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## *In this issue*

Customer trust and Trust deficit - An oxymoron in Trust Continuum

Insurance Industry and the Power of Generative AI: Transforming Risk Management, Underwriting, Claims and Customer Engagement

Issues Concerning Enhancement of Life Insurance Density in India

The SS Robert Bruce Case: A Landmark in Maritime Insurance Law

How Cyber Insurance Shields Organizations from Cyber Threats and Financial Losses

Role of Surveyor in Controlling Wild Risk – Mud and Debris Flow



### Interview

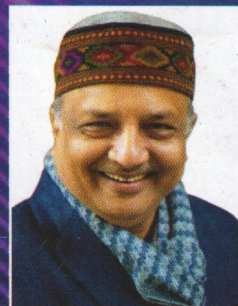
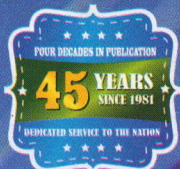
"A key development at New India Assurance is our continued focus on digital transformation, enhancing customer experience through technology-driven initiatives."

Ms. Girija Subramanian  
CMD, The New India Assurance Company

"The life insurance landscape in India has been undergoing a dramatic transformation, driven by changing consumer preferences, advancements in technology, and evolving regulatory frameworks."

Alok Rungta  
MD & CEO

Future Generali India Life Insurance



"Enter this profession with the mindset of helping someone", somewhere, every day. The impact of your work is far-reaching, and knowing that you are making a difference in people's lives is both rewarding and motivating."

Rajesh Chetan  
Founder  
BimaBro



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