



Opinion: IRDAI's 'Insurance Fraud Monitoring Framework'

October is globally recognised as Cybersecurity Awareness Month, an initiative established to raise awareness about online safety and empower individuals and businesses to protect themselves from cybercrime. In India, the Department of Financial Services (DFS), in collaboration with IRDAI and other financial sector regulators, observed National Cyber Security Awareness Month (NCSAM) 2024 with the theme 'Cyber Jagrit Bharat' (meaning Cyber Aware India).

As India's insurance sector rapidly digitises, cybersecurity has emerged as a critical business imperative. According to CERT, the country witnessed over 1.5 million cybersecurity incidents in 2023, with the maximum impact on financial services, healthcare, telecoms and the government platforms. Many of these incidents exploited vulnerabilities in avenues like cloud, AI, third party (supply chain infrastructures), etc. For the insurers handling vast amounts of sensitive personal and financial data, a single cyber breach can result in catastrophic financial losses, regulatory penalties and huge reputational damage.

The IRDAI (Insurance Regulatory and Development Authority of India) first introduced the Cybersecurity Framework in 2023 that mandates that all insurance entities, including intermediaries, implement robust cybersecurity measures. As part of its active measures, IRDAI has issued new guidelines called 'Insurance Fraud Monitoring Framework' in October 2025. It is applicable to all insurers and distribution channels and will be effective from April 2026.

These guidelines mandate implementation of an effective fraud monitoring framework for identification, mitigation and monitoring of fraud risks. The insurers are required to have a framework for deterrence, prevention, detection, reporting and remediation of fraud. The insurers must establish a board-approved anti-fraud policy with a zero-tolerance stance on fraud that covers all activities. They should also have a robust cybersecurity framework to monitor and strengthen systems and processes for fraud risk management.

With the Fraud Monitoring Framework, IRDAI aims to deter, prevent, detect, report and remedy fraud risks effectively across the insurance industry. These guidelines aim to enhance the Indian insurance sector's resilience against fraud, foster a culture of integrity, protect policyholders' interests, safeguard financial stability and maintain public trust. We believe that this proactive approach to fraud monitoring will position insurers to build trust, mitigate risks, and thrive in India's dynamic insurance market.

By Parul Mehta

Exploring Transformative Power of Agentic AI in Insurance Workflows: A Deep Dive for Leaders

Agentic AI in insurance workflows



Agentic AI's ability to operate autonomously, learn and adapt makes it uniquely suited to transform various core insurance workflows. It is not only transforming workflows—but redefining the entire value chain from underwriting to claims, customer experience, and compliances & regulations.

Source: Insurance Directions

Our webinar, "[Exploring Transformative Power of Agentic AI in Insurance Workflows: A Deep Dive for Leaders](#)," is now available to watch on demand. It is designed exclusively for insurance technology executives and cuts through the noise to explore the transformative power of Agentic AI in various insurance workflows.

Save the Date

Join us on 10th December for our upcoming webinar on ***Look Out 2026: A Deep Dive for Leaders*** where we will discuss what we believe will shape the insurance technology landscape in 2026 and beyond.

Date: 10 December 2025
Time: 11:30 AM GMT, 5PM IST
Duration: 30 minutes
Speaker: Parul Mehta, VP Research

New Publications

Solution Advisory: Guidewire PolicyCenter

Guidewire PolicyCenter is one of the leading policy administration systems designed specifically for property and casualty (P&C) insurers. PolicyCenter offers a modern, flexible platform with a comprehensive suite of tools for managing the entire policy lifecycle, from product definition and underwriting to quotes, policy issuance and servicing. It is designed to help insurers streamline their operations, improve efficiency and provide a better customer experience. Latest Solution Advisory from Insurance Directions, provides an in-depth analysis of Guidewire PolicyCenter.

Solution Advisory: Guidewire ClaimCenter

The path to a fully digitised and optimised claims process is not without its hurdles and puts pressure on insurers to adapt and innovate. Most of these challenges can be handled by a good claims management system. This advisory focuses on Guidewire ClaimCenter, which helps P&C insurers handle claims from the moment a claim is first reported to when it's settled. ClaimCenter offers end-to-end claims management capabilities, from FNOL to closure.



List of publications:

1. [Webinar: The State of the Indian Underwriting Workbench Market - A Deep Dive for Leaders](#)
2. [Directions: Understanding AI Maturity Among the Indian Insurance Companies - Current Investment and Future Spending](#)
3. [Executives : Zurich's Acquisition of BOXX](#)
4. [Executives: Underwriting Workbench: Set to Take Centre Stage](#)
5. [Executives: GenAI in the Insurance Processes: Potential Risks to Look Out For](#)
6. [Executives: Five Ways Modern Claims Management Systems Are Transforming Claims](#)
7. [Directions: Underwriting Workbench](#)
8. [Executives: Understanding AI Maturity Among the Indian Insurance Companies - Current use of AI](#)
9. [Suppliers & Solutions: Send Underwriting Workbench](#)
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