19th Webinar on Data Science and Analytics

Institute of Actuaries of India (IAI) is pleased to announce the 19th Webinar on Data Science and Analytics, hosted by the Working Group on AI & Data Science.

Date: 18 November 2026, Wednesday

Time: 4 pm – 6 pm IST

Topic: AI, Customer Analytics and the Future of Actuarial Practice

Abstract: Life insurance is an involved purchase, and every step of the journey now generates data that can be put to work. Drawing on Policybazaar's experience at scale, this session walks through how AI and customer analytics are used across the life insurance journey: understanding and advising the customer before payment, closing requirements after payment, assessing risk before issuance, and shaping counter-offers around what each customer values. The session also looks under the hood at the techniques involved, including speech and text analytics, document AI, risk scoring, graph-based fraud detection and face and voice matching, along with how data security and privacy are handled under DPDP. It closes with what these developments mean for actuaries and insurer partners: richer risk factors, cleaner experience data and explainable model inputs, with human judgement firmly in the loop.

Moderator: Ms. Arunima Sinha FIAI, Chairperson, Working Group on AI & Data Science, Institute of Actuaries of India

Ms. Arunima Sinha leads the data and analytics solutioning for North America from Chubb India. A qualified actuary by profession and an analytics leader, she champions the cause for data-driven decisions and frictionless compliance.

Speaker: Mr. Harshit Gangwar, Director of Operations - Life Insurance, Policybazaar

Mr. Harshit Gangwar is Director of Operations for the Life Insurance business at Policybazaar (PB Fintech Limited), where he heads both the Issuance and Risk verticals. His remit spans issuance analytics, funnel operations, insurer partnerships and integrations, fraud and risk management, and regulatory matters. He previously headed the Risk vertical for Life Insurance (2023 to 2026). With over 12 years of overall experience, including more than eight years at Policybazaar, he brings a strong blend of analytics, operations and risk management. Harshit holds a B.Tech–M.Tech dual degree in Mechanical Engineering from IIT Kanpur.

Target Audience: Fellows, Associates, Affiliates, students across domains, risk professionals, and data science and analytics practitioners within insurance.

Program Schedule

Sr. No.	Session	Speaker	Time
1	Introductory Address	**Ms. Arunima Sinha**, Chairperson, Working Group on AI & Data Science, Institute of Actuaries of India	4:00 pm – 4:10 pm
2	AI, Customer Analytics and the Future of Actuarial Practice	**Mr. Harshit Gangwar,** Director of Operations - Life Insurance, Policybazaar (PB Fintech Limited)	4:10 pm – 5:55 pm

3	Closing Remarks	**Ms. Arunima Sinha**, Chairperson, Working Group on AI & Data Science, Institute of Actuaries of India	5:55 pm to 6:00 pm

Registration Fees excluding GST (INR)

IAI Students & Associates	IAI Affiliates & Fellows	Non-Members
750	1000	1000

Registration Link: https://bit.ly/3R84faU

CPD Credit: As per APS9 (Version 4): 2 hrs (Technical – Any one practice area)

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Institute of Actuaries of India