
Domestic Infrastructure Development Trends Insurance Market and Strengthening Cooperation with Clients

Davlyatova M. P.

Researcher of Samarkand State University

Alieva S. S.

Docent of Samarkand Institute of Economics and Service

Annotation: The article focuses on the development trends of the infrastructure of the domestic insurance market and strengthening its interaction with customers, finds the value of previously adopted by- laws aimed at accelerating the development of the service sector and insurance services, analyzes the company's client bases and shows the most popular types of insurance.

Keywords: insurance premium increase forecast, insurance market infrastructure, professional participant, association, service, client- oriented policy, trust relationship, innovative insurance product, positive effect.

Insurance companies are carrying out a number of preparatory activities in order to broadly reach potential customers in the segment of compulsory types of insurance, the issue of developing the infrastructure for the prompt settlement of insurance claims is being worked out, the agent network of individuals and legal entities is developing and expanding, and measures are being taken to improve the skill level and retrain employees companies, improving the quality of services provided, etc.

As for forecasts, it is difficult to predict the future, but it can be assumed that only the introduction of "compulsory third party liability insurance" (CMTPL) will lead to an increase in total insurance premiums in the republic by approximately 1.5 times. And it is quite obvious that CMTPL will become one of the mass types of insurance in the domestic insurance market, and not only insurers, but also policyholders will receive significant benefits from its introduction.

The liability of civil liability insurance does not apply to owners of the following vehicles[2]:

- vehicles with a maximum design speed not exceeding 20 kilometers per hour;
- trailers and other two-, three-wheeled or motor vehicles with a capacity of up to 50 cubic centimeters or other vehicles powered by human or animal power;
- Vehicles of the Armed Forces of the Republic of Uzbekistan, except for buses, cars and other vehicles used for economic activities of the Armed Forces of the Republic of Uzbekistan;
- vehicles registered in foreign countries, if the civil liability of their owners is insured under the international compulsory insurance systems operating in the territory of the Republic of Uzbekistan;
- Vehicles whose owners are legally insured by another person.

It should be noted that in the current conditions, the problems of the insurance market infrastructure are often discussed. Regarding this, it should be noted that the insurance market

characterizes the appearance on the market of companies providing services related to insurance, trends in the development of the infrastructure of the domestic insurance market.

Therefore, in the current conditions, in order to improve the system of insurance relations, it is necessary to form the infrastructure of the insurance market, which provides, first of all, for the development and increase in the number of its professional participants, that is, actuaries, insurance brokers, emergency commissioners, surveyors, insurance agents, as well as assistance services for operational resolving issues that arise with the insured. In Uzbekistan, the infrastructure of the insurance market is in its infancy, but it is expected that along with the growth of the insurance market, its infrastructure will gradually develop in the future.

Even 15 years ago, by the Decree of the President "On additional measures to accelerate the development of the service sector and services in the Republic of Uzbekistan in the period up to 2010" No. PP-640 dated May 21, 2007[1], it was decided to create favorable conditions for the development of the service sector in general and insurance services in particular. In this direction, the Association of Professional Participants of the Insurance Market, designed to promote further activation and expansion of its capabilities, carried out purposeful work, which yielded results for 2008-2021.

An important step in the development and expansion of the infrastructure of the domestic insurance market was the creation by the company in 2000 of the service agency "Uzbekinvest Assistance[2]", which provided individuals and legal entities with a range of services for medical, legal and technical assistance. During its activity, the agency has firmly occupied its niche in the market of providing assistance services, having established a system of prompt and high-quality service that satisfies all the needs of customers.

Undoubtedly, a key success factor in the insurance industry is the effective interaction with customers. In insurance companies, standard methods of working with clients or are individual for each insured.

An annual analysis of the company's client base shows that the most popular are voluntary types of insurance: property, medical, accident and auto insurance. In recent years, the number of contracts for such types as: insurance of export-import operations, cargo transportation, construction and installation risks in the implementation of investment projects and other comprehensive insurance programs to protect the property and personal interests of business entities of various forms of ownership has been growing.

Regarding the issue of interaction with clients, I would like to note that our activities are based on the principle of a client-oriented policy aimed at maximizing customer satisfaction and building trusting and long-term relationships with them. Therefore, when carrying out insurance activities, we are constantly working to ensure maximum proximity to consumers and an individual approach to each client. When developing and implementing innovative insurance products, the company's specialists are guided by the principle of their compliance with the needs of the client in terms of convenience of conditions, availability of tariffs and quality of service.

The positive effect of this approach to business is confirmed by the leading positions of the company in the ratings of insurers in terms of collected insurance premiums, the assignment of the "Very high financial reliability" rating (uzA+) among domestic insurance companies,[3] and the receipt of a certificate for compliance with the QMS international standard ISO 9001:2000.

References

1. <https://www.norma.uz/uz/>
2. <https://advice.uz/oz/document/163>
3. <https://www.agros.uz/>