



Volume X, No. 3

# Journal

March 2012



## Ensuring Customer Delight - Policyholder Services

बीमा विनियामक और विकास प्राधिकरण

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Ensuring Customer Delight  
- Policyholder Services

बीमा विनियामक और विकास प्राधिकरण

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## From the Publisher



**A**lthough a high degree of service delivery by the provider has always been among the top priorities of a customer, more recently there has been a major upgradation of awareness with regard to his rights – thanks to the several organizations that take up issues of consumer interests as also the frequent media reports that highlight the importance of protection of consumer rights. While there is no doubt that it augurs well for any industry, it also assumes a critical importance for the service providers that they should, at all times, be in a position to ensure such a comfort in delivering services efficiently. In several organizations where both the parties are on an even keel, it is not a major issue at all. However, where the understanding levels of the parties are essentially at widely different platforms, it is expected that the players enable the customers to understand their rights.

In the Indian financial services domain, the challenge has been to render customer service at a level that does not raise any controversies. Corporate entities have taken several initiatives to improve their standards in customer service and ensure that consumer satisfaction is always high. Banks, in particular, have been doing it manifestly and also have been rewarded for the same. Insurance throws newer challenges in the area of customer service – partially owing to the limited understanding of the average consumer and partially on account of the players' priorities being directed

elsewhere. There is need to improve drastically on both these counts.

In order that there is perceptible improvement in customer satisfaction, insurers should identify areas which are most vulnerable to frequent critical comments, analyse the reasons for such under-performance; and wherever necessary, take steps to augment the resources sufficiently so that the trends of insufficient service delivery are arrested. It needs no emphasis to mention that an on-going training of the human resources, in general; and such of those that deal with direct consumer interface, in particular, is very vital for the continued success of the insurers. If the Indian insurance industry is to make rapid strides of progress, efficient service delivery to the policyholder in its truest sense is the need of the hour.

'Policyholder Services' is the focus of this issue of the Journal. The business success for any entity is achieved through the efficacy of its products. 'Insurance Products' will be the focus of the next issue of the Journal.

**J. Hari Narayan**

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# Making a Marked Difference

## - Service Delivery in Insurance

Policyholders' services have become the most important talking point of the insurance industry in the more recent times. Although there have been several positives over the last few years, it is rather unfortunate that it is the downside that gets a wider publicity; and it is here that the insurers have really got to do some damage control. In particular, mis-selling has grabbed the attention of several elements – some either directly or indirectly associated with the industry and others who are mere observers. If the reputation of the industry at large is to be held high, there is need for quickly reversing this trend. Other areas of policyholder services that have been in the news for not very positive reasons is the settlement of claims which has also been commented upon strongly in various sections of the media. These areas of policyholder services are only indicative and the insurers would be the best placed to identify several other services that beg their immediate attention.

It would be futile to debate on whether the working skills of the industry are at such low ebb that the situation warrants such a sad commentary. There is absolutely no doubt that we have acquired the best skills over the last few years and are on par with the best possible resources anywhere in the world; in which case, it is all the more intriguing that such negative reports continue to haunt the industry at regular intervals. It

needs no emphasis to mention that there is only one way that a befitting response can be provided – undoing all the negative trends and consigning the damaging reports to history – tall order, no doubt but by no means impossible.

It goes without saying that identifying committed personnel and training them in the relevant areas would go a long way in arresting the negative publicity. A mere one-time induction type of training would not suffice; what is needed is a continuous conduct of orientation and refresher courses in order that the staff associated with service delivery are abreast of the latest developments. It would also be desirable to ensure that customers are kept aware of the services that are due to them so that they appreciate the endeavours being taken by insurers.

'Policyholder Services in Insurance' continues to be the focus of this issue of the **Journal** once again; and we pick up the threads from where we left last month. Customer service amounts to adding value to the policyholder in his relationship with the insurer and it is on this aspect that Mr. C.L. Baradhvaj throws light in the first article. Considering that a life insurance policy is a long-term contract, there could be occasions when the policyholder develops a feeling that he is not being delivered what he naturally deserves. Mr. R. Venugopal uses the case study model in highlighting a few

pertinent areas that could reflect real-life situations in a life insurance organization. The convenience and the speed with which services are delivered to the policyholder matter a great deal while analysing the efficacy of an insurance company. How the modern methods and technology can be utilised to register vast improvement in the delivery of services is the subject matter of the next article by Mr. Sunder Krishnan. In the end, Ms. Sudha Ramanujam talks about the importance of being well-organized in the domain of customer service in order that the reputation of the insurer is always at the pinnacle.

There has been a lot of debate about the changing trends in the business performance of life and non-life insurers more recently. To enable you to draw your conclusions, we have for you the detailed segment-wise business statistics of the industry for the penultimate quarter of the fiscal; along with the usual monthly business statistics.

The usefulness of the products of a business entity eventually decides its success in the long run; and it holds true for the financial services as well. 'Insurance Products' will be the focus of the next issue of the **Journal**.

U. Jawaharlal

# Report Card: LIFE

## First Year Premium of Life Insurers for the Period ended January, 2012

Sl No.	Insurer	Premium u/w (₹ in Crores)		No. of Policies / Schemes		No. of lives covered under Group Schemes	
		January, 12	Upto January, 12	January, 12	Upto January, 12	January, 12	Upto January, 12
1	<b>Bajaj Allianz</b>	55.43	366.67	16063	82232	81204	
	Individual Single Premium	88.92	844.91	74254	714737	1110035	126470
	Group Single Premium	25.33	209.29	12	75	58	17969330
2	<b>ING Vysya</b>	1.85	16.26	199	1798	1839	
	Individual Non-Single Premium	46.82	440.30	17439	179349	201593	1239
	Group Single Premium	0.12	1.77	0	0	0	138
3	<b>Reliance Life</b>	20.10	220.30	2665	28017	57563	
	Individual Single Premium	111.39	819.58	110642	808751	1487825	568791
	Group Single Premium	6.19	31.33	21	166	169	147492
4	<b>SBI Life</b>	72.55	1004.44	5542	78165	106997	
	Individual Non-Single Premium	152.14	1310.77	70759	562686	577929	302057
	Group Single Premium	68.91	1617.20	0	115	95	676199
5	<b>Tata AIG</b>	17.02	144.50	10	121	49	
	Individual Single Premium	8.76	109.46	513	8130	18091	
	Group Single Premium	8.13	57.32	19782	219057	440445	71261
6	<b>HDFC Standard</b>	6.41	98.16	7	66	57	
	Individual Single Premium	11.44	165.82	1314	21530	185803	
	Group Single Premium	42.83	429.75	29	276	151	195550
7	<b>ICICI Prudential</b>	14.83	185.82	2	11	41	
	Individual Single Premium	16.49	213.60	797	13008	80061	
	Group Single Premium	31.89	434.00	20	151	126	1962535
8	<b>Birla Sunlife</b>	99.87	802.87	2	35	32	
	Individual Single Premium	3.85	63.97	99	1390	27449	
	Group Single Premium	20.22	479.05	53	288	184	616766
9	<b>Aviva</b>	6.23	32.73	1492	6885	3812	
	Individual Non-Single Premium	40.12	323.13	14246	114462	144061	2993
	Group Single Premium	0.07	0.72	0	0	3	1481640
10	<b>Kotak Mahindra Old Mutual</b>	24.20	180.18	6	84	117	
	Individual Single Premium	29.88	219.34	1861	12873	5947	
	Group Single Premium	11.86	99.09	2	40	4	391470
11	<b>Max New York</b>	10.78	122.71	47	514	546	
	Individual Single Premium	15.63	184.97	47	587	1278	
	Group Single Premium	5.39	41.79	63	741	609	1483095
12	<b>Met Life</b>	73.39	233.10	11353	26581	17287	
	Individual Non-Single Premium	90.85	357.78	21896	120800	124451	7228
	Group Single Premium	0.17	6.25	0	2	6	1675492

13	<b>Sahara Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	3.81 4.77 0.00 0.00	16.68 30.12 0.00 0.00	30.78 35.35 0.00 0.01	779 8551 0 0	3583 44788 0 0	6931 41764 0 1	0 0 0 0	0 0 0 450	
14	<b>Shriram Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	12.84 13.03 5.78 0.00	142.86 101.88 57.58 6.66	255.01 133.47 65.69 3.67	1607 8337 0 0	17942 81827 0 26	29304 65236 1 7	25513 35	240992 378153	269152 388642
15	<b>Bharti Axa Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.08 1.325 1.97 0.00	0.95 130.25 21.85 0.00	3.99 263.72 15.50 0.00	5 7490 0 0	142 76641 1 0	2892 119999 3 0	918 0	7905 0	8496 0
16	<b>Future Generali Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	4.57 23.86 0.00 17.71	28.98 189.63 0.22 36.54	28.29 265.47 0.10 26.59	610 17094 0 7	4260 117237 1 105	3664 251765 1 80	2 6576	85123 55	2241 2099387
17	<b>IDBI Federal</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	5.48 13.89 0.00 1.47	76.35 131.17 0.00 13.39	127.76 196.88 0.00 6.43	677 5308 0 0	5634 51141 0 16	14564 69620 0 11	0 17560	302304 0	0 540240
18	<b>Canara HSBC OBC Life</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.00 37.73 0.23 8.76	0.08 346.70 3.21 173.93	5.30 555.89 13.55 55.02	0 5206 0 4	1 50105 1 20	254 88163 3 3	68 37578	974 116231	7768 44249
19	<b>Aegon Religare</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.67 17.03 0.00 0.00	12.83 135.09 0.44 0.00	6.75 163.09 0.52 0.00	65 6082 0 0	849 53404 0 0	809 58501 1 0	51 0	818 0	1273 0
20	<b>DLF Pramerica</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.35 10.21 0.00 0.00	9.17 68.77 0.00 0.00	0.80 53.37 0.00 0.00	48 7510 0 0	1072 51439 0 0	110 26768 0 0	0 0	0 0	0 0
21	<b>Star Union Dai-ichi</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	56.26 16.70 4.10 0.08	305.26 179.32 45.19 144.40	225.09 162.47 37.54 17.73	3638 9030 0 5	20611 91067 1 38	14894 53527 4 48	2572 10763	21617 222863	22760 179982
22	<b>IndiaFirst</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	9.52 11.12 2.48 2.70	191.47 88.80 24.53 139.86	155.80 204.25 8.63 20.68	801 6210 0 3	15055 44708 3 45	11717 74607 7 13	3115 139283	27099 1111670	7296 707946
23	<b>Edeleweiss Tokio</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	0.00 0.91 0.00 0.00	0.09 3.98 0.08 0.00	0.09 3.98 0.08 0.00	1 703 0 0	3 2671 1 0	672470 8168792 673 3358	0 0	7 0	5432754 36900619
24	<b>LIC</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium <b>Grand Total</b> Individual Single Premium Individual Non-Single Premium Group Single Premium Group Non-Single Premium	781.64 2867.40 1139.00 2303.90 1190.79 4353.55 1361.24 2637.56	8813.90 2009.58 20233.15 10088.74 12429.28 32246.39 23362.09 134558.92	23417.03 18078.41 16188.32 9451.56 1767.68 29399125 16214 12047.00	126686 3072281 1359 425 176768 373936 1441 739	1382550 23476562 15359 4413 1732908 29399125 16214 7778	3880683 223098940 17581 624 4553153 30476722 18254 3982	2580896 1510861 3204945 2666987	20349762 7812432 25517559 24106690	28627168 797801 34059922 37698420

Note: 1. Cumulative premium / No. of policies upto the month is net of cancellations which may occur during the free look period.

2. Compiled on the basis of data submitted by the Insurance companies

**FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED DECEMBER, 2011**

**INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)**

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011
1	<b>Non linked* Life</b>						
	with profit	1970.28	3911.67	290115	579390	3066.58	5138.48
	without profit	62.69	50.33	226481	26763	2055.12	1356.04
2	<b>General Annuity</b>						
	with profit	2.61	2.19	92	161	0.00	0.00
	without profit	1113.57	786.64	27754	19300	2.03	1.60
3	<b>Pension</b>						
	with profit	15.96	53.16	1809	4353	1.77	2.43
	without profit	17.29	55.75	1080	1985	0.48	1.98
4	<b>Health</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	1.69	0.28	2842	174	70.94	7.03
<b>A.</b>	<b>Sub total</b>	<b>3184.07</b>	<b>4860.02</b>	<b>550173</b>	<b>632126</b>	<b>5196.91</b>	<b>6507.56</b>
1	<b>Linked* Life</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	10117.80	6213.99	1548802	907982	14967.27	10546.17
2	<b>General Annuity</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	<b>Pension</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	13170.64	157.91	2124868	15636	300.36	0.35
4	<b>Health</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	1.79	0	393	0.00	7.05
<b>B.</b>	<b>Sub total</b>	<b>23288.45</b>	<b>6373.70</b>	<b>3673670</b>	<b>924011</b>	<b>15267.64</b>	<b>10553.57</b>
<b>C.</b>	<b>Total (A+B)</b>	<b>26472.52</b>	<b>11233.71</b>	<b>4223843</b>	<b>1556137</b>	<b>20464.55</b>	<b>17061.13</b>
	<b>Riders: Non linked</b>						
1	Health#	0.02	0.03	0	0	-0.01	0.25
2	Accident##	0.06	0.21	4	8	11.75	44.30
3	Term	0.03	0.00	0	0	2.87	0.06
4	Others	2.99	4.35	0	0	9.64	8.43
<b>D.</b>	<b>Sub total</b>	<b>3.10</b>	<b>4.60</b>	<b>3</b>	<b>3</b>	<b>24.26</b>	<b>53.05</b>
	<b>Linked</b>						
1	Health#	0.00	0.01	1	1	1.00	1.74
2	Accident##	0.15	0.16	627	335	655.58	475.62
3	Term	0.00	0.00	0	0	0.22	0.30
4	Others	0.00	0.00	0	1	0.30	3.91
<b>E.</b>	<b>Sub total</b>	<b>0.15</b>	<b>0.18</b>	<b>628</b>	<b>338</b>	<b>657.11</b>	<b>481.58</b>
<b>F.</b>	<b>Total (D+E)</b>	<b>3.25</b>	<b>4.77</b>	<b>3</b>	<b>3</b>	<b>681.36</b>	<b>534.63</b>
<b>G.</b>	<b>**Grand Total (C+F)</b>	<b>26475.77</b>	<b>11238.48</b>	<b>4223846</b>	<b>1556140</b>	<b>21145.91</b>	<b>17595.76</b>

\* Excluding rider figures.

\*\* for policies Grand Total is C.

# All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

## Disability related riders.

The premium is actual amount received and not annualised premium.



## FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED DECEMBER, 2011

### INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011
1	<b>Non linked* Life</b>						
	with profit	15164.99	20249.89	18739744	20362230	272359.59	309473.36
	without profit	1692.45	1930.02	3277438	3899497	68382.79	103806.91
2	<b>General Annuity</b>						
	with profit	0.92	1.80	136	377	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	<b>Pension</b>						
	with profit	54.08	301.64	19202	41090	316.47	1235.22
	without profit	217.05	311.32	35834	47035	18.21	74.92
4	<b>Health</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	51.20	102.71	115921	258577	6315.19	2723.03
<b>A.</b>	<b>Sub total</b>	<b>17180.70</b>	<b>22897.38</b>	<b>22188275</b>	<b>24608806</b>	<b>347392.24</b>	<b>417313.44</b>
1	<b>Linked* Life</b>						
	with profit	-0.09	0.03	0	0	0.00	0.00
	without profit	9703.17	4751.51	2946835	1006605	84967.97	48274.94
2	<b>General Annuity</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	<b>Pension</b>						
	with profit	0.01	0.01	0	0	0.00	0.00
	without profit	4941.98	135.93	1247265	9764	939.83	-9.68
4	<b>Health</b>						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	83.91	66.69	59433	41905	2631.19	1141.13
<b>B.</b>	<b>Sub total</b>	<b>14728.98</b>	<b>4954.16</b>	<b>4253533</b>	<b>1058274</b>	<b>88538.99</b>	<b>49406.39</b>
<b>C.</b>	<b>Total (A+B)</b>	<b>31909.68</b>	<b>27851.53</b>	<b>26441808</b>	<b>25667080</b>	<b>435931.24</b>	<b>466719.83</b>
	<b>Riders:</b>						
	<b>Non linked</b>						
1	Health#	14.67	8.06	306	886	1267.49	2157.04
2	Accident###	11.36	19.72	4862	8966	13987.15	26366.15
3	Term	2.26	3.49	273	378	557.20	685.88
4	Others	95.46	7.34	22	72	3553.27	3337.98
<b>D.</b>	<b>Sub total</b>	<b>123.75</b>	<b>38.62</b>	<b>5463</b>	<b>10302</b>	<b>19365.11</b>	<b>32547.04</b>
	<b>Linked</b>						
1	Health#	2.19	0.95	239	99	452.76	230.38
2	Accident###	4.59	1.02	1421	664	3961.80	2457.57
3	Term	0.30	0.21	56	7	2142.58	131.01
4	Others	0.55	0.52	23	166	259.15	117.83
<b>E.</b>	<b>Sub total</b>	<b>7.63</b>	<b>2.69</b>	<b>1739</b>	<b>936</b>	<b>6816.29</b>	<b>2936.79</b>
<b>F.</b>	<b>Total (D+E)</b>	<b>131.39</b>	<b>41.31</b>	<b>7202</b>	<b>11238</b>	<b>26181.40</b>	<b>35483.83</b>
<b>G.</b>	<b>**Grand Total (C+F)</b>	<b>32041.06</b>	<b>27892.84</b>	<b>26441808</b>	<b>25667080</b>	<b>462112.64</b>	<b>502203.67</b>

\* Excluding rider figures.

\*\* for policies Grand Total is C.

# All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

### Disability related riders.

The premium is actual amount received and not annualised premium.

**FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED DECEMBER, 2011**

**GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)**

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011
<b>1</b>	<b>Non linked*</b>								
a)	Life								
	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	7078.89	5989.21	1489	2312	1467582	1682754	6897.74	7827.45
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	3.80	13.46	113	40	31430	4981	199.98	63.97
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2.14	1.90	317	289	1048510	1516000	4821.44	7432.81
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2671.47	3317.99	14341	11691	28969561	17987842	141806.01	141534.25
<b>2</b>	<b>General Annuity</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	4797.32	2056.21	32	23	4982	9935	0.00	0.00
<b>3</b>	<b>Pension</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	2026.84	10537.91	146	416	410017	1101703	0.00	201.01
<b>4</b>	<b>Health</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>A.</b>	<b>Sub total</b>	<b>16580.45</b>	<b>21916.68</b>	<b>16438</b>	<b>14770</b>	<b>31932082</b>	<b>22303215</b>	<b>153725.17</b>	<b>157059.51</b>
<b>1</b>	<b>Linked*</b>								
a)	Life								
	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	64.61	6.66	14	1	58792	5367	7.07	0.53
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	96.46	76.84	38	1	16234	4054	816.99	171.41
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	26.67	0.01	17	0	19636	-22	1.96	0.00
<b>2</b>	<b>General Annuity</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>3</b>	<b>Pension</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>4</b>	<b>Health</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>B.</b>	<b>Sub total</b>	<b>187.74</b>	<b>83.51</b>	<b>69</b>	<b>2</b>	<b>94662</b>	<b>9399</b>	<b>826.03</b>	<b>171.94</b>
<b>C.</b>	<b>Total (A+B)</b>	<b>16768.19</b>	<b>22000.19</b>	<b>16507</b>	<b>14772</b>	<b>32026744</b>	<b>22312614</b>	<b>154551.20</b>	<b>157231.44</b>
<b>1</b>	<b>Riders:</b>								
	<b>Non linked</b>								
1	Health##	0.16	0.18	18	20	3546	2049	157.75	153.48
2	Accident###	0.19	0.46	74	71	9459	75102	419.42	1524.21
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
<b>D.</b>	<b>Sub total</b>	<b>0.34</b>	<b>0.64</b>	<b>92.00</b>	<b>91</b>	<b>13005.00</b>	<b>77151.00</b>	<b>577.17</b>	<b>1677.69</b>
	<b>Linked</b>								
1	Health##	0.00	0.00	0	0	0	0	0.00	0.00
2	Accident###	0.03	0.03	0	0	0	0	0.00	0.00
3	Term	0.00	0.00	0	0	0	0	0.00	0.00
4	Others	0.00	0.00	0	0	0	0	0.00	0.00
<b>E.</b>	<b>Sub total</b>	<b>0.03</b>	<b>0.03</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>F.</b>	<b>Total (D+E)</b>	<b>0.37</b>	<b>0.67</b>	<b>92.00</b>	<b>91</b>	<b>13005.00</b>	<b>77151.00</b>	<b>577.17</b>	<b>1677.69</b>
<b>G.</b>	<b>**Grand Total (C+F)</b>	<b>16768.56</b>	<b>22000.85</b>	<b>16599</b>	<b>14773</b>	<b>32026744</b>	<b>22312614</b>	<b>155128</b>	<b>158909.13</b>

\* Excluding rider figures.

\*\* for no. of schemes & lives covered Grand Total is C.

# All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

### Disability related riders.

The premium is actual amount received and not annualised premium.

## FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER ENDED DECEMBER, 2011

### GROUP NEW BUSINESS-NON-SINGLE PREMIUM (INCLUDING RURAL & SOCIAL) (₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011	Dec, 2010	Dec, 2011
<b>1</b>	<b>Non linked*</b>								
a)	Life								
	Group Gratuity Schemes with profit	28.53	53.35	8	9	35190	71808	3.52	7.18
	without profit	230.12	505.64	132	161	100175	436808	433.08	525.97
b)	Group Savings Linked Schemes with profit	0.00	4.41	1	3	13	3664	0.06	24.52
	without profit	159.35	202.98	650	492	492363	1180032	4831.58	10684.75
c)	EDLI with profit	0.76	0.00	138	0	102524	0	1492.76	0.00
	without profit	9.94	16.10	242	331	1024916	960720	9965.52	12846.19
d)	Others with profit	0.00	0.10	0	1	0	2435	0.00	0.24
	without profit	5656.46	2160.15	1984	5667	33013925	17759661	178616.00	190118.10
<b>2</b>	<b>General Annuity</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>3</b>	<b>Pension</b>								
	with profit	44.45	214.22	1	17	3	1292	0.00	0.00
	without profit	3857.16	6438.46	5	55	64951	248192	4.19	7.85
<b>4</b>	<b>Health</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.11	2.09	0	1	2087	19806	20.22	383.47
<b>A.</b>	<b>Sub total</b>	<b>9986.89</b>	<b>9597.49</b>	<b>3161.00</b>	<b>6737.00</b>	<b>34836147.00</b>	<b>20684418.00</b>	<b>195366.93</b>	<b>214598.27</b>
<b>1</b>	<b>Linked*</b>								
a)	Life								
	Group Gratuity Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	712.65	832.64	203	234	801388	750918	3731.36	4139.05
b)	Group Savings Linked Schemes with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	87.17	22.04	243	44	66469	31130	1128.80	646.91
c)	EDLI with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
d)	Others with profit	5.13	0.00	2	0	2457	0	0.25	0.00
	without profit	22.62	94.01	5	11	8233	7221	6.43	29.00
<b>2</b>	<b>General Annuity</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>3</b>	<b>Pension</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	594.46	269.11	57	20	170308	5850	0.00	0.00
<b>4</b>	<b>Health</b>								
	with profit	0.00	0.00	0	0	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0	0	0.00	0.00
<b>B.</b>	<b>Sub total</b>	<b>1422.03</b>	<b>1217.80</b>	<b>510.00</b>	<b>309.00</b>	<b>1048855.00</b>	<b>795119.00</b>	<b>4866.83</b>	<b>4814.95</b>
<b>C.</b>	<b>Total (A+B)</b>	<b>11408.92</b>	<b>10815.30</b>	<b>3671.00</b>	<b>7046.00</b>	<b>35885002.00</b>	<b>21479537.00</b>	<b>200233.76</b>	<b>219413.23</b>
<b>Riders:</b>									
<b>1</b>	<b>Non linked</b>								
	Health#	2.81	3.75	58	93	45245	108732	2663.77	12379.59
	Accident##	1.68	2.27	39	39	20252	35900	1653.35	2923.32
	Term	0.00	0.01	1	1	86	2874	1.68	299.23
	Others	0.04	0.01	13	4	9536	525	2154.20	243.16
<b>D.</b>	<b>Sub total</b>	<b>4.53</b>	<b>6.03</b>	<b>111.00</b>	<b>137.00</b>	<b>75118.50</b>	<b>148031.25</b>	<b>6472.99</b>	<b>15845.29</b>
<b>1</b>	<b>Linked</b>								
	Health#	0.00	0.00	0	0	0	0	0.00	0.00
	Accident##	0.01	0.03	0	0	0	0	0.00	0.00
	Term	0.00	0.00	0	0	0	0	0.00	0.00
	Others	0.00	0.00	0	0	0	0	0.00	0.00
<b>E.</b>	<b>Sub total</b>	<b>0.01</b>	<b>0.03</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
<b>F.</b>	<b>Total (D+E)</b>	<b>4.54</b>	<b>6.06</b>	<b>111.00</b>	<b>137.00</b>	<b>75118.50</b>	<b>148031.25</b>	<b>6472.99</b>	<b>15845.29</b>
<b>G.</b>	<b>**Grand Total (C+F)</b>	<b>11413.46</b>	<b>10821.36</b>	<b>3671</b>	<b>7046</b>	<b>35885002</b>	<b>21479537</b>	<b>206706.75</b>	<b>235258.52</b>

\* Excluding rider figures.

\*\* for no. of schemes & lives covered Grand Total is C.

# All riders related to critical illness benefit, hospitalisation benefit and medical treatment.

## Disability related riders.

The premium is actual amount received and not annualised premium.

# Notice

Date: 16.02.2012

## Surveyor Examinations - May'2012

All the applicants enrolled with Insurance Regulatory & Development Authority (IRDA) as Trainee Surveyors upto 30th June, 2011 (Training Enrollment # 7785 to 8094 & 8123) who have submitted their quarterly training reports with the Authority are advised to download the Application Form for Insurance surveyors Examination and submit the same along with the requisite fee to:-

### Insurance Institute of India

Universal Insurance Building  
'G'Block, Plot no. C-46,  
Bandra Kurla Complex,  
Bandra (East), Mumbai – 400051  
Ph:022-26541154/26541156  
Website:  
www.insuranceinstituteofindia.com

Candidates are advised to appear for the examination only for the respective Departments for which they are enrolled with IRDA as Trainee Surveyors. Surveyors holding valid license enrolled with IRDA for grant of additional/swapping of department(s), who have completed their training by 30th November, 2011 are also eligible to apply for examination, provided

while mentioning their enrollment number in the application form, they are requested to add 'additional department' after writing their enrollment number (eg. If the enrollment number is 6152 then one needs to mention it as 6152-Addl Dept). Repeaters are also eligible for writing the examination in May, 2011 to appear in the subjects that they have failed.

The last date of sending application forms to Insurance Institute of India, Mumbai is 15th March, 2012. Incomplete Application Form in any respect will not be entertained by the Insurance Institute of India, Mumbai.

The Fee Structure is as follows :-

Registration Fee ; ₹ 250/-

Examination fee (per subject) : ₹ 300

### Examination Time-Table is as under:

Subject Code	Subject	Day	Exam Date	Exam Time
S1	Principles & Practice of Insurance & Survey & Loss Assessment ( Section - I)	Sunday	6.5.2012	2.00 P.M. - 5.00 P.M.
S6	Motor Insurance	Sunday	6.5.2012	9.30 A.M. - 12.30 P.M.
S5	Engineering Insurance	Sunday	13.5.2012	9.30 A.M. - 12.30 P.M.
S7	Miscellaneous Insurance	Sunday	13.5.2012	2.00 P.M. - 5.00 P.M.
S2	Fire Insurance	Sunday	20.5.2012	9.30 A.M. - 12.30 P.M.
S3	Marine Cargo Insurance	Sunday	20.5.2012	2.00 P.M. - 5.00 P.M.
S8	Loss of Profit Insurance	Sunday	27.5.2012	9.30 A.M. - 12.30 P.M.
S4	Marine Hull Insurance	Sunday	27.5.2012	2.00 P.M. - 5.00 P.M.

# Final Order

Ref: IRDA/LIFE/ORD/MISC/ 52 /02/2012

Date: 28.02.2012

## M/s. Sahara Life Insurance Company Ltd.

Based on Reply to Show Cause Notice Dt 11th Aug 2011 and Submissions made in Personal Hearing on December 13, 2011 at 03.00 PM at the office of Insurance Regulatory & Development Authority, 3rd

Floor, Parishram Bhavanam, Basheer Bagh, Hyderabad

Chaired by Sri J Hari Narayan, Chairman, IRDA

The Insurance Regulatory and Development Authority (hereinafter

referred to as "the Authority") carried out an onsite inspection of M/s Sahara Life Insurance Company Ltd (herein after referred to as "the insurer") between 28/6/2010 and 02/07/2010 which inter-alia revealed violations of the provisions of the Insurance Act, 1938 (the Act),

various regulations/guidelines/circular issued by the Authority.

The Authority forwarded the copy of the inspection report to the insurer under the cover of letter dated August 31, 2010 and sought the comments of the insurer to the same. Upon examining the submissions made by the insurer vide letter dated 24/9/2010, the Authority called for further information vide its letter dated 11th February 2011 which was responded to by the insurer vide letter dated 1st March 2011. Finally, the Authority issued notice to show-cause dated 19th July 2011 which was responded to by the insurer vide replies dated 11th August 2011. As per the request, a personal hearing was given to the insurer by Chairman, IRDA on 13th of December, 2011. Mr. N.P. Bali, CEO of the insurer, The Chief Financial Officer, The Appointed Actuary and The Compliance Officer were present in the hearing. On behalf of IRDA, Mr. M. Ramaprasad, Member (NL), Mr. G. Prabhakara, Member (Life), Mr. Sriram Taranikanti, FA, Mr. Kunnal Prem, CSO (Life), Mr. Suresh Mathur, Sr. JD (Intermediaries), Mr. M. Pulla Rao, Sr. JD (Inspections), Mr. SN Jayasimhan, JD (Investments), Ms. Mamta, JD (F&A), Ms. Meena Kumari, HoD (ActI), and Mr. V. Jayanth Kumar, JD (Life) were present in the personal hearing. The submissions of the insurer in their written reply to Show Cause Notice as also those made during the course of the personal hearing were taken into account.

The findings on the explanations offered by the Life Insurer to the issues raised in the Show Cause Notice dated July 19, 2011 are as follows.

**Issue 1- Inspection Observation 2b:** The insurer is not maintaining separate trust for funding Gratuity, PF, Pension, etc., of employees of Sahara India Life Insurance Co. Ltd. Violation of Prudent Accounting Practices.

**Decision:** The insurer's submission that it makes contributions in respect of all of the above on behalf of its employees to the central fund maintained by M/s Sahara India Limited (SIL) and that they have now entered into a formal agreement with SIL for the same are found in order. The charges are therefore not pressed.

**Issue 2- Inspection observation 3:** SILIC is not functioning as an independent accounting and legal entity. Stationery of group companies are used. Officials of group companies authorizing payments of SILIC – violation of prudent accounting norms.

**Decision:** The insurer has stated that they have now stopped using the old stationery and verification of bills and expenses by the officials of Group Companies. It has also been confirmed that now the insurer's officers themselves are verifying/passing the bills. Taking into account of the fact that the overall expenses are also within the limit of Rule 17D of Insurance Rule, 1939- charge is not pressed. However, the insurer be cautioned to stop all these practices and confirm the same.

**Issue 3-Inspection observation 4:** Rent payment to group companies without formal agreements. Other payments such as electricity, courier, and mobile expenses made to group companies – violation of accounting practices.

**Decision:** It has been observed that the insurer has submitted all the rent agreements along with compliance to inspection observation. The insurer has also explained that other payments such as courier and mobile expenses are on actual basis with supporting bills and electricity payments on proportionate basis. Considering the reply of the insurer and taking into account the fact that the overall expenses are within the limits set by Rule 17D of Insurance Rules, 1939, charge is not pressed. However the insurer be strictly advised to follow the prudent accounting practices in this regard.

**Issue 4-Inspection observation 5:** There was heavy expenditure on publicity in 2008-09. Payments made to vendors through corporate communications department of Sahara group – Violation of prudent accounting practices

**Decision:** The reply of the insurer that all the payments to vendors have been approved by the board of Insurer and Sahara India Limited's help was taken only for coordination with the vendors, has been considered. Taking into account also the fact that the overall expenses are within the limits set by Rule 17D of Insurance Rules, 1939, charge is not pressed.

**Issue 5- Inspection observation 7:** Expenses on meetings/conferences went up from 0.20 crores in 2008-09 to 1.04 crores in 2009-10. There were monthly payments to Sahara care on this account while agreement is available with Sahara services Ltd for arranging conferences. Expenses not shown in related party - Violation of prudent accounting norms

**Decision:** The insurer has submitted that the payment was only made to M/s Sahara Services Ltd. which is operating with the logo/brand of Sahara Care and that Sahara Services Ltd is not a related party to the Insurer. However it is observed that same fixed amount bills were raised every month for all branches of the Insurer for meetings/conferences and this practice is not found in order and is in violation of prudent accounting practices. After examining the above submission the insurer is hereby warned for the above violation. The insurer is also directed to adhere to the prudent accounting norms.

**Issue 6-Inspection Observation 12:** Short falls in NB premium during year end collected from agents - Violation of Section 41 of IA, 1938.

**Decision:** Taking into account the insurer's submission that the incidence happened only in the year-end and that the amount involved is insignificant compared to total premium income and also that the amounts in question are actually collected from the policyholders through agent, charge is not pressed.

**Issue 7-Inspection observation 13:** Issuance of premium receipts based on oral information without actual receipt of premium by company – Violation of Section 64 VB of IA, 1938

**Decision:** The insurer's submission along with the supporting banker's confirmation that the incidence happened due to failure in banker's server, is a one-off incidence has been considered and the charge is not pressed.

**Issue 8-Inspection observation 15:** Original minutes of Board Meetings, Audit

and Investment Committee meetings were not submitted in Inspection period. Submitted later – Violation of Section 33 (3) of Insurance Act, 1938

**Decision:** The insurer's submission that the minutes book was sent to the Chairman at the time of inspection as the board meeting was preponed due to inspection has been considered. It is also observed that the same are submitted subsequently. The charge therefore is not pressed.

**Issue 9-Inspection observation 17 (2):** Wrong categorization of securities (below AA rating) as Government securities – Violation of Schedule I of IRDA (Investments) Regulations, 2000

**Decision:** The insurer's submission that Securities below AA rating categorized as other approved securities as they are guaranteed by the State Governments is considered and charge is not pressed.

**Issue 10-Inspection observation 19:** The investment in debenture issued against the security of negative line on the assets and mortgage property of the company, without financial analysis and risk analysis – violation of IRDA (Investments) Regulations, 2000

**Decision:** The insurer's submission that financial and risk analysis is done on portfolio level periodically is considered and charge is not pressed.

**Issue 11-Inspection observation 20:** Substantial investment exposure in a single mutual fund exceeding the stipulated maximum exposure of ULIP fund – Violation of IRDA (Investments) Regulations, 2000

**Decision:** The Insurer submitted that their present system is not able to classify mutual funds into Approved Investments and other Investments automatically which led to only categorization error and confirmed that the exposure limits as specified in Regulations are not breached. The charge is therefore not pressed. The Insurer is advised to put in place the required systems as mandated and confirm.

**Issue 12-Inspection observation 22:** Not having proper systems to control and value the investments. Being done manually in excel sheets – violation of IRDA (Investments) Regulations, 2000

**Decision:** The insurer's submission that it has already implemented Treasury Management Software and that their Investments are operated from Mumbai, hence the software could not be shown to Inspection team which visited Lucknow office is considered. The charge is not pressed.

**Issue 13-Observation 23:** NAV declared deviates from what is defined in ULIP guidelines as expenses incurred in purchase/sale of securities on a specific day not being included – Violation of Clause 10.5 of ULIP Guidelines 32/IRDA/Act/Dec-2005 Dated: 21/12/05

**Decision:** The insurer has submitted that the expenses incurred in purchase/sale of securities are included as appropriation and expropriation charges on any day when such transactions are there. NAV calculation is fully automated system. It has also submitted that in many types of transactions no transaction charges are applicable such as mutual funds, FDs and



even some debt deals. The submissions of the insurer are accepted and the charges are not pressed.

**Issue 14 - Observation 10 & 25(1):** Grace period of 90 days allowed in case of policies with group billing instead of 30 days as per “File & Use” application- Violation of “File & Use” procedure

**Decision:** The insurer while admitting the mistake, submitted that, they have done this to ease the administrative issues and remittance delays in policies with group billing and in no way adversely affected policy holder. They have confirmed that the practice has now been modified to be in consonance with approved F&U provisions. Violation of F&U is proved. After examining the above submission the insurer is hereby warned for the above violation. The insurer is also directed to strictly adhere to the file and use procedure.

**Issue 15-Inspection Observation 25(2):** Declaration of good health not collected under a group product - Sahara Jamakarta Samooh Bima - Violation of “File & Use” procedure

**Decision:** The insurer’s confirmation that the DGH is collected as it is part of the membership form of the Group Policy Holder is considered and charge is not pressed.

**Issue 16 - Observation 27:** Premium quotations in group schemes are not seen/approved by Appointed Actuary – Violation of “File & Use” procedure.

**Decision:** While the insurer submitted that premium quotations in group schemes are as per approved premium

rates of the Authority under “File & Use” , it is clear that the premium quotations were not being approved by appointed actuary as required under the provisions of F&U approval which is a violation of F&U. After examining the above submission the insurer is hereby warned for the above violation. The insurer is also directed to strictly adhere to the file and use procedure.

**Issue 17 - Observation 32 (2):** Delay in death claim payments and settling the delayed claims without penal interest – Violation of Regulation 8(5) of IRDA (Protection of Policyholders Interest) Regulations, 2002

**Decision:** The insurer’s submission that they have made special efforts to review pending claims and have paid penal interest in all delayed cases has been considered. It is noticed that 41 of the 220 outstanding claims are pending beyond six months. Insurer’s submission that claim forms have not been received in 11 of the 41 cases has been also considered. However, the fact that 30 claims still remain pending beyond six months is established. This is a persistent non compliance and hence a serious view is being taken of violation of provision of Regulation 8(5) of Protection of Policyholders’ Interests Regulations, 2002. The Authority hereby imposes a penalty of Rupees Two Lakhs for this violation under Section 102(b) of the Insurance Act, 1938.

**Issue 18-Inspection observation 33, 34 (2):** Delay in delivery of policy documents to customers – Violation of Regulation 4 (6) of IRDA (Protection of Policyholders’ Interest) Regulations, 2002.

**Decision:** The insurer’s submission that they have a sound system of delivering policies through its branch office in lieu of through courier/post is a generalized response, not specific to the instant cases observed by the inspection team. The observed cases clearly reveal the negligence of the insurer in delivery of the policy that violates provision of IRDA (Protection of Policyholders’ Interest) Regulations, 2002. After examining the above submission the insurer is hereby warned for the above violation. The insurer is also directed to adhere strictly to the Protection of Policyholders’ Regulations.

**Issue 19-Observation 35 (1):** Allowing unlicensed entities to solicit business through dummy codes and paying commission to them – Violation of Section 42 of Insurance Act, 1938 and violation of Circular No. IRDA/CIR/010/2003 dated 27/03/2003

**Decision:** The Insurers submission that the cases cited are for the intervening period of licence expiry and renewal of licensed agents and Dummy code (not dummy agents) was used only to register business in stray cases is not acceptable since it has been observed that this deviation has occurred in the case of 185 agents. This is a clear violation of Circular No. IRDA/CIR/010/2003 dated 27.3.2003 and violation of section 42 of the Insurance Act, 1938. Taking into account, the seriousness of the violation a penalty of Rupees Five Lakhs is imposed on the insurer under Section 102(b) of the Insurance Act, 1938.

**Issue 20-Inspection observation 35(4):** Payment other than commission to

corporate agent – Violation of Clause 21 of Corporate Agency Guidelines 2005

**Decision:** The insurer's submission that this was payment for publicity expenses on behalf of the insurer and a one-off instance is considered and charge is not pressed.

**Issue 21-Inspection observation 35 (6):**

The insurer allowed Sahara group companies to sell insurance without license – Violation of Section 42 of Insurance Act, 1938 and violation of Circular No. IRDA/CIR/010/2003 dated 27/03/2003

**Decision:** The insurer's submission that the specified person of corporate agent Sahara India Limited only is selling the policies and CMSD, the group company just helps them to find the prospective clients is considered and the charge is not pressed.

**Issue 22-Observation 35 (7):** 1. The insurer allowed ineligible person to act as specified person. 2. The insurer is licensing

ineligible entities as corporate agent. 3. The insurer procures business through persons other than specified persons of the corporate agent -Violation of Clause 2 of corporate agency guidelines vide Circular No. 017/IRDA/Circular/CA Guidelines/2005 dated 14/07/2005

**Decision:** It is observed that the corporate agent M/s DK Associates has solicited business through unlicensed persons as evident from the six sample proposal forms obtained during the course of inspection. The submission of the insurer in this case has been taken into account but is not considered satisfactory and the violation of clause 2 of corporate agency guidelines vide circular no.017/IRDA/Circular/CA Guidelines/2005 dated 14th July 2005 is proved. Taking into account the seriousness of the violation, a penalty of Rupees Five Lakhs is imposed on the insurer for this violation under Section 102 (b) of the Insurance Act, 1938

**Issue 23-Inspection observation 37 (2):** Delay in calling for requirements in new

business proposals – Violation of Regulation 4(6) IRDA (Protection of policyholders Interest) Regulations 2002

**Decision:** Taking into account the fact that it is an isolated instance, a lenient view is taken and the charge is not pressed.

Accordingly, in exercise of the powers conferred upon me under the provisions of the Insurance Act, 1938, I hereby direct the insurer to remit the penalty of Rs Twelve lakhs (₹ 12 lakhs) within a period of 15 days from the date of receipt of this Order through a cross demand draft drawn in favour of Insurance Regulatory and Development Authority and payable at Hyderabad which may be sent to Mr. Kunnel Prem, Consultant & Special Officer (Life) at the Insurance Regulatory and Development Authority, 3rd Floor, ParisramaBhavan, BasheerBagh, Hyderabad 500 004.

## The CMD's/CEO's of All Insurance Companies

Ref: IRDA/F&I/CIR/DATA/066/03/2012

Date: 02.03.2012

**Data submitted on Bancassurance channel and as required under Section 31B(2) of Insurance Act, 1938**

Ref:

i. IRDA/F&I/CIR/F&A/008/01/2010 dated 21st January 2010 on business generated through/payouts made to Bancassurance channel

ii. IRDA/F&I/CIR/DATA/091/06/2010 dated 11th June 2010 on data submitted under section 31B(2) of Insurance Act, 1938

**I. Introduction:**

On review of the details furnished by the insurers under the aforesaid circulars, certain discrepancies were observed by the Authority. It was also observed that

while some of the insurers have robust IT backed systems/processes in place to ensure compliance with the stipulations as regards limits on various expense heads, in case of others there was a felt need for building up such platforms and ensure that they function at the desired levels of effectiveness and efficiency.



The following directions are therefore being issued in this regard:

## II. Control Functions:

Insurers shall confirm the presence of effective internal controls/systems towards compliance with section 40A of the Insurance Act, 1938. The same shall be strengthened with Proper IT backed systems and appropriate internal reporting mechanism. These systems shall, at the minimum, comply with the following:

- i. Internal controls/systems shall be subject to half yearly internal audit.
- ii. Reports of the internal auditors shall be placed before the Audit Committee.
- iii. Exception reports, if any, along with corrective steps taken shall be placed before the Board.

Where such systems do not presently exist, insurers shall take appropriate steps to bring about compliance with the requirements of this circular latest by end of March 2012.

## III. Certification by the CEO/MD:

A Compliance Certificate duly signed by the Chief Executive Officer/ Managing Director (by whatever name called) shall be filed with the Authority along with the details furnished under section 31 B(2) of the Insurance Act, 1938 as per the revised format enclosed. This requirement is effective from the financial year ending 31st March 2012. The format of the Compliance Certificate is placed at Annexure 1.

## IV. Modifications to the aforesaid circulars:

The following modifications are being made for compliance in the filing/reporting requirements:

- i. The details of various payments made to bancassurance channel shall now be made part of the annual filing made under section 31 B(2) of the Insurance Act, 1938 as against the half-yearly filing stipulations presently in place.
- ii. Clause 2 of the circular at (ii) above is amended requiring filing of details of remuneration paid whether by way of commission or otherwise to any person, in cases where such remuneration exceeds ` 5 lakh per annum in place of the threshold of ` 1 lakh per annum laid down earlier.

This threshold, however, does not apply to details of payments made to Bancassurance channel. These details shall continue to be provided for the entire business generated/payouts made.

- iii. Data shall be submitted in the revised formats placed at Annexure 2 (applicable to life insurance Companies) & Annexure3 (applicable to general insurance companies), effective from the financial year ending 31st March 2012.

These modifications are effective from the financial year 2011-12.

Sd/-  
(R K Nair)  
Member (F&I)

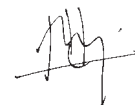
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I, J. Hari Narayan, hereby declare that the particulars given above are true to the best of my knowledge and belief.



Date: March 1, 2012

Signature of Publisher

# Delicately Balanced

## - Products in Insurance

‘Designing an insurance product is in itself a hugely complex process, considering the huge constraints that it has to operate within; and it is even more intricate in an emerging domain as it has to appeal to the average consumer’ observes **U. Jawaharlal**.

**F**or a business entity, a product that it sells is the first item that spells its success, or otherwise. As such, it is essential that the organization first gets to know what the consumer needs or desires are; and then set about designing a product. It holds true for a tangible product as well as an intangible service. Value addition to the client is the prime requirement that an organization has to consider while designing a product. As such, it presupposes the existence of a vibrant Research and Development process that is wholesome and absolutely updated.

It is the desire of players to stay ahead of the others in the race; and in this process, they aim at gaining the first-mover advantage. However, mere introduction of a new product will not ensure that it gains the advantage – it is a function of how successful and relevant the process of market research has been. Globally, it has been observed that product innovation in the domain of insurance has not been at a very high pedestal possibly due to the regulatory constraints and the complexity

that is associated with designing radical products. As a result, the emphasis has been on identifying the consumer demands and on tweaking the basic products with an imaginative combination of add-ons or riders.

In the Indian insurance domain also, there has been a similar trend. Further, the insurers have to deal with the added disadvantage of the consumer not fully understanding the nuances of the contractual obligations. Accordingly, the emphasis is on designing products that are simple, easy to explain and immediately appealing. The scope for designing totally radical products in the domain of Life insurance is greatly limited for obvious reasons. Hence, it has been the practice of insurers to go for hybridization of various factors thrown into the product in different proportions. The link with the market performance has been a more recent development in the Indian insurance domain; and it throws fresher challenges to the insurers – especially at a time when the global markets have been demonstrating a great degree of volatility.

While the Non-life insurance domain provides a variety of challenges for insurers in designing new products, there is need for ensuring that the products being introduced in the market appeal to the people; provide reasonable cover against perceptible risks; and are competitively priced. Insurers have also to ensure that products are not introduced into the market hastily without realizing the potential. It has to be borne in mind that withdrawing products that have already been introduced could result in a huge loss of reputation, apart from the costs involved in designing and distributing them. It is in this regard that the importance of a proper Research and Development mentioned elsewhere comes into play.

'Insurance Products' will be the focus of the next issue of the **Journal**. We will get to see a collection of articles by experts in the domain of Life and Non-life insurance industry, commenting upon the complexities associated with various factors associated with insurance products.

## 'Insurance Products'

in the next issue...



# Need for a Personal Touch

## - Policyholder Services

**C.L. Baradhwaj** opines that there is no substitute for genuine, service-oriented relationship with the policyholder, especially in a long-term contract.

Service is not just delivery of policy document or processing customer requests. It is something beyond that – it is the delivery of value, feeling, experience which a customer relishes and remembers. For example, the ambience we get while shopping in an air-conditioned departmental store - a good place to park the car, the convenience of a lift which takes us to the shopping floor, the kart used to carry what we want to buy, the quality, price tag, the pleasantness of the sales persons, the billing time and convenience, the packing and finally the after sales service – all these ingredients complete a "service".

If we try and apply the above concept in life insurance, where do we stand? What corrections are required? What do we need to improve the "service". These are some of the thoughts which I will be sharing with you in this article.

**(1) Customer experience at the selling point:** The starting point of a sale in good insurance originates in customer getting convinced what he needs to buy. While in

a departmental store, deciding to purchase groceries is driven by a necessity and the need is immediate, in the case of life insurance, the need is not easily understood by all customers.

Why does the customer not understand the need easily in insurance? Simple,

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**The starting point of a sale in good insurance originates in customer getting convinced what he needs to buy.**

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unlike other financial products, which provide for benefits while the investor is alive, in the case of life insurance, the primary benefit is paid only on death. Death is the least thing in life anyone wants to think about - yet it is the most "certain thing in life" and could completely disrupt a family's standard of living.

In fact, I remember, during my working days in the public sector in the early 90s, the popular quote which insurance salesmen used to quote in Tamil to justify how life insurance is superior to banking products: "Banks only count and give Money, while insurance gives what counts for you".

While, the concepts of "Human Life Value" and "Capital Needs analysis" which help anyone to scientifically arrive at the insurance cover, amazingly appeal to educated persons, a different strategy needs to be adopted for others – the popular strategy would be to focus on real life insurance stories which are very powerful and appealing to a common man

-there is nothing as powerful as stories.

Ultimately, what is important is that the customer must understand the primary benefit and be convinced - in fact the first customer experience starts here - the ability of salesman to drive home the point, how he explains the product features etc. Care needs to be taken to disclose about the exclusions and limitations also - a professional salesman needs to be aware that customer is to be given a holistic picture leading to transparency in sales process. Such disclosures help in avoiding unnecessary freeloop cancellations.

(2) **Policy pack and welcome kit:** Here, the customer gets the first feel of the insurance company and hence this kit needs to reflect about the company and the values it stands for, besides enclosing the welcome letter and the policy document alongwith other annexures. The feel, look, colour and the quality of the kit needs to reflect the company's brand image.

Clear photo copies of proposal form, benefits illustration and other documents may be attached to ensure that the customer has a chance to review the documents and confirm that they were as per his original understanding.

A hand delivery of the policies by the agent to the customer adds more personal touch - however such facilities are generally restricted to club members.

A welcome calling is normally done after policy issuance by most insurance

companies where the customer gets the first personalised touch with the company.

Delivery of policies is one of the areas which is of utmost importance for insurance companies. There are places which are not serviceable by couriers and speed post often does not return acknowledgments. Couriers return the policy packs where it is not serviceable. A robust mechanism for tracking "Proof of delivery" will enhance customer satisfaction is upheld.

(3) **Renewal premium payments:** Every insurance company has various touch points and methods of making renewal premium payments, be it ECS, NEFT,

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**Care needs to be taken to disclose about the exclusions and limitations also - a professional salesman needs to be aware that customer is to be given a holistic picture leading to transparency in sales process. Such disclosures help in avoiding unnecessary freeloop cancellations.**

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cheque pick up points, mobile payment facilities like m-check etc. But the point to consider here is how a customer is reminded and made aware; and how his experience of paying the premium conveniently is.

I am not speaking about urban areas where sitting in the home one can make the payout. Mainly it is for policyholders who reside in Class B and Class C cities for customers who are not tech-savvy. While branch offices are the first point of contact, most insurance companies have multiple customer touch points through outsourced vendors, through banks, post offices etc. Since the visibility of the insurer reduces as the premium payment collections are outsourced to third party vendors, insurance companies take care to ensure that a proper receipt is issued by the insurer for all premium collections. Most of the customers who have registered their mobile, get instant acknowledgement through their mobiles. Since such mobile acknowledgements and e-acknowledgements are not recognised for income-tax purposes, I have seen many customers approaching insurers for getting a receipt on insurer's letterhead.

Here again, there is no one who can replace an agent for servicing a customer - more so because he gets renewal commission for every premium payment. In those days when electronic payments were a dream, cheque was the only mode available for premium payments and agents did the job of visiting the customer, collecting the cheque, depositing them

and returning the receipt. This made customer very happy as he need not spend time in getting it done. Most agents ensured that the date of premium payment coincided with the salary credit date of the customer, so that the chance of cheque dishonour is minimal.

Insurance companies look at alternative servicing options where distributors move out of an insurance company to ensure that customer is taken care of.

Insurance companies relocating branches take additional care of their customers. Customers are intimated well in advance of the proposed change of address of the servicing office to ensure that the customer is aware of the place of his servicing office.

**(4) Policy servicing requests:** These requests include change of address, change of nomination, request for loan, repayment of loan, assignment of policies etc. It is prudent to detail the various customer services, the documents required and the location where the customer can submit the documents, in the policy kit itself. Here again, often the customer does not have time to read the policy document and the problem gets compounded. Therefore, the customer touch points must be given publicity through various means such as company's website, premium notices, reminders etc.

Who can replace the personalised service of agent in this area also? A professional agent is the first touch point for the customer for all his policy servicing

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**The customer touch points must be given publicity through various means such as company's website, premium notices, reminders etc.**

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requests - the reason it gives the agent an opportunity to serve the customer and make customers feel good. Indirectly, it also enhances customer trust in the agent and the insurance company and this leads to repeat business from customers as well as referral business of other customers. There are many tenured agents who have become successful in this profession by sheer customer service.

**(5) Claim settlements:** The most important area as far as customer service is concerned is claims settlement. The important thing to note here is that in the case of death claims, it is the nominee who has to complete the formalities to get the claim settled. The nominee submits the claim forms to the insurer. The insurer needs to ensure that the nominee's experience is good, especially keeping in mind that he or she has just suffered

mental agony on account of the death. All claims documents must be called for in one instalment.

The job of insurance company pauses the moment they have notified the nominee about the claim requirements. But who will assist the nominee in this process? The agent plays a critical role here also. After the form is handed over, the agent needs to explain to the nominee on how to fill those forms, getting the supporting documents like death certificates etc. annexed and submit the form to the insurer.

The agents must grab the opportunity for rendering a noble service to the customer's family which a life insurance sales profession offers. There is nothing in life which can give satisfaction to anyone than providing a helping hand in times of need. Though the insurance company provides the claim cheque, if the agent hands over the claims cheque to the nominee, the satisfaction which he can get by wiping off the one or two tears from the eyes of nominee, is irreplaceable. Though charity is in the heart of everyone of us, how many of us have gone voluntarily and done something? Here is a profession which by its nature provides this opportunity. There is nothing which can replace life insurance when it comes to providing a selfless service.

There have been many instances, where the nominees have deposited back claim amounts into single premium policies like annuities which provide a steady monthly income.

Another area which is of importance is investigation of claims and repudiation, wherever warranted. Claims investigation will have to be completed as early as possible (even though regulations give 6 months' time) realising that every day's delay could cause irreparable loss to the nominee's family. In fact, there are insurance companies who settle at least fund value immediately after claim intimation – this gives some relief to the family immediately. Insurance companies must target to give some assured immediate benefit to the nominees in their product structuring.

Where repudiation of claims is inevitable, insurance companies communicate the decision, outlining the reasons therefor, providing opportunities for resolution through an Insurance Ombudsman giving their contact addresses. Most repudiations happen due to non-disclosure of material facts about the health of the life assured - especially hypertension and diabetes which most of the lives assured are not even aware of. However, the root cause of repudiations is not "voluntary non-disclosure" by customers, but it is "ignorant non-disclosure" - i.e. customers signed the proposal form blindly without

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knowing that he is signing a health declaration - the agent filling the proposal form, including the health questions in the negative without the knowledge of the customer, resulting in a non-disclosure and repudiation. The problem gets compounded if the customer signs in vernacular or is illiterate and affixes thumb impression.

The agent plays a crucial role in deciding

claims and hence the agent must ensure that all material questions are explained to customers and is read and understood by him (even in case the proponent is educated). Insurance companies can do well by highlighting the critical questions in the proposal forms.

I have just quoted a few examples for enriching customer experience. There are many more such areas which if focused by insurance companies would not only increase customer confidence, but also make everyone understand that life insurance is unique when compared to other financial products.

*The author is Vice President - Compliance, Bharti AXA Life Insurance Company Limited. The views expressed are the personal views of the Author and cannot in anyway be deemed to reflect the views of his employers.*



# The Fine Art of Policy Servicing

## - A Case Study

R. Venugopal writes that although the clauses of a written contract can be strictly interpreted to disown its responsibility, the insurer should take a humanitarian view in order to alleviate the hardship of a policyholder.

Life insurance contract is a unique long term one unlike many other purchases or agreements. The policy runs for a few years starting from five years to even more than 30 years of the life of the customer. By virtue of this itself, it involves a lot of services to be rendered by a Life insurance company because of a lot of changes occurring over the period in a person's life. May be, the life assured may progress from studentship to adulthood; may get into an employment; may get married, become a parent, a grandparent; may retire; or who knows, may bid a good-bye to the world itself. All through these stages, the policyholder may need different types of services from his Life insurance company/Agent.

### Different Types of Policy Services

Several services can be listed out which a person may need from the Life insurance company during the course of the policy term:

- Change of address
- Age admission, if not done at the time of taking the policy
- Nomination, if not done at the inception
- Change of Nomination due to marriage, divorce, re-marriage, widowhood, multiple nominees etc.
- Policy Renewal
- Policy Revival
- Policy Reinstatement after 5 years of Lapsation of the policy
- Policy Loans
- Policy Surrenders
- Policy Reinstatement within 6 months of surrender
- Issue of Duplicate Policy on the loss or mutilation of the original policy
- Issue of Copy of Policy for certain purposes
- Issue of Premium-paid certificates for the Income-tax purposes
- Issue of policy under the Married Women's Property Act, 1874
- Policy Alterations
- Inclusion of Bonus/Profit in a Non-participating Policy
- Inclusion of Riders like the Accident Benefit, Critical Illness etc.
- Adoption of policy under Children's policies when the children become majors or eligible for insurance
- Assignment of the policies for natural love and affection or for consideration
- Assignment of policies to Bank for collateral purposes like the Housing Loan, Overdraft etc.
- Re-assignments on clearing of the debts
- Encashment of Bonus under the With-profit policies
- Conversion of a policy into Salary Savings Scheme from a regular mode; or vice-versa
- Payment of Survival benefits like under the Money-back policies
- Payment of Annuities under the Educational Annuity/Pension policies
- Payment of Maturity claims
- Payment of Death claims to the dependents in the event of death
- Payment of Accident claims in case of death due to accident
- Payment of Disability benefits in case of Partial/Permanent disability due to accident
- Payment of Riders in the case of Critical Illness, Hospitalization etc.
- Selection of Payment Options
- Switches in the Fund under the ULIP Policies
- Continuation of life cover in the case of certain policies after maturity

- Inclusion of premium-waiver benefit for parents under Children's policies
- Any other services to be rendered during the contractual period.

The above will give an idea of the stupendous task for the Life insurance companies in serving their customers. Many of these services are self-explanatory. In view of the time and space constraints in elaborating each of these services, I present below a few real-life case studies of the servicing needs of the policyholders which will go a long way in understanding the intricacies of these services.

#### Case Study 1

##### Mr. Customer.....you have our services always:

Mr. Rajesh was a 40 year old Manager in a multi-national company. He lived in a company flat at Chembur, Mumbai. He had a policy taken at the Mulund branch of a life insurance company. He visited the branch on a Monday morning for some service. He arrived at the branch at 10 a.m. and he was asked to wait by the office boy. After a few minutes, Rajesh enquired the office boy as to how long it would take, since Rajesh had to go to his office at Churchgate. The office boy replied "We never know...sometimes trains are late...when our staff arrive, we will attend you".

Rajesh became a little anxious as he was getting late himself. He asked the office boy "Can I meet someone who can help me?" He was taken to one Mr. Manjunath - another officer in the branch. Rajesh was politely offered a chair to sit. He told the officer his problem of his policy for 5 lacs taken in Ahmedabad a few years ago. That policy was assigned to a bank as a collateral for his housing loan. As the loan

had been cleared recently, the bank returned the original policy to Rajesh simply without actually re-assigning the same. Now Rajesh wanted the re-assignment to be registered by the insurance company to avoid any future legal complication. He needed the policy records to be transferred to the Mulund Branch - as he had his other policy there - for future servicing.

Mr. Manjunath mentioned that he should have got his policy properly re-assigned at the time of repayment of loan. Although Rajesh was offered a cup of tea, he was not in a mood for enjoying the hospitalities. He was getting late. He enquired as to whether he could come on another day for further discussions. Manjunath gladly agreed. "Please come tomorrow, we can have a long chat". He also gave a pamphlet on a new plan of his company to Rajesh for reading so that it could be considered the next day for purchase.

Mr. Rajesh could again get time after ten days only to visit the branch. Mr. Manjunath was not present in the office. This time Rajesh was directed to one Mr. Mohan. Rajesh repeated his story but now included the information that his policy at Ahmedabad was under his employer's Salary Savings Scheme. Pat came the reply from Mohan that this policy should be first delinked from the Salary Savings Scheme and then attached to this present branch; and then only his all other requirements like the change of address, registration of re-assignment etc could be attended to. But the problem was that the job of detaching a policy from Salary Savings Scheme and attaching it to this branch was centralized at the company's Santacruz office and Rajesh had to go there. Rajesh was very busy for the next one month in his office and he could go to

the Santacruz office only after that. He found that it was a huge department and was buzzing with activity and people. He did not know whom to contact.

At that time he was addressed by a stranger. He said "I am George, an insurance agent. I can help you in your problems. This is my card....tell me, how can I help you?" Rajesh poured out everything to George.

George replied "The insurance agent is not there...hence all these troubles. Now tell me all your details. I will solve them. Take a new policy also from me. I would service all your policies. First let us go to a restaurant nearby and have some hot soup and snacks".

Rajesh paused for a while and then muttered. "Did you say some hot soup?"

#### The Learning Points from this Case Study

Apart from the attitude problems faced by Rajesh in the branch, the servicing aspects of the policyholder are as follows:

1. The change of address which the customer has to inform the insurance office when he/she leaves a particular station. We normally inform the post office, the gas supplier, the banker etc but do not care as much for informing the insurance office.
2. When a loan is repaid where you have pledged your policy as a collateral, the bank or the lender should re-assign the policy in a proper way by typing out the format on the policy or in a separate stamp paper and this re-assignment should be registered by the insurance office.
3. The assignment done in favor of the bank automatically cancels any earlier



nomination as the assignee gets the full power to receive all the policy moneys in the unfortunate event of death of the policyholder. Hence when the re-assignment takes place, there is no nomination under the policy and therefore the assured is expected to immediately make the nomination. Otherwise if anything happens to the assured, the moneys can be paid only to legal heirs of the assured and this will be a cumbersome process, leading to a lot of hassles and delay.

4. When you leave a company and move to another place or join another company, it is better to withdraw the policy from the Salary Savings Scheme of the previous employer and pay the premium under the regular mode or include it again under the Salary Savings Scheme of the new employer.
5. I am not listing out the duties and responsibilities of the staff of the life insurance company here as I am only highlighting the problems of the customers. The role of the insurance company comes separately.

## Case Study 2

### Need-based selling of policies - Whose needs?

Mani is an agent of a large insurance company. He has been with the company for the last two years and his livelihood depends on the income he gets as commission from the insurance company. There are many products in his insurance company - some are pure Term insurance type where the premium is low but the risk cover is very high. The commission too is less as the premium is low. There are Endowment products where the premium and commission are fat but the customer may not get a very high return

and there are many hidden charges in the premium structure. The company favors selling of these Plans more as the company's premium income goes up and also the market share.

There are some ULIP products for which a lot of new guidelines have come and Mani is not very familiar with all the new rules. The company is happy about selling these plans since the risk of investing and earning a handsome return is transferred to the customer by the company. Unless the customer and the agent selling are fully knowledgeable about the ins and outs of the market conditions, there are possibilities of mis-selling and wrong selling.

Mani is in a dilemma - what is good for the customer, what is advantageous to him from the point of view of income as he is solely dependent on this income only, what is good and profitable for the life insurance company.

But his customers always say "Mani Sir, you tell me what is good for me...I will sign on the dotted line...I don't know anything..."

This is a moment of truth for Mani. What will he do?

### The Learning Points from Case Study 2:

The customer is wholly dependent on the insurance agent/advisor in most of the cases because in India the people are not sufficiently literate in the matter of insurance.

I recall an incident of a District Collector requesting me as a Branch Manager to take care of the insurance of his car - I had to politely tell him that vehicle insurance comes under the General insurance portfolio and I agreed to refer the matter to a friend of mine who was an agent of a

General insurance company. Therefore we can imagine the plight of an ordinary individual who simply signs on the dotted line while opting for insurance.

Thus it is the bounden duty of the insurance advisors to render proper and correct advice to the clients while recommending life insurance. This is what amounts to need-based selling - the needs of the customer, not the needs of the insurance company or the agent.

Although the agent is appointed by the insurance company and paid commission by the company for his services, he has equal responsibility towards the clients. The client sees only the agent as the representative of the insurance company and he fully believes in him/her.

Not only in selecting the best product for the customer but also in all services starting from the issue of the policy, admission of age, nomination, change of address recording all the correct and required information in the proposal form etc. the role of the agent is highly important.

The principle of Utmost Good Faith in the contract of insurance not only applies to the customer but also to the insurance company through its agent. The proponent is expected to give correct information to the insurance company regarding his/her health, habits, age, medical history, personal history, educational qualification etc. so that the risk can be properly assessed by the underwriter of the insurance company.

Similarly the agent is also supposed to inform the client all the rules and regulations of the policy, claims conditions, early death claims, addition of bonus, the conditions for paid-up value,

loan value, surrender value and all such restrictions, limitations and exclusions.

### Case Study 3- Early Death Claim

Mr. Suresh had two policies taken in September 1998 and in February 2001. He died on June 1 2001 after a brief illness. His wife and nominee under the policies, Devi, lodged the claims with the insurance office. Since the death took place within a very short time of taking the second policy the company arranged for an investigation by one of their officers before deciding to settle the claims.

The policyholder expired due to cardio-respiratory failure in a case of acute pancreatitis with liver failure. He was a scrap iron dealer. At the time of the admission into the hospital, a friend who admitted him, mentioned about him as an alcoholic, known hypertensive but not diabetic. Mr. Suresh died within four days of admission into the hospital. The claim investigation revealed that the deceased was otherwise an active business man with good health. Nothing concrete could be obtained about his drinking habits or past illness.

The insurance company was in a dilemma whether to settle the second policy claim in the absence of any concrete evidence of illness or take protection under the umbrella of Section 45 of the Insurance Act, 1938 which provides for repudiation of any early death claim (within two years of taking a policy) only on the basis of any doubt and without any tangible proof. The death claim of the first policy was already settled. The widow is contemplating to go to the Insurance Ombudsman.

### Learning points from Case Study 3

The proposer is expected to inform the

insurance company through the proposal forms all details of his habits including smoking, drinking, life style, past illnesses and the treatments undertaken. The agent is supposed to obtain all these data correctly and record them in the proposal form in order to avoid any hassle at the time of settlement of any death claim later on. The applicant has full responsibility in this regard and he should not resort to any short cut by avoiding the required medical examination or not mentioning all the health details. The efficacy of life insurance is known only at the time of settlement of death claim. The situation is more poignant since the person who signed the proposal is no more and the poor hapless widow is made to face all the agony. The insurance company too has to take a humanitarian view of death claims instead of taking bureaucratic views like rejecting the claim due to late submission of information, forms etc. or rejecting on flimsy grounds like leave details not mentioned and the like. The company should not take undue advantage of Section 45 of the Insurance Act, 1938 and repudiate death claims arising within two years of taking the policies.

### A word for the Personnel of the Insurance Companies

The customer is a welcome guest in the premises of the insurance company. He should be received with a smile - a sincere and heart-warming one, at that. Sometimes the problem of the policyholder can't be solved immediately or solved at all. However, the way the problem is approached and all avenues sought to clear the problem sincerely makes all the difference. Service with a smile should be the mantra for the insurance personnel.

### Policyholders' Service - a joint responsibility

Both the customer and the company share the responsibility of creating an atmosphere of an excellent service situation. The customer does his/her part by clearly understanding his obligations like informing all details about himself, change of address etc.

The company takes a step forward by its constant communication with its customers like timely sending of premium notices, revival intimations, bonus cards etc. The insurance agent acts as a bridge between these two entities. IRDA too has taken a lot of initiatives in the education of the policyholders by its advertisements in the press, TV etc. This triangle of customer-company-agent is extremely valuable in this fine art of policyholders' servicing.

*The author is a retired Executive Director, LIC of India; and ex-Professor (Life) at National Insurance Academy, Pune.*

# Policyholders' Priorities

## - Services in the New Era

Sunder Krishnan asserts that services in the insurance domain should quickly embrace more modern methods of delivery if the loyalty of the policyholder is to be retained.

### Introduction

Jeevan had just paid a cheque of INR 50,000/-. His agent Bhima had collected a crossed cheque in favour of the insurance company. However, post completion of seven days of issuing the cheque, Jeevan neither received his First Premium Receipt (FPR) nor a copy of the signed proposal form and the policy document. Jeevan also did not get any call from the insurance company, which is customarily required as a ULIP policy was bought. Jeevan contacted his agent who assured him that he would follow up and asked him not to worry. Bhima complained about the non-receipt of the documents. The insurance company promptly registered his complaint.

A root cause analysis of the complaint by the insurance company ascertained the following:

- a. The address in the proposal form was not complete
- b. Inadequate address validations at the input stages in the system and the process through mapping the complete address with the address proof collected

c. Inadequate contact validations at the proposal stages with contact proofs collected

d. Courier could not locate the address

e. Speed post was dependable for Tier 3 locations such as Dhanbad where Jeevan resides but does not give acknowledgement proof viz:- Proof of Delivery for delivery of documents to the customer.

The above issues are not uncommon and due to the porous nature of the country; delivery of policy documents and RTO – Return to Origin is an issue. In the new era, once IRDA approves the functioning of repository companies; online insurance sales shall facilitate customers to submit proposal for insurance through internet and issuance of the policy through internet on paperless model.

### The seamless process involves:

- Understanding of products and features by the customer (absence of advisor explanation)
- Filling of proposal forms and other necessary formats/information by the customer
- First as well as subsequent premium payments through online banking or through electronic payment gateway using credit or debit card
- Underwriting of online proposals
- Issuance of electronic insurance policy
- Subsequent transactions such as surrender, top-up etc.

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**Online insurance sales shall facilitate customers to submit proposal for insurance through internet and issuance of the policy through internet on paperless model.**

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The model processes are for three options namely:

- Real Time – wherein customer seamlessly interacts with the company for all processes with the use of 'electronic Signatures
- Hybrid (Online & Manual)
- Option wherein the management of the processes are with service providers- technically known as "Repository" such as NSDL, CDSL, CAMS, KARVY, SHCIL,

The insurance company shall have the option of integrating their existing system with online system so as to have competitive advantage and provide a seamless experience to customers.

**Benefits:**

**To Customers:**

- Risks on loss of policy documents eliminated
- Insurance purchase at the click of a button anywhere anytime
- Online payment is easier compared to manual process
- Elimination of dishonor of cheques
- Elimination of paper work and risks associated with it

**To Regulators:**

- Facilitates confirmation of customer understanding of product features, proper health disclosures resulting in fewer customer complaints
- Can help reduce customer misrepresentation

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**The challenges for insurance companies are to integrate online insurance sales to the existing IT infrastructure. An insurance company could devise its own methods, technology and processes.**

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**To Insurers:**

- Cost of paper, printing, dispatch eliminated
- Costs of handling 'return undelivered' documents eliminated
- Risks of loss of policy documents and issue of duplicate documents eliminated
- Storage of documents – saves storage space

The challenges for insurance companies are to integrate online insurance sales to the existing IT infrastructure. An insurance company could devise its own methods, technology and processes as long as the same meet the following requirements/ characteristics:

- a. Confidentiality and security of data
- b. Authentication of the customer

- c. Encryption of the information transmission
- d. Password and CODE details in the communication process handled sensitively
- e. Client Non repudiation established through electronic signature
- f. Audit trails of the entire process adherence maintained
- g. Complete traffic data audit trail to be maintained (This includes client related details such as IP / MAC details of the customer).
- h. Options clearly given to customers
- i. Privacy of customer data
- j. Integrity of the data – not tampered

**Key requirements being:**

**Privacy:** Information must be kept from unauthorized parties.

**Integrity:** Message must not be altered or tampered with.

**Authentication:** Sender and recipient must prove their identities to each other.

**Non-repudiation:** Proof is needed that the message was indeed received.

Combination of various technologies and processes such as net-mobile, email-mobile-landline; Digital Signature, two factor authentication etc. could be used to ensure electronic signature requirements and the above listed requirements are met.

**Process of Customer servicing:**

All customer services such as switches, unit-statement, service requests, complaints, queries etc. shall be handled

electronically through various options such as portals with the basic requirements of privacy, authentication, integrity and non-repudiation being met.

Based upon risk management guidelines of the respective insurance companies, certain fields may be appropriately masked or secured or restricted, based upon the principle of "need to know" or "need to access" principle.

**General aspects:**

**1. Maintenance of policy records by insurance companies**

The Insurance Act 1938 requires maintenance of a record of all policies issued by the insurer and of all claims made with respect to policies along with all the necessary details required for maintaining such records. The Information Technology Act 2000 lays down that maintenance of records in electronic form is valid. Hence a harmonious reading of both the above sections assures that maintenance of policy records in an electronic form is accepted by law. It is pertinent to note that, as per the Insurance Act, 1938, either "register" or "record" of policies can be maintained by insurance companies.

**2. Evidentiary value of documents**

The Information Technology Act, 2000 (as amended) has brought about significant amendments to the Indian Evidence Act, 1872 on the question of admissibility of an electronic record, in a court of law, as evidence.

Section 65B of the Indian Evidence Act, 1872 now provides that an electronic record or a computer output can be considered as primary evidence if the following conditions are satisfied:

- a. The computer output containing the information is produced by the computer which was used regularly to store or process the information for the purposes of any activities being regularly carried on by the person having lawful control over the use of the computer.
- b. In the case of insurance companies, the policy documents are generated from the policy administration system which contains all policy records.
- c. The information is of the kind which was regularly fed into the computer in the ordinary course of its activities.
- d. Proposal form details are filled into the "automated" underwriting system which processes and gives the suggested underwriting guidelines.
- e. The computer should be operating properly during the period of the data feeding. If it was not operating properly during that period or was out of operation, it is necessary that the gap was not such as to affect the electronic record or the accuracy of its contents.
- f. Insurance companies should put in place adequate back up procedures in order to ensure the accuracy of the data.
- g. The information contained in the electronic record was derived or was reproduced from the information fed into the computer in the ordinary course of its activities.
- h. The proposal form details which are fed into the computer should tally with the output.

- As per Section 65B(4) of the Indian Evidence Act, 1872 if the document is to be produced before a Court of Law, as an evidence, then it has to be certified. Such records should be certified by an authorised person.

- Central Government by way of notification prescribes procedures for the implementation of the electronic signature and on-line transactions in the official gazette, the same shall be adhered to. Under the IT Act, procedures have already been prescribed.

**3. Storage and Archival**

Insurance company should have a well-documented storage and archival policy and process detailing:

- a. Manner of storage
- b. Period of storage



**Based upon risk management guidelines of the respective insurance companies, certain fields may be appropriately masked or secured or restricted, based upon the principle of "need to know" or "need to access" principle.**



- c. Security considerations to ensure data is tamper proof
- d. Recording and storage of audit trails and non-repudiation evidence
- e. Retrieval of records policy, process and security considerations
- f. Time stamping of all records and processes
- g. Back up of records – policies and processes
- h. Business contingency planning and management (BCM)
- i. All legal considerations contained in the IT Act and procedures prescribed by Central Government and the regulators time to time.

Given the following emerging trends in therea:

- Proliferation of the internet usage from the current 130 Million to 300 Million users
- Unique Identification of all income earning members
- An effective National Payments backbone connected to the International Payment Services
- Chequetruncation and electronic transfer of funds.

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**Risk management and policyholders' services would need sharpening; and the need of the hour would be a combination of well trained personnel, technology-oriented processes and emerging regulations.**

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Policyholders' services in the new era are likely to be extensively technology-enabled. Risk management and policyholders' services would need sharpening; and the need of the hour would be a combination of well trained personnel, technology-oriented processes and emerging regulations. Regulations would need to support "Financial inclusion" and technology-based services so that benefits of insurance protection accrue to even a Jeevan from Dhanbad.

*The author is Executive Vice President and Chief Risk Officer, Reliance Life Insurance Company Limited.*

The advertisement features a central graphic with a 'Moving...' dialog box overlaid on a background of a library and a server rack. The dialog box shows a progress bar and a 'Cancel' button, with the text 'IRDA Journal From 'Library' to 'Internet''. Below the dialog box, the text reads: 'GET ALL BACK ISSUES OF IRDA JOURNAL ON: <http://www.irda.gov.in>'.



# Designed to Deliver

## - Policyholder Service Strategy

**Sudha Ramanujam** argues that there could be an occasion for a yawning gap between customer perception and service delivery, which eventually leads to major customer disenchantment.

Customer service in insurance means and includes Act, system, business of providing financial protection for property, health, life etc. against specific contingencies such as death, loss or damage. It is a means of protecting or safeguarding against risk or injury.

The importance of customer service varies by products, industry and customer. From the point of view of an overall sales process engineering effort, customer service plays an important role in an organization's ability to generate income and revenue. From that perspective, customer service should be included as part of an overall approach to systematic improvement. A customer service experience can change the entire perception a customer has of the organization and thereby it helps in not only retaining the existing customers but also in identifying prospective customers. It is an important tool to increase the inflow of revenue to the business. This is more so for an insurance industry where the product offered for sale is intangible in

nature unlike the products offered by a manufacturing industry which is tangible. The following are the advantages an organisation, whose vision to provide high quality customer service, enjoys over others:

- Good and quality service gives an edge

over others

- Enhance brand image of the organisation
- Build up customer loyalty
- Helps in reducing the transactional and claims costs
- Has effect on pricing of products

In insurance industry customer service is an end to end, continuous process and involves series of activities at various stages namely:

- a) Create awareness among customers about existing products
- b) Explain terms of cover and policy conditions
- c) Provide customised products
- d) Issuance of policy documents
- e) Assist in completion of claims formalities
- f) Timely settlement of claims
- g) Advise on loss minimisation and loss control measures
- h) Timely renewal of insurance contracts

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**A customer service experience can change the entire perception a customer has of the organization and thereby it helps in not only retaining the existing customers but also in identifying prospective customers.**

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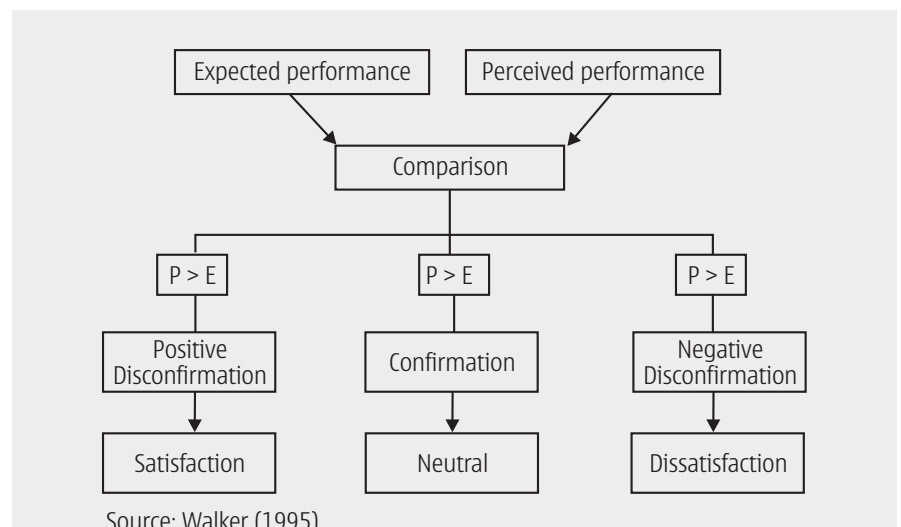
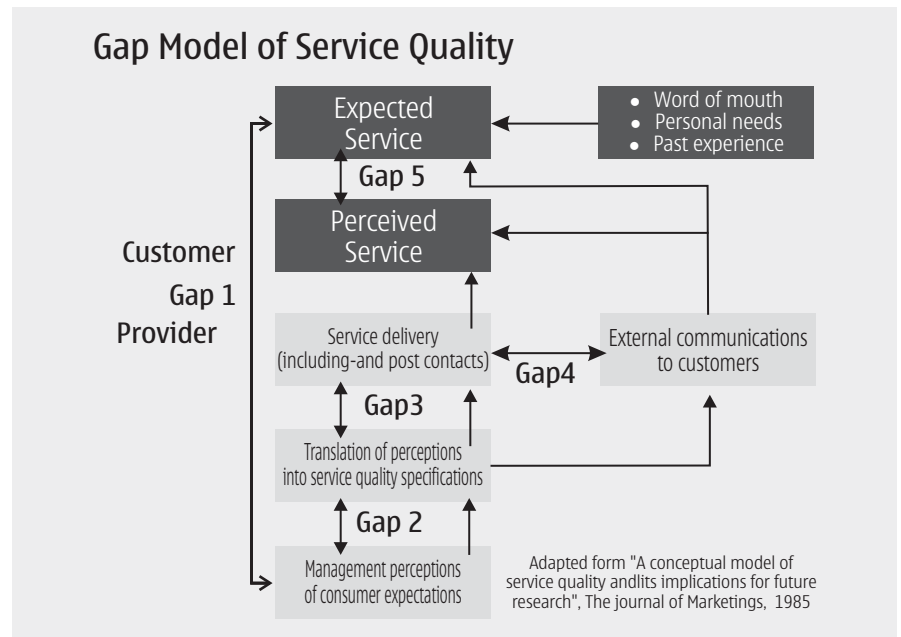
The services of intermediaries are also utilised by insurers to deliver service to customers at various stages and thus the sale or purchase of insurance products thus depend on the personal interaction between the insurer and policyholder or the intermediary involved in the sales process. Service rendered inefficiently or rudely by a person would not only lead to dissatisfaction among those customers but also in the eyes of the other customers.

It is therefore important for an organization to ( top down approach) have an overall well defined strategy for customers - with proper systems, processes and procedures for dealing with customers; and the people involved in the process are properly informed, trained and motivated. It is not only the quality of service but also the environment in which the service is delivered that plays a vital role in service rendered by insurers.

The bond between the customer and the insurer is infact forged at the time of settlement of claims. It is here that a surveyor or loss adjuster plays a vital role by interacting with the policyholders who have suffered a loss on account of accident, injury, calamity etc and facilitating them in the claims settlement process. He is a key player in either the continuance of this bond or its severance. Empathy at the moment of loss, prompt service and adherence to laid down procedures without prejudice or favour would go a long way in customer retention. A surveyor thus is not only required to be technically sound but has

to keep the human and more often than not the emotional attributes of transaction at the time of loss and settlement of claims. The claims team should be trained to handle claims sympathetically and sensitively. They should be prompt and courteous in their response, polite but firm in handling claimants and should be competent to handle claims quickly and with expertise. Efficiency and speed in settlement of claims helps an insurer mainly in increasing customer satisfaction,

increasing the certainty of amount of settlement and reducing administration costs. As we are aware that most of the insurance products are sold on the strength of their claims service, and as each customer contact is a part of marketing strategy; a claims strategy which offers a very high quality service will form part of overall marketing strategy. It would in fact be worthwhile to remember the gaps that arise in service delivery and ensure that they are genuinely addressed





at the time of claims settlement.

**SERVQUAL** or RATER is a service quality framework. SERVQUAL was developed in the mid eighties by Zeithaml, Parasuraman and Berry.

The RATER model is a simple and useful model for qualitatively exploring and assessing customers' service experiences and has been used widely by service delivery organizations. It is an efficient model in helping an organization shape up their efforts in bridging the gap between perceived and expected service. A customer is satisfied with the service rendered by the organisation when the expected performance of the organisation is more than the perceived performance. If not, it would result in dissatisfaction of the customers. The Servqual model thus helps an organisation to measure, manage and minimize the gaps existing between the expected performance and perceived performance which would in turn help in maximising the satisfaction level of the customers.

Let us analyse how gaps existing between the expected and perceived performance in an insurance industry should be addressed to ensure that the service rendered by the organisation results in satisfaction of the customers it serves.

**Gap 1** is the distance between what customers expect and what management thinks they expect.

**Typical examples in insurance:**

- An insurer thinks that payment of a claim within 7 days from the date of approval would satisfy a customer, a

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**Customer's expectation of the extent of their insurance coverage, if mismatched with its actual extent can lead to dissatisfaction with claims decision resulting in disputes.**

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customer expects that with advancement in technology and availability of facilities like on account transfer, RTGS and so on payment of claim should be done within 2 days.

- While an insurer thinks that a return of 5% on Pension plans would satisfy a customer, a customer expects that the return on such policies should be at least equal to the bank's rate say 8%, if not more
- While an insurer thinks a customer would be satisfied when the hospital and medical expenses incurred by him on account of injury is compensated, the customer expects that the insurer should compensate him for expenses incurred towards consumables, food, supplements, general medicine etc.
- Customer's expectation of the extent of their insurance coverage, if

mismatched with its actual extent can lead to dissatisfaction with claims decision resulting in disputes.

In reality, the gap between what the customer expects and what the management thinks a customer would expect is not much as there are sufficient controls and regulations in place to ensure that insurers meet the expectation of the customers, to the extent possible subject to policy terms and conditions.

Customers mainly expect good response in respect of below noted three areas.

1. Fast response in respect of deputing the surveyor, seeking all required documents in one go, faster settlement of claim – Time lines - Updating the insureds regarding the time at which the surveyor would go, his name, address, phone number etc. also will go a long way in establishing a good practice.
2. Minimum documents- To ask for only minimum number of documents and relevant documents only.
3. Faster claim settlement: Date of submission of all documents, Submission of Final survey report and date of claims settlement.

**Gap 2** is between management perception and the actual specification of the customer experience.

**Typical examples in insurance:**

- While the mission of the management is to ensure that all claims falling within the policy terms will be paid fairly and promptly within 48 hours of

completion of claim settlement formalities, the actual settlement of claim by claims team is seven days.

- While an insurer perceives approval of preauthorisation for cash less settlement (for planned hospitalisation) within 24 hours, the actual time taken to provide preauthorisation approval is 72 hours.

This is the measurement of the actual service levels vis-à-vis the management's perceived levels. This is internal to the organisation and the examination, evaluation of this would help a management to know whether an organisation is able to deliver what it has committed. Organisations generally set parameters, devise Standard Operating Procedures, set Turn Around Times, issue guidelines, rules and regulations etc. to ensure that the actual level of service rendered matches their perceived levels. But in practice this does not happen owing to various factors like lack of competent personnel to handle claims processes, lack of training, deviations from standard procedures and so on; leading to dissatisfaction among customers.

Management can devise suitable questionnaire encompassing various parameters and invariably in respect of all claims, post claims settlement; and conduct surveys which would help in knowing the customers satisfaction level. Claims review; analysis of claims process, market research would help an insurer to know the external customer's view of quality of service. Claims department's

services could be utilised in knowing the current strengths, weaknesses and possible improvements required in the existing claims settlement process.

**Gap 3** Translation of perception to service delivery specification and service delivery

- 1) While the service specification for appointment of a surveyor or loss adjuster to assess a loss is three days, the procedure laid down by the management for appointment of a surveyor is so cumbersome that in actual practice it takes five days.
- 2) While the specification of the organisation for delivery of policy document is two days from the date of realisation of premium cheque, the actual delivery of policies i.e. dispatch through speed post takes five days for delivering the policy documents to

policyholders. In case of delivery of policies through courier it is more than ten days especially when the policyholder is residing in a remote/rural areas.

- 3) While the TAT for disbursement of claims specified is seven days from the date of approval of claims, the process of disbursement and dispatch of claim cheque to policyholders through registered post/speed post takes more than fifteen days to disburse the claims payment.

The gap can be reduced by having random check of say 30% of policyholders, whereby they could be contacted over phone to have information about their experience, time involved in service delivery. Based on the inputs, the insurer can implement necessary changes in the claims settlement process which would help in achieving the delivery specifications perceived.

**Gap 4** is the gap between the Service delivery (including pre and post contracts) and External communication to customers

All too often, organizations exaggerate what will be provided to customers, or discuss the best case rather than the likely case, raising customer expectations and harming customer perceptions.

This could be more related to what is generally focussed predominantly in the advertisements/public advertisements/USPs told to customers by intermediaries/sales persons, like

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**Organisations generally set parameters, devise Standard Operating Procedures, set Turn Around Times, issue guidelines, rules and regulations etc. to ensure that the actual level of service rendered matches their perceived levels.**

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- Double benefit in critical illness
- Nil depreciation in respect of motor

There could be sub points like only two admissible claims during the year and only if left in authorised garage etc.

**Gap 5** is the gap between Expected service and Perceived service.

Expected service is what a customer expects from an organisation i.e. what are his expectations as regards delivery standards of an organisation? Perceived service is what the organisation would do to deliver this expected service of the customer. This is very crucial because a gap between the two would result in dissatisfaction among the customers. It is therefore important for any organisation to conduct routine transactional surveys after delivering the customer experience to measure the gap between the expected service and perceived service of the customer.

In case of claims settlement by insurers, a well-designed and focussed claims philosophy would help a customer in knowing exactly what they can expect.

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**In case of claims settlement by insurers, a well-designed and focussed claims philosophy would help a customer in knowing exactly what they can expect.**

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Further with the promise of the insurer being well defined in its claims philosophy, a policyholder would be in a position to compare the expected service standards with the actual service delivered.

The gaps indicated and strategies suggested are only indicative, the strategy to be adopted would vary depending on the type of organisation, nature of product, type of customers, market

segmentation and so on. The strategy developed should be documented and communicated to all.

From the above model it is clear that customer satisfaction is the key to an organisation's success. It is therefore essential for service organisations to be vigilant about service delivery standards and quality, as it not only helps in satisfying the customers but also helps in cost reduction. Further, it should be borne in mind that it is the customer who determines customer satisfaction and not the organisation. The organisation can only hope to measure as accurately as possible customer perceptions.

**References:**

Servqual model:

<http://www.marketingx2.com>

*The author is Deputy Director (Surveyors), IRDA. The opinions expressed in the article are personal.*



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of the change of your address

on the web!

<http://www.irda.gov.in>

## प्रकाशक का संदेश



हालांकि सेवाप्रदाता द्वारा उच्च स्तर की सेवा प्रदान करना ग्राहकों के लिए उच्च प्राथमिकता होती है, हालही में ग्राहक अपने अधिकारों को लेकर काफी सजग भी हुए हैं- ग्राहक हितों के मुद्दे को लेकर कई संगठनों ने प्रयास किए हैं, जो कि सराहना के पात्र हैं और लगातार मीडिया द्वारा प्रेषित रिपोर्ट्स भी ग्राहकअधिकार संरक्षण को प्रमुखता से प्रकाश में लाई है। यद्यपि इसमें कोई संदेह नहीं है कि यह किसी भी उद्योग के लिए शुभ संकेत है, यह भी किसी सेवा प्रदाता के लिए महत्वपूर्ण है कि हर समय, उसे इस स्थिति में होना चाहिए कि सेवाएँ कुशलतापूर्वक दी जा सकें। कई संगठनों में जहाँ दोनो पार्टियाँ समान स्थिति में होती हैं वहाँ यह एक महत्वपूर्ण मुद्दा नहीं रह जाता है। हालांकि जहाँ पार्टियों कि समझ बड़े स्तर पर अलग होती है वहाँ पर यह जरूरी होता है कि सेवाप्रदाता अपने ग्राहकों को उनके अधिकारों की जानकारी प्रदान करे।

भारतीय वित्तीय सेवाओं के क्षेत्र में, एक बहुत बड़ी चुनौती है कि ग्राहक सेवा ऐसे स्तर पर बिना विवाद उत्पन्न किए प्रदान की जाये। कॉर्पोरेट संस्थाओं ने ग्राहक सेवा का स्तर बढ़ाने के लिए काफी कदम उठाये है एवं सुनिश्चित करते हैं कि ग्राहक संतुष्टि हमेशा उच्च स्तर की हो।

विशेष रूप से बैंक ग्राहक सेवा प्रदान करते रहें है जिसके लिए उन्हे सम्मनित भी किया जाता है। बीमा क्षेत्र में ग्राहक सेवा को लेकर नित नई चुनौतियाँ देखने को मिलती है - विशेष रूप से ग्राहकों की समझ को लेकर और बीमकर्ता की प्राथमिकता कहीं और होने के कारण। इन दोनो मोर्चों पर काफी सुधार की जरूरत है।

ग्राहक सेवा एवं संतुष्टि में प्रत्यक्ष रूप से सुधार लाने के लिए, बीमाकर्ताओं को ऐसे क्षेत्रों की पहचान करनी चाहिए जो कि काफी संवेदशील है और उन कारणों का विश्लेषण करना चाहिए जिनकी वजह से सेवाओं में गिरावट आई है, और जहाँ भी आवश्यक हो, ऐसे कदम उठाना चाहिए जिससे कि संसाधनों को पर्याप्त रूप से इस्तेमाल करके निम्न स्तर की सेवाओं की प्रवृत्ति को रोका जा सके। यहाँ यह जोर देकर कहने की आवश्यकता नहीं है कि अविरत मानव संसाधनों का प्रशिक्षण हो और विशेष रूप से उन कर्मचारियों का जोकि ग्राहकों के सीधे संपर्क में रहते है, यह बीमाकर्ता की निरन्तर सफलता के लिए अति आवश्यक है। यदि भारतीय बीमा उद्योग को काफी तेजी से प्रगति हासिल करनी हे तो उन्हें सही मायनों में कुशल सेवा अपने पॉलिसीधारकों को प्रदान करनी होगी यही समय की माँग हैं।

पॉलिसीधारक सेवा इस जर्नल का केन्द्र बिन्दु है। किसी भी व्यवसाय की सफलता किसी संगठन के प्रभावकारी उत्पादों के कारण होती है। बीमा उत्पाद' अगले अंक का केन्द्र बिन्दु होगा।

जे. हरि नारायण

जे. हरि नारायण  
अध्यक्ष

# दृष्टि कोण



जीवन बीमा उद्योग संबंधित घटनाक्रमों का बारीकी से निगरानी करे जिससे कि रेग्यूलेशन बीमा समूह प्रबंधन की बढी हुई दक्षता एवं पॉलिसीधारक की सुरक्षा के बीच संतुलन बना सके।

**श्री योशिनोबु सुतसुई**

अध्यक्ष, जीवन बीमा एसोसियेशन ऑफ जापान

एशिया में आर्थिक और वित्तीय एकीकरण ने महत्वपूर्ण लाभ हमारी अर्धव्यवस्था को पहुँचाये है। परंतु क्षेत्र के भीतर आर्थिक और वित्तीय झटकों के लिए अत्याधिक जुड़ाव का होना भी रोग संचार की बडी संभावना जताता है।

**श्री रवि मेनन**

प्रबंध निदेशक, मॉनिटरी अथारटी ऑफ सिंगापूर

बीमा परिषद कैंटवरी समुदाय के लचीलेपन और ताकत के प्रति सम्मान व्यक्त करता है, और धन्यवाद प्रेषित करता है उनकी समझदारी और धैर्य के लिए जो उन्होंने कठिन समय के दौरान प्रदर्शित किया, न केवल उन्हें और उनके परिवारों की बल्कि बीमा उद्योग को ग्राहकों की आवश्यकताओं को पूरा करने के लिए।

**श्री क्रिस रयान**

मुख्य कार्यकारी अधिकारी, इंश्योरेस काउंसिल ऑफ न्यूजीलैंड

हम वर्तमान स्थिति के तहत बढी हुई सुरक्षा स्तर एवं इसे बढाने की जरूरत समझते हैं। साथ ही साथ हम प्रणाली के लचीलेपन को मजबूत बनाना चाहते हैं जिससे ग्राहक भूकंप बीमा आत्मविश्वास से खरीद सकें।

**श्री सूजो सूमि**

अध्यक्ष, साधारण बीमा एसोसिएशन ऑफ जापान

जब आप असाधारण घटनाओं के बीच रहते हैं - जैसे हाल ही में आर्थिक संकट की तरह, यह आवश्यक हो जाता है कि उन पर चिंतन और विचार किया जाये कि क्या कदम उनकी पुनरावृत्ति को रोकने के लिए आवश्यक है। अंतरराष्ट्रीय स्तर पर रेग्युलेटरी को अपनी भूमिका को पुनः अवलोकन की जरूरत है।

**सुश्री मैडम डेनिएल बुलेट**

बीमा नियामकों की अमेरीकी परिषद (C.C.I.R) की अध्यक्ष

प्रथम अन्वेषक लाभ निश्चित रूप से हर जगह ( सभी क्षेत्रों में) होता है- क्या विनियामक आवश्यकता पर जोर देना जरूरी है?

**श्री जे हरि नारायण**

अध्यक्ष, आय आर डी ए (भारत)



# बैंक एश्योरेंस और ग्राहक सम्बन्ध

डॉ. सुबोध कुमार<sup>1</sup> एवं राजपाल सिंह रावत<sup>2</sup> कहते हैं कि 'ग्राहक सम्बन्ध प्रबंधन' व्यवसाय के लिए नये ग्राहक खोजने, पुराने ग्राहकों को बनाये रखने की युक्तियों का एक प्रबंधकीय दृष्टिकोण है।

बैंकिंग और बीमा कम्पनियों के लिए सीआरएम, राजस्व वृद्धि, विपणन क्षेत्र में परामर्श सेवायें लेने की जरूरत है, ताकि वे बाजार में प्रवेश, उत्पाद विकास, वितरण, विलय और अधिग्रहण जैसे विषयों में समाधान ढूँढ सकें। परामर्शदाता उद्योग के वैश्विक बेन्चमार्क, श्रेष्ठ व्यवहार पद्धतियों और प्रासंगिक समंकों को उपलब्ध कराते हैं। ग्राहक को दिये गये आश्वासन को पूरा करना बहुत महत्वपूर्ण है। सेवाओं में वर्तमान ग्राहक को बनाये रखने के लिए लगातार सेवा गुणवत्ता बनाये रखना होगा, जिसमें सीआरएम रणनीति बहुत सहायक होगी। वैयक्तिक सेवाओं की तुलना में मानकीकृत और अर्धमानकीकृत उत्पादों में विक्रय अभिवृद्धि की संभावनायें अधिक हैं

व्यवसाय में सम्बन्ध विपणन की कल्पना पर नब्बे के दशक में ध्यान केंद्रित हुआ। निजीकरण के बाद, ग्राहक चरित्र में जो परिवर्तन दर्ज हुए उनमें एक है- 'संवेदनशीलता'। ग्राहक अपेक्षाकृत अधिक संवेदनशील हो गया है। उत्पाद

के मूल्य और गुणवत्ता के साथ उपभोक्ता, संस्था अथवा संगठन के साथ सम्बन्धों को भी महत्व देता है। सेवा उत्पादों और लंबे समय तक चलने वाले व्यवहार के मामलों में ग्राहक और सेवाप्रदाता के सम्बन्ध की महत्ता और बढ़ जाती है। 'ग्राहक सम्बन्ध प्रबंधन' व्यवसाय के लिए नये ग्राहक खोजने, पुराने ग्राहकों को बनाये रखने की युक्तियों का एक प्रबंधकीय दृष्टिकोण है। सीआरएम का चरम लक्ष्य ग्राहक एवं

संगठन दोनों का अधिकतम हित सुनिश्चित करना है। समग्र सीआरएम क्रियाविधि तीन प्रश्नों पर केंद्रित रहती है- ग्राहक संतोष में वृद्धि किस प्रकार की जाये, उत्पाद अथवा सेवा की गुणवत्ता में वृद्धि किस प्रकार की जाये, बिजनेस ऑपरेशन की गति कैसे तीव्रतम की जाये। बीमा और बैंकिंग दोनों क्षेत्रों में सीआरएम अवधारणा को मूर्त रूप देना शुरू हो चुका है। केंद्रीय कार्यालयों में ग्राहक सम्बन्ध प्रबंधन विभाग बनाये गये हैं। बैंकों में सम्बन्ध प्रबंधक नियुक्त किये गये हैं। जीवन बीमा निगम में भी इस दिशा में कदम उठाये गये हैं।

**सीआरएम का चरम लक्ष्य ग्राहक एवं संगठन दोनों का अधिकतम हित सुनिश्चित करना है।**

बीमा कंपनियाँ अपना कारोबार बैंकों के माध्यम से करती हैं। प्रीमियम जमा करने की सुविधा से लेकर दावों के निपटारे तक की संपूर्ण कार्यविधि में बैंक सेवाओं का सतत हस्तक्षेप रहता है। इस दृष्टि से, बीमादाता यदि अपना स्वयं का बैंक स्थापित कर लें, तब वे निःसंदेह बेहतर सेवा देने में समर्थ होंगे। प्रत्येक स्टेज पर ग्राहक को ऐसी स्थिति में अपेक्षाकृत सुगम और त्वरित सेवा मिल सकेगी। बीमा



कंपनियाँ अपने व्यवसाय के साथ-साथ बैंक को होने वाले सारे लाभ भी स्वयं अर्जित कर सकेंगी। जीवन बीमा कंपनी के पास जीवन निधि के रूप में बड़ी धनराशि सदैव उपलब्ध रहती है जिसे वे बैंक में रखते हैं। बीमा उद्योग और बैंकिंग व्यवसाय के इस सम्मिलन को 'एश्योर बैंकिंग' कहा जाता है। दूसरी ओर, बैंकों द्वारा बीमा उत्पादों में कारोबार करने को 'बैंक-एश्योरेन्स' कहा जाता है। 'एश्योर बैंकिंग' से ग्राहक सेवा-गुणवत्ता में बहुत सुधार संभव है (मिश्रा एम एन 2005)।

बीमा व्यवसायियों के साथ-साथ अब बैंकर्स के लिये भी आवश्यक हो गया है कि उन्हें जीवन बीमा पॉलिसी की आधारभूत शर्तों की सम्यक् जानकारी हो क्योंकि ग्राहकों का सीधा सम्पर्क अब बीमा एजेण्ट से न होकर बैंकर से होना है। जीवन बीमा व्यवहार एक अनुबन्ध है जो बीमा कम्पनी और बीमित के मध्य सम्पन्न होता है। पॉलिसी कतिपय शर्तों के तहत जारी की जाती है। जीवन बीमा पॉलिसी बहुत लम्बे समय का अनुबन्ध होता है। इस अवधि में कई अवसर आते हैं जब बीमादार को कुछ निर्णय लेने होते हैं। इन स्थितियों के विषय में नियमों की सम्यक् जानकारी होने पर सरलता से अधिक उपयुक्त निर्णय पर पहुँचना सम्भव है। जीवन बीमा निगम तथा दूसरी निजी बीमा कम्पनियों की कई प्रकार की पॉलिसी प्रचलित हैं। प्रत्येक पॉलिसी को एक उपभोक्ता वर्ग विशेष को लक्ष्य करके बनाया जाता है। तदनु रूप, उसकी सुविधायें और शर्तें होती हैं जिनके तहत धारक को लाभ मिलता है तथा

## बैंक-एश्योरेन्स का आशय, ऐसी व्यवस्था से है जिसमें बैंक अपने ग्राहकों को बैंकिंग सुविधाओं के साथ-साथ बीमा-उत्पाद भी उपलब्ध कराते हैं।

अनुबन्ध का नियमन होता है। ये शर्तें बीमादाता और पॉलिसीग्राही के अधिकारों और दायित्वों का परिसीमन करती हैं। आईआरडीए की व्यवस्थाओं के अनुरूप बैंकर्स को बीमा सम्बन्धी कार्य की अनिवार्य ट्रेनिंग दी जाती है। किन्तु, आवश्यकतानुरूप यह प्रयास अभी बिल्कुल नाकाफी है क्योंकि व्यवहार में देखने से आता है जब ग्राहक बीमा विषयक जिज्ञासायें लेकर आता है, तब बैंक में व्यक्ति विशेष अवकाश पर है। बैंक-एश्योरेन्स के मामले में बीमा सेवा गुणवत्ता पर पृथक से विचार किया जाना अपेक्षित है, तभी ग्राहक-सन्तोष स्तर को बनाये रखा जा सकेगा (सुबोध कुमार 2004)।

बैंक-एश्योरेन्स का आशय, ऐसी व्यवस्था से है जिसमें बैंक अपने ग्राहकों को बैंकिंग सुविधाओं के साथ-साथ बीमा-उत्पाद भी उपलब्ध कराते हैं। बैंक-एश्योरेन्स के चार मॉडल हैं-रेफरल मॉडल, कॉरपोरेट

एजेंसी, स्ट्रैटजिक स्टेक मॉडल और संयुक्त उद्यम। भारतीय बैंकों में कॉरपोरेट एजेंट प्रणाली लोकप्रिय हुई है। बैंकों के लिये बीमा व्यवसाय में आकर्षण इसलिए है कि इससे वे अपनी शुल्क आधारित आय में वृद्धि कर सकते हैं। बीमा कंपनियों के लिये बैंकों के माध्यम से कारोबार करने में आकर्षण यह है कि उन्हें बैंकों के विशाल नेटवर्क का उपयोग करने का अवसर मिल जाता है और उन्हें पहले से स्थापित विशाल ग्राहक आधार मिल सकता है। बैंक-एश्योरेन्स के प्रसार से उपभोक्ता भी अत्यधिक लाभान्वित होगा क्योंकि दोनों सेवायें उसे एक ही स्थान पर उपलब्ध होंगी। इससे, उसके समय की बचत होती है और सहूलियत रहती है (सुबोध कुमार 2005)।

संयुक्त राज्य अमेरिका विश्व का सबसे बड़ा बीमार बाजार है। किन्तु, बैंक-एश्योरेन्स का प्रादुर्भाव अमेरिका में नहीं हुआ, क्योंकि वहाँ पर लागू ग्लास स्टेगल अधिनियम बैंकों को बीमा व्यवसाय करने की अनुमति नहीं देता था। बाद में, इसे वहाँ निरस्त किया गया। तब, बैंक बीमा शुरू हो सका। इसी प्रकार, भारत में बैंकिंग और बीमा कानून भी बैंकिंग और बीमा सेवाओं के गठबंधन को अनुमति नहीं देते थे जिनमें वर्ष 2000 में संशोधन किया गया। तभी, भारत में बैंक-एश्योरेन्स की शुरुआत हो सकी। बैंकिंग और बीमा व्यापार में पिछले पाँच वर्षों में ही मौलिक बदलाव आये हैं। ये परिवर्तन स्वामित्व को लेकर भी हैं और बाजार की प्रवृत्तियों से सम्बन्धित भी हैं। अब बाजार 'क्रेता

बाजार' बन गया है। अब केंद्र में उत्पाद नहीं, अपितु ग्राहक है। ग्राहक की माँग और जरूरत के अनुरूप उत्पाद विकसित किये जाने हैं। बैंक और बीमा संस्थाओं के लिये अंतर्राष्ट्रीय मानदंड स्थापित हैं। भारतीय बाजार क्रमशः वैश्विक मानकों की ओर अग्रसर है (सुबोध कुमार 2006)।

देश में बीमा बहुत उज्ज्वल भविष्य वाला व्यवसाय माना जा रहा है। बीमा कम्पनियों ने वितरण माध्यमों की तलाश शुरू की, तब सबसे पहले बैंकों के साथ करार किये। यहाँ, चिन्ता की बात यह है कि शोध अध्ययन संकेत करते हैं कि हमारे सार्वजनिक बैंकों में ग्राहक सेवा गुणवत्ता की स्थिति संतोषजनक नहीं है। ऐसी स्थिति में बीमा सेवाओं का विपणन और संचालन ऐसे आउटलेट से करना बहुत फलदायी नहीं हो सकता। बीमा में सेवा से पूर्व और विपणन के बाद दोनों ही दशाओं में विशिष्ट सेवा सम्बन्ध प्रबन्धन की जरूरत रहती है। 'वितरण माध्यम की अनुपलब्धता' बीमा के ग्रामीण क्षेत्र में प्रसार के मार्ग में सबसे बड़ी अड़चन रही है। भारतीय जीवन बीमा निगम के शाखा कार्यालय केवल शहरों तक सीमित हैं। निगम की असफलताओं में प्रमुखता से उल्लेख किया जाता है कि पचास वर्षों में भी गाँवों में बीमा आच्छादन नहीं किया जा सका। निगम के एजेण्ट्स की भी सीमित संख्या है। यद्यपि निगम ने ग्रामीण अभिकर्ताओं के लिए अतिरिक्त पारिश्रमिक की व्यवस्था की है। किन्तु, इन सबका कोई महत्वपूर्ण प्रभाव नहीं बन सका। मल्होत्रा कमेटी की रिपोर्ट में सिफारिश की गई थी कि गाँवों में जीवन

**शोध अध्ययन संकेत करते हैं कि हमारे सार्वजनिक बैंकों में ग्राहक सेवा गुणवत्ता की स्थिति संतोषजनक नहीं है। ऐसी स्थिति में बीमा सेवाओं का विपणन और संचालन ऐसे आउटलेट से करना बहुत फलदायी नहीं हो सकता।**

बीमा पोस्ट ऑफिस के माध्यम से कराया जाये। इस दिशा में किंचित प्रयास हुए भी किन्तु उनका परिणाम और प्रभाव नगण्य रहा है (सुबोध कुमार एवं रतूड़ी हरीश चन्द्र 2008)।

बैंकों के माध्यम से प्रीमियम एकत्र करने पर ग्राहकों के लिए कई सुविधाजनक विकल्प खुलते हैं, जैसे- इंटरनेट द्वारा प्रीमियम भुगतान, स्थाई आदेश द्वारा प्रीमियम जमा करना, एटीएम द्वारा प्रीमियम अदायगी आदि। जीवन बीमा जैसे दीर्घकालिक अनुबंधों के सततीकरण के लिए तकनीक का उपयोग बहुत सहायक हो सकता है, जैसे- नवीनीकरण प्रीमियम के लिये 'ई-मेल' से अनुस्मारक भेजा जा सकता है और नवीनीकरण प्रीमियम सम्बन्धी आंकड़ों/समकों का अवलोकन और विश्लेषण बहुत सरलता

से किया जा सकता है। त्रिपाठी का सुझाव है कि बीमा कंपनी और बैंक के मध्य करार का प्रमुख आधार सेवा गुणवत्ता स्तर होना चाहिए, अन्यथा सहयोगी पक्षकार के लिए अत्यंत हानिप्रद बन सकता है। इस प्रकार बैंक को समग्र वित्तीय केंद्र और वित्तीय सलाहकार बनने की संकल्पना भी व्यवहार में आ सकेगी। 'क्रॉस सैलिंग' के उद्देश्य से दोनों पक्षों के मध्य सम्बन्धों की आधारशिला 'समग्र ग्राहक सम्बन्ध प्रबंधन' होना चाहिए। आईटी सिस्टम, प्रशिक्षण, पुनश्चर्या, कॉल सेंटर, उत्पाद विकास आदि में बृहत् विनियोग की आवश्यकता होगी (त्रिपाठी नलिनी प्रभा 2007)।

'अपने ग्राहक को जानिए' अवधारणा के चार प्रमुख अंग हैं- ग्राहक स्वीकार्यता नीति, ग्राहक पहचान क्रिया विधि, लेनदेन पर निगरानी और जोखिम प्रबन्धन। केवाईसी का परम्परागत प्रयोजन मनी लॉउन्ड्रिंग रोकने और आंतकवाद निवारण तक सीमित है, लेकिन इसका उपयोग विपणन रणनीतिपरक उद्देश्यों के लिये बखूबी किया जा सकता है। केवाईसी की पूरी एक्सरसाइज का दोहरा उपयोग किया जा सकता है। बस, दृष्टि को विस्तार देने की जरूरत है। दूसरे अर्थ में, यह भी कह सकते हैं कि ग्राहक प्रोफाइल का विस्तृत उपयोग कर दोनों लक्ष्य प्राप्त किये जा सकते हैं। बीमा एजेण्ट के लिये ग्राहक के विषय में समग्र सूचनाओं की आवश्यकता होती है। बीमा कारोबार में ग्राहक की विश्वसनीयता और निष्ठा की परख अपेक्षित होती है। ऐसे में, सकारात्मक



दृष्टिकोण कारोबार की वृद्धि में सहायक होगा और सम्बन्धों में मानवीय पक्ष पुख्ता होगा (सुबोध कुमार 2007)।

बैंक एश्योरेंस के अन्तर्गत जारी बीमा पॉलिसियों के मामले में शिकायत तंत्र को बहुत मजबूत बनाये जाने की जरूरत है। ऐसी पॉलिसियों में काफी बड़ी संख्या में शिकायतों का मिलना संभावित है क्योंकि बीमा उत्पाद जटिल होते हैं, दीर्घकालिक होते हैं और बीमा उत्पादों में वैविध्य है, जैसे- बन्दोबस्ती, समूह योजना, मियादी बीमा, दुर्घटना बीमा, शुद्ध बीमा। उदारिकरण के परिणामस्वरूप, ग्राहक चरित्र में बदलाव आया है। अब ग्राहक संकोची नहीं रहा अपितु दृढ़ता से अपना पक्ष रखता है। यहाँ, उल्लेखनीय है कि शिकायत के लिये प्रयुक्त पारम्परिक माध्यमों के अतिरिक्त अब विविध व्यवसायों में नियामक संस्थाएँ और ओम्बड्समैन विवादों के समाधान के लिये कार्यरत हैं। इन सबके अतिरिक्त टीवी चैनल भी ग्राहकों की शिकायत सुनने और मध्यस्थता का कार्य कर रहे हैं। जी बिजनेस और सीएनबीसी आवाज का उदाहरण दिया जा सकता है। विक्रयकर्ता की एक चूक को टीवी चैनल पर प्रसारित हो रहे कार्यक्रम के माध्यम से लाखों लोग सुनेंगे। किसी भी सेवाप्रदाता के लिये बहुत संकटपूर्ण स्थिति होगी और इसका प्रतिकूल प्रभाव इसके व्यवसाय पर पड़ेगा। टीवी चैनल का माध्यम किसी व्यवसाय अथवा व्यवसायी के लिये विज्ञापन और प्रचार का सशक्त माध्यम भी हो सकता है (सुबोध कुमार 2009)।

बैंक एश्योरेंस में विपणनकर्ता की

व्यवस्तता व्यवसाय संवर्द्धन के मार्ग में प्रमुख बाधा मानी जाती है। बैंक अधिकारी कार्य समय में बैंकिंग सेवाओं के अपने कार्य में प्रायः अत्यधिक व्यस्त रहते हैं। बैंकों में कार्यस्थलपरक दबाव काफी अधिक रहता है। इस स्थिति में बैंक अधिकारी से यह अपेक्षा करना भी उचित नहीं लगता कि वे बीमा के संभावित ग्राहक के लिए थोड़ा भी समय आसानी से निकाल पायेंगे। दूसरी ओर, बीमा कम्पनी के अभिकर्ता प्रस्तावक के लिए व्यक्तिगत परामर्श और मार्गदर्शन के लिए यथेष्ट समय देते हैं। बीमा में ग्राहक के लिए निजी तौर पर व्यक्तिगत समय दिये जाने की जरूरत होती है। यहाँ यह भी उल्लेखनीय है कि बैंक की किसी व्यस्त शाखा से बीमा ट्रेनिंग के लिए एक अधिकारी का उपलब्ध हो पाना कठिन लगता है। यहाँ यह सुझाव दिया जा सकता है कि बैंक में बीमा व्यवसाय के लिये विशेष रूप से अधिकारी नामित

**बैंक एश्योरेंस के अन्तर्गत जारी बीमा पॉलिसियों के मामले में शिकायत तंत्र को बहुत मजबूत बनाये जाने की जरूरत है। ऐसी पॉलिसियों में काफी बड़ी संख्या में शिकायतों का मिलना संभावित है।**

किया जाये जिसका कार्य केवल बीमा सम्बन्धी सेवाओं तक ही सीमित हो। इस प्रकार नियुक्त पूर्णकालिक बैंक कार्मिक बीमा विपणन को सुचारू ढंग से सम्पन्न कर पायेंगे। इस आधार पर परीक्षण भी हुये हैं। एक बैंक ने केवल बीमा कार्य के लिए नियुक्त कर्मचारी को वापस बुला लिया क्योंकि बीमा व्यवसाय से प्राप्त आय उसके वेतन और भत्तों की राशि से कम थी (वरदराजन आर एवं नटराजन के 2007)।

### समंक संकलन

प्रस्तुत अध्ययन प्राथमिक समंकों पर आधारित है जिसके लिये क्षेत्र में सर्वेक्षण किया गया। समंकों के संकलन के लिये सुनियोजित प्रश्नावली का उपयोग किया गया। प्रश्नावली में निहित प्रश्नों के अतिरिक्त मिली महत्वपूर्ण जानकारी को भी साक्षात्कार पत्र में दर्ज कर लिया गया। सरकारी क्षेत्र, निजी बैंक, सहकारी एवं क्षेत्रीय ग्रामीण बैंकों में तुलनात्मक अध्ययन के लिये एक हजार बैंक ग्राहकों से यादृच्छिक रूप से प्रश्नावली फॉर्म भरवाये गये। प्रतिदर्श में सम्मिलित समूह के आयु वर्ग वितरण से संकेत मिला कि 57 प्रतिशत व्यक्ति 26-45 आयु वर्ग में थे तथा 26-4 प्रतिशत का प्रतिनिधित्व 46-60 आयुवर्ग में था। इसका कारण हमारी जनांकिकीय विशेषता और तत्सम्बन्धी बैंकिंग आदतों से सम्बन्धित है। न्यादर्श की व्यवसायगत संरचना का अवलोकन स्पष्ट करता है कि 36 प्रतिशत सदस्य वेतनभोगी वर्ग से सम्बन्धित थे और 26 प्रतिशत सदस्य व्यवसायी थे। सभी बैंक समूहों में ग्राहकों की संख्या समान 250 है।

### बैंकिंग अनुभव अवधि (वर्षों में)

बैंकिंग व्यवहार अवधि	ग्राहकों की संख्या
0-5	412
5-10	352
10-20	161
20-30	52
30 से अधिक	23
योग	1000

### ग्राहक आयु वर्ग

आयु	वर्गग्राहकों की संख्या
10-25	88
26-45	570
46-60	264
60 से अधिक	78
योग	1000

### व्यवसायवार ग्राहक वितरण

व्यवसाय	ग्राहकों की संख्या
वेतन भोगी	360
सेवानिवृत्त	15
व्यापार	259
पेशेवर	72
उद्योग	14
कृषि	112
अन्य	168
योग	1000

### अध्ययन का क्षेत्र एवं सीमाएं

शोध कार्य के उद्देश्य से बैंक की शाखा को विपणन केन्द्र माना गया है। अध्ययन के लिये उत्तराखण्ड राज्य के ऋषिकेश नगर में कार्यरत सभी बैंकों को न्यादर्श के रूप में चुना गया है। इन बैंकों में स्टेट बैंक समूह, राष्ट्रीयकृत बैंक, क्षेत्रीय ग्रामीण बैंक, सहकारी बैंक एवं निजी बैंक सम्मिलित हैं। अध्ययन की दृष्टि से स्टेट बैंक एवं सहयोगी बैंकों को सार्वजनिक क्षेत्र में सम्मिलित किया गया है। शोध प्रस्ताव आयोजन करते समय क्षेत्र में

निजी बैंक का एकमात्र प्रतिनिधि यूटीआई बैंक था, जो कि बाद में ऐक्सिस बैंक में पुनर्गठित हुआ। सर्वेक्षण अवधि में दो सदस्य और अवतरित हुये- एचडीएफसी बैंक एवं आईसीआईसीआई बैंक। निजी बैंक ग्राहक समूह में इन तीनों बैंकों के उपभोक्ता शामिल हैं। इस प्रकार अध्ययन नगरीय बैंकिंग पर आधारित है। साथ ही क्षेत्र की व्यावसायिक संरचना और जनसंख्या संरचना को ध्यान में रखकर शोध को रिटेल बैंकिंग और उपभोक्ता बैंकिंग पर केन्द्रित रखा गया है।

न्यादर्श के लिये चुने गए क्षेत्र एवं न्यादर्श की विशिष्टताओं के कारण अध्ययन के आधार पर निकले निष्कर्षों की निम्नांकित सीमायें रहेंगी :-

**बैंकिंग और बीमा  
सेवाओं का सम्मिलन  
विकसित अर्थव्यवस्थाओं  
में सफल सिद्ध हो  
चुका है। कई देशों में  
वित्तीय सेवाओं के  
नियमन और नियंत्रण  
के लिए संयुक्त  
व्यवस्था है, जिसमें  
बैंकिंग और बीमा  
दोनों व्यवसाय आते  
हैं।**

- शाखा को विपणन केन्द्र मानना सभी सन्दर्भों में सही नहीं है क्योंकि किसी बैंक में महत्वपूर्ण निर्णय कॉरपोरेट ऑफिस में लिये जाते हैं जो शाखा स्तर तक और ग्राहक को भी खूब प्रभावित करते हैं।
- अध्ययन सरकारी क्षेत्र के बैंकों पर केन्द्रित है। इसलिये दूसरे बैंक समूहों, जैसे निजी बैंक और सहकारी बैंकों के सन्दर्भ में इसके परिणाम उतने सार्थक नहीं होंगे।
- न्यादर्श में सम्मिलित शाखायें शहरी क्षेत्र की हैं। इसलिये, ग्रामीण बैंकिंग के मामले में ये निष्कर्ष उस तरह प्रासंगिक नहीं रहेंगे।
- अध्ययन का लक्ष्य समूह रिटेल बैंकिंग और उपभोक्ता बैंकिंग तक सीमित है। अतः कॉरपोरेट बैंकिंग एवं थोक बैंकिंग के क्षेत्र में इसकी उपयोगिता बहुत कम होगी।
- छोटे और मध्यम आकार की शाखाओं पर आधारित होने के कारण शोध निष्कर्ष बड़ी शाखाओं के सन्दर्भ में पूरी तरह से ठीक नहीं होंगे क्योंकि बड़े शहरों की बड़ी शाखाओं की ग्राहक संरचना आदि भी भिन्न होती है।

### बैंक एश्योरेंस जागरूकता

बैंकिंग और बीमा सेवाओं का सम्मिलन विकसित अर्थव्यवस्थाओं में सफल सिद्ध हो चुका है। कई देशों में वित्तीय सेवाओं के नियमन और नियंत्रण के लिए संयुक्त व्यवस्था है, जिसमें बैंकिंग और बीमा दोनों व्यवसाय आते हैं। भारत में

सार्वजनिक और निजी दोनों ही बीमादाताओं के बैंकों के साथ अनुबन्ध हो चुके हैं, जिसके अन्तर्गत बैंकों में बीमा उत्पाद उपलब्ध हैं। बैंक एश्योरेंस के संदर्भ में जागरूकता स्तर के परीक्षण के लिए ग्राहकों से पूछा गया कि वे बैंकों में जीवन बीमा उत्पादों की उपलब्धता के विषय में जानते हैं अथवा नहीं। सर्वेक्षण में 22-8 प्रतिशत बैंक ग्राहक परिचित थे कि बैंकों में बीमा किया जाता है, जबकि 13-2 प्रतिशत ग्राहकों का मत था कि उनके बैंक में बीमा नहीं किया जाता। ग्राहकों में 64 प्रतिशत ने पूरी तरह अनभिज्ञता व्यक्त की। उनकी टिप्पणी थी कि उन्हें नहीं मालूम कि बैंक बीमा विपणन करते हैं अथवा नहीं। बीमा के नाम पर भी उनका परिचय मात्र 'एलआईसी' शब्द से था। सर्वेक्षण वर्ष 2007 एवं 2008 में सम्पादित हुआ, तब तक प्रथम चरण में प्रारम्भ हुई बीमा कम्पनियों को सात-आठ वर्ष व्यवसाय करते हुए पूरे हुये। निजी बीमा कम्पनियों के प्रवेश के साथ ही भारत में बैंक एश्योरेंस का उद्भव हुआ। जागरूकता स्तर में कमी के कारण के रूप में चिन्हित किया जा सकता है- वित्तीय साक्षरता की न्यूनता। साथ ही, बैंक में बीमा कार्य के प्रति तत्परता का अभाव है।

बीमा संवेदनापरक विषय है। परिवार का प्रधान अपने पाल्य के सम्मुख बीमा सम्बन्धी जरूरतों और आर्थिक सुरक्षा प्रबन्धन के बारे में प्रायः सहजता से बात करने में भी समर्थ नहीं होता है। वहीं संकोचशील आश्रित अपने पिता अथवा अभिभावक से उनकी जीवन बीमा

**सर्वेक्षण में 22-8 प्रतिशत बैंक ग्राहक परिचित थे कि बैंकों में बीमा किया जाता है, जबकि 13-2 प्रतिशत ग्राहकों का मत था कि उनके बैंक में बीमा नहीं किया जाता।**

पॉलिसियों का विवरण नहीं मालूम करते। यद्यपि, निवेश सम्बन्धी सूचनायें परस्पर बाँटना सरल है, किन्तु जहाँ बीमा शामिल होता है वहाँ जीवन-मृत्यु का विषय जुड़ जाता है और वातावरण भावनात्मक बन जाता है। थोड़ा कठिन परिस्थिति है कि अनुबन्धकर्ता के न रहने पर बीमा कम्पनी के दायित्व का उदय होगा और उत्तराधिकारियों के पास सम्यक् जानकारी नहीं है। भावनात्मक और क्रियात्मक घटकों के चलते यह संभावना प्रबल है कि हितग्राही को जानकारी ही न हो कि उसे बीमा राशि मिलनी है। ऐसी दशा में, यदि बैंक यह देख ले कि उसके खातेदार के पास कोई बीमा पॉलिसी भी है जो बैंक ने उसे बेची हो। यद्यपि बैंक की यह कानूनी जिम्मेदारी नहीं हो सकती, लेकिन श्रेष्ठ व्यवसायिक नैतिक मर्यादा के अन्तर्गत

बैंक अपनी यह भूमिका स्वीकार कर ले तो बीमा का मूल प्रयोजन पूरा हो जायेगा और श्रेष्ठ व्यवसायिक व्यवहार मानदण्ड स्थापित होंगे। इसके लिये एक उपकरण बन सकता है- ग्राहक प्रोफाइल। ग्राहक प्रोफाइल में बैंक द्वारा जारी बीमा पॉलिसी का भी विवरण दर्ज कर लिया जाये तथा ग्राहक प्रोफाइल को समय-समय पर अद्यतन करते रहा जाये। साथ ही, अवसर पर ग्राहक प्रोफाइल का उपयोग किया जाये। ग्राहक का वैयक्तिक विवरण रखने के बारे में हमारे बैंकों की आलोचना की गई है जबकि विदेशी बैंकों में ग्राहक प्रोफाइल रखने का अच्छा चलन है।

(शेष अगले अंक में.....)

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<sup>2</sup>राजपाल सिंह रावत, षोड छान्न, हेनबग केन्द्रीय विश्वविद्यालय, स्वामी रामतीर्थ परिसर बादणाहीथौल टिहरी गढ़वाल, (उत्तराखण्ड) 249199

**GROSS PREMIUM UNDERWRITTEN BY NON-LIFE INSURERS WITHIN INDIA (SEGMENT WISE) :**

Sl. No.	Insurer	Fire	Marine	Marine Cargo	Marine Hull	Engineering	Motor
1	<b>Royal Sundaram</b> Previous year	<b>37.80</b> 37.43	<b>19.91</b> 18.49	<b>19.91</b> 18.49	<b>0.00</b> 0.00	<b>26.85</b> 27.51	<b>752.87</b> 556.72
2	<b>TATA-AIG</b> Previous year	<b>179.52</b> 154.95	<b>144.51</b> 114.16	<b>144.51</b> 114.16	<b>0.00</b> 0.00	<b>40.85</b> 32.32	<b>541.23</b> 279.92
3	<b>Reliance</b> Previous year	<b>93.05</b> 75.81	<b>35.75</b> 33.49	<b>35.07</b> 18.65	<b>0.69</b> 14.84	<b>72.26</b> 34.63	<b>834.85</b> 756.90
4	<b>IFFCO Tokio</b> Previous year	<b>167.22</b> 176.76	<b>106.19</b> 102.42	<b>80.08</b> 65.14	<b>26.11</b> 37.28	<b>44.62</b> 44.63	<b>790.07</b> 682.46
5	<b>ICICI Lombard</b> Previous year	<b>262.28</b> 244.49	<b>162.25</b> 125.43	<b>98.39</b> 80.22	<b>63.87</b> 45.21	<b>137.12</b> 116.33	<b>1,506.15</b> 1,105.96
6	<b>Bajaj Allianz</b> Previous year	<b>221.00</b> 193.18	<b>63.22</b> 57.32	<b>62.40</b> 53.81	<b>0.82</b> 3.51	<b>91.26</b> 76.48	<b>1,417.41</b> 1,254.44
7	<b>HDFC ERGO</b> Previous year	<b>206.25</b> 144.67	<b>47.14</b> 32.89	<b>32.31</b> 20.96	<b>14.83</b> 11.93	<b>55.44</b> 40.71	<b>464.92</b> 286.57
8	<b>Cholamandalam</b> Previous year	<b>53.98</b> 43.62	<b>35.66</b> 31.45	<b>35.66</b> 31.44	<b>0.00</b> 0.01	<b>18.71</b> 18.07	<b>642.17</b> 437.40
9	<b>Future Generali</b> Previous year	<b>74.50</b> 53.47	<b>29.21</b> 23.32	<b>29.21</b> 23.32	<b>0.00</b> 0.00	<b>20.55</b> 17.99	<b>387.44</b> 227.86
10	<b>Universal Sampo</b> Previous year	<b>54.85</b> 38.61	<b>7.04</b> 3.99	<b>7.04</b> 3.99	<b>0.00</b> 0.00	<b>6.25</b> 4.10	<b>154.81</b> 119.29
11	<b>Shriram</b> Previous year	<b>5.90</b> 2.70	<b>1.25</b> 0.17	<b>1.25</b> 0.17	<b>0.00</b> 0.00	<b>2.53</b> 1.38	<b>844.79</b> 516.43
12	<b>Bharti Axa</b> Previous year	<b>33.65</b> 27.94	<b>13.57</b> 8.26	<b>13.57</b> 8.26	<b>0.00</b> 0.00	<b>9.42</b> 8.32	<b>413.45</b> 277.60
13	<b>Raheja QBE</b> Previous year	<b>1.52</b> 0.89	<b>0.03</b> 0.04	<b>0.03</b> 0.04	<b>0.00</b> 0.00	<b>0.12</b> 0.25	<b>0.25</b> 0.14
14	<b>SBI</b> Previous year	<b>100.59</b> 4.69	<b>0.91</b> 0.08	<b>0.91</b> 0.00	<b>0.00</b> 0.00	<b>5.64</b> 0.91	<b>13.44</b> 0.00
15	<b>L&amp;T</b> Previous year	<b>9.98</b> 0.69	<b>4.17</b> 0.08	<b>4.17</b> 0.08	<b>0.00</b> 0.00	<b>8.09</b> 0.73	<b>60.80</b> 1.77
16	<b>New India</b> Previous year	<b>851.06</b> 824.78	<b>451.13</b> 418.73	<b>203.84</b> 193.19	<b>247.29</b> 225.53	<b>283.29</b> 242.78	<b>2,156.83</b> 1,653.28
17	<b>National</b> Previous year	<b>502.94</b> 426.25	<b>247.81</b> 195.26	<b>142.36</b> 124.16	<b>105.45</b> 71.09	<b>201.46</b> 153.80	<b>2,616.46</b> 2,002.23
18	<b>United India</b> Previous year	<b>719.69</b> 594.60	<b>430.08</b> 385.32	<b>242.10</b> 209.09	<b>187.98</b> 176.23	<b>357.06</b> 292.60	<b>2,054.11</b> 1,506.52
19	<b>Oriental</b> Previous year	<b>606.52</b> 511.32	<b>371.15</b> 341.71	<b>214.22</b> 176.66	<b>156.93</b> 165.05	<b>235.52</b> 209.40	<b>1,551.53</b> 1,282.99
20	<b>AIC of India</b> Previous year						
	<b>Grand Total</b> Previous year	<b>4,182.30</b> 3,556.17	<b>2,170.99</b> 1,892.51	<b>1,367.03</b> 1,141.75	<b>803.96</b> 750.69	<b>1,617.04</b> 1,322.22	<b>17,203.58</b> 12,946.71
<b>SPECIALISED INSTITUTIONS</b>							
21	<b>ECGC</b> Previous year						
22	<b>Star Health &amp; Allied Insurance</b> Previous year						
23	<b>Apollo MUNICH</b> Previous year						
24	<b>Max BUPA</b> Previous year						

Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD APRIL - DECEMBER, 2011 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
561.47	191.40	171.44	0.00	11.19	26.88	24.35	1,071.30
441.95	114.78	120.59	0.00	10.99	28.38	29.20	829.32
460.52	80.71	101.50	0.00	138.67	89.52	29.79	1,265.58
239.22	40.70	87.49	0.00	114.43	94.21	19.04	896.52
518.09	316.76	176.41	3.30	16.71	21.08	40.67	1,294.08
518.32	238.58	191.71	45.27	14.60	37.89	27.81	1,218.11
522.69	267.38	125.77	17.86	33.90	21.03	149.08	1,455.74
474.99	207.47	131.10	31.91	47.30	20.93	87.49	1,325.00
1,057.58	448.57	1,222.91	92.56	93.36	103.35	232.80	3,812.78
807.59	298.36	1,080.05	71.68	89.42	74.90	215.41	3,123.68
1,036.18	381.22	296.54	19.91	92.41	42.47	139.89	2,384.12
947.66	306.78	235.95	20.94	76.36	39.57	140.19	2,094.42
305.63	159.29	312.40	17.53	85.74	135.33	20.24	1,345.01
207.78	78.79	241.46	29.77	64.05	94.35	7.48	941.95
387.23	254.94	202.06	0.00	12.03	34.39	11.91	1,010.91
303.99	133.41	131.31	0.00	8.94	25.01	22.52	718.32
254.83	132.62	84.97	0.00	17.35	36.24	24.59	674.84
165.06	62.80	73.08	0.00	9.65	21.15	14.83	441.35
123.43	31.39	27.21	0.00	2.37	3.93	34.14	290.59
92.81	26.48	16.51	0.00	1.49	2.97	25.40	212.37
362.83	481.96	0.00	0.00	0.44	2.12	2.32	859.34
270.91	245.51	0.00	0.00	0.31	1.78	1.24	524.02
307.36	106.09	106.59	0.00	2.74	16.45	6.58	602.46
214.85	62.75	35.26	0.00	1.64	11.21	3.46	373.69
0.15	0.10	0.00	0.00	9.78	0.44	3.81	15.95
0.13	0.02	0.00	0.00	4.03	0.33	0.03	5.71
11.14	2.30	2.96	16.01	0.00	5.74	6.63	151.94
0.00	0.00	0.00	3.20	0.00	5.39	0.19	14.46
39.59	21.21	4.48	0.00	3.17	1.73	4.44	96.85
1.35	0.42	0.00	0.00	0.29	0.00	0.28	3.84
1,122.27	1,034.55	1,797.94	75.94	164.19	109.99	396.71	6,287.08
962.49	690.80	1,540.47	52.50	121.15	92.36	364.66	5,310.71
1,367.46	1,248.99	1,400.60	32.51	65.70	106.25	334.38	5,508.11
1,116.74	885.49	1,121.91	23.88	50.93	94.07	282.67	4,351.01
1,010.98	1,043.13	1,540.65	7.02	103.54	155.28	440.94	5,808.37
814.33	692.19	1,193.90	6.12	74.93	88.21	436.35	4,578.55
750.21	801.32	903.48	58.54	85.98	120.10	465.29	4,398.12
700.92	582.08	927.44	56.56	78.40	103.62	381.89	3,893.34
						1,795.52	1,795.52
						1,293.84	1,293.84
10,199.65	7,003.93	9,646.07	341.18	939.28	1,049.28	4,873.64	42,023.35
8,279.73	4,666.98	8,212.89	341.84	768.65	850.23	3,994.03	33,885.26
						700.88	700.88
						632.52	632.52
		842.93			10.42	2.76	856.11
		938.77			9.13	3.26	951.16
		249.64			6.54	5.91	262.09
		130.93			4.75	4.56	140.25
		75.57			0.00	0.00	75.57
		14.97			0.00	0.00	14.97

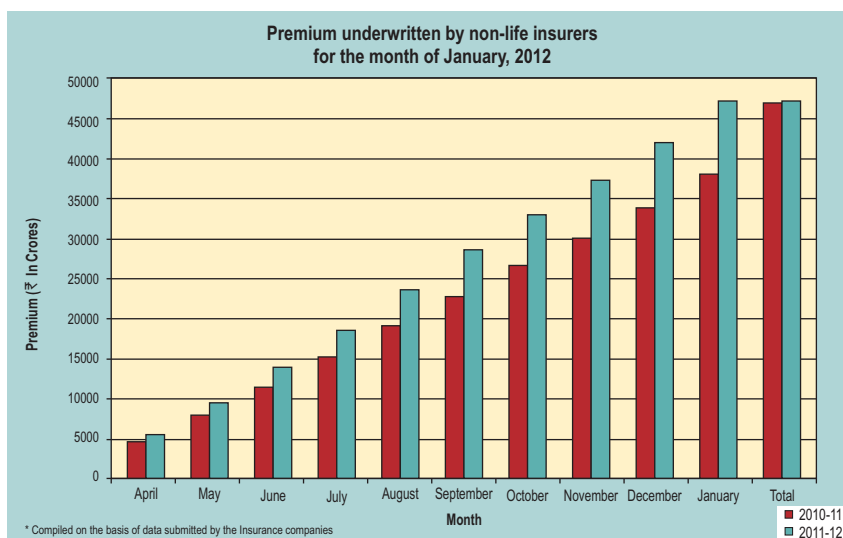
# Report Card: General

## GROSS PREMIUM UNDERWRITTEN FOR AND UPTO THE MONTH OF JANUARY, 2012

(₹ in Crores)

INSURER	JANUARY		APRIL - JANUARY		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2011-12	2010-11*	2011-12	2010-11*	
Royal Sundaram	124.65	105.76	1195.96	935.07	27.90
Tata-AIG	149.88	108.79	1417.28	1005.31	40.98
Reliance General	141.72	155.37	1435.80	1373.48	4.54
IFFCO-Tokio	163.44	176.68	1619.17	1501.67	7.82
ICICI-lombard	495.77	387.67	4308.55	3511.35	22.70
Bajaj Allianz	309.52	277.34	2693.64	2371.75	13.57
HDFC ERGO General	170.93	133.23	1515.94	1075.18	40.99
Cholamandalam	112.15	82.85	1123.06	801.16	40.18
Future Generali	99.66	66.42	774.50	507.77	52.53
Universal Sampo	35.35	21.71	325.94	234.08	39.24
Shriram General	125.18	80.18	984.52	604.19	62.95
Bharti AXA General	90.16	65.44	691.28	439.13	57.42
Raheja QBE	1.52	0.62	17.46	6.32	176.12
SBI General	28.36	2.58	180.29	14.39	1153.10
L&T General	12.22	2.75	109.07	6.59	1555.16
Star Health & Allied Insurance	153.45	224.11	1009.56	1175.27	-14.10
Apollo MUNICH	86.44	58.02	348.54	198.27	75.79
Max BUPA	13.24	2.74	88.81	17.63	403.79
New India	701.36	537.60	6988.44	5848.31	19.50
National	720.78	533.63	6228.89	4884.86	27.51
United India	608.00	488.44	6416.37	5066.99	26.63
Oriental	499.71	466.04	4897.83	4359.38	12.35
ECGC	87.29	79.38	788.17	711.90	10.71
AIC	260.71	92.36	2056.23	1386.19	48.34
<b>PRIVATE TOTAL</b>	<b>2313.63</b>	<b>1952.25</b>	<b>19839.39</b>	<b>15778.63</b>	<b>25.74</b>
<b>PUBLIC TOTAL</b>	<b>2877.85</b>	<b>2197.44</b>	<b>27375.93</b>	<b>22257.63</b>	<b>23.00</b>
<b>GRAND TOTAL</b>	<b>5191.48</b>	<b>4149.70</b>	<b>47215.32</b>	<b>38036.26</b>	<b>24.13</b>

Note Compiled on the basis of data submitted by the Insurance companies  
\* Figures revised by insurance companies





The 14th Global Conference of Actuaries with the theme "Meeting the Challenges of Change" was held at Mumbai from 19th Feb to 21st Feb 2012. The conference was organized by Institute of Actuaries of India (IAI) in collaboration with International Actuarial Association (IAA). The conference attracted more than 600 participants from across the world who shared their ideas on various subjects.



Mr. Liyaquat Khan, President, Institute of Actuaries of India giving the opening remarks at the conference.



Mr. J. Hari Narayan, Chairman, IRDA who delivered the keynote address at the conference being felicitated with a memento by Mr. Amit Punchhi, Managing Director, RGA Services India Pvt Ltd. (left); and Mr. Heerak Basu, Secretary, Advisory Group on Peer, Stakeholder & International Relations.



The Global Round-table in progress: Seated (L to R) are: Mr. Gautam Bharadwaj, Director – Invest India Micro Pension Services Pvt. Ltd.; Mr. Mark Saunders, MD – Towers Watson Asia Pacific; Mr. Ashvin Parekh, Partner & National Leader - Global Financial Services, Ernst & Young (India) - Chairperson; Dr. Wolfgang Droste, Chief Executive – Gen Re Asia Pacific; Mr. Sabbir Patel, Senior Vice-President & CFO – International Cooperative and Mutual Insurance Federation, UK; and Mr. Tony Cheng, CEO (Hong Kong and Southeast Asia) – RGA Reinsurance Company.



Mr. Arjun Nagpal being awarded the Parikh Parivar Prize for scoring the highest aggregate marks in ACET - in the presence of Mr. J. Hari Narayan.

College of Insurance, Insurance Institute of India organised a 'Workshop on Controlling Fraud and Abuse in Health Insurance' on 23rd and 24th Feb. 2012. The workshop witnessed great participation from insurance companies, Third Party Administrators (TPAs), healthcare providers, medical practitioners, IT companies and investigating agencies involved in Health insurance fraud control. The workshop also attracted participation from professionals from streams like reinsurance, actuarial studies as well as academicians and consultants. Two days of presentations and discussions centred around common issues, recent trends, how the industry is tackling fraud through multi-pronged approach combining technology, experience, analytics, triggers, investigations etc; and further on what needs to be done at a collective level by the industry - going forward.



Mr R. Chandrasekaran, Secretary General, G I Council delivering key note address. Also seen in the photograph are (L to R): Ms Malti Jaswal, Project Director - Health Insurance, Insurance Institute of India; Dr George E Thomas, Associate Professor, College of Insurance; Mr P K Rath, Director, College of Insurance; and Dr Nayan Shah, MD, Paramount Healthcare.



Participants in rapt attention





Speaking at the panel discussion on Investigation Team Perspective is Ms. Malti Jaswal. Seated on the dais from left to right are: Mr Nazeem Khan, VP, ICICI Lombard General Insurance Co. Ltd.; Dr B S Powdwal, Operations Head, Bajaj Allianz General Insurance Co. Ltd.; Dr Ashish Dogra, General Manager, Jupiter Hospital and Dr Bangal, General Manager, EMC.



Concluding Session in progress: Seated (from L to R) are: Ms. Malti Jaswal; Dr George E Thomas; Dr Nayan Shah; Mr K Murali, Head - Health Underwriting, L & T General Insurance Co. Ltd.; Mr K Prabhakaran, Manager, United India Insurance Co. Ltd.; Mr Alam Singh, Dy MD, Milliman India.

# **Statistical Supplement**

(Monthly - December, 2011)

Name of the Insurer: Bajaz Allianz General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1910.68	22100.50	33931	292820	331.24	2782.72	92870166.00	425573477.00
Previous year	1579.44	19317.77	29845	269174	150.34	1664.91	22852477.00	265543243.00
Marine Cargo	481.80	6239.98	14228	126012	-36.53	859.38	7129880.00	79503921.00
Previous year	518.33	5380.60	12776	125430	19.92	581.68	4135831.00	105011063.00
Marine Hull (Including Onshore & Offshore oil energy)	8.16	82.20	0	79	-2.40	-268.72	0.00	1498907.00
Previous year	10.55	350.93	78	333	-37.33	-163.65	113771.00	2562474.00
Marine (Total)	489.95	6322.18	14228	126091	-38.93	590.66	7129880.00	81002828.00
Previous year (Total)	528.88	5731.53	12854	125763	-17.40	418.04	4249602.00	107573537.00
Aviation	62.75	1990.74	20	256	-114.71	-103.44	868382.00	28069219.00
Previous year	177.46	2094.18	15	228	-195.71	-559.82	1341085.00	29771608.00
Engineering	1567.86	9126.09	1715	12753	477.18	1478.57	16695856.00	122506362.00
Previous year	1090.69	7647.52	1309	12182	286.17	378.17	6976587.00	132495390.00
Motor Own Damage	12027.63	103618.26	316794	2992982	1177.28	8852.01	862942.00	7469308.00
Previous year	10850.36	94766.25	284232	2594033	1647.75	20252.88	603166.00	6646466.00
Motor Third party	4199.45	38122.41	336650	3030670	882.14	7444.28		
Previous year	3317.31	30678.13	284932	2970684	6.42	2171.25		
Motor (Total)	16227.08	141740.67	336650	3030670	2059.42	16296.29	862942.00	7469308.00
Previous year (Total)	14167.66	125444.39	284932	2970684	1654.17	22424.13	603166.00	6646466.00
Workmen's compensation / Employer's liability	243.64	2266.22	1751	16054	44.06	409.77	62973.00	427716.00
Previous year	199.58	1856.45	1429	14695	62.09	564.44	28897.00	259665.00
Public Liability	1.52	49.39	10	160	1.36	4.99	7574.00	289980.00
Previous year	0.16	44.40	6	105	-1.94	1.58	6855.00	119761.00
Product Liability	79.17	1152.41	59	488	38.68	289.11	132968.00	642710.00
Previous year	40.49	863.30	37	377	2.63	199.13	74294.00	462998.00
Other Liability Covers	341.17	5772.95	378	2720	98.61	900.68	473104.00	2563430.00
Previous year	242.57	4872.27	295	2518	23.41	1592.16	184709.00	1874552.00
Liability (Total)	665.50	9240.96	2198	19422	182.71	1604.55	676619.00	3923836.00
Previous year (Total)	482.79	7636.41	1767	17695	86.18	2357.30	294755.00	2716976.00
Personal Accident	654.14	4247.27	7294	57548	148.15	290.49	4347844.00	19832454.00
Previous year	505.99	3956.78	7740	68159	97.49	-110.88	1463920.00	33093798.00
Medical Insurance	2467.70	24653.76	81342	605111	17.22	5453.89	3751979.00	42671381.00
Previous year	2450.48	19199.88	90588	704228	762.11	1314.87	1905469.00	20685919.00
Overseas Medical Insurance	375.52	5000.69	36988	429804	67.39	605.96	405468.00	8098940.00
Previous year	308.13	4394.73	32889	398763	31.48	233.81	161060.00	1118114.00
Health (Total)	2843.22	29654.45	118330	1034915	84.61	6059.85	4157447.00	50770321.00
Previous year (Total)	2758.61	23594.60	123477	1102991	793.59	1548.68	2066529.00	21804033.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	180.99	877.00	21	147	119.05	-657.15	700952.00	3650062.00
Previous year	61.93	1534.15	26	190	-77.39	147.24	360610.00	2936107.00
All Other Miscellaneous	1645.44	13112.19	58749	482485	268.12	627.66	10407525.00	52760852.00
Previous year	1377.32	12484.53	36345	454015	243.03	1129.27	1281072.00	70406714.00
Grand Total	26247.62	238412.05	573136	5057107	3516.84	28970.20	138717613.00	795558719.00
Previous year (Total)	22730.78	209441.85	498310	5021081	3020.47	29397.05	41489803.00	672987872.00

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
154.85	1206.25	2800	24113	0.00	0.00	0.00	0.00		
93.16	1443.40	2455	35186	0.00	0.00	0.00	0.00		
30.79	350.14	694	7402	0.00	0.00	0.00	0.00		
22.15	166.65	597	5833	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
30.79	350.14	694	7402	0.00	0.00	0	0	0	0
22.15	166.65	597	5833	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
80.50	740.76	310	1500	0.00	0.00	0.00	0.00		
110.07	1106.20	161	1908	0.00	0.00	0.00	0.00		
1019.60	8424.75	28783	154075	0.00	0.00	0.00	0.00		
150.21	838.89	5195	25126	0.00	0.00	0.00	0.00		
379.90	3405.78	3205	130216	0.00	0.00	0.00	0.00		
1194.20	10606.67	31749	293943	0.00	0.00	0.00	0.00		
1399.50	11830.53	28783	154075	0.00	0.00	0	0	0	0
1344.41	11445.56	31749	293943	0.00	0.00	0	0	0	0
30.42	308.35	261	2322	0.00	0.00	0.00	0.00		
33.06	293.99	327	2692	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
24.46	236.73	20	2601	0.00	0.00	0.00	0.00		
126.35	275.21	1580	1661	0.00	0.00	0.00	0.00		
54.88	545.08	281	4923	0.00	0.00	0	0	0	0
159.41	569.20	1907	4353	0.00	0.00	0	0	0	0
63.57	473.97	5848	43488	4.45	34.90	10204.00	75847.00		
48.05	585.27	4812	23877	2.58	18.37	9200.00	62410.00		
126.06	1030.24	2508	19572	0.00	0.00	0.00	0.00	141640.00	928924.00
100.27	661.74	2154	15262	0.00	0.00	0.00	0.00	78129.00	676345.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
0.00	0.00	0	0	0.00	0.00	0.00	0.00	0.00	0.00
126.06	1030.24	2508	19572	0.00	0.00	0	0	141640	928924
100.27	661.74	2154	15262	0.00	0.00	0	0	78129	676345
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
307.43	2769.03	10661	98756	0.00	0.00	0.00	0.00		
13.03	2150.40	266	99567	0.00	0.00	0.00	0.00		
2217.58	18946.00	51885	353829	4.45	34.90	10204	75847	141640	928924
1890.55	18128.43	44101	479929	2.58	18.37	9200	62410	78129	676345

Name of the Insurer: *Bharti Axa General Insurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	114.69	3364.52	1054	12069	114.69	3249.84	239469.00	6779097.08
Previous year	61.32	2794.45	1192	13151	61.32	2733.12	13193999.98	77140892.45
Marine Cargo	62.98	1357.47	148	1651	62.98	1294.49	58510.00	2318309.88
Previous year	60.37	825.87	220	1776	60.37	765.50	5249704.47	29709104.91
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	62.98	1357.47	148	1651	62.98	1294.49	58510.00	2318309.88
Previous year (Total)	60.37	825.87	220	1776	60.37	765.50	5249704.47	29709104.91
Aviation								
Previous year								
Engineering	69.53	941.63	123	1008	69.53	872.09	20641.20	739999.17
Previous year	37.25	832.35	87	1254	37.25	795.10	11899711.99	54772840.51
Motor Own Damage	4459.46	30735.55	59302	440749	4459.46	26276.08	245945.56	1768747.80
Previous year	2248.10	21484.94	41470	370431	2248.10	19236.84	3001857.42	14764545.95
Motor Third party	1371.44	10609.41	59302	440749	1371.44	9237.97		
Previous year	662.40	6274.82	41470	370431	662.40	5612.43		
Motor (Total)	5830.91	41344.96	59302	440749	5830.91	35514.05	245945.56	1768747.80
Previous year (Total)	2910.50	27759.77	41470	370431	2910.50	24849.27	3001857.42	14764545.95
Workmen's compensation / Employer's liability	11.15	118	42	403	11.15	106.87	654.99	18536
Previous year	2.16	86.09	13	606	2.16	83.93	39101.00	227741.78
Public Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Product Liability	0.00		0		0.00		0.00	
Previous year	0.00		0		0.00		0.00	
Other Liability Covers	4.72	156	7	103	4.72	150.95	5212.44	59343
Previous year	9.40	77.57	11	106	9.40	68.17	65393.54	388246.54
Liability (Total)	15.87	273.69	49	506	15.87	257.83	5867.43	77878.44
Previous year (Total)	11.56	163.66	24	712	11.56	152.10	104494.54	615988.32
Personal Accident	117.97	1645.43	913	8719	117.97	1527.46	185130.05	3594628.00
Previous year	7.89	1121.34	1982	14089	7.89	1113.45	17617192.50	104661509.01
Medical Insurance	948.11	10659.39	1068	12644	948.11	9711.27	5488.47	47416.40
Previous year	181.48	3525.70	1646	14781	181.48	3344.22	68358.84	365725.09
Overseas Medical Insurance								
Previous year								
Health (Total)	948.11	10659.39	1068	12644	948.11	9711.27	5488.47	47416.40
Previous year (Total)	181.48	3525.70	1646	14781	181.48	3344.22	68358.84	365725.09
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	63.60	658.48	1140	11344	63.60	594.88	62790.83	765765.29
Previous year	49.70	346.30	1194	10696	49.70	296.60	1164040.05	5915602.16
Grand Total	7223.66	60245.58	63797	488690	7223.66	53021.92	823842.54	16091842.07
Previous year (Total)	3320.07	37369.42	47815	426890	3320.07	34049.35	52299359.79	287946208.41

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
13.70	88.56	894	7608						
6.66	15.16	982	2565						
5.51	10.50	6	39						
0.02	0.08	1	4						
5.51	10.50	6	39	0.00	0.00	0	0	0	0
0.02	0.08	1	4	0.00	0.00	0	0	0	0
0.03	15.85	8	54						
0.14	3.54	3	4						
211.44	1033.87	3893	22414						
131.33	425.44	2201	10069						
93.77	485.06	0	0						
	11.64								
305.21	1518.94	3893	22414	0.00	0.00	0	0	0	0
131.33	437.08	2201	10069	0.00	0.00	0	0	0	0
	3		11						
	0.26		3						
0.00	3.30	0	14	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
6.34	196.48	85	696						
6.25	51.31	88	281						
4.44	208.88	30	438						
1.71	16.29	29	129	0.00	0.00	0.00	0.00		
4.44	208.88	30	438	0.00	0.00	0	0	0	0
1.71	16.29	29	129	0.00	0.00	0	0	0	0
10.48	55.90	915	7398						
4.12	9.62	959	1944						
345.71	2098.40	5831	38661	0.00	0.00	0	0	0	0
150.23	533.08	4263	14996	0.00	0.00	0	0	0	0

Name of the Insurer: Cholamandalam Ms General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	423.1	5,398.0	14,790	110,116	93.5	1,035.6	1,292,943	17,210,059
Previous year	329.6	4,362.4	6,454	58,038	302.0	423.3	43,736	11,435,275
Marine Cargo	502.1	3,566.1	757	6,286	119.4	422.4	8,155,733	37,310,784
Previous year	382.8	3,143.7	370	6,466	105.4	87.6	1,090,810	16,337,334
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	(1.1)	-	0
Previous year	-	1.1	-	-	-	(92.9)	-	104
Marine (Total)	502.1	3,566.1	757	6,286	119.4	421.3	8,155,733	37,310,784
Previous year (Total)	382.8	3,144.8	370	6,466	105.4	(5.2)	1,090,810	16,337,438
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	141.1	1,871.4	1,020	7,389	(88.1)	64.7	370,257	3,426,538
Previous year	229.2	1,806.7	50	5,713	32.7	12.3	953,178	3,226,027
Motor Own Damage	4,484.3	38,722.9	63,291	558,152	942.5	8,323.6	321,713	2,506,924
Previous year	3,541.8	30,399.2	54,346	519,479	753.9	7,027.7	228,326	1,902,553
Motor Third party	2,952.3	25,494.2	63,367	559,716	1,398.0	12,153.5	-	-
Previous year	1,554.3	13,340.7	-	-	359.5	3,794.6	-	-
Motor (Total)	7,436.6	64,217.0	63,367	559,716	2,340.5	20,477.1	321,713	2,506,924
Previous year (Total)	5,096.1	43,739.9	54,346	519,479	1,113.4	10,822.3	228,326	1,902,553
Workmen's compensation / Employer's liability	58.6	539.7	293	2,740	(78.4)	78.3	8,709	65,853
Previous year	137.0	461.4	-	720	105.3	122.7	40,144	92,230
Public Liability	39.8	663.7	83	931	91.5	230.8	15,548	163,521
Previous year	(51.8)	432.9	113	2,746	(101.9)	(274.7)	9,605	229,538
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	98.3	1,203.4	376	3,671	13.1	309.1	24,257	229,374
Previous year (Total)	85.2	894.3	113	3,466	3.4	(152.0)	49,749	321,767
Personal Accident	424.0	3,438.7	1,857	14,775	185.8	937.9	463,009	2,967,433
Previous year	238.2	2,500.8	(496)	16,242	22.7	291.2	293,890	2,863,282
Medical Insurance	1,694.5	19,652.7	2,725	19,021	1,136.7	6,521.6	252,661	1,100,881
Previous year	557.8	13,131.1	(1,114)	16,900	(1,153.3)	929.2	124,340	843,242
Overseas Medical Insurance	38.8	553.4	1,766	25,289	38.8	553.4	4,015	59,209
Previous year	-	-	-	-	-	-	-	-
Health (Total)	1,733.3	20,206.2	4,491	44,310	1,175.5	7,075.1	256,676	1,160,091
Previous year (Total)	557.8	13,131.1	(1,114)	16,900	(1,153.3)	929.2	124,340	843,242
Crop Insurance	0.8	416.4	2	30	0.8	416.4	8	8,134
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	81.2	774.2	3,591	28,016	(160.7)	(1,477.4)	234,647	3,282,646
Previous year	242.0	2,251.6	179	66,985	94.9	(272.5)	1,354,878	4,293,654
Grand Total	10,840.6	101,091.4	90,251	774,309	3,679.7	29,259.8	11,119,243	68,101,982
Previous year (Total)	7,160.9	71,831.6	59,902	693,289	521.1	12,048.4	4,138,908	41,223,240

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.7	6.4	16	863	327.7	3,593.9				
0.4	0.4	-	-	-	892.4	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	28.4	-	26	59.5	627.4	-	-		
-	-	-	-	-	-	-	-		
362.1	2,683.1	8,191	61,485	-	-	-	-		
175.8	1,344.4	4,062	29,258	-	-	-	-		
175.6	1,355.9	8,211	61,705	-	-	-	-		
66.8	506.7	-	-	-	-	-	-		
537.7	4,039.0	8,211	61,705	-	-	-	-		
242.6	1,851.0	4,062	29,258	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,183.6	14,540.1	22	141			845,358	9,394,065		
-	-	-	-	296.7	8,280.9	203,946	5,166,162		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
1,183.6	14,540.1	22	141	-	-	845,358	9,394,065		
-	-	-	-	296.7	8,280.9	203,946	5,166,162		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
29.8	279.3	1,323	12,962	60.2	405.3	1,961	13,965		
22.3	108.5	1,541	7,919	-	-	-	-		
1,751.7	18,893.2	9,572	75,697	447.4	4,626.6	847,319	9,408,030	-	-
265.3	1,959.9	5,603	37,177	296.7	9,173.2	203,946	5,166,162	-	-

Name of the Insurer: Future General India Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	650.11	7,449.84	2033	17187	192.05	2,103.19	1,253,093.89	2,693,358.32
Previous year	458.06	5,346.65	966	8291	105.34	2,688.19	1,006,106.31	3,597,095.29
Marine Cargo	277.87	2,920.81	827	6493	116.45	589.25	292,341.36	3,344,267.40
Previous year	161.42	2,331.56	4708	37644	74.92	1,219.15	464,862.94	4,015,961.46
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	277.87	2,920.81	827	6493	116.45	589.25	292,341.36	3,344,267.40
Previous year (Total)	161.42	2,331.56	4708	37644	74.92	1,219.15	464,862.94	4,015,961.46
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	288.11	2,054.90	589	4065	113.28	256.03	123,247.61	194,439.73
Previous year	174.83	1,798.88	411	2638	35.67	740.44	208,138.99	797,198.10
Motor Own Damage	3,057.57	25,482.61	48556	418699	958.39	8,976.48	277,956.14	898,925.09
Previous year	2,099.19	16,506.13	37634	343272	836.81	6,451.32	192,667.35	1,090,822.57
Motor Third party	1,569.71	13,261.70	48595	419066	804.31	6,981.36		
Previous year	765.40	6,280.34	37634	343272	249.28	2,295.01		
Motor (Total)	4,627.28	38,744.31	48595	419066	1,762.69	15,957.83	277,956.14	898,925.09
Previous year (Total)	2,864.59	22,786.47	37634	343272	1,086.09	8,746.33	192,667.35	1,090,822.57
Workmen's compensation / Employer's liability	128.65	898.69	548	4318	61.38	459.08	11,823.92	24,825.19
Previous year	67.27	439.61	368	2773	37.62	219.23	6,922.18	39,724.99
Public Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	(0.63)	(4.12)	-	-
Product Liability	86.63	835.98	122	883	35.20	310.15	31,900.06	155,440.48
Previous year	51.43	525.84	68	665	(25.25)	151.05	15,584.45	98,631.82
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	215.28	1,734.67	670	5201	96.58	769.23	43,723.98	180,265.66
Previous year (Total)	118.70	965.44	436	3438	11.75	366.15	22,506.63	138,356.80
Personal Accident	260.22	3,624.08	5815	39921	85.79	1,508.68	263,423.02	6,485,327.33
Previous year	174.43	2,115.40	3524	29533	102.29	1,148.20	182,096.02	5,965,611.95
Medical Insurance	653.62	7,727.84	1625	12964	(484.21)	1,090.41	11,197.22	75,767.02
Previous year	1,137.83	6,637.43	1302	8712	807.92	3,069.63	8,698.48	41,918.04
Overseas Medical Insurance	60.81	769.08	3415	46242	4.75	98.91	25,080.90	34,804.71
Previous year	56.05	670.17	3716	42423	11.99	225.39	5,367.75	61,901.32
Health (Total)	714.42	8,496.92	5040	59206	(479.46)	1,189.32	36,278.12	110,571.73
Previous year (Total)	1,193.88	7,307.60	5018	51135	819.91	3,295.03	14,066.23	103,819.35
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	337.05	2,458.87	2115	20603	184.95	975.67	212,371.24	507,321.19
Previous year	152.11	1,483.20	1529	25164	64.09	720.58	141,653.07	1,153,518.38
Grand Total	7,370.34	67,484.41	65684	571742	2,072.33	23,349.20	2,502,435.35	14,414,476.46
Previous year (Total)	5,298.02	44,135.21	54226	501115	2,300.05	18,924.06	2,232,097.53	16,862,383.91

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
50.99	491.09	229	1939						
42.34	403.63	68	808						
20.05	342.54	62	455						
2.38	255.36	258	2760						
20.05	342.54	62	455	-	-	0	0		
2.38	255.36	258	2760	-	-	0	0		
9.28	177.86	42	319						
9.51	112.85	37	204						
292.07	2,486.52	4699	40202						
202.45	1,347.37	3797	31120						
177.57	1,451.05								
86.77	600.36	-	-						
469.64	3,937.57	4699	40202	-	-	0	0		
289.22	1,947.73	3797	31120	-	-	0	0		
4.43	81.77	39	238						
		8	84						
(0.00)	27.39	(1)	12						
2.44	46.37	31	148						
4.43	109.17	38	250	-	-	0	0		
2.44	46.37	39	232	-	-	0	0		
6.01	92.63	409	2616		33.02		215000		
6.83	45.90	426	1525		5.20		95367		
4.05	171.86	83	689					21552	299718
2.64	78.22	108	473					12277	197146
3.95	37.16	226	2239						
3.09	22.06	162	1361						
8.00	209.02	309	2928	-	-	0	0	21552	299718
5.73	100.28	270	1834	-	-	0	0	12277	197146
94.45	488.40	836	8798						
30.53	289.96	652	16107						
662.85	5,848.28	6624	57507	-	33.02	0	215000	21552	299718
388.98	3,202.08	5547	54590	-	5.20	0	95367	12277	197146

Name of the Insurer: *HDFC ERGO General Insurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1,356.35	20,624.77	4,432	35,414	446.26	6,157.65	2,714,876	52,381,366
Previous year	910.09	14,467.12	2,980	24,094	785.61	6,622.05	1,529,689	29,564,574
Marine Cargo	239.98	3,230.94	247	1,859	61.89	1,135.15	1,010,620	12,478,497
Previous year	178.08	2,095.80	154	1,348	64.58	1,160.71	5,054,694	11,790,714
Marine Hull (Including Onshore & Offshore oil energy)	91.97	1,483.19	26	312	(159.59)	289.97	19,287	210,865
Previous year	251.56	1,193.21	121	368	189.51	335.92	3,047,184	3,256,040
Marine (Total)	331.95	4,714.13	273	2,171	(97.70)	1,425.12	1,029,907	12,689,362
Previous year (Total)	429.65	3,289.01	275	1,716	254.09	1,496.63	8,101,878	15,046,754
Aviation	36.63	1,753.48	6	48	(146.11)	(1,223.95)	179,379	1,858,018
Previous year	182.74	2,977.43	1	24	85.96	1,820.90	1,750	1,370,564
Engineering	599.66	5,544.34	580	3,545	90.17	1,473.05	1,018,175	3,519,106
Previous year	509.50	4,071.29	340	2,243	258.66	2,137.60	694,660	4,209,966
Motor Own Damage	4,071.26	30,563.13	58,514	441,984	1,417.37	9,785.36	268,312	2,038,685
Previous year	2,653.88	20,777.77	45,883	332,008	763.36	7,509.41	180,577	1,384,756
Motor Third party	2,095.28	15,928.74	104,893	776,098	1,077.16	8,049.90		
Previous year	1,018.12	7,878.84	65,072	446,412	208.10	1,866.47		
Motor (Total)	6,166.53	46,491.87	104,893	776,098	2,494.53	17,835.26	268,312	2,038,685
Previous year (Total)	3,672.00	28,656.61	65,072	446,412	971.45	9,375.88	180,577	1,384,756
Workmen's compensation / Employer's liability	48.81	373.71	54	493	25.69	144.25	41,657	378,861
Previous year	23.12	229.46	31	298	(6.88)	86.81	56,198	261,100
Public Liability	6.84	176.47	16	162	(1.31)	10.87	7,668	(315,742)
Previous year	8.15	165.60	14	122	3.71	103.82	8,299	505,599
Product Liability	22.65	231.47	2	25	(17.20)	39.41	3,700	21,841
Previous year	39.85	192.06	5	26	38.03	162.71	6,993	49,659
Other Liability Covers	1,404.93	7,792.67	133	982	865.69	1,974.58	7,776,017	9,367,543
Previous year	539.25	5,818.10	107	788	(75.11)	199.36	143,364	1,292,340
Liability (Total)	1,483.23	8,574.32	205	1,662	872.87	2,169.10	7,829,042	9,452,503
Previous year (Total)	610.37	6,405.22	157	1,234	(40.25)	552.71	214,853	2,108,698
Personal Accident	1,826.00	13,533.40	104,389	819,000	482.02	4,098.67	20,678,802	33,129,592
Previous year	1,343.97	9,434.73	102,548	699,599	553.75	5,129.61	830,816	2,444,878
Medical Insurance	3,504.95	29,856.29	45,905	327,438	643.28	6,323.83	156,535	1,163,722
Previous year	2,861.67	23,532.45	39,891	245,268	1,242.04	5,850.00	227,228	956,195
Overseas Medical Insurance	328.33	1,384.18	773	5,890	270.39	770.94	32,960	7,466,164
Previous year	57.93	613.24	431	4,650	(98.41)	44.83	964,699	9,367,816
Health (Total)	3,833.28	31,240.47	46,678	333,328	913.67	7,094.77	189,495	8,629,886
Previous year (Total)	2,919.61	24,145.69	40,322	249,918	1,143.63	5,894.83	1,191,927	10,324,011
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	101.90	2,023.87	259	1,823	62.96	1,276.09	165,109	2,584,365
Previous year	38.94	747.78	2,078	16,748	(911.81)	(5,140.47)	10,657	532,809
Grand Total	15,735.54	134,500.65	261,715	1,973,089	5,118.66	40,305.76	34,073,096	126,282,883
Previous year (Total)	10,616.87	94,194.89	213,773	1,441,988	3,101.09	27,889.76	12,756,807	66,987,010

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
68.81	791.92	257	1,936	-	-	-	-		
20.79	742.44	176	1,636	-	-	-	-		
3.79	74.21	34	197	-	-	-	-		
31.73	220.33	15	107	-	-	-	-		
-	8.45	-	2	-	-	-	-		
0.15	0.37	-	22	-	-	-	-		
3.79	82.66	34	199	-	-	-	-	-	-
31.88	220.71	15	129	-	-	-	-	-	-
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
16.72	305.09	62	384	-	-	-	-		
66.59	254.13	43	269	-	-	-	-		
371.08	2,923.77	5,437	43,262	-	-	-	-		
265.80	1,878.86	5,181	33,846	-	-	-	-		
282.23	2,099.42	12,989	99,839	-	-	-	-		
135.35	964.30	7,938	53,635	-	-	-	-		
653.31	5,023.19	12,989	99,839	-	-	-	-	-	-
401.16	2,843.16	7,938	53,635	-	-	-	-	-	-
-	9.55	-	18	-	-	-	-		
0.20	11.75	-	19	-	-	-	-		
(0.25)	0.42	-	3	-	-	-	-		
0.30	36.14	1	3	-	-	-	-		
18.40	18.40	1	1	-	-	-	-		
7.87	26.38	1	4	-	-	-	-		
26.15	138.40	5	28	-	-	-	-		
(0.32)	247.92	1	34	-	-	-	-		
44.30	166.77	6	50	-	-	-	-	-	-
8.05	322.19	3	60	-	-	-	-	-	-
133.16	1,072.12	8,715	72,279	-	118.03	-	192,083		
113.78	785.11	9,893	84,452	-	-	-	-		
113.00	1,659.81	2,123	16,161	-	14.16	-	10,297	90,035	914,955
82.44	2,978.57	2,264	12,317	-	58.13	-	53,279	430,442	1,121,987
0.34	16.16	19	152	-	-	-	-	9,422	108,401
1.99	13.34	6	111	-	-	-	-	9,307	144,053
113.34	1,675.98	2,142	16,313	-	14.16	-	10,297	99,457	1,023,356
84.43	2,991.90	2,270	12,428	-	58.13	-	53,279	439,749	1,266,040
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
10.21	1,400.70	14	75	-	-	-	-		
6.64	50.77	765	5,349	-	-	-	-		
1,043.65	10,518.45	24,219	191,075	-	132.19	-	202,380	99,457	1,023,356
733.31	8,210.42	21,103	157,958	-	58.13	-	53,279	439,749	1,266,040

Name of the Insurer: ICICI Lombard General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	770.75	26,227.65	1,985	18,513	(78.06)	1,778.34	1,727,504	57,799,212
Previous year	848.82	24,449.31	1,861	18,460	81.79	1,030.03	1,746,219	45,100,272
Marine Cargo	753.10	9,838.58	1,032	10,240	68.82	1,816.67	4,450,996	38,119,513
Previous year	684.29	8,021.91	1,136	7,937	147.66	1,804.32	2,544,875	28,936,432
Marine Hull (Including Onshore & Offshore oil energy)	1,392.33	6,386.67	12	122	666.11	1,865.24	407,987	1,763,360
Previous year	726.22	4,521.43	135	516	(15.96)	(1,067.64)	636,038	2,761,185
Marine (Total)	2145.44	16225.25	1044	10362	734.93	3681.91	4858982.44	39882873.29
Previous year (Total)	1410.50	12543.34	1271	8453	131.71	736.69	3180913.71	31697617.53
Aviation	119.78	9,255.98	13	129	989.60	2,087.53	222,518	4,472,037
Previous year	(869.83)	7,168.44	19	137	(1,969.45)	1,863.09	-272,492	17,972,238
Engineering	1,766.24	13,712.19	665	5,551	493.15	2,078.91	1,544,807	8,941,778
Previous year	1,273.09	11,633.28	596	5,090	210.75	(938.58)	704,564	9,152,698
Motor Own Damage	13,830.51	105,758.19	524,613	4,030,499	3,790.48	24,998.79	1,829,361	14,014,395
Previous year	10,040.03	80,759.40	408,620	3,025,722	2,443.08	12,704.75	917,052	10,734,238
Motor Third party	5,956.57	44,857.04	530,837	4,090,638	2,405.60	15,020.77		
Previous year	3,550.97	29,836.26	418,048	3,107,111	(911.26)	(814.17)		
Motor (Total)	19787.07	150615.22	530837	4090638	6196.07	40019.56	1829360.55	14014395.26
Previous year (Total)	13591.00	110595.66	418048	3107111	1531.82	11890.59	917051.57	10734237.89
Workmen's compensation / Employer's liability	255.54	2,156.80	674	5,431	81.07	700.75	38,628	298,246
Previous year	174.46	1,456.05	526	4,173	86.92	592.67	21,963	202,959
Public Liability	2.31	36.80	8	98	0.79	(11.16)	3,800	54,499
Previous year	1.52	47.97	3	100	(1.78)	2.64	1,500	21,527
Product Liability	0.47	171.29	1	44	(16.73)	(14.38)	-	36,789
Previous year	17.19	185.68	3	46	(7.91)	3.44	1,025	34,337
Other Liability Covers	589.15	6,971.30	196	1,504	(281.69)	(281.13)	127,624	4,284,521
Previous year	870.84	7,252.43	114	1,249	448.86	217.56	111,150	1,463,505
Liability (Total)	847.47	9336.20	879	7077	-216.55	394.07	170052.38	4674054.05
Previous year (Total)	1064.02	8942.13	646	5568	526.08	816.31	135637.72	1722328.07
Personal Accident	1,323.35	10,335.03	54,203	465,262	467.09	2,845.02	4,092,751	24,900,579
Previous year	856.26	7,490.01	42,443	248,566	319.03	966.25	1,680,979	16,769,263
Medical Insurance	13,791.75	117,203.96	38,154	277,907	2,178.44	14,127.33	452,115	4,880,715
Previous year	11,613.31	103,076.63	26,401	212,507	3,977.48	44,704.01	463,426	7,737,096
Overseas Medical Insurance	413.96	5,086.91	78,226	478,193	24.77	158.72	1,211,363	10,877,809
Previous year	389.19	4,928.19	55,267	375,778	87.14	420.93	803,629.21	8,888,143
Health (Total)	14205.71	122290.87	116380	756100	2203.21	14286.05	1663477.06	15758524.23
Previous year (Total)	12002.49	108004.82	81668	588285	4064.62	45124.94	1267055.21	16625239.48
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	138.55	1,265.20	2	31	58.97	(382.59)	15,880	53,335
Previous year	79.58	1,647.80	1	32	28.21	(354.21)	793	39,458
All Other Miscellaneous	678.44	22,014.45	6,596	55,732	11.57	2,121.00	6,847,401	21,524,234
Previous year	666.87	19,893.45	7,891	88,067	(418.52)	11,268.85	860,698	22,279,166
Grand Total	41782.79	381278.04	712604	5409395	10859.99	68909.79	22972732.99	192021021.44
Previous year (Total)	30922.80	312368.25	554444	4069769	4506.04	72403.95	10221419.30	172092517.47

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
0.00	0.84	-	14	-	0.00	-	-		
0.00	4.74	-	33	0.00	0.00	-	-		
1458.29	10,615.54	-	-	-	0.00	-	-		
1,046.06	8,578.42	-	-	0.00	0.00	-	-		
988.93	7,556.67	33,797	270,923	-	0.00	-	-		
549.11	4,709.98	28,496	253,330	0.00	0.00	-	-		
2447.22	18172.21	33797	270923	0.00	0.00	0	0	0	0
1595.18	13288.40	28496	253330	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	0.00	-	-	-	0.00	-	-		
0.00	0.00	-	-	0.00	0.00	-	-		
-	121.62	-	-	-	0.00	-	-		
0.00	777.56	-	-	0.00	0.00	-	-		
0.00	121.62	0	0	0.00	0.00	0	0	0	0
0.00	777.56	0	0	0.00	0.00	0	0	0	0
0.00	0.00	-	-	-	5.30	-	58,502		
0.00	0.00	-	-	0.00	0.00	-	-		
2945.39	28,962.60	280	2,511	0.00	279.02	-	128,462	3,654,401	17,545,289
2,379.52	30,558.77	385	3,345	1.09	664.68	327	226,297	374,242	15,756,036
11.19	78.83	197	1,889	-	0.00	-	-	78,226	478,193
2.31	130.05	82	3,367	0.00	0.00	-	-	55,267	375,778
2956.58	29041.43	477	4400	0.00	279.02	0	128462	3732627	18023482
2381.83	30688.82	467	6712	1.09	664.68	327	226297	429509	16131814
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
24	9,982	35	1,507	-	-	-	-		
2	36	33	506	-	-	-	-		
5427.58	57317.66	34309	276844	0.00	284.32	0	186964	3732627	18023482
3979.47	44795.21	28996	260581	1.09	664.68	327	226297	429509	16131814

Name of the Insurer: *Iffco Tokio General Insurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	613.33	16721.86	6041	58345	63.58	613.33	1446492.88	22045874.25
Previous year	966.80	17675.91	6224	63660	-15.24	966.80	5114318.97	93504375.89
Marine Cargo	992.32	8008.44	1076	7781	332.85	992.32	633643.26	10326875.11
Previous year	572.67	6514.46	953	8747	18.09	572.67	4155721.93	47273720.79
Marine Hull (Including Onshore & Offshore oil energy)	643.26	2610.78	69	366	569.41	643.26	14842686.95	40088381.64
Previous year	59.05	3727.86	45	348	-248.51	59.05	383204.86	24190305.95
Marine (Total)	1635.58	10619.22	1145	8147	902.26	1635.58	15476330.21	50415256.75
Previous year (Total)	631.73	10242.32	998	9095	-230.42	631.73	4538926.79	71464026.74
Aviation	318.52	1785.95	23	280	156.46	318.52	6459645.38	23739911.28
Previous year	511.55	3191.23	19	236	386.29	511.55	3381876.23	21097264.91
Engineering	557.45	4461.59	507	3668	255.44	557.45	28801.25	330191.03
Previous year	442.33	4463.19	547	4378	21.88	442.33	36521.17	368507.02
Motor Own Damage	6731.76	52269.05	299135	2682082	-295.04	6731.76	40677163.66	357263931.50
Previous year	6483.11	47498.69	342547	2704705	461.17	6483.11	263826.30	1932929.99
Motor Third party	3343.21	26737.82	1414	24832	-85.46	3343.21		
Previous year	2668.03	20746.86	6465	43511	102.26	2668.03		
Motor (Total)	10074.97	79006.87	299135	2682082	-380.50	10074.97	40677163.66	357263931.50
Previous year (Total)	9151.14	68245.55	342547	2704705	563.43	9151.14	263826.30	1932929.99
Workmen's compensation / Employer's liability	101.94	999.91	898	7288	-13.30	101.94	138450.41	982173.88
Previous year	139	957	814	7230	32	138.93	8662	59691
Public Liability	49.81	590.24	22	141	19.55	49.81	58615.64	264279.78
Previous year	17	608	5	114	-10	16.61	78986	2888906
Product Liability	21.11	134.90	9	107	-1.79	21.11	161896.69	582978.40
Previous year	7	153	8	116	0	6.79	3680	82939
Other Liability Covers	85.99	1665.38	224	1896	1.99	85.99	25218.09	672319.57
Previous year	105	3013	136	2052	-31	105.23	101782	2913775
Liability (Total)	258.86	3390.44	1153	9432	6.45	258.86	384180.83	2501751.62
Previous year (Total)	267.56	4730.45	963	9512	-10.11	267.56	193109.27	5945311.13
Personal Accident	232.75	2102.55	2364	20409	47.84	232.75	3884764.45	48300989.60
Previous year	237.50	2092.54	4405	35314	-81.99	237.50	509189.10	4486342.95
Medical Insurance	1242.38	12346.10	2218	22120	135.77	1242.38	24375.05	146833.93
Previous year	948.19	12913.46	2794	23395	196.18	948.19	40010.33	544902.35
Overseas Medical Insurance	18.79	230.56	3941	33394	-4.43	18.79	457691.35	4932637.22
Previous year	20.30	196.06	2512	23472	3.46	20.30	3377.87	32621.88
Health (Total)	1261.17	12576.66	6159	55514	131.34	1261.17	482066.40	5079471.15
Previous year (Total)	968.49	13109.52	5306	46867	199.64	968.49	43388.20	577524.23
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	1398.68	14908.46	0	68976	619.07	1398.68	272566272.61	1252772302.40
Previous year	845.23	8749.04	6418	63856	-42.08	845.23	627531.51	6495627.20
Grand Total	16351.29	145573.61	316527	2906853	1801.93	16351.29	341405717.67	1762449679.59
Previous year (Total)	14022.33	132499.75	367427	2937623	791.40	14022.33	14708687.54	205871910.07

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
72.77	284.65	1869	8375						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
108.34	138.60	33	178						
773.70	5026.64	23653	257647						
263.32	2212.43	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
1037.02	7239.07	23653	257647	0.00	0.00	0	0		
4	12	44	150						
0	2	3	10						
0	0	0	0						
1	2	81	179						
0.00	0.00	0	0	0.00	0.00	0	0		
5.06	16.70	128	339	0.00	0.00	0	0		
168.53	1097.32	5762	18318	8.82	57.10	180837	1117811		
66.21	5667.10	208	504	0.26	0.26	636	636		
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0	0	0
66.21	5667.10	208	504	0.26	0.26	636	636	0	0
123.95	1034.49	3164	20025	35.42	352.28	1962	52675		
0.00	0.00	0	0	0.00	0.00	0	0	0	0
1581.88	15477.93	34817	305386	44.50	409.64	183435	1171122	0	0

Name of the Insurer: National Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	4645.22	50294.21	45017	402646	1068.01	7668.73	43658630	390897111
Previous year	3577.21	42625.48	49172	412789	884.58	10518.70	1009170684	2308098764
Marine Cargo	1610.38	14236.07	12088	113779	213.19	1819.65	3988841	59576678
Previous year	1397.19	12416.42	8896	78500	157.80	2225.80	5836211	1076675704
Marine Hull (Including Onshore & Offshore oil energy)	1227.39	10545.41	270	2020	388.47	3435.93	21311551	151051728
Previous year	838.92	7109.48	173	1808	206.55	-1638.63	574763	107048900
Marine (Total)	2837.77	24781.48	12358	115799	601.66	5255.58	25300393	210628406
Previous year (Total)	2236.11	19525.90	9069	80308	364.35	587.16	6410974	1183724603
Aviation	352.64	3250.58	17	133	-583.11	863.01	381058	1028050225
Previous year	935.75	2387.57	40	218	437.08	-952.63	4444392	7166025
Engineering	2876.06	20146.08	3716	28754	917.48	4765.85	3370672	71053587
Previous year	1958.58	15380.23	2623	23628	1.33	3766.14	4847489	1031247183
Motor Own Damage	16983.68	136746.42	433655	3746425	-299.61	25072.04	648460	5390700
Previous year	17283.29	111674.38	403893	3346425	1903.76	12178.45	574649	4499049
Motor Third party	15918.45	124899.10	655137	5511585	2484.14	36350.46	647345	5381187
Previous year	13434.31	88548.64	618555	4929449	1201.16	7594.41	573394	4489928
Motor (Total)	32902.13	261645.52	655137	5511585	2184.53	61422.50	1295805	10771887
Previous year (Total)	30717.60	200223.02	618555	4929449	3104.92	19772.86	1148043	8988977
Workmen's compensation / Employer's liability	579.10	4858.93	4929	41826	76.73	1129.20	43349	423939
Previous year	502.37	3729.73	4599	38483	190.42	960.12	32561	296173
Public Liability	5.14	70.14	68	672	-0.58	12.58	0	54171
Previous year	5.72	57.56	69	729	0.38	6.36	515	30570
Product Liability	32.29	285.60	7	82	0.84	110.25	11294	172628
Previous year	31.45	175.35	7	85	-6.47	-10.18	6702	166671
Other Liability Covers	92.54	1354.98	598	5013	-10.55	224.19	103774	1290394
Previous year	103.09	1130.79	443	4029	-8.37	184.48	1000051166	1000681410
Liability (Total)	709.07	6569.65	5602	47593	66.43	1476.23	158417	1941132
Previous year (Total)	642.63	5093.43	5118	43326	175.97	1140.77	1000090944	1001174824
Personal Accident	1966.97	10624.99	34327	274643	850.83	1217.53	3566580	29858328
Previous year	1116.14	9407.46	34341	271892	293.72	2697.72	2612618	59147670
Medical Insurance	16903.46	139477.98	133975	1033669	2365.01	27830.78	1454556	149655588
Previous year	14538.45	111647.20	130020	964419	3537.41	39771.12	1975076	224417839
Overseas Medical Insurance	85.86	582.08	1113	15929	51.60	38.68	0	5743
Previous year	34.26	543.40	1327	17785	2.66	5.92	8	1608
Health (Total)	16989.32	140060.06	135088	1049598	2416.61	27869.47	1454556	149661331
Previous year (Total)	14572.71	112190.60	131347	982204	3540.07	39777.04	1975084	224419447
Crop Insurance								
Previous year								
Credit Guarantee	0.05	0.05	1	1	0.05	-21.91	15	15
Previous year	0.00	21.96	0	4	0.00	-9.26	0	1975
All Other Miscellaneous	3954.77	33438.38	90754	727010	317.50	5171.03	6368812	142597245
Previous year	3637.27	28267.35	100359	806215	1207.76	5918.75	129111017	291875344
Grand Total	67234.00	550811.00	982017	8157762	7839.99	115688.02	85554936.40	2035459265.84
Previous year (Total)	59394.00	435123.00	950624	7550033	10009.78	83217.25	2159811243.19	6115844814.36

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
494.57	4570.42	7045	61694	489.05	5243.64	0	0	0	0
492.40	4627.07	8704	65634	502.11	4998.09	0	0	0	0
65.08	690.29	569	4996	108.66	1238.15	0	0	0	0
81.56	570.28	511	3707	87.15	812.50	0	0	0	0
10.25	135.11	45	400	92.91	317.45	0	0	0	0
11.79	158.03	38	495	8.75	158.98	0	0	0	0
75.33	825.40	614	5396	201.57	1555.60	0	0	0	0
93.35	728.31	549	4202	95.90	971.48	0	0	0	0
				0.00	0.80	0	0	0	0
				0.33	1.13	0	0	0	0
123.90	1382.63	368	3250	208.53	2295.59	0	0	0	0
81.82	975.38	405	3058	208.49	1526.69	0	0	0	0
1322.96	11158.21	77083	667325	817.27	5760.97	0	0	0	0
1175.51	9006.51	69884	551869	571.71	4645.38	0	0	0	0
1866.35	14780.44	120719	1011037	1042.92	6915.67	0	0	0	0
1235.55	9134.01	111474	832175	593.99	4396.84	0	0	0	0
3189.32	25938.65	120719	1011037	1860.19	12676.64	0	0	0	0
2411.06	18140.51	111474	832175	1165.70	9042.21	0	0	0	0
60.63	546.50	841	6991	66.43	500.45	0	0	0	0
55.89	409.59	816	6711	47.69	330.99	0	0	0	0
0.00	2.51	1	45	0.58	3.33	0	0	0	0
0.31	1.08	1	48	0.88	3.00	0	0	0	0
0.00	5.93	0	2	0.00	11.18	0	0	0	0
0.00	5.93	0	2	0.00	12.72	0	0	0	0
2.56	20.03	25	226	14.09	129.37	0	0	0	0
2.19	19.14	22	190	5.83	92.78	0	0	0	0
63.19	574.97	867	7264	81.10	644.32	0	0	0	0
58.39	435.73	839	6951	54.41	439.49	0	0	0	0
58.10	455.40	5247	39585	125.84	735.63	19001	158593	302560	1731085
46.46	420.34	4774	38125	90.92	800.85	20647	173661	192918	1565341
531.39	5305.02	11463	87388	2033.03	12511.75	41163	304148	366029	2849112
810.88	6583.53	11607	90723	2424.03	14408.97	37941	276499	413749	2785244
1.01	18.62	38	583					1270	16417
1.93	20.63	50	636					1357	18371
532.40	5323.64	11501	87971	2033.03	12511.75	41163	304148	367299	2865529
812.81	6604.16	11657	91359	2424.03	14408.97	37941	276499	415106	2803615
								0	0
								0	0
671.76	4867.11	26469	196796	359.25	2540.25	14833	84171	52457	478051
799.48	4367.03	30496	224554	511.16	2710.96	13264	99752	63959	557340
5208.57	43938.22	172830	1412993	5358.56	38204.22	74997	546912	722316.00	5074665.00
4795.77	36298.53	168898	1266058	5053.05	34899.87	71852	549912	671983.00	4926296.00

Name of the Insurer: Raheja QBE General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	10.31	151.99	7	52	10.31	151.99	13197.14	332049.78
Previous year	4.45	88.75	3	64	4.45	88.75	4077.07	110708.30
Marine Cargo	1.84	2.55	1	14	1.84	2.55	1175.00	6856.05
Previous year	0.77	3.78	5	30	0.77	3.78	1322.44	4892.56
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	1.84	2.55	1	14	1.84	2.55	1175.00	6856.05
Previous year (Total)	0.77	3.78	5	30	0.77	3.78	1322.44	4892.56
Aviation								
Previous year								
Engineering	1.01	12.25	0	27	1.01	12.25	0.00	15403.38
Previous year	0.49	24.93	1	20	0.49	24.93	1465.00	19883.03
Motor Own Damage	2.47	15.46	35	151	2.47	15.46	383.43	1928.29
Previous year	0.00	12.60	0	133	0.00	12.60	0.00	1856.84
Motor Third party	1.74	9.89	62	781	1.74	9.89	0.00	0.00
Previous year	0.00	1.74	0	43	0.00	1.74		
Motor (Total)	4.21	25.34	62	781	4.21	25.34	383.43	1928.29
Previous year (Total)	0.00	14.33	0	133	0.00	14.33	0.00	1856.84
Workmen's compensation / Employer's liability	0.77	9.95	4	31	0.77	9.95	174.12	2773.48
Previous year	0.36	3.51	1	3	0.36	3.51	75.00	625.00
Public Liability	0.14	2.30	1	4	0.14	2.30	344.00	1844
Previous year	0.00	2.16	0	3	0.00	2.16	0.00	2500
Product Liability								
Previous year								
Other Liability Covers	143.09	965.74	19	195	143.09	965.74	53958.32	295119
Previous year	29.92	397.20	8	71	29.92	397.20	2633	151900
Liability (Total)	144.01	977.99	24	230	144.01	977.99	54476.44	299736.74
Previous year (Total)	30.28	402.87	9	77	30.28	402.87	2708.25	155024.92
Personal Accident	0.22	43.50	6	50	0.22	43.50	362.00	47496.51
Previous year	0.70	32.76	0	20	0.70	32.76	2507.00	49572.50
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	43	381.17	2	39	43.08	381.17	6010	61787.03
Previous year	0.08	3.38	1	31	0.08	3.38	65.00	1878.16
Grand Total	204.69	1594.80	102	1193	204.69	1594.80	75603.51	765257.78
Previous year (Total)	36.77	570.80	19	375	36.77	570.80	12144.76	343816.30

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
9.51	34.04	7	9	0.00	0.00	0.00	0.00		
0.00	27.47	0	4	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2.21	4.45	5	12	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
3.67	4.60	458	568	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
3.67	4.60	458	568	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1	1	1	1	0	0	0	0		
0	0	0	0	0	0	0	0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0.14	0.14	1	1	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
1.34	1.34	2	2	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1.71	26.66	11	28	0.22	10.46	150	5544		
0.08	11.09	0	1	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.27	0.28	6	7	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
18.72	71.37	489	626	0.22	10.46	150	5544		
0.08	38.56	0	5	0.00	0.00	0	0		

Name of the Insurer: Reliance General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1023.16	9305.38	3482	29366	691.32	1724.13	2058368.80	14614514.36
Previous year	331.84	7581.25	3305	29384	-414.28	-2990.82	631369.15	10501027.08
Marine Cargo	233.39	3506.90	2371	20123	36.51	1641.86	526828.29	6914211.20
Previous year	196.88	1865.04	2439	18778	10.17	-405.28	580363.10	4908660.99
Marine Hull (Including Onshore & Offshore oil energy)	0.00	68.52	1	7	-687.11	-1415.09	0.00	6003.41
Previous year	687.11	1483.61	4	17	657.50	8.55	1476981.39	1834023.75
Marine (Total)	233.39	3575.42	2372	20130	-650.60	226.77	526828.29	6920214.61
Previous year (Total)	883.99	3348.65	2443	18795	667.67	-396.73	2057344.49	6742684.74
Aviation	41.45	330.12	0	40	38.47	-4196.61	0.00	484388.75
Previous year	2.98	4526.73	2	43	-1728.29	538.70	36367.24	353876.98
Engineering	636.40	7226.05	454	3352	16.66	3762.67	3616105.62	8451684.63
Previous year	619.74	3463.38	427	3543	-36.16	-2672.31	457825.48	3972323.92
Motor Own Damage	5863.53	51809.22	129056	1163786	-1269.38	-22.91	369009.52	3289537.89
Previous year	7132.91	51832.13	158134	1062978	-1044.20	-20421.86	440683.18	3250991.22
Motor Third party	3761.36	31675.91	131423	1186665	602.14	7818.07		
Previous year	3159.22	23857.84	161704	1225702	-578.03	-8683.67		
Motor (Total)	9624.89	83485.13	131423	1186665	-667.24	7795.16	369009.52	3289537.89
Previous year (Total)	10292.13	75689.97	161704	1225702	-1622.23	-29105.53	440683.18	3250991.22
Workmen's compensation / Employer's liability	47.38	425.34	185	1467	-16.74	-65.09	5536.62	44956.05
Previous year	64.12	490.43	206	2051	11.49	-61.85	6430.81	47435.72
Public Liability	13.20	95.05	52	566	3.26	1.08	12425.75	69226.84
Previous year	9.94	93.97	66	324	-12.75	-112.91	8231.02	170994.23
Product Liability	0.00	7.68	0	10	-0.17	-4.31	0.00	3460.00
Previous year	0.17	11.99	1	11	0.17	-39.63	100.00	3425.00
Other Liability Covers	19.17	1142.44	568	4874	-6.49	278.95	9363.50	396322.49
Previous year	25.66	863.49	496	4619	8.35	99.17	6851.99	289480.79
Liability (Total)	79.75	1670.51	805	6917	-20.14	210.63	27325.87	513965.38
Previous year (Total)	99.89	1459.88	769	7005	7.27	-115.22	21613.82	511335.74
Personal Accident	125.14	2107.71	1944	17967	-5.60	-1680.98	343722.07	5852360.98
Previous year	130.74	3788.69	3951	44829	-29.75	-179.38	332274.35	9578013.45
Medical Insurance	1546.75	14802.49	9826	74164	125.19	-1435.54	74313.93	668471.75
Previous year	1421.56	16238.03	10158	155728	-372.60	595.11	60296.91	485741.41
Overseas Medical Insurance	331.07	2838.72	78925	552401	36.81	-94.63	2167339.55	19761998.64
Previous year	294.26	2933.35	62850	532299	98.98	377.88	1647404.07	18045078.79
Health (Total)	1877.82	17641.21	88751	626565	162.00	-1530.17	2241653.48	20430470.39
Previous year (Total)	1715.82	19171.38	73008	688027	-273.63	972.99	1707700.99	18530820.21
Crop Insurance	0	0	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0	0	0	0	0.00	0.00	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	1121.18	4066.60	5659	40599	892.07	1285.59	839728.11	7008030.85
Previous year	229.11	2781.01	5627	47613	-29.88	-614.80	290559.28	5926038.37
Grand Total	14763.18	129408.13	234890	1931601	456.94	7597.19	10022741.76	67565167.84
Previous year (Total)	14306.24	121810.94	251236	2064941	-3459.27	-34563.11	5975737.99	59367111.72

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
0.00	767.26	0	2930	0.00	0.00		0.00		
1.08	333.90	46	886	29.39	29.39	0.00	0.00		
0.00	190.92	0	1221	0.00	0.00		0.00		
0.35	22.20	3	81	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00		0.00		
0.00	0.30	0	1	0.00	0.00	0.00	0.00		
0.00	190.92	0	1221	0.00	0.00	0	0	0	0
0.35	22.50	3	82	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00		0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
31.74	436.88	21	406	0.00	0.00		0.00		
-16.41	46.62	12	145	0.83	0.83	0.00	0.00		
326.56	4598.74	7825	111133	0.00	0.00		0.00		
647.30	4765.22	10900	85273	0.00	0.00	0.00	0.00		
211.21	3056.99	64	1712	0.00	0.00		0.00		
330.33	2314.52	224	36836	0.00	0.00	0.00	0.00		
537.77	7655.73	7825	111133	0.00	0.00	0	0	0	0
977.63	7079.74	10900	85273	0.00	0.00	0	0	0	0
7.32	98.60	22	147	0.00	0.00		0.00		
0.87	11.07	3	52	0.00	0.00	0.00	0.00		
0.02	10.99	3	57	0.00	0.00		0.00		
0.00	1.09	0	3	0.00	0.00	0.00	0.00		
0.00	0.17	0	1	0.00	0.00		0.00		
0.00	0.27	0	1	0.00	0.00	0.00	0.00		
0.21	15.09	20	942	0.00	0.00		0.00		
0.00	0.98	0	104	0.00	0.00	0.00	0.00		
7.55	124.85	45	1147	0.00	0.00	0	0	0	0
0.87	13.41	3	160	0.00	0.00	0	0	0	0
4.17	65.16	185	882	0.00	0.00		0.00		
0.14	42.69	34	3506	0.00	133.25	0.00	503703.00		
205.95	1491.74	143	5099	0.00	0.00		0.00	141899	1903545
8.27	1126.99	209	2232	0.00	0.00	0.00	0.00		
17.94	221.20	4359	44573	0.00	0.00		0.00	25086	127051
1.85	106.68	410	28173	0.00	0.00	0.00	0.00		
223.89	1712.94	4502	49672	0.00	0.00	0	0	166985	2030596
10.12	1233.67	619	30405	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00		0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
0	0	0	0	0	0		0		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
13.97	547.32	563	6860	6.42	168.20	188.00	410076.00		
7.12	80.50	378	3743	5.09	61.71	322.00	6619.00		
819.09	11501.06	13141	174251	6.42	168.20	188	410076	166985	2030596
980.90	8853.03	11995	124200	35.31	225.18	322	510322	0	0

Name of the Insurer: Royal Sundaram Alliance Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	194.81	3780.19	2696	21216	8.02	36.91	294550.42	6736835.73
Previous year	186.79	3743.28	2776	24351	-81.73	423.37	309592.70	5916852.42
Marine Cargo	349.15	1991.02	2931	24324	109.33	142.43	633392.92	4887608.55
Previous year	239.83	1848.59	2819	26533	94.39	282.06	262897.20	4141680.25
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	-6.60	0.00	0.00
Marine (Total)	349.15	1991.02	2931	24324	109.33	142.43	633392.92	4887608.55
Previous year (Total)	239.83	1848.59	2819	26533	94.39	275.46	262897.20	4141680.25
Aviation							0.00	
Previous year							0.00	
Engineering	338.51	2685.00	100	863	-22.50	-66.42	59376.35	514171.29
Previous year	361.01	2751.43	98	1089	94.58	14.10	95874.10	1028307.56
Motor Own Damage	6568.17	56147.24	90148	755140	1062.85	11952.68	351653.36	2958136.81
Previous year	5505.32	44194.55	78208	617515	1583.14	10094.63	282855.31	2325826.98
Motor Third party	2450.84	19139.96	484	4670	1103.77	7662.35		
Previous year	1347.07	11477.61	374	3967	265.04	1553.36		
Motor (Total)	9019.01	75287.20	90148	755140	2166.62	19615.04	351653.36	2958136.81
Previous year (Total)	6852.39	55672.17	78208	617515	1848.18	11647.99	282855.31	2325826.98
Workmen's compensation / Employer's liability	14.51	193.84	39	457	-10.44	11.99	1855.77	25089.03
Previous year	24.95	181.85	42	364	8.04	-4.57	2132.14	19520.64
Public Liability	29.47	733.32	28	311	3.35	-12.51	10994.64	151308.55
Previous year	26.12	745.83	25	299	-2.23	173.02	13281.23	128942.97
Product Liability	8.96	192.33	6	41	5.33	21.05	5809.74	46676.52
Previous year	3.64	171.28	2	40	2.75	19.30	1350.00	40882.28
Other Liability Covers								
Previous year								
Liability (Total)	52.95	1119.49	73	809	-1.76	20.53	18660.15	223074.10
Previous year (Total)	54.71	1098.96	69	703	8.57	187.75	16763.37	189345.89
Personal Accident	284.96	2688.48	8673	81417	87.68	-149.84	2014115.36	18973992.37
Previous year	197.28	2838.32	4513	51473	-7.11	718.98	1173233.09	21008411.05
Medical Insurance	1210.62	17144.13	21372	195967	380.17	5085.12	1146918.14	15706822.93
Previous year	830.45	12059.02	17701	164126	-372.66	2896.82	123161.67	1265341.32
Overseas Medical Insurance								
Previous year								
Health (Total)	1210.62	17144.13	21372	195967	380.17	5085.12	1146918.14	15706822.93
Previous year (Total)	830.45	12059.02	17701	164126	-372.66	2896.82	123161.67	1265341.32
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	183.71	2434.93	610	6684	-180.96	-485.03	44034.17	847395.75
Previous year	364.67	2919.96	26854	446529	-17.31	741.76	2456941.89	16738395.42
Grand Total	11633.72	107130.45	126603	1086420	2546.59	24198.73	4562700.85	50848037.53
Previous year (Total)	9087.13	82931.73	133038	1332319	1566.91	16906.21	4721319.33	52614160.89

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
5.02	39.55	230	1973						
20.23	95.87	291	2804						
0.00	0.00	0	0						
0.00	0.00	0	0						
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.44	3.80	2	26						
0.08	6.20	2	26						
811.10	3891.67	8113	44303						
1027.95	4391.61	21235	64915						
811.10	3891.67	8113	44303	0.00	0.00	0	0		
1027.95	4391.61	21235	64915	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
15.10	135.17	2132	32270	0.02	1.71	71.00	6255.00		
39.71	504.42	22430	308990	0.63	8.66	1993.00	25027.00		
240.68	8630.62	3881	49411	42.65	2607.63	10623.00	644500.00	357235.50	3026731.00
397.04	4774.05	7316	122313	42.29	2303.42	10549.00	639919.00	39755.50	424924.50
240.68	8630.62	3881	49411	42.65	2607.63	10623	644500	357236	3026731
397.04	4774.05	7316	122313	42.29	2303.42	10549	639919	39756	424925
176.13	1686.50	2816	24710	0.00	0.00	0.00	0.00		
145.22	1294.88	2145	19041	0.00	0.00	0.00	0.00		
1248.47	14387.33	17174	152693	42.67	2609.34	10694	650755	357236	3026731
1630.22	11067.01	53419	518089	42.92	2312.07	12542	664946	39756	424925

Name of the Insurer: SBI General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	1336.62	10059.45	17850	122625	1182.51	9590.31	792859.78	5898312.73
Previous year	154.11	469.14	1211	2285	154.11	469.14	100859.00	450245.48
Marine Cargo	5.41	91.15	20	88	5.41	91.15	15520.87	284257.12
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	5.41	91.15	20	88	5.41	91.15	15520.87	284257.12
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	1600.63	0	66	0.00	1280.86	0.00	333384.81
Previous year	-6.01	319.77	4	30	-6.01	319.77	0.00	84152.97
Engineering	81.60	564.24	119	765	59.64	473.08	123516.43	587084.50
Previous year	21.96	91.16	21	27	21.96	91.16	23951.01	40160.13
Motor Own Damage	268.35	1114.43	5517	19209	268.35	1114.43	18611.69	150633.14
Previous year	0.00		0	0	0.00	0.00	0.00	0.00
Motor Third party	74.77	229.94	0	0	17.59	26.13		
Previous year	0.00	0.00	0	0	0.00	0.00		
Motor (Total)	343.12	1344.37	5517	19209	285.94	1140.56	18611.69	150633.14
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.23	0.23	2	2	0.00	0.00	16.88	16.88
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Liability (Total)	0.23	0.23	2	2	0.00	0.00	16.88	16.88
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	0.34	574.27	1	13	-83.30	34.90	1436.50	5789628.50
Previous year	83.64	539.37	1	4	83.64	539.37	1733109.15	1772807.86
Medical Insurance	17.11	296.13	2	35	17.11	296.13	276.50	8864.48
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	17.11	296.13	2	35	17.11	296.13	276.50	8864.48
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	52.20	663.31	2623	10502	47.90	643.98	125811.20	2110338.59
Previous year	4.30	19.33	29	110	4.30	19.33	44103.21	226356.10
Grand Total	1836.63	15193.78	26134	153305	1515.21	13550.97	1078049.85	15162520.75
Previous year (Total)	258.00	1438.77	1266	2456	258.00	1438.77	1902022.37	2573722.54

\* Wherever applicable



Name of the Insurer: Shriram General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	126.41	589.93	225	1467	64.00	319.71	227044.94	1281693.82
Previous year	62.41	270.22	199	936	40.20	161.27	188247.26	492245.97
Marine Cargo	4.30	125.32	222	1019	2.26	108.02	6199.26	325964.35
Previous year	2.04	17.30	49	331	2.04	17.30	3081.43	19249.53
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	4.30	125.32	222	1019	2.26	108.02	6199.26	325964.35
Previous year (Total)	2.04	17.30	49	331	2.04	17.30	3081.43	19249.53
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	37.71	252.84	68	509	12.97	114.68	23848.14	120373.53
Previous year	24.74	138.16	74	296	0.66	48.14	13611.11	121613.45
Motor Own Damage	4886.10	36282.62	157115	1173026	1195.37	9191.14	495841.60	3691854.96
Previous year	3690.73	27091.48	108560	795605	1384.47	14605.28	282037.48	2088305.76
Motor Third party	6637.26	48196.13	157202	1174115	3358.14	23644.92		
Previous year	3279.12	24551.21	110206	808304	834.50	11493.00		
Motor (Total)	11523.36	84478.75	157202	1174115	4553.51	32836.06	495841.60	495841.60
Previous year (Total)	6969.85	51642.69	110206	808304	2218.97	26098.28	282037.48	2088305.76
Workmen's compensation / Employer's liability	1.21	22.84	16	178	-0.42	6.73	49.62	457.51
Previous year	1.63	16.11	13	80	1.36	6.00	5.87	186.37
Public Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0.15	21.00	8	80	-0.45	5.80	98.35	17059.26
Previous year	0.60	15.21	37	100	0.58	14.08	571.13	10260.95
Liability (Total)	1.36	43.84	24	258	-0.87	12.53	147.98	17516.77
Previous year (Total)	2.23	31.32	50	180	1.94	20.08	577.00	10447.32
Personal Accident	7.02	211.76	600	6019	0.20	33.35	4898.86	258127.66
Previous year	6.82	178.41	1917	11972	0.68	53.18	3688.18	220916.38
Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	18.62	231.64	316	1367	7.57	108.01	51590.22	1171742.22
Previous year	11.05	123.62	80	993	7.05	98.28	99892.80	307479.14
Grand Total	11718.78	85934.09	158657	1184754	4639.64	33532.37	809570.99	3671259.96
Previous year (Total)	7079.14	52401.72	112575	823012	2271.54	26496.53	591135.26	3260257.55

\* Wherever applicable





Name of the Insurer: Tata AIG General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	923	17,952	15,310	153,349		-	9,212,769	95,112,791
Previous year	728	15,495	5,744	84,967	-	-	5,024,477	114,062,250
Marine Cargo	1,335	14,451	1,890	22,003		-	389,442	3,721,812
Previous year	1,068	11,416	2,334	16,444	-	-	361,531	7,522,571
Marine Hull (Including Onshore & Offshore oil energy)	4	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,335	14,451	1,890	22,003	-	-	389,442	3,721,812
Previous year (Total)	1,068	11,416	2,334	16,444	-	-	361,531	7,522,571
Aviation	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	227	4,085	85	918		-	3,285,643	12,925,072
Previous year	152	3,232	85	738	-	-	1,776,599	12,814,996
Motor Own Damage	5,649	46,052	148,509	1,156,281		-	302,259	2,459,541
Previous year	3,325	23,922	78,922	572,280	-	-	188,933	1,355,582
Motor Third party	1,028	8,071	148,509	1,054,542		-	-	-
Previous year	562	4,070	78,922	572,280	-	-	-	-
Motor (Total)	6,677	54,123	148,509	1,156,281	-	-	302,259	2,459,541
Previous year (Total)	3,887	27,992	78,922	572,280	-	-	188,933	1,355,582
Workmen's compensation / Employer's liability	138	1,154	26	248		-	5,763	331,376
Previous year	100	780	17	156	-	-	30,148	230,532
Public Liability	245	2,135	46	404		-	335,682	5,022,844
Previous year	160	2,160	40	422	-	-	233,210	3,260,263
Product Liability	18	507	11	99		-	79,731	1,238,507
Previous year	23	410	7	132	-	-	44,255	7,125,634
Other Liability Covers	2,454	10,071	736	5,947		-	481,945	2,650,697
Previous year	2,304	8,094	620	4,965	-	-	257,308	2,555,952
Liability (Total)	2,855	13,867	819	6,698	-	-	903,121	9,243,425
Previous year (Total)	2,588	11,443	684	5,675	-	-	564,921	13,172,381
Personal Accident	822	8,952	9,959	90,460		-	979,860	8,398,887
Previous year	892	9,421	6,977	69,538	-	-	573,797	6,310,541
Medical Insurance	816	2,309	-	30		-	168,769	168,769
Previous year	-	1,250	-	-	-	-	-	-
Overseas Medical Insurance	646	7,841	33,131	313,030		-	4,387,009	38,156,499
Previous year	647	7,499	26,886	260,650	-	-	3,351,105	30,360,792
Health (Total)	1,462	10,150	33,131	313,060	-	-	4,555,778	38,325,268
Previous year (Total)	647	8,749	26,886	260,650	-	-	3,351,105	30,360,792
Crop Insurance	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-		-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	416	2,979	8,070	63,471		-	16,495	99,558
Previous year	346	1,904	7,831	40,948	-	-	4,688	69,883
Grand Total	14,718	126,558	217,773	1,806,240	-	-	19,645,367	170,286,353
Previous year (Total)	10,307	89,652	129,463	1,051,240	-	-	11,846,051	185,668,997

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
62	1,450	633	3,469		-		-		
28	751	94	633	-	-	-	-		
124	1,647	136	1,199		-		-		
60	695	67	473	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
124	1,647	136	1,199	-	-	-	-	-	-
60	695	67	473	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
113	349	6	55		-		-		
8	71	1	16	-	-	-	-		
1,075	7,992	32,957	243,884		-		-		
342	1,810	9,822	46,543	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
1,075	7,992	32,957	243,884	-	-	-	-	-	-
342	1,810	9,822	46,543	-	-	-	-	-	-
2	38	3	21		-		-		
1	8	1	7	-	-	-	-		
31	540	74	701		-		-		
16	278	33	199	-	-	-	-		
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
33	579	77	722	-	-	-	-	-	-
17	286	34	206	-	-	-	-	-	-
87	798	2,108	20,406						
44	486	650	6,261	-	2	-	13,337		
816	2,309	-	30	1,426	2,309	1,014,265	1,672,481		
-	-	-	-	-	-	-	-		
(32)	(28)	-	219		-		-		
1	1,273	174	830	-	-	-	-		
785	2,281	-	249	1,426	2,309	1,014,265	1,672,481	-	-
1	1,273	174	830	-	-	-	-	-	-
-	-	-	-		-		-		
-	-	-	-	-	-	-	-		
-	-	-	-	-	-	-	-		
180	1,407	8,903	66,185		-		-		
209	720	6,950	33,011	-	-	-	-		
2,457	16,502	44,820	336,169	1,426	2,309	1,014,265	1,672,481	-	-
709	6,092	17,792	87,973	-	2	-	13,337	-	-

Name of the Insurer: *The New India Assurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	6303.10	85106.09	56249	545381	301.73	2628.55	542480062.51	1822027841.58
Previous year	6001.37	82477.54	80268	683803			125736554.67	1555723130.95
Marine Cargo	2219.65	20384.30	30588	203937	73.00	1064.95	128492604.12	244338987.73
Previous year	2146.65	19319.35	25236	214405			7189186.89	88579781.70
Marine Hull (Including Onshore & Offshore oil energy)	4005.31	24728.57	1055	7147	487.78	2175.41	13977712.61	34721582.81
Previous year	3517.53	22553.16	1354	10281			6370943.96	26673839.87
Marine (Total)	6224.96	45112.87	31643	211084	560.78	3240.36	142470316.73	279060570.54
Previous year (Total)	5664.18	41872.51	26590	224686			13560130.85	115253621.57
Aviation	168.80	7594.27	78	627	-520.88	2343.87	2426936.86	92918343.01
Previous year	689.68	5250.40	268	946			66247281.88	74890637.86
Engineering	3305.43	28328.69	9014	106119	-88.63	4050.78	23848413.10	135460819.34
Previous year	3394.06	24277.91	13625	58888			7809910.60	489750860.15
Motor Own Damage	14093.00	112227.48	642580	4628881	2288.31	15978.96	23653253.11	62519704.49
Previous year	11804.69	96248.52	427658	3858308			28709411.85	48165705.06
Motor Third party	12892.06	103455.12	555712	4648000	3761.64	34375.33		
Previous year	9130.42	69079.79	659051	3397197				
Motor (Total)	26985.06	215682.60	555712	4648000	6049.95	50354.29	23653253.11	62519704.49
Previous year (Total)	20935.11	165328.31	659051	3397197			28709411.85	48165705.06
Workmen's compensation / Employer's liability	176	3881	5020	45435	-128	163	278576	4053254
Previous year	304	3718	10253	61535			102695	769644
Public Liability	6	233	120	668	4	192	-1861	19659
Previous year	3	40	-258	352			5726	570122
Product Liability	154	460	53	128	134	80	-2113	1627
Previous year	19	379	182	912			13758	286351
Other Liability Covers	1267	11846	8502	59487	11	3868	11948079	13526506
Previous year	1255	7978	16915	51627			183719	4668921
Liability (Total)	1602.91	16419.43	13695	105718	21.54	4303.98	12222680.26	17601046.04
Previous year (Total)	1581.37	12115.45	27092	114426			305897.42	6295038.62
Personal Accident	841.02	10998.78	47642	406135	-125.92	1762.68	60191157.82	94369407.49
Previous year	966.94	9236.10	46435	415778			1817747.82	57070349.78
Medical Insurance	23932.56	178993.71	188625	1135199	4969.79	25986.33	89792127.89	208988377.95
Previous year	18962.77	153007.38	205955	1012477			-79224298.38	346952534.45
Overseas Medical Insurance	-75.29	800.51	3580	26966	-148.35	-238.99	344128.95	504461.65
Previous year	73.06	1039.50	3268	45119			42270.67	256852.23
Health (Total)	23857.27	179794.22	192205	1162165	4821.44	146986.08	90136256.84	209492839.60
Previous year (Total)	19035.83	154046.88	209223	1057596			-79182027.71	347209386.68
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	0.55	0	15	-0.04	-2.21	0.00	3.05
Previous year	0.04	2.76	0	53			0.00	6.25
All Other Miscellaneous	4779.62	39670.82	124122	841798	-545.32	3208.01	133006103.24	686433592.61
Previous year	5324.94	36462.81	118015	935125			184292360.48	429620721.65
Grand Total	74068.17	628708.32	1030360	8027042	10474.65	97637.65	1030435180.47	3399884167.75
Previous year (Total)	63593.52	531070.67	1180567	6888498			349297267.86	3123979458.57

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
614.51	7724.49	4446	62048	156.84	2361.35	0.00	0.00		
346.48	3696.48	8485	74855	272.64	2858.27	0.00	0.00		
246.30	1794.46	1328	9936	59.38	545.12	0.00	0.00		
83.64	725.33	1200	8331	89.54	611.24	0.00	0.00		
17.90	145.60	15	309	75.41	83.41	0.00	0.00		
3.18	26.74	-125	188	2.10	53.12	0.00	0.00		
264.20	1940.06	1343	10245	134.79	628.53	0.00	0.00		
86.82	752.07	1075	8519	91.64	664.36	0.00	0.00		
8.96	21.92	0	1	0.00	0.00	0.00	0.00		
0.00	0.00	0	0	0.00	0.00	0.00	0.00		
289.15	1749.13	1429	10790	-733.27	918.25	0.00	0.00		
54.86	731.43	311	3695	122.32	668.85	0.00	0.00		
2704.88	26356.94	35625	468699	397.13	5079.23	18132.00	98885.00		
906.59	5722.88	52501	282535	688.05	4831.60	1820.00	18378.00		
2373.91	24497.05	36256	407685	383.18	4537.13	17171.00	248854.00		
471.82	3505.62	7998	192600	496.58	3204.37	81219.00	166085.00		
5078.79	50853.99	36256	407685	780.31	9616.36	35303	347739		
1378.41	9228.50	7998	192600	1184.63	8035.97	83039	184463		
148	871	996	4616	3	257	2271	18516		
60	416	814	4051	85	380	2253	16843		
0	0	0	2	0	0	0	0		
0	7	0	8	1	18	348	607		
3	15	1	8	0	1	0	0		
1	21	6	6	1	41	0	0		
150	1518	1589	13545	54	536	12596	19208		
27	368	721	4980	20	174	2	623		
300.24	2404.49	2586	18171	57.58	794.26	14867	37724		
88.04	811.16	1541	9045	106.55	613.62	2603	18073		
164.55	1003.85	5089	44740	75.71	403.96	183468	626135		
45.68	515.75	3769	37355	57.70	525.36	21261	272386		
814.31	7269.65	6810	67930	1316.69	7300.65	395700	3035106	1135950	7399405
140.17	5385.39	14487	116760	8235.55	13283.92	538044	3128141	226360	4525107
-4.63	35.91	-148	1343	1.10	28.54	-9918	5732	-8566	15501
2.40	73.35	204	2227	9.59	87.91	653	6476	5800	35323
809.68	7305.56	6662	69273	1317.79	7329.19	385782	3040838	1127384	7414906
142.57	5458.74	14691	118987	8245.14	13371.83	538697	3134617	232160	4560430
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
1418.16	10040.33	19761	192746	630.93	2412.98	6582698	10104916		
746.17	7816.85	21977	205901	320.97	2505.57	834733	975867		
8948.24	83043.82	77572	815699	2420.68	24464.88	7202118	14157352		
2889.03	29010.98	59847	650957	10401.59	29243.83	1480333	4585406		

Name of the Insurer: *The Oriental Insurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	4890.48	60652.00	40876	373099			8773432.56	140119175.14
Previous year	3330.00	51132.32	44324	386829			0.00	0.00
Marine Cargo	2426.30	21422.11	15680	133441			7973321.39	69201125.00
Previous year	2272.65	17666.37	15207	135171			0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	972.99	15692.83	357	3907			578688.44	10097678.97
Previous year	1280.89	16504.96	371	3749			0.00	0.00
Marine (Total)	3399.29	37114.94	16037	137348	0.00	0.00	8552009.83	79298803.97
Previous year (Total)	3553.54	34171.33	15578	138920	0.00	0.00	0.00	0.00
Aviation	256.86	5853.81	44	340			140245.07	3949886.38
Previous year	551.52	5656.16	59	319			0.00	0.00
Engineering	3656.93	23552.48	3803	30600			2182725.07	18250998.64
Previous year	2939.41	20940.21	3374	31199			0.00	0.00
Motor Own Damage	8867.23	75020.84	462590	4028567			582208.82	4961943.58
Previous year	8188.06	70091.60	446372	3817297			0.00	0.00
Motor Third party	9672.43	80131.99	640963	5478860				
Previous year	6976.36	58207.82	628976	4948967				
Motor (Total)	18539.66	155152.83	640963	5478860	0.00	0.00	582208.82	4961943.58
Previous year (Total)	15164.42	128299.42	628976	4948967	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	670.38	5759.82	6016	48210			10643.12	88561.76
Previous year	660.13	5219.61	5427	46287			0.00	0.00
Public Liability	6.51	73.39	21	314			331356.60	10409460.97
Previous year	4.62	70.62	33	300			0.00	0.00
Product Liability	48.31	381.88	9	91			61863.49	1315696.11
Previous year	38.32	353.40	12	110			0.00	0.00
Other Liability Covers	221.17	2383.23	2717	25156			319933.62	13186740.48
Previous year	267.56	2196.58	2638	22080			0.00	0.00
Liability (Total)	946.37	8598.32	8763	73771	0.00	0.00	723796.83	25000459.32
Previous year (Total)	970.63	7840.21	8110	68777	0.00	0.00	0.00	0.00
Personal Accident	1048.54	12010.26	82601	696738			1443579.79	28523369.42
Previous year	1367.51	10362.27	89909	776793			0.00	0.00
Medical Insurance	8821.04	89779.15	84638	675170			553627.68	4461528.64
Previous year	13347.65	92141.23	76230	617719			0.00	0.00
Overseas Medical Insurance	46.07	569.08	1231	16556			107465.18	1600391.49
Previous year	44.76	602.59	1333	18281			0.00	0.00
Health (Total)	8867.11	90348.23	85869	691726	0.00	0.00	661092.86	6061920.13
Previous year (Total)	13392.41	92743.82	77563	636000	0.00	0.00	0.00	0.00
Crop Insurance	0.00	0.00	0	0			0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
Credit Guarantee	0.00	0.00	0	0			0.00	0.00
Previous year	0.00	0.00	0	0			0.00	0.00
All Other Miscellaneous	5561.21	46529.10	82836	673700			8018929.67	64208958.44
Previous year	3458.43	38188.54	91879	799432			0.00	0.00
Grand Total	47166.45	439811.97	961792	8156182	0.00	0.00	31078020.50	370375515.02
Previous year (Total)	44727.87	389334.28	959772	7787236	0.00	0.00	0.00	0.00

\* Wherever applicable



(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
359.03	3834.71	8146	68573	0.00	0.00	0.00	0.00		
309.61	2821.03	8330	66214	0.00	14832.22	0.00	0.00		
88.95	749.46	719	6276	0.00	0.00	0.00	0.00		
93.55	645.56	824	6427	0.00	3549.54	0.00	0.00		
12.64	1282.98	141	1408	0.00	0.00	0.00	0.00		
9.54	109.21	117	1481	0.00	2126.25	0.00	0.00		
101.59	2032.44	860	7684	0.00	0.00	0	0		
103.09	754.77	941	7908	0.00	5675.79	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
115.55	960.93	563	4300	0	0	0	0		
105.56	829.65	450	4229	0	3726	0	0		
1670.09	14240.09	83145	735700	0	0	0	0		
1455.03	12262.05	76661	649780	0	18063	0	0		
2031.63	16874.73	121654	1048625	0	0	41249	2007345		
1362.54	11082.85	112140	918427	0	14418	1732252	4139092		
3701.72	31114.82	121654	1048625	0.00	0.00	41249	2007345		
2817.57	23344.90	112140	918427	0.00	32481.22	1732252	4139092		
96.88	757.29	993	7985	164	1510	0	7917		
110.96	677.71	951	7825	160	1378	978	119609		
0.02	7.73	2	19	0	0	0	0		
0.16	5.22	5	22	0	13	0	0		
0.15	0.91	2	4	0	0	0	0		
0.00	9.13	0	4	0	79	0	0		
28.62	184.33	204	2133	0	0	0	0		
21.53	156.34	182	1790	0	837	106	1236		
125.67	950.26	1201	10141	163.75	1509.98	0	7917		
132.65	848.40	1138	9641	160.03	2307.14	1084	120845		
86.56	940.26	17693	147465	204	2390	85	320698		
121.03	1060.91	19202	170665	310	3203	5007	1134335		
368.80	2698.29	5537	43187	1664	17064	40	1109406		
347.03	2050.43	4625	36923	1580	15159	49030	2154097		
1.06	17.21	61	546	0	0	0	0		
1.17	21.04	52	580	0	146	36	9989		
369.86	2715.50	5598	43733	1664.16	17063.91	40	1109406	0	0
348.20	2071.47	4677	37503	1579.52	15304.61	49066	2164086	0	0
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
0.00	0.00	0	0	0	0	0	0		
1592.53	13290.02	30365	225792	2677	13265	13090	544512		
923.86	9469.66	33486	252801	0	8252	69976	660093		
6452.51	55838.94	186080	1556313	4709.12	34228.77	54464	3989878	0	0
4861.57	41200.79	180364	1467388	2049.15	85782.46	1857385	8218451	0	0

Name of the Insurer: United India Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	7066.00	71969.00	79167	696458	2070.00	12509.00	11296563	115058353
Previous year	4996.00	59460.00	78178	656551	1105.00	10697.00	7987210	95132427
Marine Cargo	2532.00	24210.00	29591	249345	384.00	3301.00	5370095	51346766
Previous year	2148.00	20909.00	28965	241366	-620.00	2969.84	4555673	44353718
Marine Hull (Including Onshore & Offshore oil energy)	1081.00	18798.00	1359	19056	-635.00	1175.00	388849	6761871
Previous year	1716.00	17623.00	931	16128	1222.00	3722.04	617266	6336883
Marine (Total)	3613.00	43008.00	30950	268401	-251.00	4476.00	5758944	58108636
Previous year (Total)	3864.00	38532.00	29896	257494	602.00	6691.88	5172940	50690602
Aviation	77.00	702.00	29	606	-87.00	90.00	11553	105326
Previous year	164.00	612.00	35	544	42.54	143.06	24606	91823
Engineering	4134.00	35706.00	10567	113442	-82.00	6446.00	1781897	15390517
Previous year	4216.00	29260.00	10632	104491	1562.00	9217.32	1817241	12618389
Motor Own Damage	12622.00	101098.00	532885	4658688	2488.00	19665.00	1790995	14345270
Previous year	10134.00	81433.00	524212	4046963	1924.00	7416.15	1437961	11554910
Motor Third party	12876.00	104313.00	889638	7684484	4471.00	35094.00		0
Previous year	8405.00	69219.00	820972	6523232	67.00	12694.40	0	0
Motor (Total)	25498.00	205411.00	889638	7684484	6959.00	54759.00	1790995	14345270
Previous year (Total)	18539.00	150652.00	820972	6523232	1991.00	20110.55	1437961	11554910
Workmen's compensation / Employer's liability	1890.85	6114.00	6615	57298	1402.11	2099.91		0
Previous year	488.74	4014.09	5224	52930	30.47	549.34	0	0
Public Liability	4.65	1074.89	963	5531	-106.02	147.46	788	182185
Previous year	110.67	927.43	1204	5252	18.04	382.39	18758	160901
Product Liability	52.17	763.80	228	1387	-20.24	212.09	10380	151970
Previous year	72.41	551.71	367	1515	10.64	250.91	14407	109774
Other Liability Covers	147.33	2401.31	1459	16893	38.15	401.54	44823	730570
Previous year	109.18	1999.77	1308	15303	-96.28	232.23	33217	608409
Liability (Total)	2095.00	10354.00	9265	81109	1314.00	2861.00	55992	1064725
Previous year (Total)	781.00	7493.00	8103	75000	-37.13	1414.87	66381	879084
Personal Accident	5965.00	15528.00	67035	441081	4971.00	6707.00	19641093	51129398
Previous year	994.00	8821.00	59194	427702	159.32	1495.29	3272967	29046374
Medical Insurance	14355.28	144766.11	176967	1282454	2611.59	33278.36	1982972	19997321
Previous year	11743.69	111487.75	162320	1153430	-91.18	28034.42	1622219	15400402
Overseas Medical Insurance	1532.72	9298.89	17145	91385	84.41	1396.64	450933	2735774
Previous year	1448.31	7902.26	16140	93339	37.18	1185.42	426099	2324943
Health (Total)	15888.00	154065.00	194112	1373838	2696.00	34675.00	2433905	22733095
Previous year (Total)	13192.00	119390.00	178460	1246770	-54.00	29219.83	2048318	17725345
Crop Insurance	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	0.00	0	0	0.00	0.00		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	495.00	44094.00	212515	1658436	-6049.00	459.01	95422	8500048
Previous year	6544.00	43634.99	206133	1528129	1289.01	4719.19	1261494	8411543
Grand Total	64831.00	580837.00	1493278	12317855	11541.00	122982.00	42866362.89	286435367.70
Previous year (Total)	53290.00	457855.00	1391603	10819913	6659.74	83709.00	23089117.93	226150495.67

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
654.01	5218.43	13798	100415	0.00	0.00	0	0		
661.61	4969.93	12921	95633	0.00	0.00	0	0		
150.85	824.92	1613	17974	0.00	0.00	0	0		
163.98	756.81	1262	17622	0.00	0.00	0	0		
4.22	76.00	102	1548	0.00	0.00	0	0		
11.25	66.67	152	1518	0.00	0.00	0	0		
155.07	900.92	1715	19521	0.00	0.00	0	0		
175.23	823.48	1413	19140	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
129.61	1957.85	10726	24871	0.00	0.00	0	0		
191.56	1796.19	9302	20220	0.00	0.00	-16	0		
2843.26	21787.98	92524	639725	0.00	0.00	0	0		
2942.06	19628.81	78352	566128	0.00	0.00	0	0		
2324.29	18333.74	137231	1005728	0.00	0.00	0	0		
1943.23	14102.88	120898	897971	0.00	0.00	0	0		
5167.55	40121.72	137231	1005728	0.00	0.00	0	0		
4885.29	33731.69	120898	897971	0.00	0.00	0	0		
58.74	409.78	1462	7796	17.77	204.10	1187	2386		
57.99	327.82	1306	6607	24.30	155.80	1413	2272		
1.66	37.32	90	813	0.00	0.00	0	0		
5.29	35.54	175	797	0.00	0.00	0	0		
0.00	3.79	0	35	0.00	0.00	0	0		
0.00	2.85	0	30	0.00	0.00	0	0		
26.06	147.01	28	1798	0.00	7.78	0	0		
48.69	132.44	111	1524	2.86	8.57	14	14		
86.46	597.90	1580	10442	17.77	211.87	1187	2387		
111.97	498.65	1593	8957	27.16	164.36	1427	2287		
852.97	5592.10	16482	57646	1026.74	3188.80	2874341	3276255		
391.52	4779.57	15372	51014	807.56	3287.42	13861	148474		
-458.50	10008.36	16721	130749	5852.41	21907.18	1018074	19535070	1103709	19690716
460.72	6065.67	12339	93392	2951.05	12168.52	2947413	7726312	7091702	9087028
8.00	182.06	30	3015	0.00	0.00	0	0	19607	137096
11.46	267.18	24	3612	0.54	6.48	79	8204	19206	31099
-450.49	10190.42	16751	133764	5852.41	21907.18	1018074	19535070	1123316	19827812
472.18	6332.85	12363	97004	2951.59	12175.00	2947492	7734516	7110908	9118127
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
0.00	0.00	0	0	0.00	0.00	0	0		
2875.38	15308.23	69259	414634	414.69	6792.81	9107	206312		
2837.60	14579.27	70640	406504	726.57	5434.25	8552	222758		
9470.56	79887.56	267542	1767022	7311.61	32100.66	3902709.25	23020022.58	1123316.00	19827812.00
9726.96	67511.64	244502	1596444	4512.88	21061.03	2971316.72	8108034.61	7110908.00	9118127.00

Name of the Insurer: Universal Sampo General Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	567.43	5485.18	10293	80415	117.31	1624.41	600178.54	6634044.64
Previous year	450.12	3860.77	8575	69878	18.98	1389.70	462787.19	4508090.60
Marine Cargo	98.10	703.60	223	1450	46.70	304.41	539240.98	5486852.17
Previous year	51.40	399.19	114	918	43.52	128.56	224262.59	2621818.70
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Marine (Total)	98.10	703.60	223	1450	46.70	304.41	539240.98	5486852.17
Previous year (Total)	51.40	399.19	114	918	43.52	128.56	224262.59	2621818.70
Aviation	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Engineering	57.40	624.63	165	1141	27.22	214.75	49767.84	521211.79
Previous year	30.18	409.88	101	785	1.27	154.58	42346.46	269365.93
Motor Own Damage	1856.46	12342.51	50156	336874	876.52	3061.80	100153.43	619621.82
Previous year	979.94	9280.72	28464	321525	421.25	6750.51	71020.56	616661.20
Motor Third party	464.13	3138.89	0	0	219.13	490.65		
Previous year	245.00	2648.23			105.32	2271.97		
Motor (Total)	2320.59	15481.40	50156	336874	1095.65	3552.45	100153.43	619621.82
Previous year (Total)	1224.93	11928.95	28464	321525	526.57	9022.48	71020.56	616661.20
Workmen's compensation / Employer's liability	24.19	167	121	839	8.03	73.73	2213	28351
Previous year	16.15	92.90	89	571	14.07	67.73	1478.16	9806.34
Public Liability	0.29	7.46	3	18	0.29	3.19	2500	9486
Previous year	0.00	4.27	0	4	0.00	-1.74	0.00	5900.00
Product Liability	0.00	8.99	0	6	0.00	8.99	0.00	1993.75
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Other Liability Covers	0	54	11	116	-13.05	1.79	1089	17526
Previous year	13	52	7	53	13	41	1570	39086
Liability (Total)	24.60	236.93	135	979	-4.73	87.71	5801.98	57357.02
Previous year (Total)	29.34	149.22	96	628	27.26	107.19	3048.41	54792.17
Personal Accident	16.91	393.00	567	5625	-4.59	95.51	55201.44	4289500.97
Previous year	21.49	297.49	729	4886	-224.54	-641.88	79172.38	1920774.52
Medical Insurance	272.46	2711.85	6712	34769	62.34	1060.48	13260.38	137696.79
Previous year	210.12	1651.37	5797	26951	10.35	609.95	12692.45	101455.41
Overseas Medical Insurance	1.96	8.75	64	498	1.96	8.75	17269.54	160870.94
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Health (Total)	274.42	2720.60	6776	35267	64.30	1069.23	30529.91	298567.72
Previous year (Total)	210.12	1651.37	5797	26951	10.35	609.95	12692.45	101455.41
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0	0.00	0.00	0.00	0.00
All Other Miscellaneous	499.60	3413.87	16313	124612	103.63	874.01	266577.07	2044483.84
Previous year	395.97	2539.86	13776	106047	46.91	602.29	199887.70	1327503.71
Grand Total	3859.04	29059.21	84628	586363	1445.48	7822.48	1647451.19	19951639.98
Previous year (Total)	2413.55	21236.73	57652	531618	450.32	11372.89	1095217.73	11420462.24

\* Wherever applicable



Name of the Insurer: Agriculture Insurance Company of India Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)								
Previous year (Total)								
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)								
Previous year (Total)								
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)								
Previous year (Total)								
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)								
Previous year (Total)								
Crop Insurance	7461.02	179551.96	39196	486326	2879.36	49974.13	187037.02	4040344.30
Previous year	4581.66	129383.56	41936	472053	876.40	12904.80	272426.55	3691648.55
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	7461.02	179551.96	39196	486326	2879.36	49974.13	187037.02	4040344.30
Previous year (Total)	4581.66	129383.56	41936	472053	876.40	12904.80	272426.55	3691648.55

\* Wherever applicable





Name of the Insurer: Apollo Munich Health Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	88.45	654.00	2970	23172	88.45	654.00	51634.25	370471.38
Previous year	71.90	475.50	3104	23416	71.90	475.50	33343.63	266800.75
Medical Insurance	2686.84	24571.92	21656	143968	2686.84	24571.92	78054.18	518252.93
Previous year	1434.22	12725.16	15397	96871	1434.22	12725.16	128114.56	519267.22
Overseas Medical Insurance	27.06	391.92	1882	18003	27.06	391.92	103222.84	1951267.07
Previous year	26.95	368.32	1442	16685	26.95	368.32	206865.08	1707457.41
Health (Total)	2713.90	24963.84	23538	161971	2713.90	24963.84	181277.02	2469520.01
Previous year (Total)	1461.17	13093.49	16839	113556	1461.17	13093.49	334979.63	2226724.64
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	69.94	591.50	0	2	69.94	591.50	341065.00	2754805.00
Previous year	55.58	455.56	0	2	55.58	455.56	274790.00	2128755.00
Grand Total	2872.30	26209.34	26508	185145	2872.30	26209.34	573976.27	5594796.38
Previous year (Total)	1588.65	14024.54	19943	136974	1588.65	14024.54	643113.26	4622280.39

\* Wherever applicable



Name of the Insurer: *Export Credit Guarantee Corporation of India Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance								
Previous year								
Overseas Medical Insurance								
Previous year								
Health (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Crop Insurance								
Previous year								
Credit Guarantee	8570	70088	1037	8852	1254	6836	310476	2777477
Previous year	7316	63252	1024	9265	-117	3755	247754	3156457
All Other Miscellaneous								
Previous year								
Grand Total	8569.79	70087.91	1037	8852	1253.61	6835.65	310476.15	2777477.48
Previous year (Total)	7316.18	63252.26	1024	9265	-117.48	3755.48	247754.28	3156457.07

\* Wherever applicable



Name of the Insurer: Max Bupa Health Insurance Company Limited

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident								
Previous year								
Medical Insurance	1552.03	7557.33	7809	46789	1185.30	6068.21	42869.7	270131
Previous year	265.97	1497.00	3254	17394	258.01	1488.78	12519.00	63664.00
Overseas Medical Insurance								
Previous year								
Health (Total)	1552.04	7557.34	7809	46789	1185.31	6068.21	42869.70	270131.00
Previous year (Total)	265.97	1497.00	3254	17394	258.01	1488.78	12519.00	63664.00
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	1552.04	7557.34	7809	46789	1185.31	6068.21	42869.70	270131.00
Previous year (Total)	265.97	1497.00	3254	17394	258.01	1488.78	12519.00	63664.00

\* Wherever applicable



Name of the Insurer: *Star Health and Allied Insurance Company Limited*

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire								
Previous year								
Marine Cargo								
Previous year								
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation								
Previous year								
Engineering								
Previous year								
Motor Own Damage								
Previous year								
Motor Third party								
Previous year								
Motor (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability								
Previous year								
Public Liability								
Previous year								
Product Liability								
Previous year								
Other Liability Covers								
Previous year								
Liability (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	122.91	1041.54	12975	97418	1.52	128.60	223941.72	1678223.48
Previous year	121.39	912.94	13806	98031	58.93	283.34	194339.38	1287961.50
Medical Insurance	4718.94	83310.58	101015	758222	-11243.98	-9657.21	365554.70	25258109.70
Previous year	15962.92	92967.79	92167	594228	7785.95	18712.08	9078741.00	31348338.35
Overseas Medical Insurance	72.53	982.68	2527	33546	5.13	73.68	289332.81	3666518.83
Previous year	67.40	909.00	2743	31126	18.42	264.83	276882.17	3010318.56
Health (Total)	4791.47	84293.26	103542	791768	-11238.85	-9583.53	654887.51	28924628.53
Previous year (Total)	16030.32	93876.79	94910	625354	7804.37	18976.91	9355623.17	34358656.91
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.10	276.07	38	98947	-33.22	-50.21	380	989470.00
Previous year	33.32	326.28	11926	116162	6.00	34.82	3332450.00	4374810.00
Grand Total	4914.48	85610.87	116555	988133	-11270.55	-9505.14	879209.23	31592322.01
Previous year (Total)	16185.03	95116.01	120642	839547	7869.30	19295.07	12882412.55	40021428.41

\* Wherever applicable





Name of the Insurer: L&T General Insurance Co. Ltd.

**BUSINESS FIGURES:**

LINE OF BUSINESS	Total Premium u/w		Total No. of Policies Issued		Accretions during the month (premium)		Sum Assured	
	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
Fire	67.78	997.85	165	1,159	28.55	928.45	160,669.04	4,155,314.15
Previous year	39.23	69.39	82	160	39.23	69.39	74,273.02	155,224.58
Marine Cargo	36.13	416.66	390	1,995	28.58	409.10	171,650.21	1,600,528.88
Previous year	7.55	7.55	5	5	7.55	7.55	34,321.40	34,321.40
Marine Hull (Including Onshore & Offshore oil energy)					-	-		
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	36.13	416.66	390	1,995	28.58	409.10	171,650.21	1,600,528.88
Previous year (Total)	7.55	7.55	5	5	7.55	7.55	34,321.40	34,321.40
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	127.60	808.78	350	1,947	106.49	736.08	164,320.15	833,360.34
Previous year	21.11	72.70	29	65	21.11	72.70	58,772.85	123,879.16
Motor Own Damage	583.65	3,959.12	6,715	45,913	491.82	3,823.70	55,517.24	365,419.87
Previous year	91.83	135.42	1,020	1,474	91.83	135.42	7,435.24	10,621.16
Motor Third party	344.82	2,120.83	35	181	314.80	2,078.85	-	-
Previous year	30.02	41.98	-	-	30.02	41.98	-	-
Motor (Total)	928.46	6,079.95	6,715	45,913	806.62	5,902.55	55,517.24	365,419.87
Previous year (Total)	121.85	177.40	1,020	1,474	121.85	177.40	7,435.24	10,621.16
Workmen's compensation / Employer's liability	30.72	196.55	218	1,076	20.71	185.74	9,438.89	36,286.52
Previous year	10.01	10.81	47	50	10.01	10.81	3,784.89	3,837.37
Public Liability								
Previous year								
Product Liability				-	-			
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	12.34	120.00	10	73	2.98	101.80	8,410.00	369,619.05
Previous year	9.36	18.20	2	4	9.36	18.20	2,070.01	25,820.01
Liability (Total)	43.06	316.55	228	1,149	23.69	287.54	17,848.89	405,905.57
Previous year (Total)	19.37	29.01	49	54	19.37	29.01	5,854.90	29,657.38
Personal Accident	1.30	172.77	764	7,074	1.30	172.77	2,548.61	544,477.48
Previous year								
Medical Insurance	18.20	448.45	76	261	18.20	448.45	3,779.76	15,233.18
Previous year	-	-	-	-	-	-	-	-
Overseas Medical Insurance					-	-		
Previous year	-	-	-	-	-	-	-	-
Health (Total)	18.20	448.45	76	261	18.20	448.45	3,779.76	15,233.18
Previous year (Total)	-	-	-	-	-	-	-	-
Crop Insurance					-	-		
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee					-	-		
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	9.19	444.17	102	863	5.77	416.53	49,067.04	5,476,335.97
Previous year	3.43	27.64	33	56	3.43	27.64	19,448.28	84,164.63
Grand Total	1,231.74	9,685.16	8,825	60,542	1,019.20	9,301.47	625,400.92	13,396,575.44
Previous year (Total)	212.54	383.69	1,218	1,814	212.54	383.69	200,105.69	437,868.31

\* Wherever applicable

(Premium in ₹ Lakhs)

## FOR AND UP TO THE MONTH OF DECEMBER, 2011

Amount of Premium u/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium u/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month	For the month	Up to the month
2.88	18.10	5	72	-	-	-	-	-	-
0.03	2.92	4	55	-	-	-	-	-	-
-	-			-	-	-	-	-	-
0.03	2.92	4	55	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.95	18.06	7	75	-	-	-	-	-	-
57.19	454.26	744	5,785	-	-	-	-	-	-
27.98	208.28	-	-	-	-	-	-	-	-
85.17	662.54	744	5,785	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1.54	5.32	6	22	-	-	-	-	-	-
-	0.85	-	12	-	-	-	-	-	-
1.54	6.17	6	34	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
0.05	0.75	12	222	0.24	3.81	526	4,746		-
				0.17	0.17	35	35		-
-	-	-	-	0.17	0.17	35	35		-
-	-	-	-	-	-	-	-		-
1.01	1.61	1	21	-	-	-	-		-
91.63	710.14	779	6,264	0.41	3.98	561	4,781		-
-	-	-	-	-	-	-	-		-

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20 Mar 2012 Venue: Mumbai	<b>Seminar on Natural Catastrophes</b> By College of Insurance/Insurance Institute of India, Mumbai
22 Mar 2012 Venue: Bangkok, Thailand	<b>Seminar on Critical Lessons from Thai Floods</b> By Asia Insurance Review, Singapore.
11 - 12 Apr 2012 Venue: Singapore	<b>1st Conference on Social Media &amp; Mobile Marketing for Insurance</b> By Asia Insurance Review, Singapore.
16 - 18 Apr 2012 Venue: NIA Pune	<b>Actuarial Practices in Life Insurance</b> By National Insurance Academy.
19 - 21 Apr 2012 Venue: NIA Pune	<b>Motor Underwriting and Claims (OD)</b> By National Insurance Academy.
23 - 28 Apr 2012 Venue: NIA Pune	<b>Trainers' Training Programme</b> By National Insurance Academy.
24 - 25 Apr 2012 Venue: Mumbai	<b>Asian Conference on Healthcare and Health Insurance</b> By Asia Insurance Review, Singapore.
26 - 28 Apr 2012 Venue: NIA Pune	<b>Financial Awareness Programme</b> By National Insurance Academy.
30 Apr - 5 May 2012 Venue: NIA Pune	<b>Programme on Communication &amp; Presentation Skills</b> By National Insurance Academy.
09 - 10 May 2012 Venue: Singapore	<b>Asian Takaful Conference</b> By Asia Insurance Review, Singapore.

# view point



The life insurance industry will closely monitor relevant developments from our stated viewpoint that regulation on insurance group management should strike a balance between increased efficiency and policyholder protection.

**Mr. Yoshinobu Tsutsui**

Chairman, Life Insurance Association of Japan.

Economic and financial integration in Asia has produced significant benefits for our economies. But increased connectedness also means greater potential for contagion - for the transmission of economic and financial shocks across countries within the region.

**Mr. Ravi Menon**

Managing Director, Monetary Authority of Singapore.

The Insurance Council pays tribute to the resilience and strength of the Canterbury community and thanks them for their enormous understanding and patience during a time of great difficulty, not only for them and their families, but also for the insurance industry in responding to the needs of their customers.

**Mr. Chris Ryan**

Chief Executive, Insurance Council of New Zealand.

We recognise the increasing need for enhanced levels of safety and security under the current system. At the same time, we think it necessary to strengthen the resilience of the system so that customers can apply for Earthquake Insurance confidently.

**Mr. Shuzo Sumi**

Chairman, General Insurance Association of Japan.

When you live through extraordinary events - like the recent economic crisis - it is necessary to reflect upon them and consider what steps are required to prevent their reoccurrence. Internationally, regulators are redefining their roles.

**Madame Danielle Boulet**

Chair of the Canadian Council of Insurance Regulators (CCIR).

First-mover advantage is certainly there everywhere (in all domains) - but should it be underpinned by a regulatory requirement?

**Mr. J. Hari Narayan**

Chairman, Insurance Regulatory & Development Authority (India).



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