



CENTRAL OFFICE, U&R DEPARTMENT, MUMBAI

Ref: U & R / LR

Date: 13th February, 2010

Re: Clarifications to queries raised by Life Underwriters Guild of India

We are in receipt of a letter Ref: LUGI 95 dated 2nd February, 2010 from Life Underwriters Guild of India seeking clarifications on certain points. Their questions and the proposed clarifications are given below:

Sr. No	Query	Proposed clarification
1	No sufficient space to enter address in policy	There are constraints on increasing the space. If the address is given in brief, the space would suffice in most of the cases. Will review.
2	CLIA/Brigade Module – If it comes, it will help them to get allowances in time	Not pertaining to U & R
3	“Group A” deformity, LSCS with FP – can the decision be taken at branch level	Deformity due to accident with loss of one limb (including eye, ear) – Can be treated at Standard by BO Congenital blindness, including blindness due to smallpox and chicken pox but not following any systemic disease like DM, HTN, cancer etc. – Standard at BO LSCS with FP – Cannot be decided at BO, at present, as the case cannot be considered under Non Medical. Matter will be reviewed.
4	Why is ULIP Money Plus Fund Growth rate very low	Not pertaining to U & R
5	ULIP premia to be paid in advance- Why only one month	It is not possible in view of peculiar nature of ULIP Plans (NAV related). However the query does not pertain to U & R.
6	Why not allow ULIP without DGH for 6 months	ULIP plans have a term assurance element and therefore would lapse if not paid within days of grace. As revival of the policy is required, it cannot be directly accepted at

		the cash counter.
7	Is it possible to get the proposal duly signed in India when LP visits India and complete the same with the requirements after they leave India.	Question not clear. PF and manual requirements should be done in India. Further requirements can be complied from the country of residence. Otherwise it will be treated as Mail Order Business
8	Category III female with NSAP 3 and age beyond 35 – no proposal beyond 1 lac is completed in branch	If the female falls in Category III and the educational qualification is less than 9 th Std, then only one lac is allowed. Our claim experience has not been good. If standard age proof and income proof is there, and she is educated upto 9 th Std and above, we allow upto 5 lacs
9	SMS alert in agent's mobile if there is any cheque dishonour for renewal premium	We will examine its feasibility
10	Branches insist on full proposal deposit in Chennai Division	RM (Actl) has clarified that on enquiry it is found that no branch is insisting on it. This may be a stray case.
11	Why ULIP NAV not displayed in branches?	Yes, it is possible. Branch managers can display NAVs in branches
12	Is it possible to bring all the policies under one single id	CADW has already done but due to impure data, work is still going on
13	More time taken for completion at Divisional Office	RM Actuarial's comment – Sweeping statement not backed by any data
14	Because of time taken by Divisional Office, we are holding the ULIP cheque with us and the clients are losing interest	RM Actuarial's comment – Sweeping statement not backed by any data
15	Is it possible to provide all changes in underwriting rules which are essential for the marketing force through some bulletin or email	Standard training material is prepared and sent to all RMs. Underwriting updates can be obtained from BM/SBM/CM in charge of the branch. M NB can give in Divl Office bulletins
16	Whether LIC underwriting is a "puzzle" or "Ghost"	No comments