Case example – EXL Insurance Academy – creating insurance specialists

Sourcing Manpower

- Recruited people from Tier 1/2/3 locations
- Making them industry-ready
  - Verbal and written English communication
  - Phone skills
  - Keyboard skills
  - Customer service essentials

Industry Specific Training

EXL Insurance Academy – A team of 26 professionals that includes in-house faculty, guest faculty and content developers. Experts drawn from across the insurance industry in India, the US and the UK

Certification programmes: Three levels of certification programmes through partners in the US/UK

Specialised trainings: Programmes such as workers' compensation, premium audit, dental insurance, medical expense, medical billing, claims underwriting, auto and home insurance, commercial insurance, reinsurance, reinsurance accounting, etc.

Content designing, development, and new-hire training: 40 hours of mandatory training for new hires

Impact

600 certified to date

2,300 employees covered

12,000 professionals trained across EXL

Awarded by LOMA

2009 award for excellence in education for commitment to professional development

Industry Academia Partnerships

EXL Insurance Academy has partnerships with global insurance education institutes such as:

- Life Office Management Association (LOMA) of the US
- Chartered Insurance Institute (CII) of the UK
- American Institute of Chartered Property Casualty Underwriters (AICPCU)
- Insurance Institute of America (IIA)