:	60 Hours
6	Marks Allotted:	100 Marks Continuous Evaluation 40 Marks Semester End Examination 60 Marks
7	Course Objectives: <ol style="list-style-type: none"> 1. Ability to understand the Innovation in Insurance 2. Ability to understand the Management of Digital Insurance 3. Ability to understand the Digital Insurance Solutions 4. Ability to understand the Governance and Regulatory Framework and Digital Insurance throughout the World 	
8	Course Outcomes: <ol style="list-style-type: none"> 1. Learners will be able to understand the Innovation in Insurance 2. Learners will be able to understand the Management of Digital Insurance 3. Learners will be able to understand the Digital Insurance Solutions 4. Learners will be able to understand Governance and Regulatory Framework and Digital Insurance throughout the World 	
9	Module I: Innovation in Insurance (15 Hours)	
	<ul style="list-style-type: none"> • Innovation and financial services • Levels of innovation • Digital insurance: Status of insurance companies - Strategic choices for insurance companies in the digital age – Challenges • Digital insurance as a new model for financial institutions • Protecting customers with better security - Effective and compliant insurance companies • 4 P's of digital insurance. 	
	Module II: The Management of Digital Insurance (15 Hours)	
	<ul style="list-style-type: none"> • A digital insurance model – customer perspective • Corporate digital insurance – drivers • Online-only insurance companies - The value of digital insurance - Critical success factors – Different models - Multigenerational view • Marketing digital insurance - Marketing mix • Economics of digital insurance • SWOT • Fraud in digital insurance 	
	Module III: Digital Insurance Solutions (15 Hours)	

	<ul style="list-style-type: none"> • Enterprise architecture - Processes in an insurance company – Demand to order – Order to remittance – Record to report processes - Procure-to-pay • Supporting systems - Intranets and extranets in insurance companies – • Management of the digital insurance infrastructure - Mobile • Big Data Analytics – Cloud Computing • Unified content management
	Module IV: Governance and Regulatory Framework & Digital Insurance throughout the World (15 Hours)
	<ul style="list-style-type: none"> • Governance and Regulatory Framework -Lean and Digitize project management - Data management – Security - Regulations for insurance organizations – IRDAI norms – Protection of policyholders - Support to compliance. • Digital insurance across the world – Future of digital insurance: Application innovations (Artificial intelligence, Robotics process automation, Anticipatory computing, Social networks) - Technological innovation (Internet of things, Wearable technology) - Network innovations (5G networks, Web 2.0, Web 3.0).
10	References Books: <ol style="list-style-type: none"> 1. JM Financial"Fintech in India - A Financial Revolution" 2. Springer"Digital Transformation in Financial Services: Fintech, Insurtech, and Regulation" 3. International Journal on Recent and Innovation Trends in Computing and Communication"Innovation and Growth in India's Life Insurance Industry" – 2016 4. PwC India"Competing in a New Age of Insurance: How India is Adopting Emerging Technologies" – 2019 5. JM Financial"Fintech and Digital Insurance Sector in India" – 2019 6. Anurag Pahuja"E-Insurance: Challenges and Opportunities in India" – 2019 7. Kiran S. "Insurance 4.0: Benefits and Challenges of Digital Transformation" – 2020 8. Jagendra Rana "Digital Revolution in Insurance" 9. BCG"India Insurtech Landscape and Trends"– 2022 10. Economic and Political Weekly"Transforming Indian Insurance: The Digital Disruption of 'BimaSugam'" – 2023

Evaluation Pattern

Continuous Evaluation: 40%
Semester End Examination: 60%

The Continuous evaluation will consist of

	Total Marks
Assignment/Project Work/Presentation/Case Study	30
Online MCQ Objective Test	10

Semester End Examination Question Paper Pattern

Maximum Marks: 60

Duration: 2 Hours

All Questions are Compulsory Carrying 15 Marks each.

Q. No.	Particular	Marks
Q-1	Attempt any Two of the following: (Module – 1) A. Full Length Question B. Full Length Question C. Full Length Question	15 Marks
Q-2	Attempt any Two of the following: (Module – 2) A. Full Length Question B. Full Length Question C. Full Length Question	15 Marks
Q-3	Attempt any Two of the following: (Module – 3) A. Full Length Question B. Full Length Question C. Full Length Question	15 Marks
Q-4	Attempt any Two of the following: (Module – 4) A. Full Length Question B. Full Length Question C. Full Length Question	15 Marks

Signature of Team Members

Sr. No.	Name	Signature
1	Dr. Ishtiyah Chiplunkar	
2	Ms. Neha Gupta	
3	Ms. Disha Wadhwa	