

Year 2, Vol. II, 2026

Insurance Institute of Nepal

# IIN BULLETIN



Insurance Institute of Nepal

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Year 2, Vol. II, January 2026

The Insurance Institute of Nepal (IIN) extends its deepest gratitude to all individuals and organizations who contributed to the development of this Bulletin. Your help has been invaluable in publishing this bulletin.

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### Editorial Board:

Dr. Laxmi Kanta Paudel  
Mr. Poshak Raj Paudel  
Mr. Damodar Bhandari

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IIN Bulletin

## Editorial Message

It is a privilege to share this new edition of the Insurance Institute of Nepal (IIN) Bulletin, a continuing forum for insight, innovation, and collective advancement within Nepal's insurance community. We warmly welcome our respected members, institutional partners, and readers who remain committed to professional growth and industry excellence.

As Nepal navigates into era of economic transition, digital acceleration, and emerging risks, the insurance sector stands as a vital force for protection and confidence. Beyond risk coverage, our industry today plays a strategic role in strengthening financial security, supporting sustainable development, and reinforcing trust across society.

In such a dynamic environment, the true measure of progress lies in our willingness to adapt, enhance skills, and uphold ethical leadership. At IIN, our mission is firmly anchored in nurturing capable professionals equipped not only with technical expertise, but also with the judgment, responsibility, and vision required to lead in a changing landscape.

This Bulletin captures that journey. Within these pages, you will find reflections of learning initiatives, institutional milestones, and collaborative efforts that collectively shape the future of Nepal's insurance industry. Each update represents a step forward in building a more knowledgeable, connected, and resilient professional community.

As we look to the future, we remain focused on promoting innovation, strengthening regulatory awareness, and fostering a culture of lifelong learning. Our aspiration is clear: to support an insurance sector that is forward-thinking, digitally confident, and deeply aligned with national priorities.

We sincerely thank you for your continued engagement, encouragement, trust and support. Together, let us advance professional standards, embrace change with confidence, and contribute meaningfully to a stronger, more resilient insurance ecosystem for Nepal.

Dr. Laxmi Kanta Paudel  
Chief Executive Officer  
Insurance Institute of Nepal

# HIGHLIGHTS

*The official Bulletin of IIN*



## **QUATERLY TRAINING HIGHLIGHTS**

**MILESTONE IN INCLUSIVE INSURANCE: UNDP-CERTIFIED TRAINERS AND COMPLETION AWARDED TO PARTICIPANTS**

**TRAINING OF TRAINERS (TOT) ON ADVANCED SALES LEADERSHIP FOR BRANCH MANAGERS**

**NAVIGATING RISK: INTERNATIONAL STANDARDS IN MARINE CARGO ASSESSMENT AND FRAUD INVESTIGATION**

**BEST GLOBAL PRACTICES: MARINE CARGO, PROJECT CARGO & MARITIME RAUD TECHNICAL TRAINING**

**TRANSFORMATION THROUGH NEURO-LINGUISTIC PROGRAMMING**

**MASTERING REINSURANCE: TECHNICAL FOUNDATIONS, TREATY DESIGN & STRATEGIC RISK MANAGEMENT**

**ADVANCED MS WORD (365) FOR PROFESSIONAL EXCELLENCE: NEPAL INSURANCE AUTHORITY**

**SUSTAINABLE LIFE INSURANCE OPERATION WITH AML/CFT SAFEGUARDS**

**PROPERTY INSURANCE: PRACTICAL SKILLS FOR A RESILIENT INSURANCE WORKFORCE**



**Bagmati Province, 15<sup>th</sup> October 2025**

### **Milestone in Inclusive Insurance: UNDP-Certified Trainers and Completion Awarded to Participants**

Insurance Institute of Nepal (IIN), in collaboration with the United Nations Development Programme (UNDP) Nepal, successfully organized a Certificate Distribution and Celebration Ceremony on 15 October 2025 at Narayanchaur, Naxal. The event recognized participants who successfully completed all four modules of the Inclusive Insurance Training Program, implemented from December 2024 to August 2025.

The ceremony was attended by distinguished guests, including Mr. Susil Dev Subedi, Executive Director of the Nepal Insurance Authority and Chairman of the Insurance Institute of Nepal, and Mr. Chandra Kanta Sharma Poudel, Training Coordinator, UNDP Nepal. The program was formally hosted by Dr. Laxmi Kanta Paudel, Chief Executive Officer, Insurance Institute of Nepal.

In his welcome address, Dr. Paudel highlighted the importance of the Inclusive Insurance Training Program in strengthening professional capacity and promoting inclusive insurance practices within Nepal's insurance sector. He emphasized that the collaboration with UNDP Nepal has contributed significantly to knowledge development and shared learning and informed that IIN has initiated province-level training programs to further expand the impact of such initiatives.

Mr. Chandra Kanta Sharma Paudel reflected on the overall training journey and acknowledged the strong support of United Nations Development Programme and Nepal Insurance Authority. He appreciated the commitment of national trainers and practitioners who actively participated across all four modules and encouraged participants to apply their learnings in advancing inclusive insurance solutions.

The certificate distribution ceremony followed, with National Trainers being recognized as International Inclusive Insurance Trainers and Practitioners receiving certificates for their successful completion of the program. In his concluding remarks, Mr. Susil Dev Subedi, Chairman of IIN congratulated all certificate recipients and emphasized that the certification represents a professional responsibility to contribute to innovation, inclusivity, and sustainable growth in Nepal's insurance industry.

The program concluded with mutual appreciation among stakeholders and a shared commitment to strengthening inclusive insurance practices across the country.



**The program concluded with a certificate distribution ceremony led by Mr. Susil Dev Subedi, Mr. Chandra Kanta Sharma Paudel, and Dr. Laxmi Kanta Paudel.**

**UNDP Awards International Inclusive Insurance Certificate to IIN National Trainers**



**Successful Completion of Four Modules: Certificates of Completion Awarded to Participants**





**Lumbini Province, 7<sup>th</sup> November 2025**

### **Training of Trainers (ToT) on Advanced Sales Leadership for Branch Managers**

Insurance Institute of Nepal (IIN) successfully organized a one-day Training of Trainers (ToT) on Advanced Sales Leadership for Branch Managers on 21 Kartik 2082 (7 November 2025) in Butwal, Lumbini Province. The program was designed to strengthen the leadership and sales capabilities of branch-level professionals while enabling them to effectively transfer knowledge and best practices to their respective teams.

The training brought together 36 participants, including branch managers, in-charges, and sales executives from various insurance organizations. The program focused on developing managers not only as sales leaders but also as competent internal trainers, emphasizing the evolving role of branch leadership in today's competitive insurance market.

The session was facilitated by Mr. Bibek Bhandary, a Certified Professional Sales Leader (CPSL) and Founder of Ascendifly, who shared his extensive experience in sales leadership, negotiation, and value-based selling. Key thematic areas covered during the training included the new sales reality, value-driven selling approaches, confidence in closing, smart negotiation strategies, and practical planning for sales success.

Training methodology was highly interactive, incorporating presentations, group discussions, real-world case studies, and practical activities to ensure meaningful learning and real-world applicability. Participants actively engaged in discussions on market challenges, customer expectations, and strategies for building sustainable and consistent sales performance across branches.

Overall, the ToT program contributed to building a stronger and more consistent sales culture by equipping branch managers with actionable tools and frameworks that can be cascaded throughout their organizations. The initiative aligns with IIN's mission to enhance professional competence and institutional capacity within Nepal's insurance sector through quality training and continuous knowledge development.



The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO, IIN





**Bagmati Province, 20<sup>th</sup> November 2025**

## **Navigating Risk: International Standards in Marine Cargo Assessment and Fraud Investigation**

On 20 November 2025, the Insurance Institute of Nepal (IIN) conducted a professional development program focusing on global standards for marine cargo risk evaluation and fraud investigation at its Training Hall in Naxal, Kathmandu.

The program aimed to enhance technical knowledge and professional competence in marine cargo assessment and fraud investigation, with particular emphasis on internationally recognized standards and their practical application within Nepal's insurance and marine surveying sector.

A total of 10 participants, all from a surveyor background, attended the program. The participants were actively involved in inspection, loss assessment, risk evaluation, and marine survey reporting, making the session highly focused and profession-specific.

The session was facilitated by Captain Mukesh Gautama, an internationally experienced marine professional with extensive service as a ship captain and senior marine surveyor. Drawing on his global exposure and practical experience, the resource person delivered the training in an interactive and engaging manner, encouraging discussion and experience sharing among participants.

The training covered key areas including international standards in marine cargo assessment, roles and responsibilities of marine surveyors, risk identification and mitigation, fraud investigation techniques in marine insurance, and the importance of accurate and professional survey reporting. A real-life case study was discussed towards the conclusion of the session, enabling participants to connect theoretical concepts with practical application.

Upon successful completion of the program, certificates were awarded to all participants by the resource person.

Overall, the program was well-received and proved effective in strengthening participants' understanding of global best practices in marine cargo assessment and fraud investigation. The initiative reflects IIN's continued commitment to professional capacity building and the advancement of technical excellence within Nepal's insurance and marine surveying industry.



**The program concluded with a certificate distribution ceremony led by Captain Mukesh Gautama.**





**Bagmati Province, 21<sup>st</sup> November 2025**

### **Best Global Practices: Marine Cargo, Project Cargo and Maritime Fraud Technical Training**

Nepal's insurance sector is expanding steadily in both scale and technical complexity, driven by the increasing import of machinery, technology, industrial equipment, project cargo, and containerized goods from international markets.

In response to this growing technical demand, the Insurance Institute of Nepal (IIN) designed and conducted a one-day intensive technical training program to strengthen professional capacity and align Nepalese insurance practices with globally accepted standards. The program brought together 28 insurance professionals actively involved in underwriting, claims handling, reinsurance, survey, and compliance functions, reflecting a focused and practice-oriented learning environment.

The training was delivered by an international resource person Captain Mukesh Gautama with extensive exposure to global marine and project cargo claim scenarios, container cargo investigations, recovery mechanisms, and maritime fraud cases. Emphasis was placed on transferring proven global practices into Nepal's operational context through practical discussions and case-based insights, enabling participants to enhance technical confidence and consistency in decision-making.

The program focused on strengthening technical understanding of marine cargo and container claims, project cargo risk management, and maritime cargo frauds. Key areas included interpretation of policy wordings, assessment of complex cargo risks, review of documentation, claims evaluation and recovery processes, subrogation practices, and identification of fraud indicators, with continuous reference to international best practices.

Upon completion of the training, participants gained enhanced professional competence in handling complex marine and project cargo risks. The training was aimed at addressing key gaps in underwriting and claims judgment by improving loss verification practices, increasing awareness of fraud indicators, and cross-functional coordination among underwriting, claims, reinsurance, and survey teams involved in cargo insurance.

The training was conducted as an in-person, one-day technical program, allowing concentrated learning while minimizing operational disruption for participating organizations.



**The program concluded with a certificate distribution ceremony led by Captain Mukesh Gautama**





**Madhesh Province, 21<sup>st</sup> - 22<sup>nd</sup> November 2025**

## **Transformation Through Neuro-Linguistic Programming**

The Insurance Institute of Nepal Ltd. (IIN) conducted an intensive two-day soft skill training program on Neuro-Linguistic Programming (NLP) aimed at strengthening essential behavioral and interpersonal competencies of insurance professionals. The program was designed to promote self-awareness, effective communication, and professional transformation through structured and practical learning.

The training brought together 21 participants, including provincial-level managers and officers from life and non-life insurance companies, along with representatives from the Nepal Insurance Authority, Madhesh Province. The sessions were delivered through interactive discussions, experiential exercises, and real-life applications, focusing on leadership effectiveness, communication excellence, emotional intelligence, negotiation skills, and work–life balance.

The program focused on enhancing leadership capability, improving professional communication, developing emotional intelligence, strengthening negotiation skills, reinforcing goal-setting practices, and supporting personal and professional balance through Neuro-Linguistic Programming techniques.

Participants acquired practical NLP-based tools to communicate more effectively, manage emotions in professional environments, strengthen leadership presence, negotiate with confidence, and align personal mindset with organizational objectives. The training supported improved client engagement, interpersonal effectiveness, and professional confidence.

Provincial managers, officers, and professionals from life and non-life insurance companies, along with officials from the Nepal Insurance Authority engaged in managerial, supervisory, and client-facing roles, participated in the program.

A two-day, in-person, interactive soft skill training program, delivered through facilitated discussions, case studies, and practical NLP-based learning activities.

The Insurance Institute of Nepal Ltd. (IIN) remains committed to advancing professional capacity within Nepal's insurance sector. Through targeted soft skills initiatives such as this NLP training, IIN continues to enhance leadership, communication, and behavioral competencies in line with the evolving needs of the industry.



**The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO, IIN and Resource person Mr. Joseph B Niraula**





**Bagmati Province, 5<sup>th</sup> -6<sup>th</sup> December 2025**

### **Mastering Reinsurance: Technical Foundations, Treaty Design and Strategic Risk Management**

Insurance Institute of Nepal (IIN) delivered a two-day specialized technical training on Reinsurance Management, bringing together insurance professionals for an in-depth learning experience. The program was structured to deepen participants' understanding of core reinsurance concepts, bridge theory with real-world practice, and explore strategic risk management perspectives essential for navigating today's evolving insurance landscape.

The training commenced with an opening address by Dr. Laxmi Kant Paudel, Chief Executive Officer of IIN, who highlighted the Institute's commitment to delivering high-quality technical capacity-building programs by integrating international expertise with local market requirements. The sessions were facilitated by Mr. Rajesh Yagnik, an experienced international reinsurance expert, who shared in-depth technical insights and practical perspectives drawn from global reinsurance practices.

The program aimed to provide participants with a comprehensive understanding of reinsurance concepts, including the core principles and types of reinsurance arrangements, effective risk management through structured reinsurance programs, current market trends supported by case discussions, and emerging practices in reinsurance management. Upon completion of the training, participants enhanced their technical understanding of reinsurance structures, improved their ability to assess and manage risk through appropriate reinsurance solutions, and gained exposure to international market practices and evolving trends.

The training was attended by 23 professionals representing reinsurance companies, general insurance companies, and reinsurance brokers, reflecting broad industry participation and cross-sectoral learning.

This was a classroom-based, in-person technical training conducted over two consecutive days, concluding on 6 December 2025.

As the national apex body for insurance education and professional development, the Insurance Institute of Nepal continues to play a pivotal role in enhancing industry capacity through structured technical trainings, workshops, and knowledge-sharing platforms. The program concluded with a certificate distribution ceremony, graced by Mr. Susil Dev Subedi, Chairman of IIN and Executive Director of the Nepal Insurance Authority, who reaffirmed IIN's commitment to continuous professional development aligned with market needs and regulatory expectations.



**The program concluded with a certificate distribution ceremony led by Mr. Susil Dev Subedi, Chairman of IIN and Executive Director of the Nepal Insurance Authority**





**Bagmati Province, 7<sup>th</sup> -12<sup>th</sup> December 2025**

### **Advanced MS Word (365) for Professional Excellence**

A six-day technical training program titled “Advanced MS Word (365) for Professional Excellence” was conducted for professionals from the Nepal Insurance Authority, focusing on enhancing practical documentation skills and strengthening workplace effectiveness through the proficient use of MS Word 365.

The training was delivered in an interactive and practice-oriented manner, enabling participants to directly apply advanced MS Word features in real-time. Sessions focused on improving efficiency, accuracy, and consistency in professional documentation, aligned with institutional and regulatory work requirements. The program aimed to enhance participants’ proficiency in advanced MS Word 365 features, strengthen document formatting and structuring skills, improve productivity through effective use of tools and functions, and promote best practices in professional document preparation and management.

Upon completion, participants strengthened their ability to prepare professional-quality documents, apply advanced formatting techniques, use productivity-enhancing features effectively, and perform office documentation tasks with greater confidence and efficiency. The program was designed for officials and professionals of the Nepal Insurance Authority. A total of sixteen participants actively took part in the training.

This was a six-day technical training program, conducted through in-person, interactive, and hands-on sessions. The training was held daily from 7:30 AM to 9:30 AM at the IIN Training Hall, Naxal, Kathmandu, and was facilitated by Mr. Subash Manandhar.

The program concluded with a certificate distribution ceremony, where the Chief Executive Officer of IIN, Dr. Laxmi Kanta Paudel, delivered closing remarks emphasizing the importance of continuous professional upskilling and personally awarded certificates to the participants. Such practical, need-driven initiatives reflect IIN’s ongoing commitment to building professional competence and institutional strength within Nepal’s insurance industry.



**The program concluded with a certificate distribution ceremony led by Dr. Laxmi Kanta Paudel, CEO, IIN and Resource Person Mr. Subash Manandhar.**





**Bagmati Province, 19<sup>th</sup> -20<sup>th</sup> December 2025**

### **Sustainable Life Insurance Operation with AML/CFT Safeguards**

A two-day technical training program titled “Sustainable Life Insurance Operations with AML/CFT Safeguards” was held on 2082/09/04 and 2082/09/05 at Siddhartha Hotel, Bharatpur, Chitwan. The program focused on enhancing technical capabilities in life insurance operations while reinforcing adherence to Anti-Money Laundering and Combating the Financing of Terrorism (AML/CFT) regulatory requirements. Thirty-two professionals from the life insurance sector actively participated in the sessions, demonstrating a strong industry-wide commitment to sustainable, compliant, and responsible insurance practices.

The training provided an integrated understanding of core life insurance operations alongside regulatory safeguards. It focused on enhancing operational effectiveness in underwriting, pricing, documentation, policy servicing, and claims management, while simultaneously addressing AML/CFT obligations. Emphasis was placed on risk identification, fraud prevention, and the practical application of a Risk-Based Approach (RBA).

Key focus areas of the program included life insurance risk analysis, underwriting strategies, pricing factors, claims assessment processes, data management, and fraud mitigation techniques. Dedicated technical sessions addressed AML/CFT concepts, risk assessment methodologies, governance and internal control structures, targeted financial sanctions, typologies, and emerging risks within the insurance sector.

Upon completion of the training, participants strengthened their professional capacity to manage life insurance operations in a compliant, risk-aware, and sustainable manner. The program contributed to improved understanding of regulatory expectations, enhanced fraud risk management capabilities, and reinforced institutional readiness to meet AML/CFT obligations. Certificates were distributed to participants at the conclusion of the program, acknowledging successful completion of the technical training.

This two-day technical training underscores the Insurance Institute of Nepal’s continued role as a national center of excellence in professional capacity building. Through structured, regulator-aligned programs, IIN remains committed to supporting the insurance industry in strengthening technical standards, governance, and regulatory compliance in line with national and international best practices.



**The program concluded with a certificate distribution ceremony led by Mr. Hreedayaswor Pandit.**





**Bagmati Province, 7<sup>th</sup> -12<sup>th</sup> December 2025**

### **Property Insurance: Practical Skills for a Resilient Insurance Workforce**

Property insurance is a core and rapidly expanding segment of Nepal's non-life insurance industry, influenced by urbanization, infrastructure growth, and increasing exposure to disasters such as earthquakes, floods, landslides, fires, and storms. These evolving risks demand strong technical competence and regulatory compliance from insurance professionals.

This two-day technical training, developed by the Insurance Institute of Nepal (IIN), is designed to strengthen practical skills in property insurance operations in line with Nepal Insurance Authority (NIA) directives. The program emphasizes underwriting accuracy, proper documentation, effective customer handling, and sound claims practices to support a resilient and professional insurance workforce.

The training concentrates on Nepal-specific property insurance fundamentals; underwriting and pricing factors including construction, occupancy, and location; accurate proposal completion and documentation control; policy issuance and endorsements; customer communication; claims handling procedures; and ethical, compliant operational practices.

Participants gained practical exposure to property risk assessment, accurate proposal completion, confident underwriting and policy issuance, effective client guidance during claims, and improved compliance with NIA requirements contributing to reduced operational errors, enhanced service delivery, and stronger institutional credibility.

The program was attended by underwriters, claims handlers, sales and marketing personnel, operations managers, and branch-level team leaders involved in property insurance operations.

A 2-day technical training delivered through physical, non-residential sessions using interactive lectures, case studies, group discussions, and Q&A.

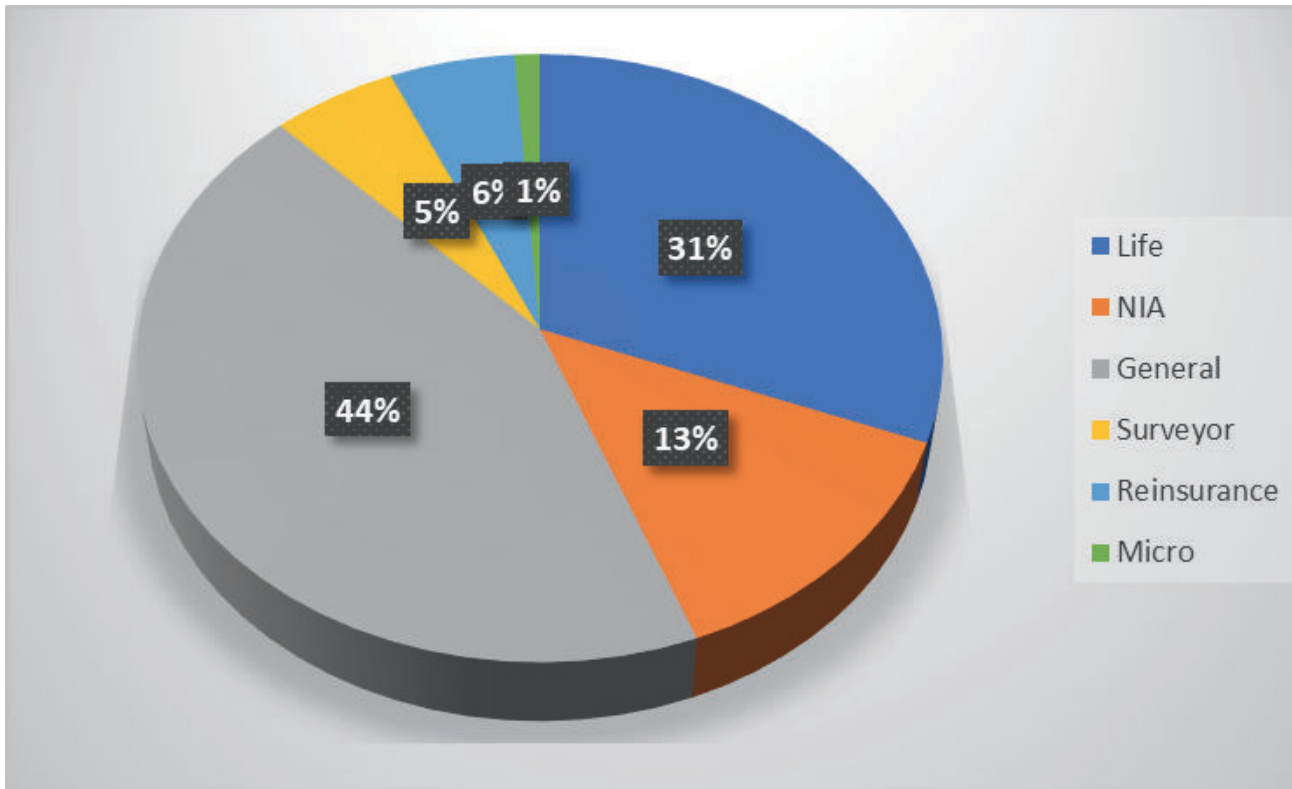
The Insurance Institute of Nepal (IIN), promoted by the Nepal Insurance Authority in collaboration with insurers, reinsurers, and academic partners, is committed to strengthening professional capacity and institutional resilience within Nepal's insurance sector through structured, industry-focused training programs.



**The program concluded with a certificate distribution ceremony led by Resource Person Mr. Topendra Katel.**



### SNAP OF PARTICIPANTS



#### Summary Insight

Insurance Institute of Nepal recorded encouraging participation across the insurance ecosystem during the Second Quarter training programs, reflecting the industry’s continued commitment to professional development and capacity enhancement.

General Insurance companies constituted the largest proportion of participants, accounting for 44 percent of total attendance. This strong representation underscores the sector’s proactive approach toward strengthening technical competencies, underwriting practices, and operational efficiency. Life Insurance companies followed with 31 percent participation, demonstrating sustained engagement in skill development to address evolving market needs, regulatory expectations, and customer-centric growth.

Participation from the Nepal Insurance Authority (13 percent) highlights constructive regulatory involvement and alignment with industry-wide learning initiatives. Reinsurance companies contributed 6 percent, indicating focused participation in specialized and advanced technical areas, while Surveyors accounted for 5 percent, reflecting steady engagement in risk assessment and loss management–related training programs. Microinsurance participation remained limited at 1 percent, signaling the need for broader outreach and targeted capacity-building initiatives for this important segment.

Overall, the Second Quarter participation profile presents a balanced yet General and Life insurance led engagement pattern, reaffirming Insurance Institute of Nepal’s role as a central knowledge and training hub for the insurance industry, while also identifying opportunities to further expand inclusivity and sectoral reach in forthcoming training cycles.

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01-4519722 /9851350705



info@iain.org.np



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