



Co-operative Education Report

Co-Operative Education at Sanima GIC Insurance Limited

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This report is submitted in partial fulfillment of the requirements for Cooperative Education, Faculty of Business Administration, and Academic semester 2/2022

Siam University

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ABSTRACT

Cooperative Education Project for Bachelor of Business Administration (BBA) program under Siam University and Kathmandu College of Management provides a practical implementation platform for academic learning's in an actual professional workspace to exercise and excel our academic notion of business practices. This report provides brief information about the Sanima GIC Insurance Limited and also detailed report about the work and learning's accumulated as an Underwriting and Claims Intern. The general objective of this assignment includes: (1) Understanding the overall company structure, its management, and necessary operations, (2) Going through the documentation of policies and customer's needs, (3) Analyzing the needs and making insurance policies to insure the customer, (4) Documenting the requirements to proceed claims, endorsements and sending dispatched voucher, (5) Analyzing the claim files to determine the status of claims, (6) Assisting the seniors in daily works. .The cooperative education period Started from the 16th of January 2023 to the 10th of May 2023. The primary goal of my internship was to access hands-on experience in the general insurance industry, learn, and apply the knowledge I gained in the classroom to practical real-world situations. This report summarizes my experience, responsibilities, and observations during my internship. It must be noted that tasks and responsibilities were not limited to the above statements; learning has taken place through practical experience, in good supervision by my supervisor, application of theoretical knowledge, as well as adaptation to company culture.

Keywords: *Insurance, Underwriting, Policies, Claims, Endorsements,*

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Sincerely,

Souhard Shrestha

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LIST OF ACRONYMS

SGIC: Sanima Gic Insurance Limited

NEPSE: Nepal Stock Exchange Limited

DV: Dispatched Voucher

TMI: Travel Medical Insurance

IM: Internal Messaging System

NGO: Non-Governmental Organization

INGO: International Non-Governmental Organization



Chapter 1: Introduction

1.1. Company's Profile

Sanima GIC Insurance Limited is a company under Sanima Group which started its first venture in 1999. SGIC started its venture in 2016 where it was earlier known as Sanima General Insurance Limited and General Insurance Company Nepal Limited which later merged on 24th, October 2022 to fulfill the government's requirements benefiting both of the parties.

“At Sanima GIC Insurance Ltd., we strive towards customer centricity and tirelessly work towards a better and safer life. We value transparency and believe in continuous innovation through exploring, learning, and implementing new ideas”. Sanima’s DNA is deeply embedded in focusing on going beyond ordinary to deliver superior customer value. Sanima’s dedicated and motivated team of professionals with immense experience in the general insurance industry is continuously working to deliver innovative and quality services to exceed their customer expectations. SGIC provides general insurances such as Motor, TMI, CAR, Property, Marine, Accidental and Medical, Agricultural and various more that are allowed by Nepal Insurance Authority.

1.1.1. Mission of the Company

To design every product according to the needs of our client, develop every process keeping in mind the ease of our clients, make every decision focusing on our shareholder's profitability and communicate with full transparency.

1.1.2. Vision of the Company

To become the leading insurance company in Nepal and provide our clients with unmatched quality – focusing on innovation for better products & customer service.

1.1.3. Strategies of the Company

Strategies of the company are followed by the core values which are Transparency, Reliability, Unbiased, Service, and Teamwork. The transparency of Sanima GIC Insurance helps the consumer/customer and the regulatory body to better understand the company's goals and objectives as well as the business. This transparent information helps customers to get the trustworthy services. Being transparent means also being Unbiased where ethics are followed in the highest possible manner. This allows the team/employees a better corporate environment to work thus, treating each other like family. With great team, transparency, unbiasedness and reliability comes best services which are unmatched compared to the market.

1.2. Organizational Structure

Sanima GIC Insurance Limited falls under the Sanima Group and its shares are available in NEPSE. SGIC consists of a unique and diverse set of professionals. The organizational structure is as follows:

1.2.1. Diagram of the Organization Structure

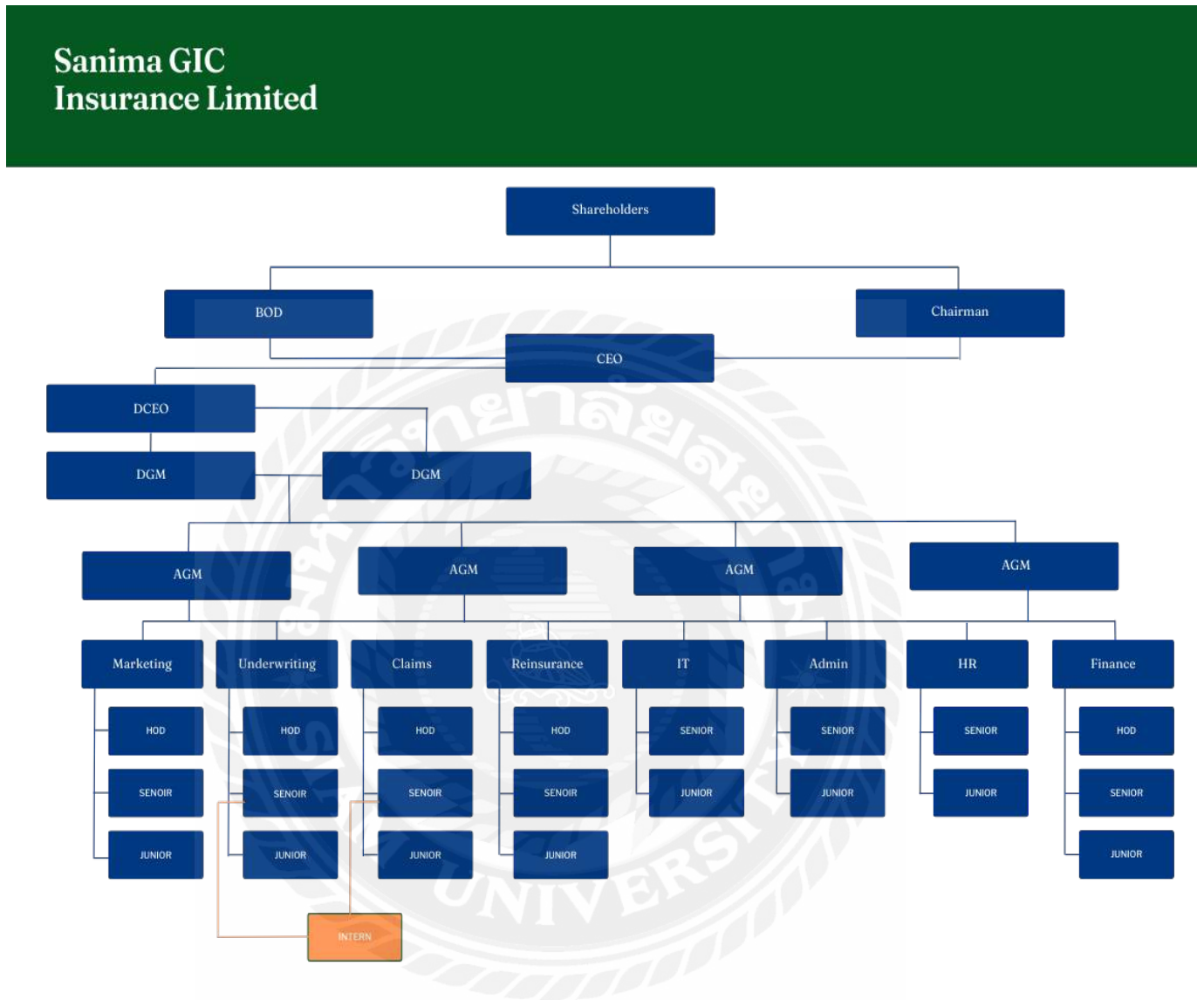


Figure 1: Organizational Structure of KCM

1.2.2. Job Position and Placement Details

Address	Tangal, Kathmandu, Nepal
Job position	Intern at Underwriting and Claims Department
Departments	Underwriting and claim Department
Working Duration	16 th January- 10 th May
Work Hours	9:30 am to 5:30 pm
Name and Designation of Internship Supervisor	Mr. Niraj Poudel

Table 1: Job Position and Placement Details

1.3. Intention and Motivation to Join the Company

Internship with an insurance company would provide me with the opportunity to learn about various aspects of the industry and not just in the insurance sector. Every company has to assess their risk in one way or another therefore this only broadens my field of knowledge in multiple sectors of businesses as I will get to learn and experience first-hand knowledge in determining the risk and accessing it through different insurance policies. Excelling at determining the risk factor and learning to analyze risks and properly managing it will help me tremendously in my future endeavors.

1.4. SWOT Analysis of Sanima GIC Insurance

STRENGTH	WEAKNESS
<ul style="list-style-type: none"> ● Fixed working hours with progressive work environment ● Experienced, well-trained, and highly motivated workforce throughout the company ● Market data access through multiple business under parent company ● Well-established reputation and recognition in consumer market ● Most experienced and knowledgeable CEO in the the Insurance Sector of Nepal 	<ul style="list-style-type: none"> ● Necessity to uphold existing brand reputation ● Limited access to marketing campaign and Branch location ● Limited product options ● Mandatory to follow regulatory criteria ● Less knowledge about insurance in the market.
OPPORTUNITIES	THREATS
<ul style="list-style-type: none"> ● Untapped market ● Developing county ● Market recognition 	<ul style="list-style-type: none"> ● Huge competition ● Rules and regulations provided by regulatory board ● Unstable government ● Third world county

Table 2: SWOT Analysis of KCM

1.5. Objective of the Study

Cooperative Education project aims to provide a real-life experience of being a part of an active organization and understanding the practical implementation of our academic knowledge in practical scenarios. This is an overtime study conducted throughout the Cooperative Education project while dealing with the real-life world being in an organization and understanding the management, operation, financing, administration, policy making, marketing, market fluctuations, market readings, human resource and cooperation required to deal with each upcoming business scenario. The main objectives of this report are covered in the specified objectives enlisted below:

1. To gain the knowledge of working for insurance company and its importance in relation to the opportunity in a developing country like Nepal.
2. Providing Working Framework under which the Internship is Carried Out
3. Sharing of Learning's accumulated during the Cooperative Education Project
4. Summarizing the Overall Experience with Personal Recommendations

Chapter 2: Co-op Study Activities

2.1 Job Description

I was taken under as an intern in the underwriting department of Sanima GIC insurance and during the very beginning was informed that this internship would provide an overall understanding of the company as a whole. Beside the access to confidential information and finances, I was provided with the opportunity to interact with different sectors of the company such as, underwriting, marketing, reinsurance, claims, administrative, risk management, to understand how they are handled and operated under a holistic management approach.

2.2 Job Responsibilities, Work Duties

As an Intern in SGIC, I was tasked with few responsibilities from which I procured knowledge and information, the tasks are as follows:

a) Underwriting Department: It is where a company evaluates and assesses the risks of the policy for one or more individuals or an entity and is of critical importance within the insurance sector. My responsibilities included:

- Assisting in reviewing insurance applications, policy documents, and endorsements.
- Learning how to determine risks and calculate premiums based on various factors.
- Providing assistance in determining coverage limits, exclusions and different policy terms and conditions.
- Learning what it takes to maintain accuracy and pay attention to detail when making insurance policies so as to ensure the correct issuing of those policies, in compliance with company guidelines and regulatory requirements.

b) Claims Department: I've also had an opportunity to work in the department of claims. The claims office is responsible for the processing and reimbursement of insurance claims in an equitable and timely manner. My responsibilities included:

- Work with policyholders, agents, office branches, and surveyors to receive and register claims.
- By verifying the coverage of policies, examining documents and carrying out site visits, learning how to investigate and assess the validity of claims.
- In order to ensure that claims are processed efficiently, I assisted in coordination with various internal and external stakeholders, such as surveyors, witnesses, and hospitals.



2.3 Diagram of Claim process

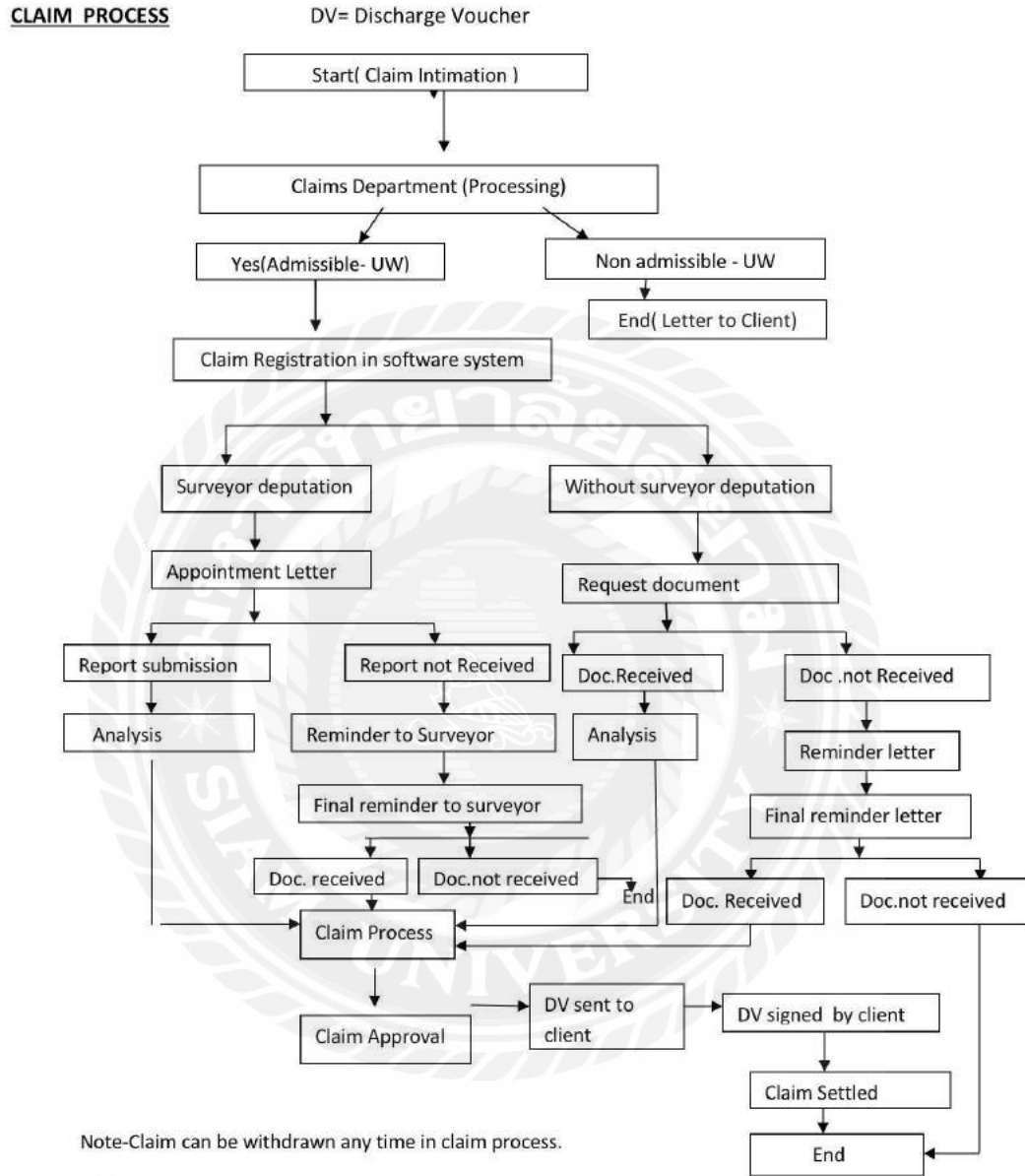


Figure 2: Diagram of claiming process

2.4 Activities in Coordinating with Co-worker

Working in the Underwriting and Claims departments at SGIC, coordination with seniors, supervisors, and coworkers would involve various activities, including:

1. Collaborative Meetings: Participating in team meetings to discuss and review underwriting and claim cases, providing input and insights, with coordination to ensure smooth processing of insurance policies and claims. Coordination, preparation of relevant documents and active involvement in discussions are all required on an ongoing basis.
2. Communication: In order to exchange information, clarify questions, and provide updates on ongoing processes, regular communication channels with colleagues had to be maintained. This included talks, email correspondence, or use of IM systems to coordinate quickly.
3. Team Support: Providing assistance and support to colleagues when needed, such as helping with workload during peak times, shorting files, and providing a positive energy.
4. Documentation and Reporting: Coordinating with coworkers to ensure accurate and timely documentation and reporting of underwriting and claims data. This involved verifying data, preparing reports, and collaborating with colleagues to ensure data integrity.
5. Professional Conduct: Maintaining professional conduct and fostering a positive work culture by treating coworkers with respect, communicating effectively, and resolving conflicts in a constructive manner, while maintaining professional conduct to ensure efficient operations.

2.5 Job Process Diagram

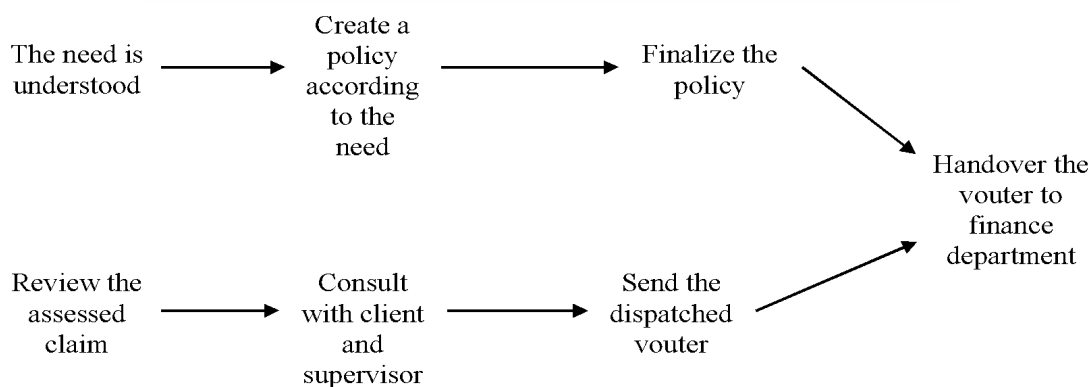


Figure 3: Diagram of Job process

2.6 Contribution as a Co-Op Student in the Company

Working in SGIC for a time period of four months I grabbed the opportunity to contribute in many forms, and many departments but most importantly in the underwriting and claim department. My contribution as a cooperative student is mentioned as follows:

- Policy making and Analyzing: I assisted the team in evaluating and assessing insurance risks, reviewing policy applications, and analyzing data to determine coverage and premiums. I would also help in preparing insurance quotes and proposals, conducting market research, and helping the team in policy issuance and documentation.
- Claims Processing: I would support the team in processing insurance claims by collecting and reviewing documentation, investigating claims, and ensuring compliance with company's policies and requirements and procedures. I also assisted in determining claim coverage, calculating claim amounts, and processing claim payments. Throughout the claim report preparation process I had to sharpen my ability to communicate effectively and hone my empathy towards professionalism in order to improve myself and contribute better customer service to clients during the time of need.
- Team Support: By providing general administrative support, such as file organization and maintenance, report preparation and coordination of department's activities, I contributed to the overall operation of the Underwriting and Claims Departments.
- Learning and Growth: I was very eager and disciplined when it came to learning, so, taking advantage of the opportunities I was provided with I gained practical experience in the insurance industry. I constantly sought feedback from my seniors and supervisors, actively engaged in professional development activities, and demonstrated a willingness to take on new challenges and responsibilities.
- Positive Attitude: I would bring a positive attitude to the workplace, showing enthusiasm, professionalism, greeting and communicating with everyone, and a willingness to collaborate with others or just help them when needed. I adhered to the company's code of conduct, maintained confidentiality, and demonstrated a strong work ethic in all my tasks and responsibilities.

Chapter 3: Learning Process

3.1 Problems and Issues of the Company

Problems and issues faced by Sanima GIC Insurance Limited or any other insurance company in general are almost identical which includes:

- Low insurance penetration: In Nepal, the penetration rate or percentage of the population that benefits from insurance is relatively small. The obstacles to insurance adoption mostly include inadequate knowledge and understanding of insurance, lack of financial literacy, culture's views on insurance as an unnecessary expense.
- Regulatory challenges: Nepal's insurance market is governed by the Nepal Insurance Authority, which provides insurance companies with all the necessary assistance and guidance also providing rules and regulations. It can be difficult and time consuming to comply with regulatory requirements, licenses or reports, and failure to do so results in penalties or fines.
- Limited product diversification: Non-life insurance products such as motor and marine insurance are largely dominant in Nepal's general insurance market. Faced with changing customer needs and preferences, a lack of product diversification and innovation can lead to difficulties.
- Limited distribution channels: Insurance distribution channels are primarily traditional, with reliance on agents and marketers while pursuing push marketing strategy. In order to reach out and distribute insurance products to a broader customer base, access to technology-based distribution channels like internet selling or mobile coverage might make the consumer base of the company grow.
- Lack of risk data: Accurate risk assessment is essential for underwriting insurance policies. However, in Nepal, there lies a problem regarding lack of comprehensive risk data, including historical data, actuarial data, and statistical data, which can affect pricing, underwriting, and risk management decisions.
- Natural catastrophes: Nepal is also prone to natural disasters such as earthquakes, floods, landslides, and weather events that may lead to significant insured losses for insurance companies. In such high-risk areas, it can be difficult to deal with catastrophic risks and

guarantee adequate coverage resulting in higher premiums and transferring the risk to reinsurance which leads to decrease in profit.

- Claims management: Efficient claims management is crucial for customer satisfaction and retention. However, in Nepal, there are challenges in claims assessment, verification, and settlement due to issues such as lack of literacy, fraud, or inadequate documentation and sometimes uncooperative clients.
- Talent retention and development: In order to attract and retain qualified experts, such as underwriters, actuaries, claims assessors, or other professionals, the insurance industry in Nepal could be facing difficulties. The quality of human resources available to insurers could be affected by a limited pool of qualified workers, brain drain, and competition from competitors within the insurance industry or any other industry.
- Economic and political instability: There have been periods of economic and political instability in Nepal, which could affect the business environment for insurance companies. The overall business environment could be affected, and insurance companies face challenges due to economic downturns, change in government policies or instability of legislation.
- Trust and perception: In Nepal, it could be a challenge to build trust and change the perception of insurance among customers. The perception and trust of insurance among consumers could be influenced by cultural beliefs, lack of awareness as well as the previous bad experiences with insurance companies, which may lead to reluctance to take out a policy.

3.2 How to Solve the Problem

In Nepal, it is important that insurance companies adopt a proactive approach to these challenges and develop strategies for overcoming them. This can include raising awareness about insurance, extending the product range, investing in technology, improving risk management practice, developing a qualified workforce and strengthening customer confidence through transparent and effective operations. Collaborating with regulators, industry associations, and other stakeholders can also help in addressing challenges and promoting the growth of the insurance industry in Nepal. Explaining it on further details:

- Increasing awareness and literacy: In order to promote the importance of insurance and enhance financial literacy among the general public, SGIC could invest in education and awareness campaigns. This can include initiatives such as workshops, seminars, and educational materials to educate customers about the benefits of insurance, how it works, and the various types of insurance products available.
- Diversifying product offerings: Insurance companies can innovate and diversify their product offerings to cater to the evolving needs of customers. This can include developing new insurance products that address specific risks or gaps in the market, such as micro-insurance for low-income segments or innovative products for emerging industries.
- Strengthening claims management processes: Efficient and transparent claims management processes can enhance customer satisfaction and trust. In order to ensure timely and fair compensation of customers, SGIC can make investments in simplified and automated claims assessment, verification, or settlement procedures.
- Developing talent and expertise: SGIC can invest in talent retention and development programs to attract and retain skilled professionals. This can include training and development programs, career advancement opportunities, and creating conducive work environment to retain and motivate employees.
- Building trust and customer-centric approach: Insurance companies in general can prioritize building trust with customers by being transparent, responsive, and customer-centric in their operations. This could include clear communication about policy terms and conditions, prompt and fair claims handling, and better customer service.
- Adapting to economic and political changes: SGIC could proactively monitor and adapt to changes in the economic and political environment in Nepal. This can involve staying updated with changes in government policies, economic trends, and market dynamics, and adjusting business strategies accordingly.
- Collaborating with local communities: SGIC could collaborate with local communities and create a policy that is tailored to their demands and needs. This

could help in raising awareness and creating a business. This could be done multiple times as there are a huge number of local communities in Nepal who treat their community as a family or a friend. This could be achieved through NGOs, INGOs, government agencies, or the local community itself.

3.3 Recommendations to the Company

There were multiple areas of improvements but being a growing company SGIC was already tackling those obstacles one by one. By saying that there were only a few I could see that had not been touched. They are as follows-

- Underwriting in real time: The time it takes to process a claim is short but can be even shortened as real-time underwriting is introduced because in traditional type the customer has to call the marketer or agent or the office to create a policy. Similarly, after making the policy, the insurance has to follow up with the company to send bills and policy. Therefore, this is where real-time underwriting plays the role as real-time underwriting allows insurers to assess risks dynamically and respond to changing market conditions, customer needs, and emerging risks promptly. It can streamline the underwriting process, reduce manual efforts, and enable insurers to provide accurate quotes and coverage decisions to customers in a timely manner. Real-time underwriting can also help insurers better manage risk exposures, improve pricing accuracy, and enhance customer experience by providing quicker and more relevant insurance solutions.
- Embracing technology: SGIC can leverage technology to streamline its operations, enhance distribution channels, and improve customer experience. This can include online sales platforms, mobile apps for policy purchases and claims management, and digital tools for risk assessment and underwriting.
- Miss-selling and miss-buying are two related issues in the insurance industry. Miss-selling occurs when an agent fails to disclose complete information about a policy, resulting in difficulties for the consumer when making a claim later on. On the other hand, miss-buying happens when a consumer purchases a policy without being fully aware of its details, leading to confusion for both the insured and the insurance company. In such cases, the consumer may not get the appropriate coverage, and the insurance

company may have to repeatedly explain the policy, causing inconvenience for all parties involved. Awareness programs or educating them at hand could minimize the issue.

3.4 Learning's during the Co-Op Studies

The field of insurance is much broader than I originally anticipated. I realized that insurance companies possess an ample amount of knowledge, and the more I dug into it, the more expansive it appeared. Nevertheless, with the guidance and support of my fantastic supervisors, seniors, and teams, I was able to acquire some understanding. Specifically, I had the opportunity to work in two primary departments: the Underwriting Department and the Claims Department where I learned a few things such as:

- I gained a fundamental understanding of the principles of insurance and the functioning of the insurance industry. This included an overview of the different types of insurance policies, such as motor, engineering, medical, contractors all risk, marine, property, etc. insurance, and how these policies are priced and risk assessed. This understanding provided me with a foundation to better understand how the company operates and fulfills its obligations to policyholders.
- In the underwriting department, I learned about the process of underwriting insurance policies. This included analyzing the risks associated with the policy, setting the premium rate, and determining whether to accept or decline an insurance application. I gained knowledge about the importance of accurate risk assessment and pricing to ensure that the company remains profitable while fulfilling its obligations to policyholders.
- In the claims department, I learned how the company processes and settles insurance claims. This included understanding the claims filing process, investigating the claim, assessing the damages or losses, and negotiating a settlement with the policyholder. I also gained an understanding of the importance of effective communication with clients, surveyors, agents and other stakeholders in the claims process.
- Throughout my internship, I had the opportunity to analyze and interpret data related to insurance claims and underwriting. This involved utilizing software and tools to collect, organize, and analyze data. I gained an understanding of how data analysis can be used to improve underwriting decisions and enhance the claims process.

- Finally, I learned about the importance of regulatory compliance and adherence to ethical standards in the insurance industry. This included an overview of the regulatory framework that governs the insurance industry in Nepal and the importance of complying with these regulations to ensure the company's success and reputation.

Overall, I have learned a great deal about insurance operations and procedures from my internship at Sanima GIC Insurance Limited. I've learnt valuable skills and knowledge that I can use in my future career.

3.5 Application of the Knowledge Learnt from this Co-Op Studies

The knowledge and skills that I gained during my internship at Sanima GIC Insurance Limited can be applied in various ways in the insurance industry.

- Firstly, my understanding of the fundamental principles of insurance and the functioning of the insurance industry will enable me to better understand the industry's operations and the products and services that insurance companies offer. This knowledge will be helpful in my future career in insurance, as it will enable me to make informed decisions and provide better advice to clients.
- Secondly, my experience in the underwriting department taught me the importance of accurate risk assessment and pricing. I can apply this knowledge by ensuring that I thoroughly assess risks when underwriting policies in my future career. This will help me to accurately price policies, ensure profitability, and minimize losses.
- Thirdly, my experience in the claims department taught me the importance of effective communication and customer service. I can apply this knowledge by ensuring that I maintain open and clear communication with clients, agents, and seniors in the claims process. This will help to ensure that claims are processed and settled efficiently and effectively, which is critical to maintaining positive client relationships.
- Fourthly, my experience in analyzing and interpreting data related to insurance claims and underwriting will enable me to use data analysis tools to make informed decisions and recommendations. This knowledge will be useful in the insurance industry, where data analysis is increasingly important in areas such as risk assessment, pricing, and fraud detection.

- Finally, my understanding of regulatory compliance and ethical standards in the insurance industry will enable me to ensure that I comply with all relevant regulations and ethical standards in my future career. This will help to protect the company's reputation and ensure that I maintain high ethical standards in all of my interactions with clients, seniors, and surveyors.

3.6 Special Skill and New Knowledge Learnt from this Co-Op.

During my co-op at Sanima GIC Insurance Limited, I acquired various special skills and new knowledge that I believe will be valuable in my future career in the insurance industry. These skills and knowledge include:

- Data analysis: I gained experience in using software and tools to collect, organize, and analyze data related to underwriting and claims. This skill can help me in making data-driven decisions and improving the overall efficiency of the insurance company.
- Communication skills: Working in the claims department provided me with the opportunity to interact with clients, brokers, and other stakeholders, and communicate complex information in a clear and concise manner. This skill can help me in effectively communicating with clients and colleagues in my future career.
- Understanding of regulatory compliance: I learned about the regulatory framework that governs the insurance industry in Nepal and the importance of complying with these regulations. This knowledge can help me in ensuring that the company I work for remains compliant with all relevant regulations and avoids any potential legal issues.
- Risk assessment: Working in the underwriting department provided me with an understanding of how to assess and manage risks associated with insurance policies. This knowledge can help me in accurately assessing risks associated with policies and setting appropriate premium rates, which can ultimately lead to increased profitability for the company.
- Ethical standards: I gained an understanding of the importance of ethical standards in the insurance industry and the role they play in maintaining the company's reputation and trust among clients. This knowledge can help me in ensuring that I adhere to the highest ethical standards in my future career.

Chapter 4: Conclusion

4.1 Summary of Highlights of your Co-Op Studies at the Company

During my time as an intern at Sanima GIC Insurance Limited, I had a very enriching experience. Despite my position, I was given the opportunity to explore a variety of tasks and challenges, which allowed me to grow both personally and professionally. My team and supervisor were incredibly supportive and helped me realize my potential, giving me the freedom to explore different departments within the company to find the one that suited me best. Ultimately, I found that the Underwriting and Claims department was where I could excel the most, and my supervisor and team entrusted me with increasing responsibilities as I proved my capability. Through these experiences, I learned how to work effectively and efficiently, and was able to make meaningful contributions to the company.

My internship was an incredibly fascinating experience, particularly because of the growth and refinement of my professional skills. During this time, I had the opportunity to develop both my soft skills and technical skills. Some of the essential lessons I learned included the value of teamwork, effective communication, strategic planning, negotiation skills, and leadership. In addition, I was able to acquire several technical skills, including proficiency in various software programs used by the company. Overall, my internship was an excellent opportunity to enhance and diversify my skill set.

The most rewarding aspect of my internship was the ability to utilize the theoretical knowledge I had gained in the classroom and apply it to real-world situations. I successfully applied the skills and concepts I learned in "Risk Management and Insurance" to solve complex tasks, such as identifying risk factors and comprehending client losses. Furthermore, the knowledge I gained from "Taxation" allowed me to navigate the billing process effectively, making it more manageable. In summary, being able to apply classroom knowledge to practical situations was a valuable and satisfying experience during my internship.

4.2 Evaluation of the Work Experience

Since starting my internship at Sanima GIC Insurance Company, I have experienced significant personal and professional growth. The company and work environment have helped me develop both soft and hard skills that are essential for success in the corporate sector. Working efficiently in a fast-paced and demanding environment has taught me the value of

teamwork, effective communication, and efficient management, and provided me with a solid foundation for future endeavors. Through this experience, I have been able to hone my multitasking skills, complete assigned tasks within specified deadlines, produce high-quality work, meet my supervisor's expectations, and work collaboratively with my team to achieve our goals and objectives.

Working in various departments, including Underwriting and Claims, Marketing, Administration, and Reinsurance, has opened up numerous opportunities for me in various fields. The dynamic and diverse scope of knowledge and experience that I gained from interning at Sanima GIC Insurance has been invaluable. I am extremely pleased with my co-op studies and workplace experience, which allowed me to acquire years' worth of knowledge and experience in just a few months. This internship has enabled me to further develop my professional skills and work on my weaknesses, which will undoubtedly be a vital stepping stone on my professional journey.

4.3 Limitation of Co-Op Studies

During my internship program, I was fortunate enough to be given opportunities to explore different areas of the company and was not limited in any way due to my status as an intern. The company provided me with enough work and information to fuel my growth and development, and I was not denied access to any important information or work due to my intern status.

However, there were some restrictions in the workplace that were necessary for maintaining a professional and safe environment. For example, there were restrictions on accessing confidential or sensitive information that was not relevant to my role or responsibilities. Additionally, I was expected to follow certain guidelines and protocols to ensure the safety and well-being of myself and others in the workplace, such as adhering to dress codes and basic protocols. Overall, these restrictions were necessary for maintaining a professional and productive work environment, and I was happy to comply with them during my internship.

4.4 Recommendations for the Company

My suggestions for Sanima GIC Insurance would be:

- Firstly, they should focus on modernizing their work processes to become more process-driven rather than relying heavily on a limited number of personnel for efficiency.

- Secondly, they should shift their marketing strategy from push to pull marketing, as the insurance industry in Nepal typically relies on marketing teams to generate business.
- Thirdly, developing a mobile application and website similar to an international market that can issue policies in real-time with helpful tutorials and features such as policy comparisons and recommendations could be beneficial.
- Lastly, increasing investment in corporate branding can lead to a variety of benefits for the company, such as attracting talent, creating brand value in the market, and building people's trust in the company.



References

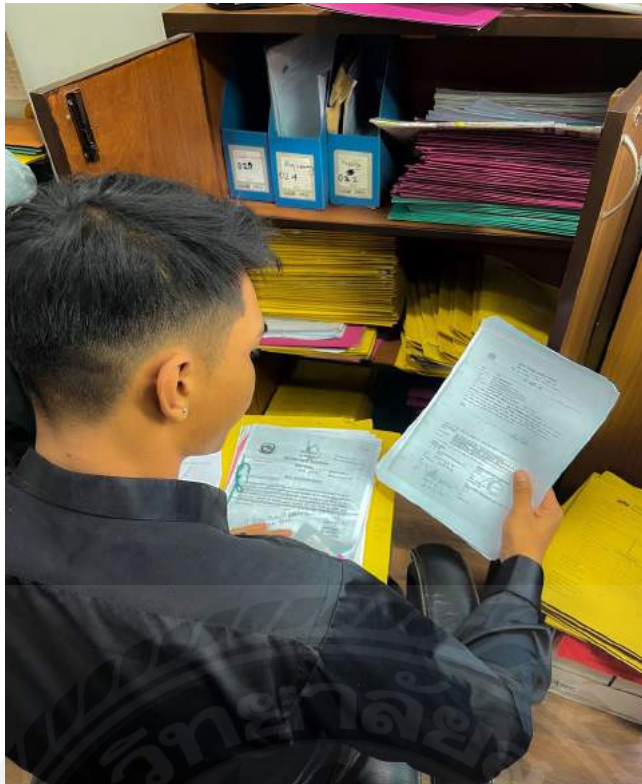
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Annex



Picture 1: Reviewing a claim report



Picture 2: Shorting files before sending a DV to client



Picture 3: Shorting files before sending a DV to client



Picture 4: Consulting with Supervisor



Picture 5: Team Working/shorting and reviewing Covid policy