



Volume XI, No. 9

Journal

September 2013



Falling in Line
- Regulatory Compliance

बीमा विनियामक और विकास प्राधिकरण

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From the Publisher

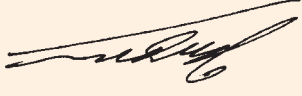


The economic development of a nation is dependent on the success of its business and industry; and thus there is essential need for the

essential that all corporate activity has to come under the umbrella of proper monitoring and supervision.

The financial services have become a major component of economic activity globally; and as such, account for a large share of the economic output. Further, services being intangible in nature call for specialised skill-sets in their being monitored by the supervisors. Within this, insurance supervision is even more complex with some of the components being arcane relatively. Besides, as the players are saddled with the fiduciary responsibility of living up to people's trust, there is a great need for a proper monitoring and supervision of the highest order. As a corollary, players have to comply strictly with the directions and instructions laid down by the supervisors so that the need for a closer monitoring and stepping-in by the regulators is reduced to the greatest extent. Above all, it should be appreciated that the spirit of regulation is what is honoured, and not merely a formal fulfillment.

'Regulatory Compliance' is the focus of this issue of the **Journal**. Being a domain of vast importance and wide coverage, the next issue of the Journal will also focus on 'Regulatory Compliance';


T.S. Vijayan

The turn of the century has witnessed a few high profile corporate failures globally that led to the enactment of a few major legislations; and this set in motion the need for every economy to take a deeper look at its own supervisory skills and augment them wherever called for. Thus the entire process of monitoring and supervision world over has assumed a new-found importance. While the level and style of supervision would vary depending upon the type of corporate activity and business that a player practises, it is explicitly more pronounced.

History has taught us several bitter lessons that endorse this opinion. It is in this regard that supervision assumes a vital role for the long term success of any economy. Needless to say that the need for this supervision is more accentuated in those domains where the possibility of exploiting the gullible public is to undue avarice of the players which would lead to the detriment of the interests of the common people. The absence of such boundaries could lead to within which these industrial or business houses have time. However, there are boundaries of property economy that is looking for growth over a period of presence of a flourishing of these elements for every industry; and thus there is essential need for the

issue focus

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Essential Management Function

- Regulatory Compliance

For an on-going business activity, it is not unusual, albeit mostly inadvertently, to deviate from the set norms or practices during the course of its business. In order that such deviations do not recur as also to ensure that better care is exercised in future, supervisors/regulators occasionally penalize the entity; either by admonition or by slapping fines, depending on the extent of deviation from the rule. It should not however be construed that the penalties imposed on the errant entity give it an automatic right to feel sanctified. The trend of laying down penalties on various entities has been increasing more recently indicating that there is scope for improvement by the players as far as fulfilment of their obligations is concerned.

In the insurance industry, regulatory emphasis is certainly on protecting the policyholders' interests, apart from sectoral development; and there is thus great need for the players to ensure that at every stage of the contractual relationship, total and efficient service is rendered to the policyholder to keep the punitive measures at bay. Besides, the performance of the entity should also be reported to the regulator at intervals assigned for each of the activities. Further, regulatory compliance has to be ensured for the purpose it is meant and entities should not take undue advantage of any possible lapse or deviation in the detail.

Interpretation of a rule or an instruction can often be vague and ambiguous. In

such cases, it would be better to seek a clarification or an advice rather than simply going through the motions mechanically. Particularly in areas of high importance like the AML guidelines, solvency requirements etc. there should not be any let-up or deviation from the norms even unknowingly so that the possibility of getting involved in an avoidable controversy is warded off. All this warrants a dedicated work-force to be assigned with the duties of compliance; and further that they are updated with the compliance requirements on a real-time basis. Compliance should be treated on priority and should never be relegated to one of secondary importance.

'Regulatory Compliance' is the focus of this issue of the **Journal**. In the opening article, Mr. Ashvin Parekh strikes an advisory note in saying that as the insurance industry goes along and gathers further momentum, regulatory scrutiny would be stepped up and the players and other stakeholders will have to be prepared for such an eventuality. In the next article, Mr. S.R. Balachander writes that the present day insurance industry trends are akin to driving a racing car on empty roads; and cautions that as the roads get crowded, it would be an entirely different pathway and the players have to get used to that. In a good-humoured write-up, Mr. Pawan Verma narrates the complexities associated with fulfilling the compliance requirements in a domain that is getting increasingly tougher.

In order to keep money-laundering out of the insurance domain, it is vital that the insurers follow the 'Know Your Customer' stipulations strictly. In the next article, Ms. Smita Ganesh Prabhu gives a vivid account of this important area of operation which she says is most vital. 'Policyholder protection is at the root of most of the regulatory impositions; and in that light, any difficulty associated with regulatory compliance should be taken in their stride by the players' mentions Mr. Lalit Vermani in the article that follows. In the last article of the issue, Mr. C.L. Baradhwaj takes up the challenges associated with the hugely important area of distribution in insurance; and deals with various areas of regulatory compliance pertaining to distribution. The second part of the article on 'Cancer Insurance' by Ms. Seema Arora in the 'thinking cap' section could not be carried out in this issue, which we regret. You would get to read it in the next issue.

In the next issue of the **Journal**, the focus will once again be on 'Regulatory Compliance'; and we will get to see a few more areas of this vital function. From this month onwards, the statistics pertaining to first year premium of Life insurers is being withdrawn. Readers may kindly note.

FIRST YEAR PREMIUM OF LIFE INSURERS FOR THE QUARTER JUNE 2013

INDIVIDUAL SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Jun., 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013
1	Non linked* Life						
	with profit	885.89	1770.83	134199	261198	936.41	4563.73
	without profit	1356.98	27.74	263234	8107	6752.29	455.16
2	General Annuity						0.00
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	255.76	297.84	7693	7710	23.53	4.44
3	Pension						
	with profit	0.55	3.68	-4	124	0.00	8.67
	without profit	0.95	0.25	37	39	0.08	0.01
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.04	0.26	13	28	0.70	0.27
A.	Sub total	2500.17	2100.60	405172	277206	7713.01	5032.28
1	Linked* Life						0.00
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	421.04	210.09	48165	15403	945.90	364.25
2	General Annuity						
	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	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	5.87	10.14	0	63	0.05	0.01
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	0.10	0.01	14	2	0.27	0.03
B.	Sub total	427.01	220.24	48179	15468	946.22	364.29
C.	Total (A+B)	2927.18	2320.85	453351	292674	8659.23	5396.58
	Riders:						
	Non linked						
1	Health#	0.00	0.00	0	1	0.10	0.00
2	Accident##	0.04	0.07	1	157	8.99	14.30
3	Term	0.00	0.00	0	2	0.01	0.01
4	Others	1.22	1.31	0	0	2.36	2.31
D.	Sub total	1.26	1.39	1	160	11.46	16.63
	Linked						
1	Health#	0.00	0.00	0	2	0.14	0.08
2	Accident##	0.05	0.04	35	2872	63.90	29.11
3	Term	0.00	0.00	0	0	0.05	0.10
4	Others	0.00	0.00	0	1	0.13	0.15
E.	Sub total	0.05	0.05	35	2875	64.22	29.43
F.	Total (D+E)	1.31	1.43	36	3035	75.68	46.06
G.	**Grand Total (C+F)	2928.49	2322.28	453351	292674	8734.91	5442.64 z

* 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 JUNE 2013

INDIVIDUAL NON - SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		Policies		Sum Assured	
		Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013
1	Non linked* Life						
	with profit	7413.01	4984.21	5164548	4976308	79073.34	76480.61
	without profit	661.24	722.40	955661	663795	42358.05	41221.64
2	General Annuity						
	with profit	0.43	0.00	0	0	0.00	0.00
	without profit	0.00	0.00	0	0	0.00	0.00
3	Pension						
	with profit	18.01	6.90	-8	3497	-1.19	146.75
	without profit	26.63	2.70	-32	1052	-0.05	1.11
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	19.25	23.90	33136	94484	636.96	707.67
A.	Sub total	8138.57	5740.11	6153305	5739136	122067.11	118557.78
1	Linked* Life						
	with profit	0.02	0.00	0	0	0.00	0.00
	without profit	924.00	723.46	177132	130618	10230.00	8509.78
2	General Annuity						
	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	Pension						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	-1.86	32.33	-43	4940	-8.82	-0.18
4	Health						
	with profit	0.00	0.00	0	0	0.00	0.00
	without profit	14.39	7.76	8705	4163	297.79	155.49
B.	Sub total	936.55	763.55	185794	139721	10518.97	8665.09
C.	Total (A+B)	9075.12	6503.67	6339099	5878857	132586.08	127222.87
	Riders:						
	Non linked				0		
1	Health#	2.72	2.97	309	24731	493.66	396.22
2	Accident##	5.54	5.13	1977	187800	7751.20	7480.23
3	Term	0.91	3.49	127	10301	214.08	671.55
4	Others	2.05	1.96	23	3145	721.26	719.63
D.	Sub total	11.22	13.55	2436	225977	9180.20	9267.63
	Linked						
1	Health#	0.19	0.11	9	353	23.15	11.96
2	Accident##	0.27	0.26	90	9215	339.89	321.07
3	Term	0.01	0.01	0	10	17.33	14.68
4	Others	0.20	0.11	17	1157	21.26	14.26
E.	Sub total	0.67	0.49	116	10735	401.63	361.96
F.	Total (D+E)	11.89	14.04	2552	236712	9581.83	9629.60
G.	**Grand Total (C+F)	9087.01	6517.71	6339099	5878857	142167.91	136852.47

* 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 JUNE 2013

GROUP SINGLE PREMIUM (INCLUDING RURAL & SOCIAL)

(₹ in Crores)

SI No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013
1	Non linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	2473.84	2617.96	29.00	34	153721.00	185920	103.70	128.54
b)	Group Savings Linked Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	29.34	35.41	9.00	7	2623.00	2282	25.07	10.48
c)	EDLI with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.69	0.50	20.00	22	52355.00	38495	693.79	511.20
d)	Others with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	1026.61	988.26	227.00	332	1826248.00	6114062	41604.81	65539.25
2	General Annuity with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	1026.64	834.65	8.00	10	2368.00	68399	0.00	0.00
3	Pension with profit	0.12	109.44	0.00	1	0.00	98	0.00	0.00
	without profit	1674.87	4321.53	1.00	2	123333.00	0	83.64	74.99
4	Health with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
A.	Sub total	6232.11	8907.74	294.00	408	2160648.00	6409256	42511.01	66264.44
1	Linked* Life								
a)	Group Gratuity Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	44.02	56.93	0.00	6	735.00	2488	0.07	0.23
b)	Group Savings Linked Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	4.75	4.61	0.00	0	256.00	101	8.45	7.19
c)	EDLI with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
d)	Others with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	1.63	0.01	0.00	0	0.00	0	0.00	0.00
2	General Annuity with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
3	Pension with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	17.86	14.27	0.00	0	424.00	0	0.00	0.00
4	Health with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
B.	Sub total	68.26	75.82	0.00	6	1415.00	2589	8.52	7.42
C.	Total (A+B)	6300.37	8983.56	294.00	414	2162063.00	6411845	42519.53	66271.86
	Riders:								
1	Non linked Health#	0.17	0.17	10.00	6	1755.00	963	139.22	72.43
2	Accident##	1.19	0.93	32.00	12	210929.00	3390	1995.67	467.41
3	Term	0.00	0.00	0.00	0	0.00	0	0.00	0.00
4	Others	0.00	0.00	0.00	0	0.00	0	0.00	0.00
D.	Sub total	1.36	1.10	42.00	18	212684.00	4353	2134.89	539.84
	Linked								
1	Health#	0.00	0.00	0.00	0	0.00	0	0.00	0.00
2	Accident##	0.01	0.01	0.00	0	0.00	0	0.00	0.00
3	Term	0.00	0.00	0.00	0	0.00	0	0.00	0.00
4	Others	0.00	0.00	0.00	0	0.00	0	0.00	0.00
E.	Sub total	0.01	0.01	0.00	0	0.00	0	0.00	0.00
F.	Total (D+E)	1.37	1.10	42.00	18	212684.00	4353	2134.89	539.84
G.	**Grand Total (C+F)	6301.74	8984.66	294.00	414	2162063.00	6411845	44654.42	66811.71

* 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 JUNE 2013

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

Sl No	Particulars	Premium		No. of Schemes		Lives Covered		Sum Assured	
		Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013	Jun, 2012	Jun, 2013
Non linked* Life									
1 a)	Group Gratuity Schemes with profit	4.88	0.00	1.00	0	38.00	-3	0.00	0.00
	without profit	270.52	442.60	526.00	795	684340.00	802337	3331.65	5866.14
b)	Group Savings Linked Schemes with profit	0.78	1.68	0.00	0	584.00	1783	4.26	16.57
	without profit	76.76	35.72	112.00	148	1056366.00	125218	3495.71	1426.71
c)	EDLI with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	6.20	8.45	246.00	164	611736.00	640919	6087.17	7066.13
d)	Others with profit	10.35	0.00	2.00	0	18087.00	-3	1.81	0.00
	without profit	152.56	180.03	3862.00	5003	7961352.00	7186219	96452.48	107675.04
2	General Annuity with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
3	Pension with profit	64.29	0.00	0.00	0	711.00	0	0.00	0.00
	without profit	434.81	557.44	19.00	36	33884.00	52264	18.26	1.34
4	Health with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.02	0.00	0	5.00	102	0.23	3.08
A.	Sub total	1021.15	1225.94	4768.00	6146	10367103.00	8808836	109391.57	122055.01
Linked* Life									
1 a)	Group Gratuity Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	66.10	115.54	80.00	94	117984.00	186317	182.47	234.32
b)	Group Savings Linked Schemes with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	3.21	5.28	24.00	22	12099.00	12389	208.30	230.46
c)	EDLI with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
d)	Others with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	5.86	32.46	1.00	12	241.00	2202	3.89	27.75
2	General Annuity with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
3	Pension with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	5.45	11.49	15.00	16	1721.00	1770	0.00	0.00
4	Health with profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
	without profit	0.00	0.00	0.00	0	0.00	0	0.00	0.00
B.	Sub total	80.62	164.77	120.00	144	132045.00	202678	394.66	492.52
C.	Total (A+B)	1101.77	1390.71	4888.00	6290	10499148.00	9011514	109786.23	122547.53
Riders:									
Non linked									
1	Health#	1.42	1.36	35.00	45	164581.00	73198	14639.66	7036.47
2	Accident##	0.84	0.77	12.00	15	15400.00	16774	1445.67	1187.74
3	Term	0.03	0.01	0.00	0	2077.00	1714	446.45	178.53
4	Others	0.01	0.02	3.00	4	568.00	848	359.11	448.12
D.	Sub total	2.30	2.15	50.00	64	182626.00	92534	16890.89	8850.87
Linked									
1	Health#	0.00	0.01	0.00	1	0.00	452	0.00	12.99
2	Accident##	0.00	0.00	0.00	1	0.00	452	0.00	5.45
3	Term	0.00	0.00	0.00	1	0.00	452	0.00	10.42
4	Others	0.00	0.00	0.00	0	0.00	0	0.00	0.00
E.	Sub total	0.00	0.01	0.00	3	0.00	1356	0.00	28.86
F.	Total (D+E)	2.30	2.17	50.00	67	182626.00	93890	16890.89	8879.72
G.	**Grand Total (C+F)	1104.07	1392.87	4888.00	6290	10499148.00	9011514	126677.12	131427.25

* 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.

Order

Ref: IRDA/BRK/MISC/ORD/152/08/2013

Date: 06.08.2013.

IN RESPECT OF M/s TOWN BENEFIT FUND (KUMBAKONAM) LIMITED

1. M/s Town Benefit Fund (Kumbakonam) Limited (the applicant entity) had submitted an application dated 30.11.12 (the application) under the provisions of IRDA (Insurance Brokers) Regulations, 2002 (the Brokers Regulations) seeking grant of a license to act as a Composite Broker.
2. Thereafter, the Insurance Regulatory & Development Authority (the Authority) advised the applicant entity to make conform the application so submitted to the requirements of Regulation 10(1)(iv) of the Brokers Regulations through the following reference:
 - (i) Reference No. IRDA/CB 541/MK/01/13 dated 13.06.13.
 3. The applicant entity did not submit any response to the said reference sent by the Authority.
 4. In view of the same, the Authority is of view that the applicant entity is not interested any further in taking up its application seeking grant of a license to act as a Direct Broker.
 5. Whereas, the Authority in its letter Reference No. IRDA/CB 541/MK/01/13 dated 13.06.13 also intimated the applicant entity that in case it failed to comply with the requirements as directed in the said reference within a period of three weeks of its receipt, the Authority, in terms of Regulation 7 of the Brokers Regulations, will be constrained to reject the application submitted by it without serving any further notice.
 6. Whereas, the Authority is yet to receive any response from the applicant entity to its letter Reference No. IRDA/CB 541/MK/01/13 dated 13.06.13.
 7. Hence, the Authority, in exercise of the powers vested with it, in terms of Regulation 7 of the Brokers Regulations, hereby rejects the application submitted by the applicant entity.

T S Vijayan
Chairman

Circular

Ref: IRDA/SDD/MISC/CIR/158/08/2013

Date: 08.08.2013.

The Chairman/CEOs of all the insurers

Anti-Money Laundering/Counter-Financing of Terrorism (AMLICFT) Guidelines for insurers

Attention is drawn to Annexure I of the Master Circular 2010 on AML/CFT guidelines - Circular Ref: IRDA/F&I/CIR/AML/158/09/2010 dated 24th September 2010 and subsequent modification thereto vide Circular Ref: IRDA/SDD/MISC/Cir/261/12/2012 dated 27th December, 2012.

2. The Authority had vide circular dated 27th December, 2012 stipulated:

"Current passbook with details of permanent/present residence address (updated upto the previous month) and Current Statement of bank account with details of permanent/present residence address (as downloaded) were considered as officially valid document towards both identity and address wherein written confirmation from banks need not be insisted upon in case of micro insurance products"

3. The Authority, hereby, extends the above said provision to all the insurance products (and not limited to micro insurance products) whereby

the above referred documents may be considered as Proof of Address (PoA) and also Proof of Identity (Pol) provided they are supported by officially valid documents carrying photograph, issued by any regulated entity/Government, like debit card, credit card, kisan card etc.

The above requirement shall be implemented with immediate effect.

R.K. Nair
Member (F&I)

Circular

Ref: IRDA/DIST/CIR/MISC/171/08/2013

Date.: 22-08-2013

To All CEO's of Life and General Insurance Companies

Sub: Compliance of Regulations of Telecom Regulatory Authority of India (TRAI).

It has been brought to the notice of the Authority by the Chairman of Telecom Regulatory Authority of India that some of the insurance companies and their marketing intermediaries including agents are engaging telemarketers, not registered with TRAI, to promote various products or services to customers, in breach of TRAI's Regulations. These unregistered telemarketers use their normal telephone connections for making commercial call and sending SMSs to customers registered in NCPR resulting

in a lot of customer grievance which is matter of grave concern.

"As per the Telecom Commercial Communications Customer Preference Regulations, 2010" issued by TRAI, any person involved in sending of commercial communications, has to register with TRAI as a Telemarketer.

The registered telemarketers have to use telephone numbers from '140' number series and filter the numbers they are accessing through the National Customer Preference Register (NCPR) database before making voice call and sending SMS.

No subscriber is allowed to do telemarketing activity through their

normal 10 digit numbers other than numbers from '140' number series.

In view of the above, all the Insurance companies are advised to adhere to the TRAI's Regulations without fail and not engage any telemarketers who are not registered with TRAI for any promotional/telemarketing activity for marketing their products or services.

The list of telemarketers registered with TRAI is available on www.nccptrai.gov.in. All the Insurance Companies are advised to instruct their Agents suitably.

D.D. Singh
Member

All General Insurance Companies and TPAs

Ref: IRDA/HLT/REG/CIR/159/08/2013

Date.: 12-08-2013

Re: Compliance with Regulation 12(b) of IRDA (Health Insurance) Regulations, 2013.

Reference is invited to the captioned Regulation which states as follows:

"..... TPA may handle claims, admissions and recommend to the insurer for the payment of the claim settlement, provided a detailed guideline is prescribed by the insurer to the TPA for claims assessments and admissions in

terms of capacity requirements, internal control requirements, claim assessment and admissions procedure requirements etc. under the agreement."

All insurers are advised to ensure that the detailed guidelines are prepared and given to the respective Third Party administrators as stipulated in Regulation 12(b). Every insurer utilizing Third Party administrators is advised to send a specific confirmation to this effect to the Authority on or before 30th September, 2013.

Please confirm having received this circular and noted the contents.

M. Ramaprasad
Member (Non-Life)

Order

Ref: IRDA/BRK/MISC/ORD/160/08/2013

Date: 12.08.2013.

ORDER OF THE INSURANCE REGULATORY AND DEVELOPMENT AUTHORITY UNDER REGULATION 14 OF THE IRDA (INSURANCE BROKERS) REGULATIONS, 2002**In the matter of M/s Golden MP Insurance Brokers Pvt. Ltd. application dated 11.04.11 seeking grant of a Direct Broker License**

1. M/s Golden MP Insurance Brokers Pvt. Ltd. (the applicant) has submitted an application dated 11.04.11 (the application) to the Authority seeking grant of a Direct Broker License under the IRDA (Insurance Brokers) Regulations, 2002 (the Brokers Regulations).
2. The Authority for the purpose of disposal of the application, in terms of Regulation 8 of the Brokers Regulations advised the applicant to furnish certain additional information/clarification vide its communications dated 06.06.11, 22.02.12, 01.08.12 & 11.10.12 which were replied to by the applicant vide its letters dated 08.07.11, 16.07.12, 08.08.12 & 22.10.12.
3. Upon a perusal of the information/clarification so provided by the applicant, the Authority, amongst other things noted the following:
 - a) That the applicant has submitted a declaration forming part of Form A, signed by two Directors, declaring that the following:

"We do not possess an insurance agent license under Section 42 of the Act (Insurance Act, 1938)".
 - b) That the applicant has reiterated the same vide its letters dated 08.07.11 & 08.08.12.
- c) That the applicant vide its letter dated 08.07.11 has submitted an undertaking stating the following:

"None of the Broking Company/Associate Companies /Directors/Promoters/Key Management Personnel/ Principal Officer/Employees is holding Agency/ Corporate Agency/TPA/Surveyors License".
- d) That the applicant vide its letter dated 22.10.12 has submitted an undertaking stating the following:
- e) "We hereby submit the undertaking and confirmation that none of the Promoter/Promoter Company/Associate Company/Joint Venture Company/Body Corporate/Director/Principal Officer/Key Management Personnel/Shareholder/Employee/person directly or indirectly connected with the applicant company are engaged in any insurance business/activity and holding Agency/Corporate Agency/TPA/Surveyor License.

"We confirm that the above statement/undertaking/confirmation is true to the best of our knowledge and belief."
4. Whereas, it has come to the notice of the Authority that Ms. Srishti Aggarwal, one of the promoters of the applicant holding 250000 equity shares or 50% stake in it and one of its directors is holding an insurance agency license number 8880526 of a non-life Insurer namely M/s Iffco Tokyo General Insurance Co. Ltd. The License is valid from 17.10.11 to 16.10.14.
5. Since, the undertakings/ declaration as stated above were contrary to the information came to the notice of the Authority, the Authority issued a Show Cause Notice dated 30.04.13 (SCN) advising it to show cause as to why the appropriate proceedings in terms of Regulation 14 of the Brokers Regulations should not be initiated by the Authority against it for refusing the grant of a license to act a Direct Broker.
6. The applicant replied to the SCN vide its letter dated 01.07.13, wherein it mainly submitted that as per their understanding they were required to close/surrender the agency license held in the name of their entity and for associate entities only.
7. The position becomes more serious in view of the fact that the insurance agent license was not held by any employee of the applicant but by one of its promoters and directors and that promoter and director has herself signed the undertakings and/or the declaration on behalf of the applicant. This raises serious questions on the truthfulness of the other information provided by the applicant, most of which, can not be verified the Authority at its own.
8. In view of the above, the Authority is of view that the applicant have furnished incorrect information to it and misrepresented the material facts with an intention to obtain a license to act as a Direct Broker and that it does not find any merit in the submissions made by the applicant vide its letter dated 01.07.13.
9. Now therefore, the application submitted by the applicant is hereby rejected in terms of Regulation 14 (1) of the Brokers Regulations.

T S Vijayan
Chairman

Circular

Ref: IRDA/F&I/INV/CIR/155/08/2013

Date.: 07-08-2013

The CEOs of all insurers

SUB: Exposure limits on the Investments in Housing Finance and Infrastructure Finance Companies

The Authority is in receipt of representations from the Insurers to enhance the exposure limits in Housing Finance Companies. Further, it is also represented to consider the investments in Housing Finance Companies and Infra Finance Companies as the exposure to Housing sector and Infra. Sector, respectively. Presently, such exposure to Housing Finance Companies and Infra Finance Companies is treated as exposure under 'Financial and Insurance Activities' of sec. K of NIC classification, 2008.

After careful examination of the representations and discussions with the Industry, it is decided to reconsider these exposure limits as below:

A) Investment in Housing Finance Companies

The Investments in the debt Instruments issued by Housing Finance Companies as specified in the Investment Regulations shall not be included under the exposure to

'Financial and Insurance Activities' of sec. K of NIC classification, 2008 and shall be treated as exposure to Housing Sector. The industry exposure limits will continue to apply for such investments.

B) Investment in Infrastructure Finance Companies

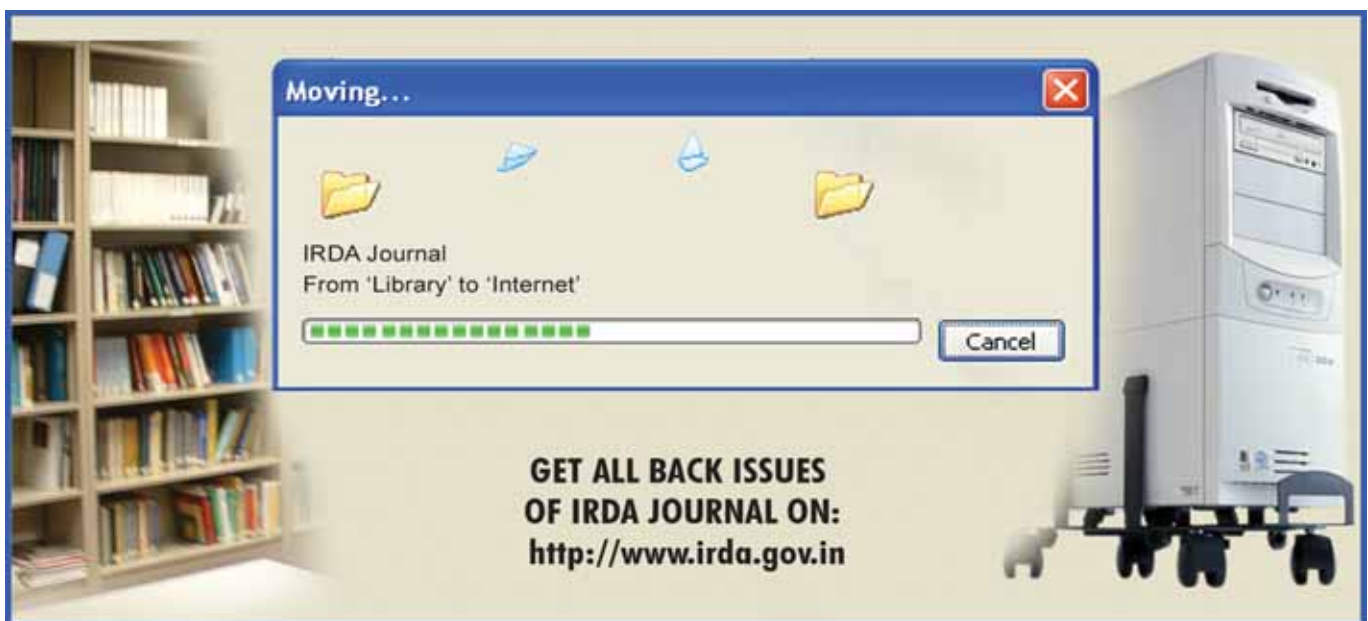
The Investments in the equity and debt Instruments issued by Infra Finance Companies pertaining to the sub sectors specified in the Harmonized Master List of Infrastructure issued by the Department of Economic Affairs, Ministry of Finance as per the reg. 2(h) of IRDA (Registration of

Indian Insurance Companies) Regulations, 2000 shall not be included under the exposure to 'Financial and Insurance Activities' of sec. K of NIC classification, 2008 and shall be treated as exposure to Infrastructure Sector.

C) Single Investee exposure limits in Housing Finance Companies

Single Investee debt exposure limits in Housing Finance Companies are enhanced to 20% of equity plus free reserves(excluding revaluation reserve) plus debentures/bonds taken together or amount under Reg. 9(B)(i) whichever is lower. The 20% limit mentioned above, can be further increased by an additional 5% with the prior approval of Board of Directors. The group and promoter group exposure norms will continue to apply on the investments made in a Housing Finance Company.

R.K. Nair
Member (F&I)



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

Circular

Ref: IRDA/F&I/CIR/INV/172/08/2013

Date.: 23-08-2013

The CEOs of all Insurers**SUB: Permission to Insurers to Invest in Category I & II Alternative Investment Funds (AIFs)**

The Authority vide Circular No. INV/CIR/007/2003-04 dated December 15, 2003 issued guidelines on the investments by insurance companies in venture funds. Further, in August 2008, the Authority vide its Circular No. IRDA/INV/GR/008/2008-09 dated August 22, 2008 advised insurance companies that such investments would be made in venture funds which would invest in infrastructure facility as defined in IRDA (Registration of Indian Insurance Companies) Regulations, 2000.

In the year 2011, the scope of investments by insurance companies in venture funds was expanded to include venture funds investing in micro, small and medium enterprises.

SEBI (Venture Capital Funds) Regulations, 1996 (hereinafter referred as Venture Fund Regulations) are now replaced with SEBI (Alternative Investment Funds) Regulations, 2012 (hereinafter referred as Alternative Fund Regulations) vide notification dated May 21, 2012. The

Venture Funds registered under Venture Fund Regulations will continue to be regulated by the said Regulations till they wound up or obtain re-registration under the Alternative Fund Regulations, as prescribed.

The Authority vide its Circular No. IRDA/F&I/INV/CIR/054/03/2013 dated March 18, 2013 permitted insurers to invest in Category I Alternative Investment Funds (AIF) and clarified that such investments would be restricted to Infrastructure and SME sectors.

Pursuant to the issue of this Circular, the Authority received several representations from various stakeholders including large insurance companies to expand the scope of the AIF and include Category II AIF also. This matter was referred to the Expert Committee on Investment constituted by the Authority and the Expert Committee was of the view that the insurance companies should be allowed to invest in Category II AIF also.

In view of the above and in partial modification to the Circular dated March 18, 2013, insurers are permitted to invest in Category I & II AIFs under the extant SEBI Regulations. The permitted

Funds in Category I are Infrastructure Fund, SME Fund, Venture Capital Fund and Social Venture Fund as defined in Alternate Fund Regulations. Whereas, in Category II, at least 51% of the funds of such AIF shall be invested in either of the Infrastructure entities or SME entities or Venture Capital undertakings or Social Venture entities. The restrictions regarding investment of funds outside India, promoter group, combined exposure limits in venture capital funds and AIFs under the Other than Approved category of investments will continue to apply. Insurers are also not permitted to invest in AIFs, which has the nature of Funds of Funds and Leverage Funds.

The investments in Category I AIF shall be shown under category code 'OAFI' and Category II AIF shall be shown under category code 'OAFB'. The existing investments made in AIFs and shown under 'OVNF' shall be reclassified under the above two category codes. The valuation of the Cat II AIF shall be in line with the valuation of Cat I AIF as per the valuation guidelines. Accordingly, the reporting has to be made while filing the quarterly returns on investments.

Investment in the AIFs along with the existing investments in Venture Funds shall be subject to the following revised exposure limits:

All fresh investments in AIFs Venture Funds shall comply with the above stated exposure limits and the Insurers are permitted to continue to hold the existing investments in AIFs Venture Funds which are not complying with the above exposure limits.

R.K. Nair

Member (F&I)

Type of Insurer	Overall Exposure to Venture Funds and AIFs put together	Exposure to single AIF/Venture Fund
(a)	(b)	(c)
Life Insurance Company	3% of respective Fund	10% of AIF' Nenture Fund size or 20% of Overall Exposure as per (b), whichever is lower. The above '10%' Limit shall be read as '20%' in case of Infrastructure Fund
General Insurance Company	5% of Investment Assets	10% of AIF' Nenture Fund size or 20% of Overall Exposure as per (b), whichever is lower. The above '10%' Limit shall be read as '20%' in case of Infrastructure Fund

In Letter and In Spirit

- Regulatory Compliance

U. Jawaharlal emphasizes that while it may be possible to achieve the various parameters assigned by the supervisors; various stakeholders have to introspect whether they are in tune with the spirit of such requirements.

The essential purpose of a rule or a regulation is to ensure that an activity is being conducted within the confines of the stipulated boundaries. Depending upon the maturity of the various stakeholders, the extent of these rules may vary from market to market; and within a market, between different areas of operation. And in an extreme degree of freedom, perhaps, one would ideally look for an absolute self-regulation. Civilized societies would, however, adopt varying degrees of regulation in order that any industrial or commercial activity does not lead to a chaos in the market and that competition among the players is always well within the rules of the game.

At times, it would perhaps be possible to apparently obey the rules and still have one's way in deriving an undue advantage over the others. It is here that there is a huge emphasis on the spirit of regulation being followed, and not merely the letter. In a domain where these rules are hazy and nebulous, it is doubly possible to take advantage of such obscurity and tweak them to one's advantage. On the other

hand, policymakers have to bear this in mind at the time of drafting these rules and regulations in order to ensure that they leave no opportunity for dual interpretation or circumventing.

The financial services pose several challenges in the domain of identifying various areas of possible loopholes and then setting standards to overcome them, owing to the vastness and the complexity of the domain. For an evolving market, especially, it would make great sense to emulate a well-established peer in order that in the end, the interests of the clientele are protected. Insurance, in India, is relatively a fledgling industry and faces enormous challenges in ensuring that the interests of the policyholder are at the core of any perceivable activity. The vast number of consumer complaints as also the reports in the media tend to indicate that not everything on this front is as it should be. There is a strong need for assessing whether it is the result of insufficient supervision or a lack of application from the stakeholders which is responsible for such a scenario.

If one were to look at some areas where there is a possibility of over-stepping the rules to one's suitability, it would afford the stakeholders an opportunity of a self-assessment with regard to their performance. For example, the regulations pertaining to the rural and social sector achievements have been designed with the idea of ensuring that there is a uniform spread of business in various geographical regions and economic sectors. Looking at ways to achieve these standards 'somehow' would defeat the very purpose for which they are meant. The example is only indicative and there could be several other areas where such devious achievements may not be ruled out entirely. The spirit of regulatory compliance that we have talked about earlier should be sacrosanct.

'Regulatory Compliance' will once again be the focus of the next issue of the **Journal**.

‘Regulatory Compliance’
in the next issue...



Attention Insurance Companies

- Focus Needed for Compliance

Ashvin Parekh writes that as a result of the financial crisis and a growing concentration on risk with regard to insurance companies and their affiliates; the Boards of the companies and the government are broadening their reach over the industry, and this focus will increasingly grow.

Before we evaluate the top compliance issues the insurance companies in India will face in the coming years, let us examine how severe the non-compliance in the companies is. In a recent global survey that was carried out by Ernst & Young, where corporate compliance executives of eighty two of the insurance companies participated, the following feedback was received. The result may be summarized as falling short of the requirements, let us examine the detail.

The executives of the companies were required to place their compliance practices in one of the five classifications; a) unstructured, b) fragmented and distributed, c) managed satisfactorily, d) structured and the last one being e) proactive and responsive. A small number of nine respondents (about 11%) thought their compliance practices were proactive, preemptive and responsive. 32 of the respondents (about 39%) classified their practices as managed satisfactorily. An equal number of respondents thought their practices were fragmented and with substantial interventions at points. The balance however admitted that their compliance practices were unstructured and needed substantial attention. The

study also revealed that in the markets where regulations were revised more often, the quality of compliance suffered more.

TOP COMPLIANCE ISSUES FOR INSURANCE COMPANIES

The insurance industry in India will be subjected to higher order of regulatory scrutiny as we go by. The stakeholders and the regulators from a host of disciplines in the finance sector will also participate more actively in this scrutiny.

A couple of years ago, we saw the capital markets regulator expressing concerns over the loading of expenses, and the regulatory and disclose norm arbitrages. Also, as the financial markets become more and more volatile on the asset side

of the balance sheet, (mainly in investments) and the expense side of the profit & loss statements will come under larger scrutiny. Then again we are witnessing radical revisions in the regulations associated with distribution and the channels. Even the intermediation reward mechanism and acquisitions cost will come under the lens of the regulator. And of course the larger issue related to responsible selling will continue to receive scrutiny of a substantial order.

It may be observed that the regulator will also strive to obtain evidence independently, on the above subjects. He will work towards basing his policies and regulations from the evidence gathered during on-site and off-site supervision rather than intuition and perception. In the backdrop of the above, the following five issues will dominate the requirements and compliance.

1. Preparing for additional audit and supervision scrutiny

The insurance companies will be required to gather relevant and adequate evidence from the various points of operations to prepare for the scrutiny discussed above. On all the areas discussed, the Boards of

The study also revealed that in the markets where regulations were revised more often, the quality of compliance suffered more.

the companies, the government and regulator will require verifiable evidence to satisfy itself on compliance. In this preparation, we will see the senior management and Boards Directors of the companies to pay larger attention to compliance and a good sound order of conformation to its requirement. Boards will lay down more specific policies for the executives to conform to and also to achieve a higher order of governance. The managerial policies will, perhaps be more onerous compared to mandatory requirements. The stakeholders will require a more comprehensive evidence gathering and preparing for the scrutiny – almost like in case of banking, where there are rewards in regards capital requirements where the banks progress towards advanced approaches to risk management and compliance.

2. Governance and reporting

The subject of governance has been receiving substantial attention globally, ever since Sarbanes - Oxley. All the recent reports articulate a new order of finance sector center around the need for good governance and relevant reporting. What began globally in the insurance industry in 2002 is now receiving larger focus and goes well beyond mere formation of a governance structure and committees. All the levels of the executives are now required to conform to the policies and exceptions are drawing immediate attention. External stakeholders including media and independent analysts are also examining the governance and reporting more extensively. The regulators will now examine all significant decisions and processes at various levels to satisfy themselves on the aspects of governance. Likewise, reporting within and to the outside world will gain more and more attention.

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Likewise, reporting within and to the outside world will gain more and more attention.

3. Know your customer

In this area of compliance, we will see a lot of developments. From the regulator and the governments point of view aspects like money laundering etc. will receive very involved processes of studying not just his profile but also his behavior, particularly if it is of unusual nature. The KYC will assume larger role as we go along, in establishing compliance around right-selling. The onus will be increasingly on the insurance companies that its distribution arms collect adequate information and knowledge around the income profile, his risk bearing capacity and appetite to establish that a fitting product was offered to the customer. Likewise, there will be a larger onus on the insurance companies to explain the fine print in the policy contract.

If one were to analyse the recent sting operations carried out in the banking sector, where a large number of bank branches were agreeable to participate in some form with the money laundering that was proposed, it becomes evident that KYC requirements will become even more onerous as we go along.

4. Data access scrutiny

The alternate channels in insurance will gradually grow in their share. Along with it the scrutiny requirements for data access will also grow. The social media will play a significant role in sales as we go along and so will the use of technology. The data hackers and also privacy poachers will have to be identified and the associated risks mitigated. Complying with data access rules and regulations will assume larger significance. Data protection will require more attention and investments.

5. Compliance with other regulators

Increasingly we will find that the need for compliance with other regulators will grow. With introduction of service tax and other levies, the compliance requirements have increased, as a case in point. Also, if telecom companies and other technology partners and affiliates will participate in selling and servicing the insurance customers, then the requirements of the regulators in those sectors will also have to be examined. In the manufacturing of combo insurance products with banking deposits or in case of bancassurance, the regulator of the banking sector will also require the insurance companies to conform to their rules and regulations.

NEED FOR A FORMAL COMPLIANCE FRAMEWORK

After examining the top compliance issues which will require the attention of the insurance companies, let us now discuss the need for a formal framework for compliance. There are four major drivers which make the organizations increasingly realize the importance and need for a formal framework.

1. Lack of Awareness:

The operations of the companies are becoming increasingly complex. Though

various parts of the organizations may have unstructured informal programs the extent of awareness is not institutionalized.

2. Wide spread business operations:

Across the various functions and operations of the companies ranging from the corporate office to the branches and the channels, the size of the organizations becomes larger and widespread. People in the industry also move within the sector or out of it to various companies, a formal framework then becomes the only hope to consistently conform to the rules.

3. Increased stakeholder expectations:

The audit committees and board committees are becoming more and more active in regards compliance. In the Indian context, as the insurance companies are a part of larger conglomerates and corporate houses, there is a larger emphasis on the reputation risk. Also with newer stakeholders such as media, NGO's, business correspondents, self-help groups, social activists joining in, the expectations are increasing. In the last few years we have seen in the media, regular reporting on selling practices and product design issues.

4. Complex Legal Environment:

The legal landscape is also becoming more active, particularly in the areas of policyholders' interest protection and there are multiple legislations to abide by.

Looking at the four factors mentioned above and framework creation, one must pay attention to the compliance universe which comprises of requirements arising out of legislation around corporate laws, employees and labor laws, environment and workplace health /safety, information

management regulatory compliance, sectors regulations and some other areas including copyrights, trademarks, patent, import export etc. To these, we then add the voluntary compliance pertaining to quality management, code of conduct, crisis preparedness, corporate social responsibility, public commitments, contractual commitments, industry codes and trade associations.

Navigating Regulatory Compliance:

After having discussed the need for framework and navigating the compliance requirements, let us now examine the key steps associated with the process of progressively meeting with conforming. At a schematic level, the steps can best be described to be as below:

1. Define the governance and compliance framework – This step involves the creation of a compliance structure and defining or reviewing policies, processes and operating guidelines. Since the regulations evolve on a regular and dynamic scale this activity is continuous and regular. In the hierarchical set-up this group of people and activities assume a higher position in the structure.

2. Regular updation and preparation of checklists. This steps helps the organization in identifying, validating and prioritizing compliance.
3. Automate or streamline reporting. This will then create a framework of reporting and accountability for the executives. This ensures standardized procedures / processes and effective monitoring across the organisations.
4. Provide legal updates. The step here updates the libraries of legal provisions and requirements. This ensures the awareness of any new regulatory requirements at all relevant points of the organization.
5. Perform compliance Audits / Reviews / Due diligence identify gaps in compliance and recommend improvements where required.

Conclusion:

It will be widely accepted that underneath all the detail, the aspect of compliance, whether it is for a society, sector or insurance industry; is that it should come from within. If we have an organization where everyone is compliance conscious, then we are there. It does not come about by punishing or forcing or stamping out bad behavior. It involves teaching proper deportment, caring about others and controlling oneself when the occasion demands.

If we have an organization where everyone is compliance conscious, then we are there. It does not come about by punishing or forcing or stamping out bad behavior.

The author is Managing Partner of Ashvin Parekh Advisory Services LLP and Senior Expert – Advisory FS, E&Y. The views are personal.

Role and Relevance

- Regulatory Compliance

S R Balachandher observes that penalties and fines levied by regulators on players in the financial services domain for non-compliance could result in a huge dent on the reputation of the players.

Introduction

Sir Winston Churchill once said – “a pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty.”

That statement made several decades ago seems to fit, in today’s context, to every compliance officer in the insurance industry. A compliance officer is for sure an optimist as his/her main role and responsibility is to see an opportunity in every difficult situation.

In today’s world, the markets are extremely dynamic. Laws, rules and regulations continue to be framed, amended; and the regulatory environment has become more complex and ever changing. As a result, today entities are compelled to continuously demonstrate their resilience to not only the changing market and customer perceptions but also most importantly to the regulatory changes and fine tune their business processes accordingly.

Insurance industry is one such industry that has witnessed far too many changes over a period of time. The opportunities for doing insurance business in India are plenty - thanks to the huge untapped potential and the abysmally low

penetration levels - it is only natural that every insurer wants to have a major share in the market and achieve greater top line growth.

Doing insurance business today is like driving a Ferrari on the highway. The empty and long roads are indeed tempting to keep pressing on the accelerator but it is also necessary that due care and caution is taken by the driver so that he doesn’t fall a prey to those temptations. Drawing an analogy to the insurance market in India, every new player as well as the existing players

The opportunities for doing insurance business in India are plenty - thanks to the huge untapped potential and the abysmally low penetration levels - it is only natural that every insurer wants to have a major share in the market and achieve greater top line growth.

wants to grow aggressively their top lines and achieve a good size of business. But they need to pay attention to the road signs in the form of regulatory guidelines and directions so that the drive is smooth and there are no hardships or damages caused to the policyholders.

With this background let us now see what the role of regulatory compliance is in ensuring an orderly and disciplined growth of the insurance sector in India.

Regulatory compliance

What does regulatory compliance mean? The truth is that there is no standard definition for this. The definition of regulatory compliance may change according to the industry in which you are applying the policies. In other words, compliance broadly means incorporating standards and practices that conform to specific requirements of the business concerned.

‘Regulatory Compliance’ as a term refers to the policies and processes established by companies to ensure that all its employees and stakeholders adhere to the laws, rules and regulations governing their activities. It can also be construed as the efforts taken by an employer to ensure that the employees are well informed

about the laws governing their work and the consequences of non-adherence.

Compliance, in other words, is the ability to act according to a set of rules or regulations or guidelines issued from time to time by the statutes/regulatory authorities. In any financial services business including insurance, compliance operates in two stages:

1. Compliance with the external rules and regulations that are imposed upon an industry as a whole, and
2. Compliance with internal systems and controls that are put in place to achieve compliance with the externally imposed rules and regulations.

In general, compliance means conforming to a rule, such as a specification, policy, standard or law. Regulatory compliance describes the goal that every organization aspires to achieve in their efforts to ensure that their employees and key stakeholders are aware of, and take steps, to comply with relevant laws and regulations.

Need for Regulatory compliance

Wherever customers are involved, there is a need for regulation mainly to supervise, monitor and to ensure that the businesses are conducted in a manner that are not prejudicial to the overall interest of the customers.

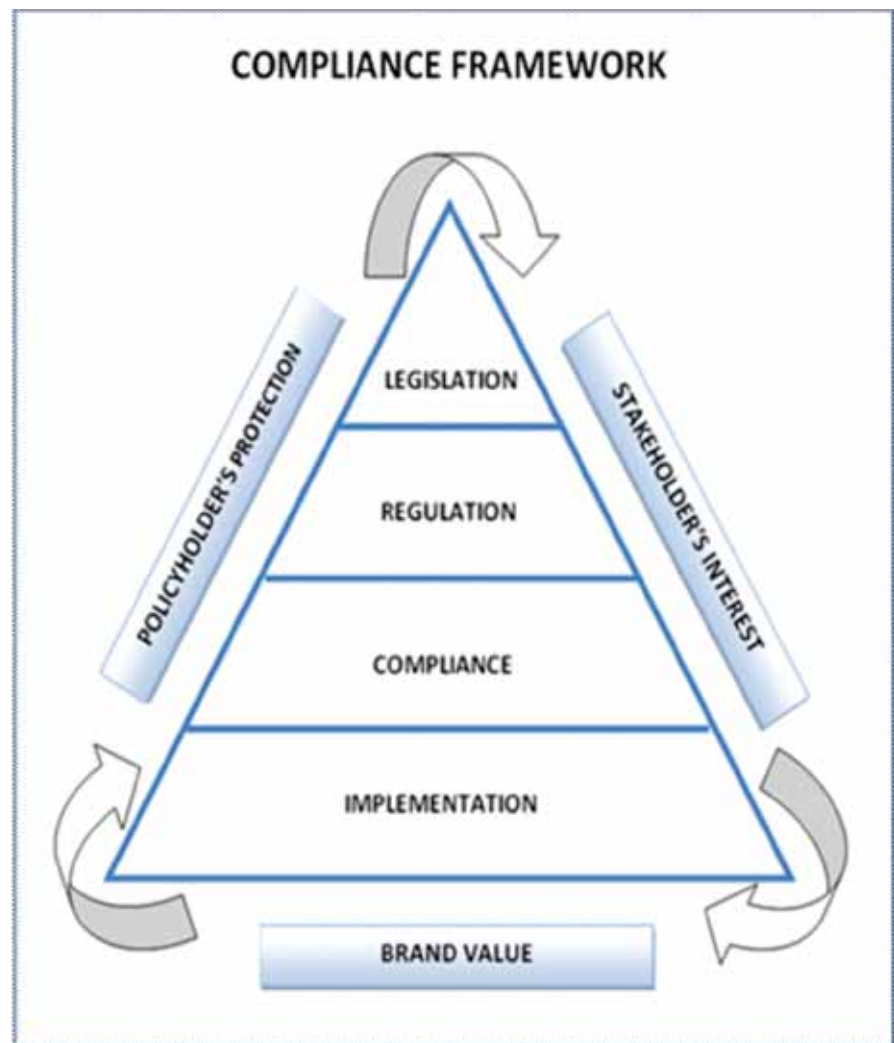
The Insurance Regulatory and Development Authority (IRDA), as the regulator for the insurance industry in India, have the primary responsibility to protect the interests of the policyholders and to secure them a fair and equitable treatment mainly in the areas of policy issuance and servicing of claims. The Authority also has the duty to regulate, promote and ensure orderly growth of the insurance business.

A recent survey conducted by a reputed agency indicated that the business practices of companies are the biggest risk faced by the Indian insurance industry.

The Indian insurance industry is constantly undergoing changes in line with the changing perceptions and demands of the customers in particular and the market in general. Prior to privatization of the insurance sector, there was just one popular Health insurance product sold by public sector companies but today it is estimated that there are hundreds of Health insurance products offered by nearly 25 insurance companies. This in itself is a testimony to the growth of the insurance sector in the past decade and to how competition can bring the best out of these players. Most

importantly, today, insurance customers don't want to buy insurance the way the insurance companies wish to sell it to them. This has invariably led to changes in the way we do insurance business. While all this is good news that the market continues to grow and evolve, the challenge of course is to ensure that the customers are equipped to take an informed decision about the type of cover they will require, the terms and conditions that govern the products sold, procedures to be followed in the case of claim settlement etc.

This is where the role of a regulator assumes significance. IRDA, as the insurance regulator, has been constantly monitoring the market and ushering in



the required changes in the form of new regulations, guidelines and directions to bring in greater discipline and transparency in the operations of the insurers thereby facilitating the orderly growth of this industry.

Insurance business is certainly a complex and sophisticated one that it is necessary to draw up the rules of the game in order to protect the overall interests of the policyholders.

Regulations and compliance of the same are a must for the growing Indian insurance industry. This is required not only to create a level playing field or to ensure uniform practices by the insurers, but also to safeguard the interests of the policyholders and the investors. A discipline in the market is the need of the hour.

In this era of compliance, insurers not only need to meet compliance requirements but they also need to streamline compliance activities to meet “speed to market” requirements.

Corporate scandals and breakdowns shake the fundamental faith of the investors, customers and all stakeholders. The recent sting operation by a private media agency had also raised several questions and thrown open a can of worms on the way in which a few banking and financial services companies have been operating in the country. These instances apart from resulting in certain irreparable damages to the customers also have serious reputational impact on the companies involved.

Compliance is a moving target and with new and emerging requirements on the horizon, insurers need a flexible and adaptable system to meeting compliance requirements now and in future.

Effects of non-compliance

Investigation reports are today public information and therefore can cause embarrassment to companies due to such reports being subject to media/public scrutiny. Also levy of large fines, issuance of warning etc. can cause reputational risks to companies which may take considerable time for restoration. In addition, these instances could also shake customer’s faith in the organizations.

How to Make Regulatory Compliance Work

Insurance companies are frequently subject to market conduct and financial examinations. The compliance function requires companies to engage dedicated staff and constantly review their business operations. Regulatory compliance over a period of time has required more amounts of money and time to be invested. But these spends should be considered as investments as they bring in greater intangible benefits to the organizations in the form of appreciation from public and governmental authorities for conducting business on ethical and sound lines.

A survey of insurance companies

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worldwide shows that many see an increasing regulatory burden as being one of the their biggest challenges over the next several years, along with capital management issues, the impact of social media and the adoption of big data and other technologies.

The role of compliance can be effectively managed if we have a proactive approach in managing and improving the compliance function. The Compliance Officers in insurance companies have a duty to work with the management, employees and the various channel partners to identify and manage regulatory risks.

The primary responsibilities of a compliance officer are:

- To monitor and make sure that the organization has proper systems of internal controls that adequately measure and manage the risks that it faces.
- To provide an in-house compliance service that effectively supports and complements business to comply with relevant laws and regulations and internal procedures.
- To identify the risks faced by the organization and also the mitigants thereto
- To resolve compliance related issues as they occur

In a nutshell, the compliance officers today have to do a tight rope walk – balance business on one side and compliance on the other; and at the same time watch their steps carefully.

Organizations today spend huge amounts in developing a robust compliance mechanism. To have a successful compliance function it is important that the following aspects are looked into.

1. First and foremost is to understand the regulatory requirements clearly. It is necessary to assess and evaluate all the types of risks faced by the company and ensure that there are proper mechanisms to mitigate the effects.
2. Evaluate exposures based on market conduct and financial scrutiny. It is also key to evaluate any potential reputational impact.
3. Understand the fundamental issue in any problem so that resolution becomes easier and long-lasting.
4. One of the key issues with regulatory compliance is information security and the possibility of important data getting leaked. It is necessary to have strong employee policies in place and most importantly, ensure strict compliance.
5. Smart and efficient leveraging of technology enables insurers to streamline many of their complex processes so that the regulatory complexities of insurance business are easily navigated. It is therefore necessary that insurers constantly review their technology capabilities and upgrade them periodically. This investment will stand them in good stead in times of need.
6. Learn from the mistakes of others. Try to gain insights by looking at the issues faced by peers and the decisions taken by them for similar issues.
7. Lastly and most importantly, keep the communications with stakeholders live and frequent. Transparency ensures greater faith and engagement.

The above approach will help to avoid disruptions to business operations, avoid reputational damages and preserve intact

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the relationships with the regulator, policyholders and other stakeholders.

Conclusion

To conclude, we are all set to encounter increasingly complex and dynamic business environment and market uncertainties as we have literally no control over the market factors. However, we do have a choice of handling this uncertainty with a good and robust compliance mechanism. The distinction between leaders and laggards in the corporate world would be determined based on their ability to handle uncertainties in the market place in an efficient and effective manner.

Establishing a strong compliance culture in any organization should be the goal. Those who can master the compliance aspect of their business strategy and give their people ample incentive to do the right thing may be better positioned to differentiate themselves from the pack.

Given the increased focus on the oversight of the regulatory compliance, it is imperative that companies should build a clear reporting structure of the compliance monitoring mechanism so

that cases of non-compliance are identified early and notified to the management for necessary remedial actions.

As a matter of fact, employees are the face of any organization. Their behavior matters a lot in the market place. Hence responsibility needs to be cast on each employee to ensure that the company is compliant from all aspects. Compliance as a culture needs to be embedded in the DNA of the organization as market discipline is most important to survive in any business.

To summarise:

- Business today is a game.
- Play the game by the Rules
- Learn to balance business and compliance
- Cost of non-compliance clearly outweighs the cost of compliance
- Avoid shortcuts – they are sure to be short-lived and could be challenged in the long run leading to censure and fine.
- Lastly, the time has come for companies to move towards self-regulation in day to day working and in line with the requirements of prudent regulations.

The author is Company Secretary & Head-Compliance, Royal Sundaram Alliance Insurance Company Limited. Views expressed in this article are the personal views of the author and in no way concern or reflect the views of the organization that he represents.

Theirs Not to Reason Why...

- Theirs But to Comply and Die

In a lighter vein, Pawan Verma narrates the travails of dealing with compliance at various stages of business in the domain of Life insurance.

When I was invited to contribute an article for the current issue of the Journal, focusing on Regulatory Compliance, my immediate impulse was to have an interaction with the industry experts so as to develop a comprehensive and inclusive view on the subject before writing something meaningful. Following the impulse, I set up an interview with the MD & CEO of a life insurance company. Warming up for the discussion over a cup of coffee, I asked him,

“What keeps you awake at nights these days?”

The CEO was quick in his response, “Oh! I sleep like a baby.”

I was literally flummoxed and flabbergasted, wondering how the CEO of a Life insurance company could sleep like a baby in these turbulent times when the top lines are sliding down day by day like the Indian rupee and the expense lines are soaring up month after month like the Indian inflation, while the bottom lines are discovering new bottoms every quarter. Sensing my confusion, he immediately clarified,

“Oh yes, I sleep like a baby...waking up every two hours and crying... worrying about any regulations that my guys might have violated today accidentally and for which I was going to be hauled up by the Regulators the next morning.”

“But a sensitive IRDA would understand the problems of a CEO”, I said hesitatingly.

“You see, it’s not IRDA”, he continued, “We are really living in difficult times. After we got liberated from the British Raj, we aimed to build up the Panchayati Raj. But, what we got in return was the License Raj. Unfortunately, as we threw away the shackles of the License Raj in 1991, we got saddled with the Compliance Raj. There’s no escaping the Raj. Even though we may want to give up on the Raj, the Raj is not giving up on us.”

Listening to him, I could realize the difficult times we were living in. I remembered the good old days when as a college student I had walked into a bank branch to withdraw some money. As the teller had some problems with the signature of the young lady ahead of me in the queue, he requested her to identify herself. The lady immediately

took out a mirror from her vanity bag, looked into it and declared innocently, “Yes, it’s me only”. The teller smiled and gave her the money. I am sure, if it were present times, the same teller would have insisted on a photo ID card and a residence proof, as the minimum requirement.

We Also Sell Insurance

However, not to be overtaken by pessimism, I decided to talk to some other professionals in the industry and met the Distribution Head of another Life insurance company. I asked him what was on the top of his agenda these days. He explained that he was running an extensive program to train his entire sales force. Perplexed, I asked him, “Yours is a pretty old company. I thought you would have already trained your sales staff over a period of time.”

He was candid, “You know, while insurance is a mundane and static subject, compliance is a very dynamic issue, acquiring new dimensions every day. Hence we continue organizing comprehensive compliance training programs very frequently.”

“That means your sales must be looking up...”, I said.

“Oh! We also sell insurance... when we are free from compliance,” he replied, “but contrary to your expectations, our sales are going downhill.”

“I don’t understand this...more agent meetings should obviously translate into higher sales.”

“You see, earlier my agents were able to sell, unmindful of the implications of the statements they were making to the customers. But, having undergone the in-depth compliance training, they are now careful about what they say to the customers and how they say it. It has obviously been impacting our sales.”

“There must be some better way of addressing the situation...” I mused.

“No Mr Verma, I had always thought that one could reason out the rationale behind the compliance circulars and follow them in spirit, and thus compliance and sales could go together. But no, that doesn’t work. Oil and water mix better than sales and compliance. Today, we are in a situation where theirs not to reason why, theirs but to comply and die.”

The Cost of Compliance

I was lucky to get the CFO and the Appointed Actuary together in one room in the next company. The CFO was brutally frank, “The cost of compliance today is too prohibitive to run a profitable business.” The Appointed Actuary however, was more practical and down-to-earth and thought that one must comply with the regulations without ever questioning the rationale behind the same.

“Once we added some more information in a regulatory report than asked for,” explained the wise man, “but we were hauled up for tampering with

the sacrosanct formats created by the Regulator.”

Evolution of Compliance Culture

It is not that everybody in the system is equally unhappy and pessimistic. Compliance has brought happiness to a lot of people in the industry as well. In one of the companies, I met an old lady who had been doing the compliance function for ages. She was highly positive about the way the compliance culture in the industry has evolved over the years. She recollected her first day in the company and the HR Head’s words,

“Here’s your appointment letter as the Compliance Officer. Find out what it means and do it.”

As per her, compared to the past, compliance was taken much more seriously in the company now. But there was another reason for her happiness. As she put it, “Earlier, I always had the problem finding out what to do next. But thanks to the regulator, I don’t have to do the thinking any longer. They do the thinking and tell us what to do, when to do and how to do it. Moreover, now I feel more secure about my job because there is enough to do and it is sure to be there irrespective of the business cycles.”

The Man at the Centre

However, my journey seemed to be incomplete without meeting the man at the centre – the Principal Compliance Officer (PCO). While talking to the different functional heads, I had always enquired what they thought of the PCO. They were unanimous in their opinion that they had developed an instant dislike for the PCO in the very first meeting...only to save time later.

The meeting with the PCO however, was very enlightening. A firm stickler for

compliance, he sincerely believed that a stricter compliance regime was the solution for all the ills of the industry.

“Look at the level of mis-selling happening in the industry. I am of the firm opinion that every insurance sale must be handled by at least three agents – the first to canvass the customer, the second to verify if the product was explained to the customer properly and the third one to certify that the due sales processes were followed in conducting the sale.”

“But the cost and the productivity...” I wondered.

“Forget the cost, productivity and business numbers. Once the compliance processes are fully in place, these mundane things will take care of themselves over a period of time.”

Disinterested Directors

Pondering over the issue, I shared my thoughts with my wife that I needed to talk to some Director on the Board of a company as I believed that the compliance culture in a company had to be driven from the top and it was the top management alone which could remove the bottlenecks within the system.

Not always very kind to my thoughts, she immediately shot back, “Look, in most of the bottles that I have seen, the neck is always at the top.”

Even though clean-bowled by the googly, I refused to give up batting. I set up a meeting with the Independent Director on the Board of a company and asked him what he thought was the Board’s role in driving the compliance culture within the company. Sounding like a management guru, he said,

“I agree with you. The compliance culture in the industry has to be driven from the top – by the Board of the company. But we need to bring in systemic changes to make the Boards functional and effective. You see, as the institution of independent directors has failed to deliver, you need to develop on the American pattern, a cadre of ‘disinterested directors’, who will not have any fiduciary interest in the company at all and thus will be able to drive the compliance culture.”

The high-level wisdom completely left me dumb-founded. I was wondering if our Directors were not already ‘disinterested’ enough – interested to the extent of their sitting fees only. Otherwise, what could explain the sorry state of affairs in the industry?

Taking It to the Next Level

My attempts to get the regulator’s perspective on the subject were frustrated because regulators all over the world are known for their reticence. They only react after you do the act. Even though I don’t share the cynicism, seasoned industry observers are of the opinion that across the globe, the regulators’ studied silence on controversial matters and refusal to give advance rulings on critical issues are effective weapons to perpetuate their authority. If they explain in advance the rationale behind the regulations they make, will they not look like ordinary mortals like us? Who will be afraid of them in that case and how will they impose penalties and generate funds?

However, it was partly because of my own persuasiveness and partly because of the openness of our own industry regulator, that I was able to get a few regulatory sound bites on the subject. On the condition of anonymity, a very senior official dealing with the issue told me about his dissatisfaction with the

state of affairs in the realm of regulatory compliance.

“You see”, he said, “we are still at a very primitive stage in terms of enforcing compliance in our business operations and we owe it to the advanced world to take it to the next level without any further delay.”

“But, Sir, I think our policies on Corporate Governance, AML, etc. are very well conceived and are right in place. Where’s the problem?”

“That’s the problem...that’s the problem, Mr Verma, with all of you. You guys are never able to think beyond the mundane and the ordinary. The need of the hour is to take compliance to the next level - beyond the four walls of your organization. Are you ensuring that the vendors who work for you and the suppliers, who supply you, say pen and paper, are compliant? Are you ensuring that they don’t use child labour, that they conduct their own businesses in a fair and transparent manner?”

“These are noble thoughts sir, but difficult to implement”, I muttered hesitatingly.

“Not at all”, he countered, “If you want to follow global trends and remain relevant in a globally integrated economy, you don’t have much of a choice. Tell me, as a good corporate citizen, should you not stop doing business with a supplier who does not conduct his own business in a fair and transparent manner?”

I nodded in acquiescence, living up to my innate wisdom of never ever arguing with a regulator. However, my confusion had got confounded manifold – what were my options if I found that the electricity company supplying me power was non-compliant? Or, for that matter, could I refuse to be regulated by a regulator if I

felt that the regulator was not conducting his business in a fair and transparent manner?

Customer - the Helpless King

Having been sufficiently enlightened by the industry experts on the various dimensions of regulatory compliance, I thought of talking to someone to whom the entire industry professes to serve – customer, the king. But I hesitated...could someone’s experience on regulatory compliance be different from mine as a customer? I remembered the day the courier had knocked at my door to deliver my credit card.

“I have brought your credit card, but, I need to check your ID before I can hand it over to you”, he had said after asking my name.

Not liking his stance, I said, “Look here, you landed at my doors looking for me. You must trust me that I am the right person.”

“No sir”, he insisted, “I can’t hand it over to you unless I see your ID proof.”

Fairly agitated within, I shouted at him, “How dare you ask me to prove my identity in my own house?”

The courier boy was calm but firm, “No point arguing it, sir. This has something to do with regulatory compliance. You show me the ID or I take the card back.”

I gave him a nasty look, conveying “don’t mess with the Customer – the King”, but simultaneously discovered that my right hand was helplessly extended to hand over the ID proof.

The writer is former COO of a Life insurance company.

Remedy for the Malady

- AML Controls

Smita Ganesh Prabhu asserts that in order to keep a total check on the money laundering activity, it is vital to follow the ground rules that have been enunciated with a great deal of maturity and wisdom.

Background

Money constitutes the blood of the financial system. Banks and other financial institutions which are dealing in public money by providing a variety of services to the customers are more vulnerable to money laundering activities. Lack of any kind of preventive and detective mechanism will lead to a loss of reputational risk which is valuable to any organisation. As per Financial Action Task Force (FATF) the aggregate size of money laundering in the world could be somewhere between two and five percent of the world's economic output or anywhere between \$590 billion to \$1.5 trillion.

Why is it called Money Laundering?

The word 'Money Laundering' is apt since it describes perfectly the mechanism of introducing 'illegal' or 'dirty money' in the system and is put through a cycle of transactions so that it comes out washed at the other end and is called 'legal' or 'clean' money. Criminal enterprises generate funds in a myriad different ways. But the primary stages of money laundering remain the same for all crimes:

(1) placement of the criminal proceeds into the financial or other transfer system;

(2) layering the funds so as to conceal their original source; and

(3) integration into the legitimate financial markets such as banks, companies, real estate and many others.

Macro-economic consequences of Money Laundering

World over, governments are making strenuous efforts to combat money laundering and terrorist financing. Some of the macro-economic consequences of Money Laundering are as follows:

- It can pose risks to the soundness of financial institutions and financial systems

- It contaminates legal financial transactions

- It can increase the volatility of international capital flows and exchange rates due to huge unanticipated cross border transfers.

Global Attention

Following are some of the key reasons why the issue of money laundering is gaining global attention:

1. The 9/11 plane crash that brought down the World Trade Centre, New York that killed many people including the hijackers and the passengers as the world watched helplessly
2. The terrorist activities in Jammu & Kashmir and the 26/11 Mumbai carnage created by terrorists
3. Eruption of terrorist activities in many pockets all around the world.

Regulatory Framework

The Prevention of Money Laundering Act, 2002 brought into force with effect from 1st July 2005, is applicable to all the financial institutions which include insurance institutions and mandates all financial institutions to report Cash Transaction Reports (CTR), Suspicious

It can increase the volatility of international capital flows and exchange rates due to huge unanticipated cross border transfers.

Transaction Reports (STR) and Counterfeit Currency Reports (CCR).

Important Aspects in Curbing Money Laundering (5 Ticks that are considered important in an Effective AML Regime)

- Know Your Customer at inception as well as on an ongoing basis; and validation of the documents
- Risk Profiling of the customer
- Imparting training to staff
- Account monitoring and reporting of transactions
- Effective system controls including internal audit

Let us go through all the above aspects one by one in detail:

1. Know Your Customer at inception as well as on an ongoing basis; and Validation of the documents

If we do not know who our customers are, how do we reach them? Hence identifying customers is very important. Also, the AML checks carried out at account opening stage are very closely linked to anti-fraud measures and are one of the primary controls for preventing criminals opening accounts or obtaining services from financial institutions. Hence, companies are required to have an effective strong control at this stage akin to a 'Strong Gatekeeper'. The following lists down the various stages where the customer identification procedure takes place:

- a) **Collection and verification of KYC & re-KYC at regular intervals - The word 'Customer' refers to the policyowner/beneficiary & assignee:** It is very important for the insurance company to determine the

It is also important to screen the existing customer database against the negative lists on a semi-annual/annual basis to ascertain whether the existing customer's name appears in the negative lists.

true identity of the all the customers who enter into a contract either as beneficial owner or otherwise. KYC includes obtaining identity proof, residence proof and recent photograph of the customer. It is equally important to get the KYC authenticated by an authorised person of the insurer. Insurers are required to have an acceptable list of KYC documents rolled out to all employees which can be provided as a ready reckoner as well. The list of KYC documents thus formed should be such that each document is issued by an issuing authority after conducting proper due diligence of the applicant. In case the premium payer and proposer are different, KYC of both the persons needs to be obtained. Not only collection of the aforesaid documents is essential but it is equally important to validate/authenticate the collected documents against the original by an authorised person of the insurer. PAN, which is required to be submitted if the premium paid in cash exceeds ₹50,000 per customer, needs to be validated against the original and should be authenticated from the Income Tax website.

- b) **Screening customer names against negative/black lists** – Insurers need to have a robust system which prohibits the company from entering into a contract with a negative listed/barred entity. Hence, the screening of customer names against the aforesaid lists assumes importance. This screening can be a part of the scrutiny points for a branch official before the proposal is receipted or can be done centrally before the decision of accepting the proposal is arrived at. It is also important to screen the existing customer database against the negative lists on a semi-annual/annual basis to ascertain whether the existing customer's name appears in the negative lists. There are challenges that the industry faces with respect to the completeness of the data in the negative list. To elaborate further, the activity of name screening is done by screening the names on the four parameters, viz. a) Name b) Nationality c) Date of Birth (DOB) and d) Country Name, hence if the date of birth only contains the month of birth or day of birth and not complete DOB and hence it is difficult to ascertain whether the customer name is the same as the negative listed person. Further there are challenges such as a negative listed person having alias/es (also known as names). It is recommended that the screening activity is automated and is done completely through the system, followed by a final stage of review.
- c) **Extensive/Enhanced due diligence for high risk customers** – As customer identification, equally important is the risk categorisation of the customers. A customer who is categorised as a 'high risk' person needs enhanced due diligence which

should not be limited to obtaining income proofs and source of funds. A credible database can be consulted or the insurer may choose to conduct independent enquiries. Insurance companies also have a grid in place depending on certain thresholds - the proposals should be backed with select documentary evidences e.g. till a lower threshold for example ₹1 lakh should be backed by an acceptable latest income proof (not more than 6 months old) -which is also a threshold that the regulations suggest; from ₹1 lakh to ₹5 lakh, it should be backed by income proof + source of funds signed by an authorised person designated; for high value cases a proper risk due diligence is done and a signature from the Chief Underwriter/Chief Compliance Officer is obtained. The documents thus obtained should be such that the same can be retrieved at a later date and evidencing the fact that the insurer has conducted adequate due diligence before issuance of contract. It is also advised to review the risk rating of a customer on an ongoing basis (say annual).

- d) **Compliance alerts for suspicious clients/unusual transactions:** The company depending on its risk monitoring framework should have a suspicious activity monitoring program that focuses on unusual patterns of transactions also to include unusually large amounts. The alert monitoring framework and process should necessarily include the attempted transactions. Illustration of an attempted transaction is where a customer has submitted a proposal; however when a further requirement was raised on submitting the income related documents, the customer withdrew the application. Such attempted transaction also needs to be reported to Financial Intelligence Unit ('FIU').

2. Risk Profiling of the Customer:

It is essential to categorise the customer into High, Medium and Low risk on the basis of risk parameters e.g. on the basis of occupation of the customer or the type of product he opts for or the geographical area that the customer belongs to. Some businesses are legitimately cash based, including large parts of the retail sector and so there will often be a high level of cash deposits associated with some accounts. The risk is in failing to identify such businesses where the level of cash activity is higher than the underlying business would justify, thus providing grounds for looking more closely at whether the account is being used for money laundering or terrorist financing. Equally important is the activity of PEP profiling. The risk profiling is never a one-time activity and should be visited again for the existing clients on a semi-annual basis depending on the total policies owned by the client/change in the occupation/geographical area that the customer belongs to.

The company depending on its risk monitoring framework should have a suspicious activity monitoring program that focuses on unusual patterns of transactions also to include unusually large amounts.

3. Imparting training to staff:

AML guidelines mandate training to all employees and agents of the insurance companies. It is suggested that customised trainings need to be imparted to staff on the basis of the roles and responsibilities that they carry. For example a staff who is in front line and interacts with the customer is an important defence in combating money laundering whereas for new employees, basics and background of money laundering can be imparted; and thus they can highlight any unusual or suspicious transactions. It is to be noted that refresher and ongoing trainings are also mandatory. Awareness about AML and reporting unusual transactions to the AML compliance team needs to be made part of the in-house training of employees.

4. Account Monitoring and Reporting of transactions:

The insurance company should have effective alert generation process by which preliminary details of a transaction which appears to be unusual/suspicious are analysed further to determine whether it is actually suspicious or not. Alert generation sources can be branches, risk control unit team during their investigations if they find anything suspicious, AML compliance team during their routine monitoring work, any query about the customer from law enforcement agencies etc. Once it is ascertained that the transaction is suspicious, the Principal Compliance Officer needs to analyse and decide on the reporting of the transaction to Financial Intelligence Unit – India (FIU-IND). There is also a need to put a process of ongoing account monitoring and white labeling of accounts in place. It may be noted that

arriving at a decision that an alert is suspicious or not cannot be just based on a few considerations. It is the result of a holistic analysis of the case and requires application of mind and judgement on the part of the Principal Compliance Officer. It is equally important to have the AML compliance team at a centralised level. The centralisation of the responsibility and decision making is required to de-risk the AML monitoring process from 'Tipping off' of the information instead of having the team in regions or delegation of responsibility. It is also recommended that the process of alert generation can be more effective if it is automated to the maximum possible extent.

5. Effective System Controls including internal audit:

'Internal Audit' is one of the important aspects of an AML regime that provides for comments on the robustness of the internal policies, procedures and controls related to money laundering. There should be an audit of AML systems, processes on an ongoing basis (at least semi-annually/annually). Any deviations/exceptions found are required to be placed before the Board. The menace of money laundering cannot be curbed unless the system, and the controls built in it, are effective. At every step of curbing money laundering and implementing processes, the insurance company needs the systems and controls. For example, if there is a cash acceptance policy, we cannot check the adherence till the system control is built to check the allowable amount per customer at a pre-defined frequency. Screening of the customer names against the black listed names is not effective unless it is system driven, because the company needs to screen the customer names

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against the names and also known as (alias) names of the black listed individuals. The controls can be a mix of systems plus manual review. The controls in the system should also be tested on an ongoing basis. There should be an AML policy which lists down the 'roles and responsibilities' of each department in the AML regime, controls in place etc. This needs to be approved by the Board and reviewed every year. The Board needs to be apprised on a quarterly/semi-annual basis a summary of trainings imparted, transactions reported etc.

Preservation of records:

As per the IRDA AML guidelines, the insurers/agents/corporate agents are required to maintain the records of type of transactions mentioned in Rule 3 of the Prevention of Money Laundering Rules 2005 as well as those relating to verification of identity of clients for a period of five years. Sharing of information on customers may be permitted between different organisations such as banks, insurance companies, Income tax authorities, local government authorities on request.

Records can also be maintained in electronic form.

Conclusion

The following are the minimum prerequisites that should be in place as a starting point to institutionalise the AML Compliance framework in any insurance company:

- (a) Robust KYC and enhanced KYC verification process
- (b) In-depth training of the front line and back office employees
- (c) System of generation of alerts to enable the Principal Compliance Officer to analyse and prepare suspicious and cash transaction reports
- (d) Effective internal audit as an independent overseeing mechanism and who conducts audits on an ongoing basis
- (e) Board governance for monitoring the AML compliance framework
- (f) Control over acceptance of cash
- (g) Screening of names of sanctioned parties before issuance of a policy
- (h) Trained and vigilant AML team to monitor transactions
- (i) Adherence to the AML guidelines by individual/corporate agents

It is the responsibility of the Principal Compliance Officer to ensure that the AML compliance framework is in place and ensure that the processes are running effectively and efficiently.

The author is Senior Manager – Compliance, HDFC Standard Life Insurance Co. Ltd. Views expressed herein are personal.

Evolving Insurance Industry

- Duly Fulfilling Mandates

Lalit Vermani opines that although there have been a spate of mandatory requirements in the liberalized environment; it is good that they work towards betterment of policyholders' interests.

Policy servicing continues to grow in significance as the industry expands and grows even more sophisticated. In this competitive market it has become imperative for the insurance company to provide quality services to customers or lose out to competitors. The best policy servicing begins even before the purchase of the policy. By establishing and maintaining a positive relationship with each insured through frequent customer contact and maintenance of up- to date information, an insurer is able to ensure that there is a clear understanding of insured's expectation and insurer's deliverables.

Way back in early 90's, there were barely any regulations or laws which would direct insurers on policy servicing. The companies had to resort on their internal policies and best practices for servicing of customers. Post introduction of IRDA in 1999, the insurance industry has witnessed a revolution with respect to laws and regulations. In recent years, there has been an increased focus on safeguarding customer's interest and ensuring seamless delivery of services. IRDA has emphasized the importance on

policy servicing by issuing various guidelines and circulars which work specifically towards promoting the interest of policyholders on a continuous basis.

With the objective of ensuring transparency in the sales process and policyholder protection, the authority has issued various guidelines/circulars on

- Standard proposal form : adoption of a standard proposal form mandatory for every life insurer

IRDA has emphasized the importance on policy servicing by issuing various guidelines and circulars which work specifically towards promoting the interest of policyholders on a continuous basis.

- File & Use of procedure for Policy Bond: re-introducing the process of approval of policy bond within the product File & Use procedure effective 1 April 2013.
- Claim - direction to all insurers advising them not to repudiate claims due to late intimation of claims or delayed submission of claims without proper justification for their repudiation.
- Anti -Fraud Policy - Insurers are required to put a risk-based management system in place for continued monitoring of risks across all lines of business and also initiate measures to address them , in order to control frauds.
- Servicing on Orphan policies – re allotment of such policies to new agent in order to ensure customers are serviced and persistency is intact
- New regulations on ULIP and traditional products aims to make insurance policies more customer friendly

- Standardization of Health insurance which aims to uniformly standardize the process and procedure in Health insurance for convenience of customers
- ECS mandate which gives flexibility to policyholders to withdraw from ECS at least 15 days prior to due date of ECS submission provides

All of the above mandates specifically endeavor in ensuring that policy holders' interest is of paramount importance for the industry, and insurers have to comply with the Regulatory norms. Insurance companies have geared their processes, procedures and systems to accommodate the regulatory requirements. Insurers have been making strides towards policy management to provide the best customer experience and retain customers. Starting from customer purchasing policy until the claim stage every transaction of the customer with the insurers leaves an impression on the mind of the customer about the service standards provided by the insurer. It is the endeavor of every insurance company that their customer service department is active across channels, so that no customer is deprived of the positive experience they seek at various stages of their journey. Also, changing customer preferences along with the evolution of dynamic channels and environments has made it mandatory for insurers to design products and services that match customer expectations.

When a policy is purchased, all of the responsibilities required to keep the policy in force until the death benefit is paid, is on the insurer. These specialized duties include sending premium reminders,

It is the endeavor of every insurance company that their customer service department is active across channels, so that no customer is deprived of the positive experience they seek at various stages of their journey.

processing policy requests, updating medical records, calculating rates of return etc. Over a period of time, insurance companies have derived significant benefits by improving their policyholder processes: reduced their operational costs, accelerated growth through better customer service and make it quicker, easier and less expensive to launch new products and enter new markets. Insurers have adopted several approaches for systems replacement or modernization, the three most important ones are:

- Initiated policy administration transformation after a thorough analysis of current and future needs of the organization keeping the stakeholder and policyholders interest in view.
- Consolidate multiple policy administration systems with a view to achieving standardized business processing and ease of maintaining products and services

- Build robust analytics, document/content management, business process management/business rules engine tools to facilitate efficient product management and servicing.

Claim management being the last stage of policy servicing, the services experienced by the customer at this stage are of utmost importance for the insurers, as customers tend to spread the word of mouth as per their claims experience. This stage is often touted as the 'moment of truth' for insurers. Claims settlement has a major impact on the customer experience. Therefore, insurance companies in particular have been more focused on making the claims management process as smooth as possible.

With the regulatory environment continuously changing as regulations are amended and adopted, we have a framework to deal with regulatory changes as they arise and affect our customers. The framework is designed to cover all the factors that can help improve business productivity and customer centricity. Some examples of these service offerings are program design and development; policy and procedure design and development; compliance control effectiveness assessments; persistency framework etc. Easy norms in compliance with regulatory requirements for policy servicing like address change, nominee changes, assignment etc. need to be in place. The insurers have implemented a new policy administration system and automated the involved support services. A new common architecture platform was developed which integrated all existing individual

web-applications connected to the policy administration system and extended their functionalities to provide a common user experience.

In times of yore, customers had the only option to come to branches to service their policies but today customers have various options for servicing their policies. Insurance companies have come up with innovative techniques for policy servicing which are beneficial for customers. Customer friendly insurance websites, easy entry by giving user id and password to policyholder for accessing self service portals where they can view their policy details, easy and faster processing of

**Insurance
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customers.**

policy requests, dedicated touch point numbers which work 24X7 to solve customer queries, dedicated cell to

resolve customer grievances within the timeframe, SMS facility for knowing the status of policy, insurance awareness programs on websites, educating customers on various options available to them for servicing their policies, online transfer of premiums, online fund switch options and premium redirections, online premium mode and frequency change , NEFT /RTGS direct payments, and many more are the illustrations of stupendous presentation of the insurance company in the policyholder servicing framework.

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Distribution Compliance Framework

- Vital Hub of the Wheel

C.L. Baradhwaj writes that distribution, being an important element of business in the Indian insurance domain, has several mandates in place and calls for absolute fulfillment of the regulations in their true spirit.

Background

Distribution forms the backbone of any organisation. In insurance, distribution assumes more importance in view of the peculiar nature of insurance products, since the level of understanding of the customers on what he or she is buying is low. As a result, the distributor needs to take extra efforts to ensure that what is sold to customer is understood by him and adds value to him. While a customer walks into the shop of a TV dealer for buying a TV, a common man does not do so when it comes to buying insurance. Insurance, especially Life insurance, is sold and not bought. Let us look at the framework of compliances applicable to various distribution related models.

Distribution models

- | Sr.No. | Front-end
(Authorised to sell) |
|--------|---|
| 1. | Individual Agents |
| 2. | Corporate Agents |
| 3. | Micro Insurance Agents |
| 4. | Insurance Brokers |
| 5. | Banks as Insurance Brokers |
| 6. | Telemarketing
(Authorised Verifiers) |
| 7. | Direct Marketing |

- | Sr.No. | Back end (Data base
sharing and lead generation) |
|--------|---|
| 1. | Referral Companies
(Database sharing) |
| 2. | Telemarketing
(Lead Generators) |
| 3. | Web Aggregators
(Lead Generators) |

Let us now look at the compliance framework as applicable to each of the above models.

Insurance Agent Vs. Insurance Broker

While a Tied-agent (Individual/ Corporate/Micro insurance Agents) is authorised to sell on behalf of any one insurer at a time, an insurance broker is authorised to sell the insurance policies of any insurance company.

**the agent done in the
normal course of his
business within the
scope of authority given
by the principal.**

In terms of the principles enshrined in Sections 182 to 238 of the Indian Contract Act, 1872, an insurance agent represents his Principal (i.e. the insurer with whom he or she is attached). The principal is responsible for the acts of the agent done in the normal course of his business within the scope of authority given by the principal. Under such circumstances, acts of the agent constitute the acts of the principal whom the agent represents.

An insurance broker is independent of the insurance company and operates on a principal-to-principal basis. A broker represents a customer as against an agent who represents the insurer. Therefore, the broker carries the risk arising on account of the conduct of the employees of the broker in the course of his business and the insurer, under the normal circumstances, is not responsible for the acts of an independent broker.

Individual Agents

There are three types of licences – (a) Life licence (b) Non-life licence (c) Composite licence. A composite licence authorises the agent to sell on behalf of one Life and one Non-life Insurer at a time.

The following requirements will have to be fulfilled for issue of a licence to become an insurance agent:

- (a) Possessing minimum qualifications for becoming an insurance agent – 12th standard or equivalent examination if the agent resides at places with population of 5,000 or more as per census and a pass in the 10th standard or equivalent examination for candidates residing in any other place
- (b) Undergoing practical training from an approved training institution for 50 hours (75 hours for composite licence and 25 hours for professionally qualified) covering various insurance subjects
- (c) Passing the pre-recruitment examinations to be conducted by the Insurance Institute of India
- (d) Prescription of application for IRDA licensing alongwith the fees required with the required testimonials.

In addition to the above, the insurer is also required to conduct training on AML and ULIP (in the case of life insurance) for the agent at the time of licensing. A licence issued shall be valid for a period of 3 years and shall be renewed atleast 30 days before the due date. The agent is entitled to a commission as per the “file and use” rates approved by IRDA for the products of the insurer.

Where an agent is terminated after 5 years of service with an insurer, renewal commission (on the policies placed by the agent before termination, but premiums paid after termination) after termination must continue to be paid, subject to the two conditions that policies with sum assured of not less than ₹50,000 are in force one year before the date of

The CIE shall possess the minimum qualifications as prescribed under the applicable regulations, undergo the practical training and pass the examination conducted by the Insurance Institute of India.

termination; and such renewal commission after termination does not exceed 4%. Where the agent has served 10 years, such renewal commission is payable only if the agent does not work for any other insurer. Further such commission is payable to legal heirs after death of the insurance agent.

Commission on orphan policies allotted to another agent and reinstated on non-medical basis can be paid as per Orphan policy guidelines. However, under Section 40(2A), only 50% of the commission can be paid to the new agent to whom the policies are allotted, in the case of lapsed policies reinstatable on the basis of medical examination.

Corporate Agents

A corporate agent, like an individual agent, represents one insurer at a time and is eligible for issue of the three types of licences as mentioned in the case of individual agents. The main difference is that in the case of corporate agents, the entity which is licensed is the firm or the company in whose name the application for licence is made. The deed of constitution of the corporate agent shall state insurance solicitation as one of the main objects.

Every corporate agent shall have a Corporate Insurance Executive (“CIE”), who has the overall responsibility for ensuring compliance of the Corporate Agent with the applicable regulations. The CIE shall possess the minimum qualifications as prescribed under the applicable regulations, undergo the practical training and pass the examination conducted by the Insurance Institute of India.

Every person who is authorised to sell on behalf of a corporate agent is called a “Specified Person” (“SP”). Such specified person shall be an employee of the corporate agent who should possess the minimum qualifications, undergo the practical training and pass the examination conducted by the Insurance Institute of India.

(a) Exclusive & non-exclusive corporate agencies

There are two types of corporate agency licences, namely, exclusive and non-exclusive. Exclusive corporate agencies are those whose primary and sole business shall be that of soliciting business as a corporate agent. The entity applying for exclusive corporate agency shall be in the form of public limited company with a capital ₹15 lakhs capital which needs to be deposited into a bank account to be used for setting up of office or invested after the insurer’s (with whom the corporate agent has tied up) approval. Further, only those persons who are part of a group having Indian insurance company or a scheduled commercial bank within the group shall be eligible for issue of corporate agency license to do insurance distribution as the principal business, provided this shall be the only corporate agency amongst all the entities in the group.

(b) One Group one licence

The group, to which the applicant corporate agent entity belongs, shall not be already engaged in any insurance activities such as corporate agency, insurance broking or insurer etc. In other words, one group is allowed to possess only one insurance related licence at a time. Group is defined as shareholders holding more than 10% and members of family.

In case a second licence is required for any special reason, a specific approval from IRDA needs to be taken. IRDA may consider an application for grant of second licence to a group which is already engaged in insurance activities, subject to the following conditions:

- a) Where the group already has broking licence, the application shall be rejected
- b) Any group entity having a RBI licence with substantial client base of their own or have access to data which would facilitate identification of prospects would be eligible
- c) Any group entity not having a RBI licence, but with turnover, assets or income of at least ₹15 crores with substantial client base or access to data as above would also be eligible.

(c) Other key compliances

- a) Common CIE and SPs between corporate agents prohibited
- b) No sub-agency, introducers, referral providers, introducers or finders or lead generators can be appointed by a corporate agent
- c) Any insurance advertisement issued by corporate agent shall be approved by insurer – Joint sales advertisement

to be approved by Appointed Actuary of insurer

- d) No payout other than commission can be paid by insurer to corporate agent or Group policyholder, except payment towards cost of joint sales advertisements not linked to premium
- e) Insurer not to enter into additional relationships with corporate agent and pay fees such as risk management fees or risk inspection charges or loss minimisation expenses
- f) Where corporate agent is also a Group policyholder, certificate from an independent auditor to be filed by corporate agent with insurer, confirming compliance with Sections 64VB, 40A, 40C etc.

Persistency guidelines for Agents

As per the persistency guidelines, every insurance agent (including a corporate agent) shall establish a minimum persistency of 50% during the licence period of 3 years in order to be eligible for renewal of licence. If this condition is not satisfied, the licence will not be renewed. This requirement comes into effect from 1 July 2014.

Where corporate agent is also a Group policyholder, certificate from an independent auditor to be filed by corporate agent with insurer, confirming compliance with Sections 64VB, 40A, 40C etc.

The persistency guidelines also provide the following:

- (a) Relatives of employees of insurers cannot be appointed as agents
- (b) Insurers may defer commission (except single premium) to agents with Board approval,
- (c) Minimum business guarantee for agents to be prescribed and monitored by insurers
- (d) Transferee insurer shall reckon persistency only on policies sold with the transferee insurer
- (e) Incorporation of persistency agreement in all agency contracts

Transfer of Agents

An agent (both individual and corporate agents) is entitled to change loyalty and move from one insurer to another. However, the following compliances will have to be kept in mind before a transfer of agent happens:

- (a) For all cases of transfer of Corporate agents, prior approval of IRDA is required
- (b) Minimum persistency of 50% (pro-rated if full financial year not completed) to be ensured by the transferor-insurer
- (c) Intimation to policyholders serviced by the transferring agent, both by transferor insurer as well as the concerned agent on alternative arrangements made upon the transfer and name of servicing official(s) of the transferor-insurer who will take care of the policyholders
- (d) The transferor-insurer is required to issue a 'No objection certificate' (NOC).

A 90 day period is prescribed for issue of this NOC

- (e) Due diligence to be done by transferee insurer on the agent getting transferred and the decision to appoint shall be taken by CEO/CDO/CFO
- (f) No renewal commission shall be paid by the transferor insurer after termination, if the agency contract is terminated before completing 5 years of service.

Micro Insurance Agent

A micro insurance agent can be appointed to sell a micro insurance product to foster financial inclusion. The following entities may be appointed as micro insurance agents:

- (a) Non Governmental Organisation ('NGO')
- (b) Self Help Groups ('SHG')
- (c) Micro Finance Institutions ('MFI')
- (d) District Co-operative Banks, Regional Rural Banks, Urban Co-operative Banks, Primary Agricultural Co-operative Societies
- (e) Banking Correspondents who are companies under the Companies Act, 1956
- (f) Kirana Shops, Petrol Bunks, Public Call Offices, Medical Shops in Rural areas

While a micro insurance agent can sell only micro insurance product, any licensed agent or a broker can sell micro insurance products also.

A micro insurance agent can work only for one Life and one Non-life insurer. He shall appoint specified persons (like corporate agents) as their employees with the prior

Micro insurance agent and the specified persons will have to undergo 25 hours of training imparted by the insurer before they are authorised to sell.

approval of the concerned insurer to sell on their behalf. Micro insurance agent and the specified persons will have to undergo 25 hours of training imparted by the insurer before they are authorised to sell.

Limits to commission – 20% of the premiums paid for all the policy years; 10% of single premium – no entitlement for renewal commission upon termination.

A micro insurance policy issued to a life assured residing in rural area and engaged in a social sector occupation, can be reckoned both for rural and social sector compliances separately.

Insurance Brokers

The different types of broker licenses which can be issued are (a) Direct-Life (b) Direct Non-Life (c) Direct-Life & Non-life (d) Reinsurance (e) Composite (Direct+Reinsurance). The framework of training, examination and licensing is similar to that of corporate agent.

Every insurance broker shall have a Principal Officer (equivalent of CIE) who will be an employee of the insurance broker entity. Only authorised employees (equivalent of SP) who have undergone training, examination and possess a certificate can sell on behalf of an insurance broker.

No compensation, other than brokerage, is permitted to be paid to the insurance broker. The following are the other compliance requirements for an insurance broker:

- (a) Broker cannot appoint agents or canvassers to bring in business
- (b) Minimum capital – ₹50 lakhs (Direct Broker)
- (c) Broker entity shall exclusively carry on only insurance broking business
- (d) Foreign equity in insurance broking restricted to 26%
- (e) Business from one client not to exceed 50% of premium in first year, 40% in second year and 30% from third year onwards
- (f) Deposit in bank a sum equivalent to 20% of initial capital
- (g) Maintenance of minimum Professional Indemnity cover of ₹50 lakhs
- (h) Submission of half yearly unaudited and yearly audited financial statements to the authority
- (i) Approval of authority for changes to shareholdings and changes to Principal Officer
- (j) Claims consultancy services may be offered by a broker to policyholders for claim amounts not exceeding ₹1 Crore (excluding policies sourced by the broker) for a fee which cannot be expressed as a percentage of claim amount

Distance Marketing Guidelines

Distance marketing includes telephonic mode of sale, through internet, SMS and other forms of non-personal sales methods by insurers or brokers.

An insurer or a broker can engage in distance marketing in the following ways:

- (a) Engage insurer or broker's own authorised sales employees (in the case of broker, the employees engaged in distance marketing must have undergone practical training and passed the prescribed examination)
- (b) Sign up with a telemarketer (call center) whose employees can do lead generation
- (c) In the case of insurer, sign up with a telemarketer to do both lead generation and solicitation. However, in the case of broker, solicitation has to be done only by the authorised employees of the broker as above.

In the case of corporate agent, only the specified person of the corporate agent can engage in telemarketing activities.

A lead generation can be done by telecallers, subject to:

- (a) Telecallers undergoing 25 hour training at authorised training institutes
- (b) Passing the assessment test conducted by insurer or broker

Solicitation can be done through authorised verifiers, subject to:

- (a) Authorised verifiers having undergone 50 hour training as applicable to specified persons ('SP')
- (b) Passing the examination prescribed for SPs

Telecallers can only do lead generation to collect details of the client and their intention to purchase insurance and includes all activities preceding solicitation. However, authorised verifiers

Authorised verifiers alone are permitted to engage in solicitation of business from the clients and conclude the sale.

alone are permitted to engage in solicitation of business from the clients and conclude the sale.

Scripts used by telemarketers to be approved by compliance officers of insurer for lead generation and solicitation; and filed with IRDA within 15 days. Script to contain questions on customer consent, informing recording of conversation, language options, product features, benefits, exclusions, free look options (30 days for distance marketing), toll free number.

Product restrictions in telephonic mode:

- (a) Non-single premium ULIPs – maximum premium – ₹50,000
- (b) Single Premium ULIPs – maximum premium – ₹1,00,000
- (c) No Variable Insurance Product can be sold under distance marketing.

All voice recordings to be preserved till six months beyond term of the policy or till satisfactory settlement of claim.

Call verification by insurers:

- (a) 1% of live call monitoring - i.e. listening to live conversations as they happen
- (b) 3% of calls leading to sales (observations made to be preserved for 3 years)

- © 3% of policyholders under distance marketing – verification calls (to be preserved for 3 years)

Banks as Insurance Brokers

Recently, IRDA had notified the IRDA (Licensing of Banks as Insurance Brokers) Regulations, 2013. Under these regulations, banks are allowed to become insurance brokers and authorised to sell the products of any insurance company like any other insurance broker.

Any scheduled bank is allowed to become an insurance broker. Three types of licences are recognised - Direct Life, Direct Non-Life and Composite (both Life and Non-Life). Prior approval of Reserve Bank of India is required before the bank applies for a broking licence. The bank acting as a broker is required to have a Principal Officer of the level of General Manager or equivalent who should undergo 100 hours training (50 hours for certain qualifications) and pass exam conducted by NIA, Pune.

Atleast two persons are required to be authorised to sell after undergoing training and passing exams. The bank will be paid remuneration to banks acting as brokers to be as per the limits specified by IRDA.

Where the bank also has promoted insurance company or has an insurance company within its group, not more than 25% of the business done by the broker can be placed with such promoter group insurance company. Any preferential treatment to the broker by an insurer within the same group prohibited.

The bank which is acting as a broker cannot generate more than 50% of the total premium from one client. Further, the banks acting as brokers are required to deposit ₹50 lakhs with any scheduled bank over which IRDA will have a lien.

In order to protect the banks against the risks which would fall on them for the misdemeanor or error or negligence on the part of the bank's employees, especially the persons engaged in selling operations, a Professional Indemnity insurance policy is required to be taken by the banks. The sum assured for Professional Indemnity insurance cover shall not be less than 3 times the remuneration received by the broker, subject to a minimum of ₹50 lakhs and maximum of ₹5 crores. Separate books of account for insurance broking operations need to be maintained.

The following special dispensations for banks acting as brokers are worth noting:

- (a) No special capital requirement for banks (₹50 lakhs for other brokers)
- (b) Non-resident interest as applicable to banking sector (26% limit for other brokers)
- (c) Broking can be a secondary business to the banking business (exclusive broking requirement for other brokers)
- (d) Where a bank licence is not renewed, if banks otherwise do not suffer from any disqualification, insurers are required to accept proposals and pay remuneration against policies issued, up to 90 days based on an IRDA letter authorising the broker to continue doing business for 90 days.

Sharing of database arrangements

Entities which are not interested in solicitation of insurance but have substantial client database to share, may participate in the insurance intermediation process by sharing their database without engaging in any selling activity. An insurance company may

purchase the database and share the database with their agents or authorised employees who may approach the clients for solicitation. These arrangements are called as 'sharing of database' arrangements.

Earlier, IRDA circular, dated 14 February 2003, allowed insurance companies to enter into referral arrangements with banks for sharing of database, sharing infrastructure and display of publicity materials. This circular has been repealed in July 2010 and all referral arrangements were advised to be terminated.

Simultaneously, the second proviso to clause (vi) of sub regulation (1) of Regulation 10 of IRDA (Insurance Advertisements) Regulations which allowed payment of compensation for provision of information about membership by a third party to an insurer, also stood deleted effective 1st July 2010.

A new regulation called "IRDA (Sharing of Database for Distribution of Insurance Products) Regulations, 2010" came into force effective 1st July 2010, in the place of the above provisions. These new regulations now govern all referral or database arrangements today.

A referral company is an entity which shares database of its customers (which contains address, phone numbers etc.) to

an insurer to enable insurer to solicit business through authorised intermediaries. A referral company can have referral tie up with only one insurer – one Life, one Non-life and one standalone Health insurer. All referral arrangements shall be approved by IRDA for which an application needs to be made to the Authority

Further, the referral company shall fulfill the following requirements:

- (a) Shall be a company under the Companies Act
- (b) Database of customers must have been acquired through an existing business
- (c) Minimum networth of ₹50 lakhs and minimum turnover of ₹1 Crore during the previous 3 consecutive years
- (d) Entity not to be engaged in the business of granting loans and advances or trading in securities (except Regional Rural Banks and Co-operative Banks)
- (e) Not to be engaged in the business of insurance distribution

Referral fee not to exceed 25% of the first year's commission payable or paid on premiums received under policies sourced out of the database shared by the referral company. Referral fee shall be within the overall limits for commission and expenses under Section 40B/40C of Insurance Act. Payment of referral fee more than once on the same database is prohibited. Further, no advance can be paid against referral fees. No fees or remuneration towards costs incidental to referral activity including infrastructure, training etc. can also be paid. Also, payment of any referral fee after termination of the contract also

A referral company can have referral tie up with only one insurer – one Life, one Non-life and one standalone Health insurer.

prohibited. Since the referral company is not engaged in any form of solicitation, no reward or recognition program for a referral partner can be launched.

In order to ensure that a referral company is not indirectly formed solely for the purpose of engaging in the business of sharing of database, not more than 10% of the total income of the referral company can emanate as referral fee.

Web Aggregators

As per IRDA guidelines, web aggregator is a company having its own website providing:

- (a) Product information of various insurers with price comparisons
- (b) leads to insurers or brokers from customers who access the website

A minimum networth of ₹10 lakhs is required and a web aggregator cannot act as agent, broker, TPA or surveyor or be their related party whilst acting as a web aggregator. All web aggregators shall get approval from IRDA, valid for 3 years.

A web aggregator is not a licensed entity for soliciting business and hence cannot close the sale. An insurance broker who provides product comparisons in his website shall also follow the web aggregator guidelines pertaining to display of product comparisons on website.

The remuneration to web aggregators would be as follows:

- (a) ₹1 lakh per product per year displayed on the website
- (b) ₹10 per lead generated
- (c) 25% of the commission paid on first year's premium received under policies sold through the lead

A web aggregator is not a licensed entity for soliciting business and hence cannot close the sale.

- (d) No other remuneration or reimbursement of any form permitted.

The web aggregator process works as follows:

- (a) Customer visits the website of the aggregator selects the product category, e.g. Endowment, Whole Life, Term, ULIPs etc.
- (b) Once the visitor selects the product category, the website will ask for his basic details such as age, health and personal details, term, sum assured required etc.
- (c) Once the visitor gives the details, the product comparison chart is displayed.
- (d) Visitor may select the insurer with whom his information can be shared as a lead, else the web aggregator can transmit the lead to 3 insurers (Life or Non-life as the case may be) and one broker within five days of visit.
- (e) Insurer can in turn pass on the lead to an individual or a corporate agent or to their own authorised employees for solicitation.
- (f) Visitor is either called over phone or visited in person for closing the sale and the solicitation is completed.

(Note: IRDA have recently released the draft regulations on Web Aggregators which, once finalised, will replace the above Guidelines).

Direct marketing

Under this model, there are no intermediaries between the insurance company and the proposed policyholders. The insurance company themselves directly market the products. A very popular example under this model is the sale through Internet. A customer directly visits the website of the insurance company, goes through the product brochures available on the website, and provides the basic information required such as name, age, health condition etc. A benefit illustration form is generated online before the proposal form is generated. Once the customer reviews and confirms the proposal form, payment is made through credit or debit card or through online payment gateways. Where medical examination is required, such medical examinations are arranged separately. Documents, are either uploaded by the customer or picked up by insurance companies. Policy documents are issued once the underwriting is completed.

With the insurance repositories taking off very soon, end to end seamless and paperless processing of insurance through online insurance has become a reality.

The author is Sr. Vice-President (Compliance) & Chief Risk Officer, Bharti AXA Life Insurance Company Limited. The views expressed herein are the personal views of the author and should in no way be deemed to be the views of Bharti-AXA Life Insurance Company Limited or any of its associate companies.

प्रकाशक का संदेश



किसी भी राष्ट्र का आर्थिक विकास उसके व्यापार और उद्योग की सफलता पर निर्भर है; तथा इस प्रकार एक निश्चित कालावधि में संवृद्धि की अपेक्षा करनेवाली प्रत्येक अर्थव्यवस्था के लिए इन तत्वों की उन्नति के विद्यमान होने की मूलभूत आवश्यकता है। तथापि, औचित्य की सीमाएँ हैं जिनके अंतर्गत इन औद्योगिक या व्यावसायिक प्रतिष्ठानों को कार्य करना है। ऐसी मर्यादाओं का अभाव खिलाड़ियों की अनुचित धनलोलुपता का कारण बन सकता है जिससे सामान्य जनसाधारण के हितों को नुकसान पहुँचेगा। इतिहास ने हमें कई बार ऐसी कटु शिक्षा दी है जो इस अभिमत का समर्थन करती है। यहाँ पर इस संबंध में अर्थव्यवस्था की दीर्घकालिक सफलता के लिए पर्यवेक्षण एक अत्यावश्यक भूमिका का दायित्व ग्रहण करता है। कहना न होगा कि इस पर्यवेक्षण की आवश्यकता उन क्षेत्रों में अधिक प्रबल है जहाँ भोली-भाली जनता का शोषण करने की संभावना स्पष्ट रूप से अधिक निश्चित है।

शताब्दी के परिवर्तन ने वैश्विक रूप से कुछ ऊँचे दर्जे की कारपोरेट विफलताओं का साक्षात्कार किया है जिन्होंने कतिपय प्रमुख कानूनों के अधिनियमन के लिए मार्ग प्रशस्त किया; तथा इससे प्रत्येक अर्थव्यवस्था के लिए अपनी पर्यवेक्षी कुशलताओं की अधिक गहन समीक्षा करने और जहाँ जरूरी है वहाँ उनमें वृद्धि करने की आवश्यकता को गति मिली। इस प्रकार दुनिया भर में निगरानी और पर्यवेक्षण की समूची प्रक्रिया को नये सिरे से महत्व मिला है। जबकि पर्यवेक्षण का स्तर और उसकी शैली किसी खिलाड़ी द्वारा अपनाये गये कारपोरेट कार्यकलाप और कारोबार के प्रकार के आधार पर भिन्न-

भिन्न होगी, यह अनिवार्य है कि सारा कारपोरेट कार्यकलाप समुचित निगरानी और पर्यवेक्षण के दायरे में आ जाए।

वित्तीय सेवाएँ सार्वभौमिक तौर पर आर्थिक गतिविधि का एक प्रमुख घटक बन गई हैं; और इस स्थिति के होते हुए, आर्थिक उत्पादन के एक बड़े हिस्से के लिए कारणभूत हैं। इसके अलावा, सेवाएँ अमूर्त स्वरूप की हैं, अतः पर्यवेक्षकों द्वारा उनकी निगरानी करने के लिए विशेषीकृत कुशलता अपेक्षित है। इसके अंतर्गत बीमा पर्यवेक्षण और भी जटिल है क्योंकि इसके कुछ घटक अपेक्षाकृत गुप्त हैं। साथ ही, चूँकि खिलाड़ी जनता के भरोसे के अनुरूप रहने के विश्वासपरक दायित्व-भार से ग्रस्त हैं, अतः उत्तम कोटि की यथोचित निगरानी और पर्यवेक्षण की बड़ी आवश्यकता है। परिणामतः खिलाड़ियों को पर्यवेक्षकों द्वारा निर्धारित निदेशों और अनुदेशों का कड़ाई से पालन करना होगा ताकि विनियमनकर्ताओं द्वारा अधिक गहन जाँच और हस्तक्षेप की आवश्यकता अधिकतम सीमा तक कम की जा सके। सबसे बढ़कर यह समझना होगा कि विनियमन की भावना तो अनुपालन से संबंधित है, महज औपचारिकता की पूर्ति से नहीं।

‘विनियामक अनुपालन’ पत्रिका के इस अंक का केन्द्रबिन्दु है। अत्यधिक महत्व और व्यापक विस्तार वाला क्षेत्र होने के कारण पत्रिका के अगले अंक का फोकस भी ‘विनियामक अनुपालन’ पर होगा।

टी.एस. विजयन

टी.एस. विजयन
अध्यक्ष

दृष्टि कोण



बंधक प्रवर्तन और बंधक बीमा वित्तीय संकट के बिलकुल केन्द्र में थे। बंधक बीमा संबंधी संयुक्त मंच की सिफारिशें अतीत की गलतियों से बचने और भविष्य में समुत्थान-शक्ति को मजबूत करने के लिए राष्ट्रीय नीति-निर्माताओं और पर्यवेक्षकों को मार्गदर्शन प्रदान करती हैं।

श्री थॉमस स्कूमिड्ज़ लिपर्ट

अध्यक्ष, संयुक्त मंच, अंतरराष्ट्रीय बीमा पर्यवेक्षक संघ (आईएआईएस)।

उपभोक्ता संपर्क प्रतिनिधि बीमा संबंधी मामलों में एक असाधारण दायरे का अनुभव और विशेषज्ञता उपलब्ध कराते हैं।

श्री जिम डोनेलोन

अध्यक्ष, एनएआईसी एवं लूसियाना बीमा आयुक्त।

हमें इस बात के लिए प्रोत्साहित किया गया है कि एफसीए के साथ घनिष्ठतापूर्वक कार्य करते हुए और अपनी विभिन्न व्यावसायिक आवश्यकताओं के होने के बावजूद बड़ी संख्या में फर्म एक ऐसी सुधारात्मक योजना निर्मित करने के लिए स्वेच्छा से इकट्ठे हुए हैं जो ग्राहकों के लिए उचित परिणाम उपलब्ध कराएगी।

श्री मार्टिन वीटली

मुख्य कार्यपालक, वित्तीय व्यवहार प्राधिकरण, यूके।

अनुचित धनराशि हम अपने वित्तीय केन्द्र से बाहर रखें, यह सुनिश्चित करने के लिए हमने सूचना के आदान-प्रदान संबंधी वैश्विक मानकों को पूरा करने के लिए अपने प्रयास बढ़ा दिये हैं तथा वित्तीय संस्थाओं के अपने पर्यवेक्षण को भी तीव्र कर दिया है।

श्री रवि मेनन

प्रबंध निदेशक, मौद्रिक प्राधिकरण, सिंगापुर।

पिछले वर्ष के दौरान सामान्य परिस्थितियों में सुधार आया है। फिर भी, आस्ट्रेलियन प्रुडेन्शियल रेगुलेशन अथॉरिटी (एपीआरए) अर्थव्यवस्था में उद्योग के स्तर पर अथवा वैयक्तिक बीमाकर्ताओं के स्तर पर उत्पन्न होनेवाली संभावित समस्याओं के प्रति निरंतर अत्यंत सतर्क और सावधान है।

श्री अयान लाफलिन

सदस्य, आस्ट्रेलियन प्रुडेन्शियल अथॉरिटी।

कई एशियाई अधिकार-क्षेत्रों में पाये गये बीमे के निम्न व्यापन/सघनता को ध्यान में रखते हुए वहनीय लागत पर बीमा संबंधी विशिष्ट रूप से निर्मित समाधान उपलब्ध कराने में विशेष प्रयास करने की आवश्यकता है।

श्री टी. एस. विजयन

अध्यक्ष, बीमा विनियामक और विकास प्राधिकरण, भारत।



एक सेवा एक चुनौती

- आईआरडीए ग्राहक मामले विभाग

कमल चौला का कहना है कि जब ग्राहक की समस्या का निदान समय रहते नहीं हो पाता ऐसी स्थिति में 'शिकायत' का जन्म होता है।

(...पिछले अंक से आगे)

आईजीसीसी में शिकायत दर्ज कराने के अन्य उपाय:

ई-मेल: कॉल सेंटर पर कॉल करने के अतिरिक्त शिकायतकर्ता complaints@irda.gov.in पर ईमेल द्वारा शिकायत दर्ज करा सकते हैं।

फैक्स: शिकायतकर्ता आईआरडीए के हैदराबाद स्थित मुख्यलाय के फैक्स नं. 040-66823334/66789768 पर फैक्स कर के भी अपनी शिकायत दर्ज करा सकते हैं।

पत्र: शिकायतकर्ता अपनी शिकायत पत्राचार द्वारा आईआरडीए के हैदराबाद मुख्यकार्यालय के पते पर भेज कर भी अपनी शिकायत दर्ज करा सकते हैं।

आईजीसीसी को उपरोक्त साधनों से संपर्क करने पर आईजीएमएस शिकायत प्रणाली द्वारा एक टोकन संख्या जनरेट किया जाता है, जोकि उक्त शिकायत की संदर्भ संख्या होती है। इस टोकन संख्या का प्रयोग शिकायतकर्ता भविष्य में अपनी शिकायत की स्थिति जानने के लिये कर सकते हैं। इस टोकन

आईआरडीए द्वारा आईजीसीसी में वाह्य परामर्शदाता (एक्स्टर्नल कंसल्टेंट) की नियुक्ति की जाती है, जोकि आईजीसीसी के कार्यकाल के समय कॉलसेंटर पर उपस्थित रहता है।

संख्या की सहायता से शिकायतकर्ता आईजीसीसी में कॉल कर के अपनी शिकायत की मौजूदा स्थिति पता की जा सकती है।

आईजीसीसी का कार्यसंचालन प्राधिकरण के ग्राहक शिकायत विभाग (कंज्यूमर अफेयर्स डिपार्टमेंट-सीएडी) की देखरेख में किया जाता है, जिसका पता है- ग्राहक शिकायत विभाग, बीमा विनियामक और विकास प्राधिकरण, 9वाँ तल, यूनाईटेड इंडिया

बिल्डिंग, हैदरागुडा, हैदराबाद-500 029.

प्राधिकरण ने आईजीसीसी संचालन के लिये मै. सरको बीपीओ सर्विसिस लि. से सेवा करार किया है, जोकि बीपीओ सर्विसिस क्षेत्र में एक जाना माना नाम है। सरको द्वारा आईजीसी के कार्यसंचालन हेतु सभी कॉल एसोसियेट्स, टीम लीडर, गुणवत्ता, विश्लेषक, सहायक मैनेजर, आदि की नियुक्ति की जाती है।

आईआरडीए द्वारा आईजीसीसी में वाह्य परामर्शदाता (एक्स्टर्नल कंसल्टेंट) की नियुक्ति की जाती है, जोकि आईजीसीसी के कार्यकाल के समय कॉलसेंटर पर उपस्थित रहता है। यह परामर्शदाता सदैव आईजीसीसी में नियुक्त कॉल एसोसियेट्स के कार्यनिष्पादन को आंकता है व समय समय पर उनका उचित मार्गदर्शन करता है। यह परामर्शदाता कॉल एसोसियेट्स के प्रशिक्षण में मुख्य भूमिका निभाता है। यह परामर्शदाता प्राधिकरण को प्रतिदिन आईजीसीसी की दैनिक रिपोर्ट व अन्य आवश्यक रिपोर्ट भेजता है, जिनका प्राधिकरण द्वारा सूक्ष्मता से अवलोकन किया जाता है।

आईजीसीसी में आने वाली सभी टेलिफोन कॉलों का रिकॉर्ड किया जाता है। इन कॉलों की रिकॉर्डिंग के नमूनों की प्राधिकरण द्वारा जाँच की जाती है ताकी कॉल ऐसोसियेट्स की गुणवत्ता की जाँच व उसमें वृद्धि की जा सके।

आईजीसीसी से प्राप्त रिपोर्ट के आधार पर दिनांक 1 अप्रैल, 2012 से दिनांक 31 मार्च, 2013 तक लगभग 97298 कॉल रिसीव किये गया। आज की तिथि में आईजीसीसी में नित्य लगभग 370 कॉल्स आते हैं। प्राधिकरण द्वारा प्रतिदिन लगभग 45 शिकायत दस्तावेज पीडीएफ रूप में स्कैन कर के भेजे जाते हैं, जिन्हे आईजीसीसी के कॉल ऐसोसियेट्स आईजीएमएस में फीड कर के उनका शिकायत कोड जनरेट करते हैं।

विनियामक कार्यवाही

प्राधिकरण शिकायतों के आधार पर सभी बीमा कंपनियों के ऑन साईट व ऑफ साईट निरीक्षण करता है तथा यथा आवश्यकता उन पर विनियमों के अंतर्गत कार्यवाही करता है। इन्हीं निरीक्षणों के नवीनतम आँकड़े पिछले अंक में दिये गये थे, जिनके आधार पर यह तथ्य स्पष्ट होते हैं कि प्राधिकरण द्वारा कुल 287 निरीक्षण किये गये, जिनमें से 216 मामले उपयुक्त कार्यवाही उपरांत बंद कर दिये गये जिनमें 174 मामले ऐसे थे जिनमें किसी भी प्रकार का उल्लंघन नहीं किया गया था। इनमें से 71 मामले ऐसे थे जोकि प्रतीक्षा या प्रक्रिया में होने के कारण लंबित थे।

वित्तीय साक्षरता व उपभोक्ता शिक्षा:

मुख्य कार्य

- जनता में बीमा के प्रति जागरूकता का प्रसार करना

- पॉलिसीधारक को बीमा उत्पाद व उनमें नीहित जोखिम से परिचित करवाना
- पॉलिसीधारकों को उनके अधिकार व कर्तव्यों से परिचित करवाना
- शिकायत निवारण माध्यमों के प्रति समाज में जागरूकता का प्रसार करना

वित्तीय साक्षरता संबंधी कूटनीतियाँ

1) वित्तीय साक्षरता पर राष्ट्रीय कूटनीति

- जागरूकता सर्वेक्षण
- दूरदर्शिता
- राष्ट्रिय कूटनीति
- वास्तविक कूटनीति
- कार्यान्वयन
- आगे कि ओर देखना
- संवृद्धि, वित्त व वित्तीय शिक्षा सहित
- वित्तीय साक्षरता के अहम अवयव
- दूरदर्शिता, प्रेषण, लक्ष्य, कूटनीतिक कार्य योजन तथा अंशधारी
- वित्तीय शिक्षा पर राष्ट्रीय सर्वेक्षण
- शिकायतों के आधारपर आँकलन तथा शिकायत भंडारण की स्थापना

- विद्यालय पाठ्यक्रम में वित्तीय शिक्षा अवयव का प्रतिचित्रण
- मूलभूत वित्तीय शिक्षा
- क्षेत्रीय केन्द्रित वित्तीय शिक्षा
- उत्पाद शिक्षा
- अशिक्षितों के लिये वित्तीय शिक्षा
- वित्तीय शिक्षा के लिये वितरण माध्यम
- संस्थागत व्यवस्था
- मार्गदर्शन

2) उपभोक्ता शिक्षा के लिये आईआरडीए की कूटनीति

- एनसीईईआर, 20011 के द्वारा संपूर्ण भारत में जागरूकता सर्वेक्षण उद्देश्य:
- बीमित जनसंख्या में जागरूकता स्तरों का अध्ययन
- अबीमित जनसंख्या में जागरूकता स्तरों का अध्ययन
- बीमित व अबीमितों का सामाजिक-अर्थिक प्रालेख तैयार करना

नेशनल काउंसिल ऑफ अपलाइड इकोनॉमिक रिसर्च (एनसीईईआर) सर्वेक्षण के परिणाम:

- उपलब्ध उत्पाद सीमित है
- विभिन्न सूचकों के संदर्भ में शहरी-ग्रामीण अंतर का अभाव
- स्थावस्थ बीमा की जीवन बीमा की तुलना में कम जागरूकता
- बीमित अपने अधिकारों की तुलना में अपने दायित्वों के प्रति अधिक जागरूक है।
- बीमित मूलभूत जानकारी के लिये अभिकर्ताओं पर आश्रित है
- अधिकांश बीमा के सिद्धांत के प्रति अनभिज्ञ हैं
- बीमितों को बीमा के प्रति अबीमितों से अधिक समझ है
- बीमा के प्रति कई भ्रान्तियाँ हैं।
- शहर व ग्रामीण क्षेत्रों में अभिकर्ता ही बीमा का

प्राधिकरण शिकायतों के आधार पर सभी बीमा कंपनियों के ऑन साईट व ऑफ साईट निरीक्षण करता है तथा यथा आवश्यकता उन पर विनियमों के अंतर्गत कार्यवाही करता है।

- सर्वोच्च माध्यम है। अन्य महत्वपूर्ण माध्यम है - मित्र संबंधी व मीडिया
- बीमा अत्यधिक महंग है
- एनसीईआर की वेबसाइट: www.ncaer.org
- सी बी एस सी - विद्यालय पाठ्यक्रम का विकास
- अन्य अंशधारियों के साथ तालमेल
- प्रचार वाक्य-बीमा बेमिसाल: बीमा का प्रचार, बीमित का सुरक्षा
- प्रकाशन माध्यम
- इलेक्ट्रॉनिक माध्यम
- अन्य माध्यम
- बीमा बेमिसाल की पहल
 - मुद्रण अभियान
 - अखबार इतिहास: विषय आधारित:
 - बीमा का उद्देश्य
 - बीमा लोकपाल
 - जानकार बनें... यूलिप जाने
 - जीवन बीमा
 - मोटर बीमा
 - आईआरडीए का शिकायत कॉल सेन्टर
 - एकीकृत शिकयत प्रबंधन प्रणाली (आईजीएमएस)
 - सुवाह्यता (पोर्टोबिलिटि)
 - मिथ्या कॉल्स (स्पूरियम कॉल्स)
- इतिहास 13 भाषाओं में जारी किये गये जिनमें
 - अंग्रेजी, हिन्दी तथा अन्य स्वदेशी भाषाओं (पंजाबी, तमिल, उर्दू, बंगाली, मराठी, मलयालम, गुजराती, असमी, कन्नड़ तथा उड़िया) है।
- हस्तपुस्तिकाएँ: (स्वास्थ्य बीमा, बीमा मध्यस्थ, जीवन बीमा, मोटर बीमा, संपत्ति बीमा, यात्रा बीमा जोकि अंग्रेजी, हिन्दी व अन्य

भारतीय भाषाओं में है) इसमें पॉलिसीधारक हस्तपुस्तिका नई है जोकि जीवन बीमा संशोधन (राईडर), गृहस्वामी व दुकानदार पैकेज बीमा से संबंधित मार्गदर्शन पर आधारित है।

- पोस्टर (बीमा लोकपाल, यूलिप, स्वास्थ्य बीमा में सुवाह्यता, आई जी एम एस, वाहन बीमा, मिथ्या कॉल्स से सावधानी, वाहन बीमा स्थिति खोज, पॉलिसीधारक सेवा प्रतिवर्तन काल तथा ग्राहक शिक्षा वेबसाइट)
- कॉमिक बुक श्रंखला (तीन खण्ड-खण्ड 1 - बीमा लोकपाल, यूलिप, मोटर व स्वास्थ्य बीमा, खण्ड 2 - कम बीमा, स्वास्थ्य बीमा की सुवाह्यता, फ्री लुक अवधि व प्रस्ताव पत्र को भरना, खण्ड-3 लाईसेंसधारी मध्यस्थ, सर्वेक्षक, तकनीकी जानकार व नकदी रहित सेवा)
- ग्राहक मामले विभाग की वार्षिक बुकलेट का मुद्रण

अन्य माध्यम

- पॉलिसीधारक सुरक्षा पर आईआरडीए के वार्षिक सेमिनार
- ग्राहक इकाइयों की सहायता से देश के विभिन्न भागों में बीमा जागरूकता सेमिनारों में अर्थिक सहायता प्रदान करना व उनमें हिस्सा लेना
- दिल्ली मेट्रो में इतिहास अभियान
- इंटरनेट की सहायता से बीमा के प्रति जागरूकता का प्रसार करना

ग्राहक शिक्षा वेबसाइट:

www.policyholder.gov.in

ग्राहक शिक्षा के लिये एक वेबसाइट (www.policyholder.gov.in) लाँच की गई जिसका उद्देश्य जन साधारण में बीमा के प्रति जागरूकता का प्रसार करना है। इस वेबसाइट में बीमा से जुड़ी सभी इकाइयों का संक्षेप में विवरण दिया गया है तथा बीमा उत्पाद खरीदने के लिये सभी आवश्यक जानकारी दी गई है जैसे:

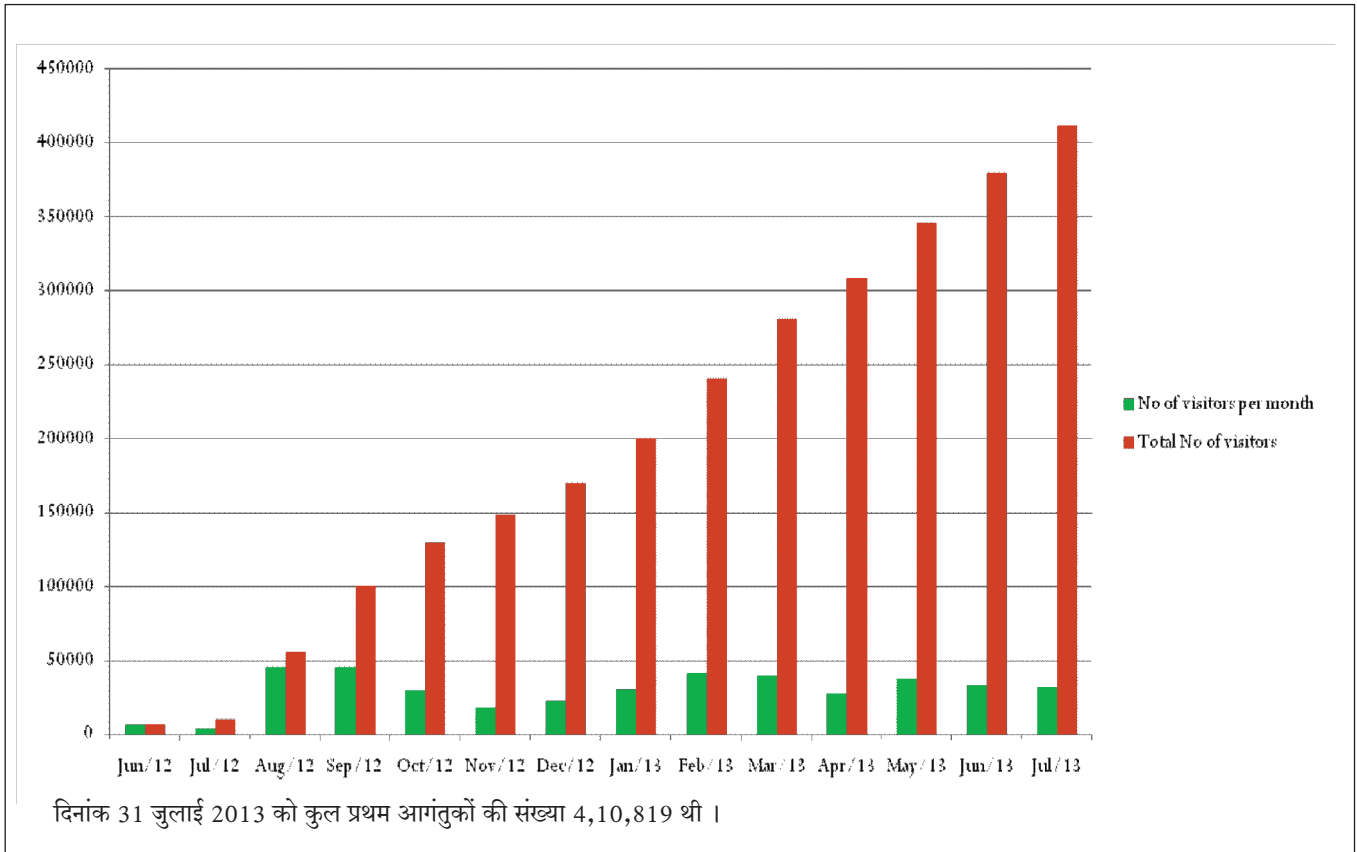
- बीमा खरीदना
- दावा करना
- पॉलिसीधारक सुरक्षा एवं
- शिकायत निवारण, इत्यादी है।

ग्राहक शिक्षा वेबसाइट से प्राप्त आँकड़ों के आधार पर यह बार चार्ट तय्यार किया गया है:

ग्राहक शिक्षा वेबसाइट पर एक अल्पायु कोना है जिसमें कुछ गेम्स है जैसे पजल गेम, स्मरण शक्ति गेम, इत्यादी। इन गेम्स में खेलने वाले को विभिन्न पहलुओं से बीमा से संबंधित प्राथमिक जानकारी दी जाती है।

ग्राहक मामले विभाग की आगामी योजनाओं की रूपरेखा

ग्राहक शिकायत प्रणाली की निरन्तर विकासशीलता को ध्यान में रखते हुए, प्राधिकरण ने एक रूपरेखा तैयार की है जिसके अंतर्गत और अधिक हस्तपुस्तिकाएँ बनाई जाएँगी, कॉमिक बुक का अन्य भारतीय भाषाओं में अनुवाद किया जाएगा, दिल्ली मेट्रो ट्रेन में विज्ञापन किया जाएगा, इंटरनेट के द्वारा जागरूकता फैलाई जाएगी, एनीमेटेड कॉमिक बुक वेबसाइट पर उपलब्ध कराई जाएँगी, साधारण बीमा परिषद का संपूर्ण भारत अभियान को गति व ऊर्जा प्रदान कराई जाएगी, स्वयं सेवी संस्थाओं से बीमा



शिक्षा को अर्थिक सहायता प्रदान की जाएगी, बीमा पर शैक्षिक अनुसंधान को आर्थिक सहायता प्रदान की जाएगी, उद्योग की सहायता से वर्तमान वित्तीय साक्षरता केन्द्रों के नेटवर्क के प्रयोग की योजना तैयार की जाएगी, आईआरडीए कॉलर आईडी के लिये रिंग टोन का विकास किया जाएगा, इत्यादी है।

विज्ञापन कार्यनीति के अंतर्ग 8 ग्राहक इकाइयों को आर्थिक सहायता प्रदान की जाएगी, 2-4 अनुसंधान प्रस्तावों को आर्थिक सहायता प्रदान की जाएगी, स्वयं सेवी संस्थाओं को मामलों की गंभीरता अनुसार आर्थिक सहायता प्रदान की जाएगी, एनीमेशन फिल्मों को 12 भाषाओं में पार्श्व स्वर दिया जाएगा, आईजीसीसी, आईजीएमएस व ग्राहक शिक्षा वेबसाइट के आभासी दौर (वर्चुअल टूर) को पार्श्व स्वर प्रदान किया जाएगा, उद्योग के लिये संपूर्ण-उद्योग प्रश्नोत्तरी कार्यक्रम का आयोजन किया जाएगा, सभी प्रकार के सर्वप्रचलित माध्यमों

को सुचारू रूप से प्रयोग किया जाएगा, बीमाकर्ताओं व उद्योग की सहायता से वित्तीय साक्षरता केन्द्रों को प्रयोग बीमा शिक्षा के प्रचार की योजना को कार्यन्वित किया जाएगा, एफएलसी मॉडल के अंतर्गत बच्चों में वितरण के लिये बीमा शिक्षा की सामग्री तैयार की जाएगी, नवयुवकों में यूट्यूब/फेसबुक जैसे प्रचलित माध्यमों की सहायता से बीमा का प्रचार करना, अखबारों में बीमा कॉलम व कॉमिक श्रृंखला पर परिचय करना।

ग्राहक मामले विभाग के आगामी तकनीकी संबंधी प्रयास

यूनिट लिंकड बीमा उत्पादों में तुलना करने के लिये मोबाईल एप्लीकेशन का विकास करना, आईजीएमएस में सयय व परिस्थिति अनुसार विकास करना, आईजीएमएस को मोबाईल से जोडना, ग्राहक शिक्षा पोर्टल (प्रस्तुत) का निरंतर

विकास, नक्षा प्रबंधन सूचना प्रणाली (एमएमआईएस) के आधार पर शिकयतों का भौगोलिक विश्लेषण करना, आदि।

लेखक आईआरडीए के ग्राहक मामले विभाग में सहायक निदेशक (शिकायत प्रणाली) है। उपरोक्त विचार व्यक्तिगत है।

बीमा में हिन्दी क्यों जरूरी

डॉ. अजयकुमार मिश्रा का कहना है कि हिन्दी भाषा कि अपनी कई विशेषताएँ हैं और यह दुनिया में बोली जाने वाली समस्त भाषाओं में अपनी खास योग्यता कि वजह से अहम स्थान रखती है।

भारत एक शांतिप्रिय देश है यहाँ न केवल लोगों के व्यवहार में शालीनता पायी जाती है बल्कि यहाँ की बोली भी सबसे मीठी मानी जाती है। यह न केवल अपने संस्कृति और संस्कार से विश्व में प्रसिद्ध है बल्कि विश्व के कोने कोने से लोग यहाँ आने की खाहिस रखते हैं जिनमें कुछ ही भाग्यशाली लोग हैं जो भारत की संस्कृति को नजदीक से समझने का अनुभव उठा पाते हैं। भारत के नवीनतम जनसंख्या के आँकड़ों को देखा जाये तो भारत की जनसंख्या 1,290,193,422 (1, मार्च 2011 की जनगणना के अनुसार) है। विश्व के कुल 142 देशों की कुल आबादी में भारत की आबादी का हिस्सा 17.12% है। यह अपनी जनसंख्या के आधार पर विश्व में द्वितीय स्थान पर है। यदि बीमा की बात करें तो भारत में बीमा व्यवसाय के लिये अपार सम्भावनायें हैं। जीवन बीमा में यदि प्रति व्यक्ति प्रीमियम की बात करे तो यह डालर 41 मात्र है तथा बीमा पेनीट्रेशन मात्र 3.40 प्रतिशत कुल आबादी का है जबकि सामान्य बीमा में औसत प्रीमियम प्रति पॉलिसी डालर 10 मात्र है और सामान्य बीमा पेनीट्रेशन मात्र 0.70 प्रतिशत ही है और यह हाल वर्ष 2011 के नवीनतम आँकड़ों के आधार पर है। इन्ही आँकड़ों से अंदाजा

लगाया जा सकता है की भारत में बीमा व्यवसाय (जीवन एवं सामान्य) की कितनी सम्भावनायें विद्यमान है। सम्पूर्ण बीमा उद्योग की बात करें तो भारत में औसत प्रीमियम मात्र डालर 49 है जबकि 4.10 प्रतिशत तक ही बीमा की पहुँच है।

अंतर्राष्ट्रीय मुद्रा कोष द्वारा जारी आकड़ों के आधार पर, वैश्विक स्तर पर यदि सकल घरेलू उत्पाद की तुलना करे तो चीन नंबर दो पर है और जापान नंबर तीन पर जबकि भारत का स्थान इस श्रेणी में दसवें

ठीक यही हाल विश्व की सकल घरेलू उत्पाद में तृतीय स्थान रखने वाले जापान का भी है जहाँ पर न केवल जापानी भाषा बोली जाती है बल्कि सारे क्रियान्वयन जापानी भाषा में किये जाते हैं।

स्थान पर है। यदि इसी बात को दूसरे आधार पर प्रस्तुत किया जाये तो चीन जनसंख्या के आधार पर नंबर एक है और भारत नंबर दो पर इस श्रेणी में चीन नंबर दो पर है जबकि भारत का स्थान 10 है। यदि चीन के विकास की गति के पीछे का कारण जाना जाये तो वहाँ बोली जाने वाली भाषा का महत्वपूर्ण स्थान है। चीन में चीनी भाषा न केवल बोली जाती है बल्कि समस्त क्रियान्वयन इसी भाषा में किये जाते हैं। ठीक यही हाल विश्व की सकल घरेलू उत्पाद में तृतीय स्थान रखने वाले जापान का भी है जहाँ पर न केवल जापानी भाषा बोली जाती है बल्कि सारे क्रियान्वयन जापानी भाषा में किये जाते हैं। इन बातों से एक बात निकलकर सामने आती है कि किसी देश कि उन्नति तभी हो सकती है जबकि उस देश की भाषा कि उन्नति हो और वह तभी संभव है जबकि उस देश की भाषा का सभी क्रियान्वयन में अनिवार्य किया जाय।

भारत में, भारतीय जीवन बीमा निगम के आरंभ से ही बीमा का विकास होता चला आ रहा है और इसमें तेजी से गति मिली जब निजी बीमाकर्ताओं को इस क्षेत्र में कार्य करने की अनुमति भारत सरकार द्वारा

बीमा विनियामक और विकास प्राधिकरण की स्थापना के पश्चात उसकी निगरानी में दिया गया। निजीकरण के पश्चात बीमा के क्षेत्र में व्यापक परिवर्तन हुये हैं और होते चले जा रहे हैं पर उनमें से एक परिवर्तन जिसने विशालकाय राक्षस का रूप धारण कर लिया है वह है अंग्रेजी। बीमा के निजीकरण के पश्चात बीमाकर्ताओं ने बीमा के क्षेत्र में अंग्रेजी का जमकर उपयोग करना शुरु किया है प्रत्येक फार्म अंग्रेजी के रूप में आम लोगों तक पहुँचा और लोग अंग्रेजी की बारीकियों को नहीं समझ पाए परिणामवश कुछ लोग अपनी मेहनत की कमाई भी बीमा में गवां बैठे। निजी बीमाकर्ताओं की तो नींव ही अंग्रेजी पर टिकी हुई है। खासकर ऐसे बीमाकर्ता जो विदेशी साझेदार के साथ इस व्यवसाय में कार्यरत है। इस अंधी दौड़ में भारतीय जीवन बीमा निगम ने भी बढ़-चढ़ कर हिस्सा लिया चाहे वह अपनी साख बचाने के लिये या फिर प्रतियोगिता में बने रहने के लिये जिसकी वजह से भारत में आज व्यावसायिक क्षेत्र में न केवल बीमा में बल्कि प्रत्येक क्षेत्र में अंग्रेजी का बोलबाला है। आज अंग्रेजी भाषा शान का प्रतीक भी बन चुका है।

यदि भारत के नवीनतम जनसंख्या के आंकड़ों पर गौर करें तो कुल आबादी का मात्र 12 प्रतिशत लोग ही अंग्रेजी भाषा कि समझ रखते हैं। (जन गणना 2011 के अनुसार)। शेष अन्य लोग हिन्दी या अन्य क्षेत्रीय भाषा की समझ रखते हैं। यदि इस आधार पर हिन्दी भाषा की बात करें तो 2009 की जनसंख्या के अनुसार 41.03 प्रतिशत लोग कुल आबादी के हिन्दी भाषा को प्रयोग करते हैं। और यदि इन अंको में बात करें तो 42 करोड़ से भी अधिक लोग हिन्दी भाषा को बोलते हैं (2011 की जन गणना के आधार पर) पर दुर्भाग्य यह है कि बीमा कंपनियाँ 40 प्रतिशत लोगों के समूह को लक्ष्य बनाकर अपने उत्पाद को बेचने कि अपेक्षा लोगों पर अधिक ध्यान केंद्रित कर रही है और यह कई कारणों में से एक बड़ा कारण भी है कि बीमा का विकास उस स्तर पर नहीं हो पा रहा है

हिन्दी को संस्कृत शब्दसंपदा एवं नवीन शब्द रचना सामर्थ्य विरासत में मिली है। वह देशी भाषाओं एवं अपने बोलियों आदि से शब्द लेने में संकोच नहीं करती।

जितनी यहाँ सम्भवनाएं विद्यमान है और यह हाल बीमा व्यवसाय के निजीकरण के 10 वर्षों से अधिक समय होने पर भी बना हुआ है। भारत के जिस क्षेत्र में हिन्दी भाषा नहीं बोली जाती वहाँ हिन्दी से मिलती जुलती भाषा ही बोली जाती है और वो समस्त लोग हिन्दी भाषा को अच्छी तरह से समझते हैं।

हिन्दी भाषा कि अपनी कई विशेषताएँ हैं और यह दुनिया में बोली जाने वाली समस्त भाषाओं में अपनी खास योग्यता कि वजह से अहम स्थान रखती है। सन् 1998 के पूर्व, मातृभाषियों की संख्या की दृष्टि से विश्व में सर्वाधिक बोली जाने वाली भाषाओं के जो आँकड़े मिलते हैं, उनमें हिन्दी को तीसरा स्थान दिया जाता है। सन् 1997 में सैन्सस ऑफ इंडिया का भारती भाषाओं के विश्लेषण का ग्रन्थ प्रकाशित होने तथा संसार की भाषाओं की रिपोर्ट तैयार करने के लिए यूनेस्को द्वारा सन् 1998 में भेजी गई यूनेस्को पश्चावली के आधार पर उन्हें भारत सरकार के केन्द्रीय हिन्दी संस्थान के तत्कालीन निदेशक प्रोफेसर महावीर सरन जैन द्वारा भेजी गई विस्तृत रिपोर्ट के बाद अब विश्व स्तर पर यह स्वीकृत है कि मातृभाषियों की संख्या की दृष्टि से संसार की भाषाओं में चीनी भाषा के बाद हिन्दी का दूसरा स्थान है। चीनी भाषा के बोलने वालों की संख्या हिन्दी

भाषा से अधिक है किन्तु चीनी भाषा का प्रयोग क्षेत्र हिन्दी की अपेक्षा सीमित है। अंग्रेजी भाषा का प्रयोग क्षेत्र हिन्दी की अपेक्षा अधिक है किन्तु मातृभाषियों की संख्या अंग्रेजी भाषियों से अधिक है।

हिन्दी भाषा का इतिहास लगभग एक हजार वर्ष पुराना माना गया है। हिन्दी भाषा व साहित्य के जानकार अपभ्रंश की अंतिम अवस्था अवहट्ट से हिन्दी का उद्भव स्वीकार करते हैं। हिन्दी भाषा के उज्ज्वल स्वरूप का भान कराने के लिए यह आवश्यक है कि उसकी गुणवत्ता, क्षमता, शिल्प-कौशल और सौंदर्य का सही-सही आँकलन किया जाए। यदि ऐसा किया जा सके तो सहज ही सब की समझ में यह आ जाएगा कि -

1. संसार की उन्नत भाषाओं में हिन्दी सबसे अधिक व्यवस्थित भाषा है।
2. यह सबसे अधिक सरल भाषा है।
3. यह सबसे अधिक लचीली भाषा है
4. यह एक मात्र ऐसी भाषा है जिससे अधिकतर नियम अपवादविहीन है
5. यह सच्चे अर्थों में विश्व भाषा बनने की पूर्ण अधिकारी है
6. हिन्दी लिखने के लिये प्रयुक्त देवनागरी लिपि अत्यन्त वैज्ञानिक है।
7. हिन्दी को संस्कृत शब्दसंपदा एवं नवीन शब्द रचना सामर्थ्य विरासत में मिली है। वह देशी भाषाओं एवं अपने बोलियों आदि से शब्द लेने में संकोच नहीं करती।

शेष अगले अंक में

लेखक सहारा इन्डिया लाईफ इश्योरेन्स कं. लि.
लखनऊ, के एक वरिष्ठ कार्यकारी

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

Sl. No.	Insurer	Fire	Marine	Marine Cargo	Marine Hull	Engineering	Motor
1	Royal Sundaram	26.82	9.63	9.15	0.48	9.95	265.21
	Previous year	47.75	9.59	9.59	0.00	7.80	240.71
2	TATA-AIG	137.47	65.45	65.45	0.00	32.36	268.51
	Previous year	103.31	64.03	64.03	0.00	26.28	224.41
3	Reliance	87.22	15.05	15.04	0.01	25.04	356.33
	Previous year	71.25	13.09	12.77	0.32	35.58	308.85
4	IFFCO Tokio	119.46	36.49	31.24	5.25	28.10	451.56
	Previous year	100.71	27.85	24.41	3.44	14.42	324.75
5	ICICI Lombard	241.95	95.73	79.59	16.14	49.85	779.84
	Previous year	180.22	72.81	60.33	12.48	46.21	605.60
6	Bajaj Allianz	103.97	33.59	32.69	0.90	37.68	610.14
	Previous year	107.08	28.12	28.06	0.05	38.89	522.16
7	HDFC ERGO	115.55	32.94	28.53	4.41	20.63	205.33
	Previous year	114.60	31.00	26.09	4.92	23.05	159.10
8	Cholamandalam	35.56	17.53	17.52	0.01	5.89	306.07
	Previous year	32.01	9.92	9.91	0.01	6.52	245.37
9	Future Generali	44.91	17.48	17.48	0.00	10.66	156.83
	Previous year	36.05	19.17	19.17	0.00	10.60	144.92
10	Universal Sompo	35.72	8.22	8.22	0.00	4.06	54.79
	Previous year	29.16	4.38	4.38	0.00	3.81	55.47
11	Shriram	2.29	0.28	0.28	0.00	1.42	357.63
	Previous year	1.60	0.35	0.35	0.00	0.87	324.43
12	Bharti Axa	37.14	13.00	13.00	0.00	12.93	249.60
	Previous year	24.71	9.64	9.64	0.00	6.73	182.57
13	Raheja QBE	0.07	0.00	0.00	0.00	0.12	0.24
	Previous year	0.03	0.00	0.00	0.00	0.03	0.01
14	SBI	113.52	3.38	3.38	0.00	5.39	98.17
	Previous year	64.07	1.64	1.64	0.00	5.89	34.29
15	L&T	13.21	3.16	3.16	0.00	4.10	30.57
	Previous year	9.54	2.08	2.08	0.00	3.07	24.28
16	Magma HDI	1.03	0.34	0.34	0.00	0.18	69.50
	Previous year	NA	NA	NA	NA	NA	NA
17	Star Health & Allied Insurance						
	Previous year						
18	Apollo MUNICH						
	Previous year						
19	Max BUPA						
	Previous year						
20	Religare Health						
	Previous year						
21	Liberty Videocon	1.57	0.00	0.00	0.00	0.32	10.84
	Previous year	NA	NA	NA	NA	NA	NA
	Private Total	1,117.46	352.27	325.06	27.20	248.68	4,271.17
	Previous year	922.11	293.67	272.45	21.21	229.75	3,396.92
22	New India	460.15	210.34	94.80	115.55	100.57	1,056.67
	Previous year	434.55	188.03	97.59	90.44	115.02	884.84
23	National	273.12	108.98	58.20	50.78	75.85	1,252.84
	Previous year	246.49	105.56	56.55	49.01	74.04	1,043.02
24	United India	392.29	206.12	94.02	112.10	133.11	851.68
	Previous year	349.75	185.66	92.19	93.47	128.46	812.81
25	Oriental	367.24	165.64	80.14	85.50	97.57	624.85
	Previous year	322.11	163.49	86.50	76.99	96.63	578.67
26	ECCG						
	Previous year						
27	AIC of India						
	Previous year						
	Public Total	1,492.80	691.08	327.15	363.93	407.11	3,786.04
	Previous year	1,352.90	642.74	332.83	309.91	414.16	3,319.34
	Grand Total	2,610.26	1,043.35	652.22	391.13	655.79	8,057.21
	Previous year	2,275.01	936.41	605.28	331.12	643.91	6,716.26

Compiled on the basis of data submitted by the Insurance companies

FOR THE PERIOD JUNE 2013 (PROVISIONAL & UNAUDITED)

(₹ in Crores)

Motor OD	Motor TP	Health	Aviation	Liability	Personal Accident	All Others	Grand Total
189.74	75.47	65.25	0.00	2.92	11.97	4.43	396.18
181.53	59.17	64.78	0.00	2.70	15.19	5.57	394.11
176.35	92.16	85.97	0.22	51.81	35.69	7.64	685.11
169.39	55.02	47.04	0.00	47.19	36.27	14.67	563.19
198.29	158.04	169.24	0.78	17.26	7.53	20.47	698.91
174.06	134.78	80.45	1.36	23.05	9.99	16.43	560.05
262.09	189.47	63.55	1.86	18.95	9.04	44.42	773.43
204.53	120.22	36.55	1.15	17.27	8.43	54.87	585.99
510.00	269.83	405.95	10.05	45.28	51.36	96.11	1,776.12
425.91	179.69	348.98	26.14	40.89	45.15	35.76	1,401.76
423.29	186.86	201.49	2.24	38.00	12.00	47.16	1,086.28
373.81	148.36	135.90	3.68	33.81	14.26	45.54	929.44
133.28	72.05	237.98	6.33	36.38	65.97	50.40	771.50
104.51	54.59	143.86	6.55	30.54	58.57	2.80	570.08
162.06	144.00	93.70	0.00	3.12	15.07	3.20	480.15
140.73	104.64	87.21	0.00	3.82	12.15	3.21	400.21
110.12	46.71	37.37	0.00	8.94	14.05	16.18	306.42
96.05	48.88	32.29	0.00	7.57	11.42	14.13	276.16
28.53	26.26	30.37	0.25	1.35	2.28	17.62	154.67
28.89	26.59	17.57	0.00	1.40	1.97	16.57	130.34
122.95	234.68	0.00	0.00	0.42	0.59	1.39	364.02
126.65	197.78	0.00	0.00	0.20	0.25	0.24	327.95
170.61	79.00	71.02	0.00	4.04	9.31	4.83	401.88
134.93	47.64	66.30	0.00	1.68	8.74	3.42	303.78
0.00	0.24	0.00	0.00	5.14	0.10	0.53	6.22
0.00	0.01	0.00	0.00	2.89	0.08	0.74	3.79
54.64	43.53	2.41	0.62	0.99	35.13	11.29	270.89
21.42	12.86	1.99	6.14	0.25	3.23	8.75	126.25
21.50	9.08	9.98	0.00	1.58	1.96	0.82	65.38
15.17	9.11	3.94	0.00	1.42	2.28	1.21	47.83
36.59	32.91	0.00	0.00	0.00	0.00	0.00	71.05
NA	NA	NA	NA	NA	NA	NA	NA
		184.32			4.13	0.00	188.46
		176.90			2.93	0.00	179.83
		104.59			2.91	2.85	110.35
		97.30			2.04	2.33	101.68
		59.45			0.32	0.00	59.76
		36.39			0.00	0.00	36.39
		50.88			0.48	0.00	51.36
		NA			NA	NA	NA
9.44	1.41	0.00	0.00	0.11	0.72	0.42	13.98
NA	NA	NA	NA	NA	NA	NA	NA
2,609.47	1,661.70	1,873.53	22.34	236.28	280.61	329.76	8,732.10
2,197.58	1,199.33	1,377.45	45.02	214.68	232.95	226.26	6,938.81
543.34	513.33	937.19	19.18	73.91	49.79	148.13	3,055.93
446.93	437.91	865.07	11.77	66.16	45.32	132.74	2,743.50
567.18	685.66	551.28	24.21	27.59	33.59	118.93	2,466.39
485.28	557.74	566.18	20.82	28.35	32.12	125.03	2,241.62
400.69	450.99	781.64	13.50	42.83	41.25	195.27	2,657.68
404.02	408.80	676.60	3.93	38.33	39.51	188.29	2,423.33
277.96	346.89	443.88	24.75	31.71	34.73	168.33	1,958.70
268.45	310.22	369.37	20.29	30.94	32.52	136.87	1,750.89
						289.97	289.97
						251.10	251.10
						354.38	354.38
						170.33	170.33
1,789.18	1,996.86	2,713.98	81.64	176.05	159.36	1,275.01	10,783.06
1,604.67	1,714.67	2,477.22	56.80	163.77	149.48	1,004.37	9,580.78
4,398.65	3,658.56	4,587.51	103.98	412.33	439.97	1,604.76	19,515.16
3,802.26	2,914.01	3,854.67	101.82	378.45	382.44	1,230.63	16,519.59

Report Card: General

GROSS PREMIUM UNDERWRITTEN FOR AND UP TO THE MONTH OF JULY 2013

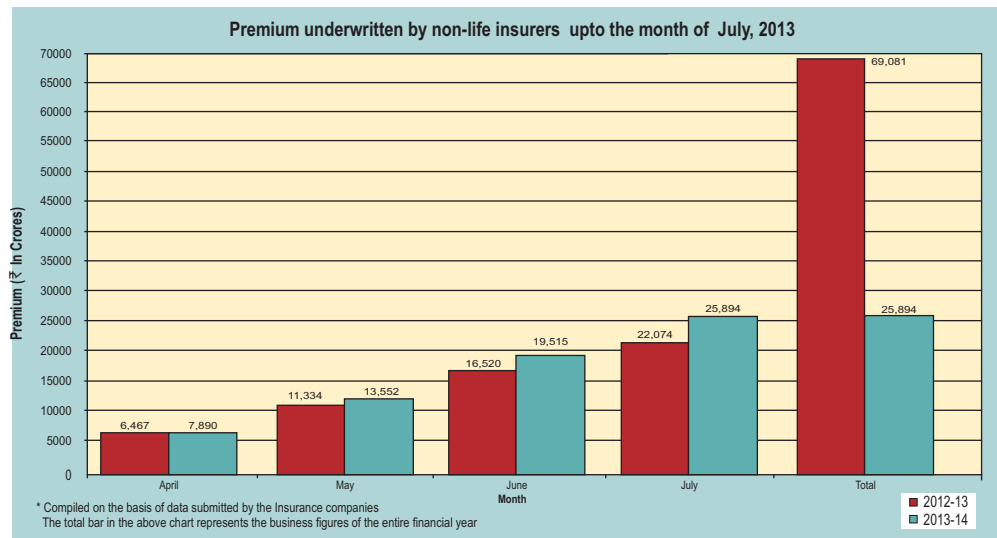
(₹ in Crores)

(%)

INSURER	JULY		APRIL-JULY		GROWTH OVER THE CORRESPONDING PREVIOUS YEAR
	2013-14	2012-13*	2013-14	2012-13*	
Royal Sundaram	116.01	132.39	512.19	526.49	-2.72
Tata-AIG	208.61	181.48	893.72	744.67	20.02
Reliance General	203.60	164.67	902.51	724.72	24.53
IFFCO-Tokio	215.87	184.37	989.30	770.36	28.42
ICICI-Iombard	588.32	493.83	2,364.44	1,895.59	24.73
Bajaj Allianz	420.08	339.57	1,506.36	1,269.02	18.70
HDFC ERGO General	194.10	169.62	965.60	739.70	30.54
Cholamandalam	147.98	134.05	628.13	534.26	17.57
Future Generali	93.85	88.76	400.26	364.92	9.69
Universal Sampo	38.88	36.27	193.47	166.61	16.13
Shriram General	130.96	117.40	494.98	445.35	11.14
Bharti AXA General	101.26	97.45	503.14	401.23	25.40
Raheja QBE	2.41	1.71	8.62	5.49	56.99
SBI General	97.44	60.23	368.34	186.48	97.52
L&T General	15.37	10.56	80.74	58.22	38.69
Magma HDI	32.31	NA	103.40	NA	NA
Liberty	8.22	NA	22.20	NA	NA
Star Health & Allied Insurance	96.25	66.23	284.71	246.06	15.71
Apollo MUNICH	39.40	42.59	149.75	144.26	3.80
Max BUPA	23.95	13.46	83.72	49.85	67.94
Religare	10.49	7.36	61.85	7.36	740.18
New India	975.02	885.37	4,030.95	3,628.88	11.08
National	776.14	703.20	3,242.53	2,944.82	10.11
United India	936.62	875.10	3,594.29	3,298.42	8.97
Oriental	615.12	528.70	2,573.83	2,279.59	12.91
ECGC	105.01	97.30	394.98	348.40	13.37
AIC	185.42	122.70	539.80	292.77	84.37
PRIVATE TOTAL	2,785.36	2,342.01	11,517.43	9,280.64	24.10
PUBLIC TOTAL	3,593.32	3,212.37	14,376.37	12,792.88	12.38
GRAND TOTAL	6,378.69	5,554.38	25,893.80	22,073.52	17.31

Note: Compiled on the basis of data submitted by the Insurance companies

* Figures revised by insurance companies



Statistical Supplement

(Monthly - June, 2013)

Name of the Insurer: Bajaj 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	2217.37	10396.84	34689.00	100080.00	-40.05	-310.93	30055369.00	158358428.00
Previous year	2257.42	10707.77	36080.00	97558.00	474.22	2572.20	31463482.00	171368753.00
Marine Cargo	749.15	3268.94	13780.00	41103.00	45.08	462.48	42512604.00	157646300.00
Previous year	704.06	2806.46	13946.00	39037.00	231.30	222.15	10000524.00	35001180.00
Marine Hull (Including Onshore & Offshore oil energy)	1.30	90.25	5.00	8.00	-0.30	84.97	139.00	76240.00
Previous year	1.60	5.27	0.00	1.00	-4.39	-31.26	0.00	50.00
Marine (Total)	750.45	3359.19	13785	41111	44.79	547.45	42512743.00	157722540.00
Previous year (Total)	705.67	2811.74	13946	39038	226.91	190.89	10000524.00	35001230.00
Aviation	101.27	224.35	20.00	84.00	15.63	-143.70	1278602.00	4679035.00
Previous year	85.64	368.06	9.00	35.00	55.32	-290.87	3266120.00	5808840.00
Engineering	736.73	3768.26	1449.00	4820.00	-1197.74	-120.94	16930646.00	43565045.00
Previous year	1934.46	3889.20	1494.00	4461.00	1311.93	1282.21	25836528.00	54597696.00
Motor Own Damage	14480.41	42328.50	343352.00	999613.00	933.28	4947.89	972187.00	2806527.00
Previous year	13547.13	37380.61	342415.00	931114.00	2645.61	4633.04	885382.00	2468442.00
Motor Third party	6723.65	18685.88	349058.00	1020807.00	1029.00	3850.36		
Previous year	5694.66	14835.52	347909.00	942032.00	1163.87	2837.39		
Motor (Total)	21204.06	61014.38	349058	1020807	1962.28	8798.25	972187.00	2806527.00
Previous year (Total)	19241.79	52216.13	347909	942032	3809.48	7470.44	885382.00	2468442.00
Workmen's compensation / Employer's liability	287.17	896.02	1800.00	5450.00	14.88	57.88	58056.00	196686.00
Previous year	272.29	838.14	1821.00	5163.00	41.89	24.68	46408.00	155893.00
Public Liability	5.00	43.33	16.00	91.00	-2.05	14.82	20054.00	110343.00
Previous year	7.05	28.51	25.00	78.00	-1.62	-3.67	27046.00	129882.00
Product Liability	98.46	741.79	77.00	220.00	21.98	124.62	326772.00	1256353.00
Previous year	76.49	617.17	65.00	201.00	7.09	53.99	89778.00	309156.00
Other Liability Covers	1119.71	2118.74	380.00	1125.00	73.43	221.11	649195.00	1693806.00
Previous year	1046.28	1897.63	344.00	977.00	176.71	121.44	451857.00	999705.00
Liability (Total)	1510.34	3799.88	2273	6886	108.24	418.43	1054077.00	3257188.00
Previous year (Total)	1402.10	3381.46	2255	6419	224.06	196.45	615089.00	1594636.00
Personal Accident	423.31	1200.13	6433.00	17922.00	-127.11	-225.95	4453844.00	10771041.00
Previous year	550.42	1426.07	7262.00	18074.00	177.19	265.63	1974029.00	6092834.00
Medical Insurance	5847.74	16916.13	65465.00	181111.00	2846.55	6148.56	7880298.00	23178731.00
Previous year	3001.19	10767.56	70401.00	168357.00	398.22	1838.07	3137398.00	8465195.00
Overseas Medical Insurance	833.70	3233.17	46624.00	159407.00	104.21	410.99	234285.00	3918492.00
Previous year	729.48	2822.19	47412.00	161254.00	65.36	797.25	886874.00	4046633.00
Health (Total)	6681.43	20149.30	112089	340518	2950.76	6559.55	8114583.00	27097223.00
Previous year (Total)	3730.67	13589.75	117813	329611	463.58	2635.32	4024272.00	12511828.00
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	34.65	166.28	8.00	25.00	54.80	91.55	126907.00	1320889.00
Previous year	-20.15	74.73	4.00	19.00	-151.59	-207.68	273800.00	632385.00
All Other Miscellaneous	1371.56	4549.75	45067.00	153213.00	-130.81	70.29	3715846.00	17249748.00
Previous year	1502.37	4479.47	56165.00	145957.00	129.87	106.02	2287833.00	6408957.00
Grand Total	35031.20	108628.37	564871	1685466	3640.79	15683.99	109214804.00	426827664.00
Previous year (Total)	31390.40	92944.38	582937	1583204	6720.96	14220.60	80627059.00	296485601.00

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013

Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month
168.39	710.26	2650.00	7465.00	0.00	0.00	0.00	0.00	0.00	0.00
187.47	625.20	2903.00	7763.00	0.00	0.00	0.00	0.00	0.00	0.00
25.13	136.07	873.00	2391.00	0.00	0.00	0.00	0.00	0.00	0.00
53.54	117.57	833.00	2307.00	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
75.54	221.75	160.00	657.00	0.00	0.00	0.00	0.00	0.00	0.00
141.60	261.33	166.00	706.00	0.00	0.00	0.00	0.00	0.00	0.00
1119.26	3241.45	501.00	1475.00	0.00	0.00	0.00	0.00	0.00	0.00
1105.82	3003.51	1283.00	3611.00	0.00	0.00	0.00	0.00	0.00	0.00
649.18	1691.72	33687.00	96895.00	0.00	0.00	0.00	0.00	0.00	0.00
567.47	1404.34	31487.00	86341.00	0.00	0.00	0.00	0.00	0.00	0.00
1768.44	4933.17	33687	96895	0.00	0.00	0.00	0.00	0.00	0.00
1673.29	4407.85	31487	86341	0.00	0.00	0.00	0.00	0.00	0.00
48.36	117.15	266.00	864.00	0.00	0.00	0.00	0.00	0.00	0.00
38.35	106.69	258.00	778.00	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
34.63	168.21	36.00	92.00	0.00	0.00	0.00	0.00	0.00	0.00
22.81	169.63	33.00	73.00	0.00	0.00	0.00	0.00	0.00	0.00
82.99	285.37	302	956	0.00	0.00	0.00	0.00	0.00	0.00
61.16	276.32	291	851	0.00	0.00	0.00	0.00	0.00	0.00
36.43	126.40	4334.00	10990.00	0.00	0.00	20.91	18343.00	68340.00	112189
54.99	158.88	5180.00	11690.00	10.95	24.70	30741.00	61277.00	112189.00	350748.00
241.02	740.04	3212.00	8090.00	0.00	0.00	0.00	0.00	0.00	0.00
162.72	440.58	2466.00	6250.00	0.00	0.00	0.00	0.00	0.00	0.00
70.77	235.40	2444.00	8252.00	0.00	0.00	0.00	0.00	0.00	0.00
60.44	188.59	2207.00	7437.00	0.00	0.00	0.00	0.00	0.00	0.00
311.80	975.44	5656	16342	0.00	0.00	0.00	0.00	0.00	0.00
223.16	629.17	4673	13687	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	0.00	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	0.00	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	0.00	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
129.43	325.68	5068.00	12416.00	0.00	0.00	0.00	0.00	0.00	0.00
2568.54	7706.67	50301	148102	0.00	20.91	18343	68340	112189	350748
2524.64	6801.99	50601	135761	10.95	24.70	30741	61277	123978	322692

(Premium in ₹ Lakhs)



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	270.44	3713.89	999.00	3509.00	270.44	3443.45	751240.55	9899154.34
Previous year	246.74	2471.48	1141.00	3980.00	246.74	2224.74	479977.01	5464885.57
Marine Cargo	162.69	1300.47	332.00	1051.00	162.69	1137.79	269598.79	2971048.02
Previous year	164.08	963.71	275.00	726.00	164.08	799.63	221050.76	2256626.80
Marine Hull (Including Onshore & Offshore oil energy)								
Previous year								
Marine (Total)	162.69	1300.47	332	1051	162.69	1137.79	269598.79	2971048.02
Previous year (Total)	164.08	963.71	275	726	164.08	799.63	221050.76	2256626.80
Aviation								
Previous year								
Engineering	259.32	1293.40	432.00	1300.00	259.32	1034.08	260668.79	1110600.08
Previous year	126.71	672.71	167.00	474.00	126.71	546.00	104664.04	280529.80
Motor Own Damage	5350.22	17060.70	123053.00	365842.00	5350.22	11710.48	525976.54	1648090.40
Previous year	4626.53	13492.75	67919.00	192780.00	4626.53	8866.22	251809.79	741320.68
Motor Third party	2613.74	7899.63	123053.00	365842.00	2613.74	5285.88		
Previous year	1665.28	4763.82	67919.00	192780.00	1665.28	3098.54		
Motor (Total)	7963.96	24960.33	123053	365842	7963.96	16996.37	525976.54	1648090.40
Previous year (Total)	6291.81	18256.57	67919	192780	6291.81	11964.76	251809.79	741320.68
Workmen's compensation / Employer's liability	49.84	197.72	240	712	49.84	147.88	7371	43249
Previous year	24.23	63	84	218	24.23	38.94	4271	14661
Public Liability	1	5	4	16	0.76	4.01		
Previous year	0		0		0.00		0	
Product Liability					0.00	0.00	0	0
Previous year	0		0		0.00		0	
Other Liability Covers	106	201	52	137	105.60	95.88	24035	119853
Previous year	29	105	9	52	28.83	75.75	7600	26785
Liability (Total)	156.20	403.97	296	865	156.20	247.77	31406.27	163102.60
Previous year (Total)	53.06	167.75	93	270	53.06	114.69	11870.84	41445.94
Personal Accident	179.36	930.76	1157.00	3338.00	179.36	751.40	1349825.73	9775725.03
Previous year	333.56	873.58	959.00	2639.00	333.56	540.02	680939.95	2175889.07
Medical Insurance	942.85	7102.45	1457.00	5115.00	942.85	6159.60	14038.16	52652.75
Previous year	1896.56	6630.11	1576.00	4833.00	1896.56	4733.56	9855.16	38060.18
Overseas Medical Insurance								
Previous year								
Health (Total)	942.85	7102.45	1457	5115	942.85	6159.60	14038.16	52652.75
Previous year (Total)	1896.56	6630.11	1576	4833	1896.56	4733.56	9855.16	38060.18
Crop Insurance								
Previous year								
Credit Guarantee	24	24		0	24.05	0.00	0	0
Previous year								
All Other Miscellaneous	108.15	458.76	1107.00	3172.00	108.15	350.61	114139.64	652952.94
Previous year	70.12	341.89	1211.00	3624.00	70.12	271.77	144456.23	471070.54
Grand Total	10067.02	40188.09	128833	384192	10067.02	30121.07	3316894.47	26273326.16
Previous year (Total)	9182.63	30377.80	73341	209326	9182.63	21195.17	1904623.78	11469828.58

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to
the month	the month	the month	the month	the month	the month	the month	the month	the month	the month
22.64	62.45	474.00	1658.00						
16.89	51.47	843.00	3021.00						
0.53	1.17	6.00	20.00						
1.59	1.68	7.00	10.00						
0.53	1.17	6	20	0.00	0.00	0	0	0	0
1.59	1.68	7	10	0.00	0.00	0	0	0	0
3.53	48.67	25.00	119.00						
7.33	11.69	13.00	20.00						
309.30	1105.64	6660.00	21487.00						
289.70	992.50	5722.00	16521.00						
174.90	596.98	0.00	0.00						
150.45	289.81	0.00	0.00						
484.20	1702.62	6660	21487	0.00	0.00	0	0	0	0
440.15	1282.30	5722	16521	0.00	0.00	0	0	0	0
4.49	12.37	10.00	27.00						
0.07	2	1.00	5.00						
0.00	0.00	0.00	0.00						
0.00	0.00								
1.75	1.24	2.00	2.00						
6.24	13.61	12	29	0.00	0.00	0	0	0	0
0.07	1.82	1	5	0.00	0.00	0	0	0	0
24.38	67.50	68.00	223.00						
89.41	145.66	85.00	205.00	0.93	0.93	0	0	0	0
1.80	21.90	16	54	0.00	0.00	0	0	0	0
2.97	121.16	19	100	0.00	0.00	0	0	0	0
0	0	0.00	0.00						
20.49	64.91	637.00	1651.00						
14.69	56.43	905.00	2705.00						
563.81	1982.82	7898	25241	0.00	0.00	0	0	0	0
573.09	1672.22	7595	22587	0.93	0.93	0	0	0	0

(Premium in ₹ Lakhs)

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	1,005.6	3,556.3	13,271	49,653	23.8	355.1	3,162,846	9,840,018
Previous year	981.8	3,201.2	13,755	41,448	297.1	418.1	4,574,423	10,795,831
Marine Cargo	450.9	1,751.9	433	1,487	110.1	761.3	1,685,848	7,135,182
Previous year	340.9	990.7	594	1,786	145.5	(210.6)	1,946,799	8,836,550
Marine Hull (Including Onshore & Offshore oil energy)	-	1.0	-	2	-	0.1	-	107
Previous year	-	1.0	-	1	-	1.0	-	100
Marine (Total)	450.9	1,753.0	433	1,489	110.1	761.3	1,685,848	7,135,288
Previous year (Total)	340.9	991.6	594	1,787	145.5	(209.7)	1,946,799	8,836,650
Aviation	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	189.4	589.4	1,051	2,773	(74.1)	(62.3)	89,920	427,696
Previous year	263.5	651.7	948	2,366	45.6	(3.2)	651,579	1,056,355
Motor Own Damage	5,204.7	16,206.2	69,950	210,866	311.2	2,133.0	366,141	1,146,720
Previous year	4,893.5	14,073.2	65,661	184,242	(174.0)	17.4	349,364	987,461
Motor Third party	4,873.4	14,400.5	71,118	214,249	1,116.2	3,936.3	-	-
Previous year	3,757.2	10,464.2	66,088	185,367	1,533.4	4,295.8	-	-
Motor (Total)	10,078.1	30,606.7	71,118	214,249	1,427.4	6,069.2	366,141	1,146,720
Previous year (Total)	8,650.7	24,537.4	66,088	185,367	1,359.4	4,313.3	349,364	987,461
Workmen's compensation / Employer's liability	35.7	140.8	184	618	(26.9)	(71.1)	4,808	24,676
Previous year	62.6	211.9	307	938	62.9	70.4	16,361	44,750
Public Liability	39.9	171.0	53	206	(11.4)	0.7	10,626	42,251
Previous year	51.3	170.2	68	243	(56.9)	(118.4)	11,551	40,655
Product Liability	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Other Liability Covers	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Liability (Total)	75.6	311.8	237	824	(38.3)	(70.4)	15,434	66,927
Previous year (Total)	113.9	382.1	375	1,181	5.9	(48.0)	27,911	85,406
Personal Accident	444.5	1,507.4	2,276	7,228	64.0	292.7	227,962	962,290
Previous year	380.6	1,214.7	1,765	4,282	22.7	165.5	382,989	826,586
Medical Insurance	2,715.0	9,160.9	6,448	17,852	(1,046.5)	638.1	75,860	425,939
Previous year	3,761.5	8,522.8	4,667	10,010	1,959.0	3,352.0	236,821	292,256
Overseas Medical Insurance	71.0	209.2	1,680	5,593	9.7	10.7	2,516	10,081
Previous year	61.2	198.5	1,915	6,180	61.2	198.5	2,420	9,113
Health (Total)	2,785.9	9,370.1	8,128	23,445	(1,036.8)	648.7	78,376	436,020
Previous year (Total)	3,822.7	8,721.3	6,582	16,190	2,020.2	3,550.5	239,241	301,369
Crop Insurance	-	-	-	-	37.7	-	-	-
Previous year	(37.7)	-	(12)	-	(37.7)	-	(477)	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	96.7	320.4	3,700	11,665	(17.4)	(0.6)	332,716	1,097,984
Previous year	114.1	321.0	4,172	12,288	(55.0)	(294.7)	611,435	1,460,310
Grand Total	15,126.8	48,014.9	100,214	311,326	496.3	7,993.8	5,959,242.4	21,112,944.4
Previous year (Total)	14,630.5	40,021.1	94,267	264,909	3,803.7	7,891.9	8,783,264.2	24,349,966.5

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013

(Premium in ₹ Lakhs)

Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month
1.0	3.0	5	36	-	-	-	-	-	-
0.6	1.5	5	19	467.7	1,697.1	12,751	38,826	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
1,033.8	5,993.2	18	181	-	-	402,798	3,806,131	-	-
2,548.9	5,775.5	-	12	-	-	1,148,010	2,741,946	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
(37.7)	-	(12)	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
44.8	124.2	1,734	5,093	36.4	119.7	1,756	5,367	-	-
2,191.1	9,498.3	14,969	48,507	-	-	402,798	3,806,131	-	-
3,277.2	7,954.4	12,215	35,100	574.4	1,947.1	1,163,090	2,787,603	-	-



Name of the Insurer: Future Generali 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	869.43	4490.60	3283	9747	11.21	885.36	2022612.09	12420495.16
Previous year	858.21	3605.24	2835	8245	270.89	551.62	1480246.47	4953477.84
Marine Cargo	462.44	1748.22	1030	3240	162.73	-169.14	792486.48	5318753.99
Previous year	299.71	1917.36	964	2850	-25.97	562.55	675397.45	4143915.86
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)	462.44	1748.22	1030	3240	162.73	-169.14	792486.48	5318753.99
Previous year (Total)	299.71	1917.36	964	2850	-25.97	562.55	675397.45	4143915.86
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	305.00	1066.33	749	2090	66.70	6.56	280842.20	692678.27
Previous year	238.31	1059.77	539	1590	57.24	367.66	94307.73	314726.74
Motor Own Damage	3519.23	11012.18	46653	143997	162.20	1407.49	195444.48	615038.78
Previous year	3357.03	9604.69	48982	139267	403.22	1646.37	268525.88	748907.28
Motor Third party	1555.23	4670.77	130	299	-209.78	-217.03		
Previous year	1765.00	4887.80	79	158	94.49	948.58		
Motor (Total)	5074.46	15682.95	46653	143997	-47.58	1190.46	195444.48	615038.78
Previous year (Total)	5122.04	14492.49	48982	139267	497.71	2594.95	268525.88	748907.28
Workmen's compensation / Employer's liability	165.13	528.91	962	2836	20.38	110.33	36537.86	100604.07
Previous year	144.76	418.59	734	2060	52	110.3490228	33292.44	77058.36
Public Liability					0.00	0.00		
Previous year	0.00	0.00	0	0	0	0	0.00	0.00
Product Liability	110.02	365.28	172	506	-25.01	27.24	32892.81	130203.34
Previous year	135.04	338.04	161	429	23	43	27578.78	69640.85
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
Liability (Total)	275.16	894.19	1134	3342	-4.64	137.57	69430.67	230807.41
Previous year (Total)	279.79	756.63	895	2489	75.29	153.36	60871.21	146699.21
Personal Accident	346.98	1404.51	6269	18701	9.98	262.52	685494.17	3037915.00
Previous year	337.00	1141.99	6875	18718	91.01	28.19	288619.55	1442726.09
Medical Insurance	774.52	3358.29	1986	5524	-160.88	505.74	59836.39	156284.29
Previous year	935.39	2852.55	1891	4534	22.38	-523.47	33114.15	49577.10
Overseas Medical Insurance	102.13	379.06	5127	18805	-0.15	2.45	45750.93	245366.30
Previous year	102.28	376.61	5474	21430	-11.29	22.17	9903.25	67738.26
Health (Total)	876.65	3737.35	7113	24329	-161.02	508.20	105587.32	401650.59
Previous year (Total)	1037.67	3229.16	7365	25964	11.09	-501.29	43017.40	117315.36
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	479.23	1617.50	5222	13888	-46.69	204.10	501206.07	1937385.56
Previous year	525.92	1413.40	4910	14068	333.54	688.00	454532.42	1261505.76
Grand Total	8689.33	30641.66	71453	219334	-9.31	3025.62	4653103.47	24654724.74
Previous year (Total)	8698.64	27616.05	73365	213191	1310.80	4445.04	3365518.12	13129274.12

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month
25.94	444.16	231	713						
67.35	303.81	240	756						
36.49	99.92	85	233						
28.84	277.94	91	255						
-	-	-	-						
12.87	71.15	61	188						
9.80	46.77	53	166						
275.75	886.88	3836	12116						
272.79	810.15	4288	12313						
146.71	444.57								
172.35	497.46	-	-						
422.46	1,331.45	3836	12116	0.00	0.00	0	0		
445.14	1,307.61	4288	12313	0.00	0.00	0	0		
4.14	21.30	39	119						
7.24	45.64	36	135						
-	-	-	-						
10.68	24.14	12.00	45						
1.26	9.01	4.00	6						
-	-	-	-						
14.82	45.44	51	164	0.00	0.00	0	0		
8.50	54.65	40	141	0.00	0.00	0	0		
9.04	19.86	371	1340	3.76	36.49	14519	60622		
12.62	24.58	1067	1874						
52.27	67.10	107	328					87145	23463
30.62	42.58	113	299						
6.14	19.81	324	1065						
4.22	17.43	280	1057						
58.41	86.91	431	1393	0.00	0.00	0	0	87145	23463
34.85	60.01	393	1356	0.00	0.00	0	0	0	0
-	-	-	-						
-	-	-	-						
-	-	-	-						
41.62	145.76	635	1856						
205.81	416.07	3263	6884						
621.65	2244.64	5701	18003	3.76	36.49	14519	60622	87145	23463
812.90	2491.44	9435	23745	0.00	0.00	0	0	0	0

(Premium in ₹ Lakhs)

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	1,531.18	11,555.19	5,149	14,210	51.91	95.34	3,986,103.68	25,874,372.56
Previous year	1,479.27	11,459.86	4,351	11,610	221.34	3,086.41	3,547,503.16	27,928,610.15
Marine Cargo	594.23	2,852.90	292	1,067	(28.01)	244.10	1,374,696.35	10,642,964.01
Previous year	622.24	2,608.80	258	843	354.56	1,163.04	1,570,228.11	8,518,382.92
Marine Hull (Including Onshore & Offshore oil energy)	255.36	440.97	15	67	22.82	(50.68)	20,647.35	146,953.77
Previous year	232.54	491.64	18	121	(144.06)	(47.44)	38,799.92	132,855.10
Marine (Total)	849.59	3,293.87	307	1,134	(5.19)	193.43	1,395,343.70	10,789,917.77
Previous year (Total)	854.78	3,100.44	276	964	210.51	1,115.60	1,609,028.03	8,651,238.03
Aviation	65.13	632.79	12	25	52.01	(21.92)	160,517.57	2,132,296.62
Previous year	13.12	654.71	2	14	(45.96)	61.25	2,975.00	1,478,567.31
Engineering	449.67	2,062.72	426	1,308	(77.66)	(242.11)	25,114.45	624,523.49
Previous year	527.33	2,304.83	460	1,242	10.66	(19.26)	154,329.70	798,065.09
Motor Own Damage	4,781.05	13,328.24	63,386	178,786	925.69	2,877.17	318,875.17	880,955.30
Previous year	3,855.36	10,451.08	79,890	172,579	674.97	2,030.03	251,661.96	654,387.74
Motor Third party	2,695.72	7,204.96	117,164	335,637	665.20	1,745.74	-	-
Previous year	2,030.53	5,459.22	109,054	298,978	280.71	1,073.60	-	-
Motor (Total)	7,476.77	20,533.21	117,164	335,637	1,590.89	4,622.91	318,875.17	880,955.30
Previous year (Total)	5,885.88	15,910.30	109,054	298,978	955.68	3,103.63	251,661.96	654,387.74
Workmen's compensation / Employer's liability	88.48	267.98	112	293	59.36	68.60	19,552.42	90,288.55
Previous year	29.12	199.37	63	223	(4.01)	60.98	(14,576.16)	46,500.73
Public Liability	16.02	44.90	19	50	5.00	0.01	15,019.55	38,070.27
Previous year	11.03	44.89	22	68	(0.83)	(4.66)	9,836.23	42,549.67
Product Liability	1.36	10.03	1	6	(1.99)	(4.78)	880.00	4,890.30
Previous year	3.35	14.81	3	11	(0.71)	(7.16)	1,780.00	8,270.00
Other Liability Covers	614.14	3,314.91	134	373	189.01	519.98	172,374.33	1,187,450.64
Previous year	425.12	2,794.93	95	362	12.60	225.35	100,969.97	764,985.17
Liability (Total)	720.00	3,637.82	266	722	251.39	583.82	207,826.30	1,320,699.76
Previous year (Total)	468.62	3,054.00	183	664	7.05	274.52	98,010.05	862,305.57
Personal Accident	2,125.63	6,596.86	120,937	332,725	459.73	739.59	1,572,026.04	11,448,908.82
Previous year	1,665.90	5,857.27	103,347	317,541	473.92	1,586.74	2,937,881.77	10,796,691.36
Medical Insurance	4,051.13	22,342.70	35,737	101,673	(78.55)	9,139.96	174,837.74	797,364.79
Previous year	4,129.68	13,202.73	43,489	117,025	1,300.11	1,230.08	208,613.29	512,939.01
Overseas Medical Insurance	70.26	1,455.05	1,975	5,877	11.90	271.60	418,324.99	7,858,438.99
Previous year	58.36	1,183.45	1,327	3,621	42.53	816.07	432,239.78	3,941,286.55
Health (Total)	4,121.38	23,797.75	37,712	107,550	(66.65)	9,411.56	593,162.73	8,655,803.78
Previous year (Total)	4,188.03	14,386.19	44,816	120,646	1,342.64	2,046.15	640,853.07	4,454,225.56
Crop Insurance	-	264.65	6	7	(1.48)	254.24	-	10,762.22
Previous year	1.48	10.41	-	-	1.48	10.41	118.40	873.02
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	115.07	4,775.63	262	732	55.03	4,505.94	374,758.30	2,376,560.17
Previous year	60.04	269.70	572	1,338	(2.30)	78.81	322,460.82	1,764,750.45
Grand Total	17,454.43	77,150.49	282,241	794,050	2,309.97	20,142.80	8,633,727.95	64,114,800.49
Previous year (Total)	15,144.46	57,007.69	263,061	752,997	3,175.02	11,344.26	9,564,821.95	57,389,714.27

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013											
Amount of Premium w/w in Rural Areas		Up to the month		For the month		Amount of Premium w/w in Social Sector		Up to the month		For the month	
No. of Policies in Rural Areas		Up to the month		For the month		No. of Lives covered in Social Sector		Up to the month		For the month	
No. of Lives covered *		Up to the month		For the month		No. of Lives covered in Social Sector		Up to the month		For the month	
53.53	504.56	398	1,130	-	-	-	-	-	-	-	-
56.33	279.21	327	790	-	-	-	-	-	-	-	-
8.84	453.48	25	100	-	-	-	-	-	-	-	-
44.11	89.38	32	90	-	-	-	-	-	-	-	-
-	44.94	-	1	-	-	-	-	-	-	-	-
5.15	6.79	2	7	-	-	-	-	-	-	-	-
8.84	498.42	25	101	-	-	-	-	-	-	-	-
49.25	96.16	34	97	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
20.01	135.97	56	178	-	-	-	-	-	-	-	-
11.68	116.21	56	141	-	-	-	-	-	-	-	-
513.84	1,378.29	7,556	20,406	-	-	-	-	-	-	-	-
345.72	828.94	5,231	12,521	-	-	-	-	-	-	-	-
474.43	1,250.39	20,570	59,279	-	-	-	-	-	-	-	-
297.82	771.77	15,809	39,771	-	-	-	-	-	-	-	-
988.27	2,628.68	20,570	59,279	-	-	-	-	-	-	-	-
643.53	1,600.71	15,809	39,771	-	-	-	-	-	-	-	-
6.67	32.04	8	20	-	-	-	-	-	-	-	-
0.73	14.60	5	11	-	-	-	-	-	-	-	-
-	0.17	-	1	-	-	-	-	-	-	-	-
0.00	0.13	-	1	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
18.07	45.73	7	16	-	-	-	-	-	-	-	-
34.75	59.01	6	14	-	-	-	-	-	-	-	-
24.74	77.93	15	37	-	-	-	-	-	-	-	-
35.47	73.74	11	26	-	-	-	-	-	-	-	-
168.40	450.37	11,751	32,398	-	-	-	-	-	-	-	-
137.50	411.18	9,050	27,637	-	-	-	-	-	-	-	-
204.14	631.82	2,452	6,286	-	-	-	-	-	-	-	-
169.85	878.20	2,364	6,183	-	-	-	-	-	-	-	-
1.04	3.11	(230)	119	-	-	-	-	-	-	-	-
0.76	2.04	24	74	-	-	-	-	-	-	-	-
205.18	634.94	2,222	6,405	-	-	-	-	-	-	-	-
170.61	880.24	2,388	6,257	-	-	-	-	-	-	-	-
-	166.90	-	-	-	-	-	-	-	-	-	-
-	5.18	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-
2.82	1,700.07	12	54	-	-	-	-	-	-	-	-
2.41	28.20	35	79	-	-	-	-	-	-	-	-
1,471.79	6,797.83	35,049	99,582	-	-	-	-	-	-	-	-
1,106.79	3,490.82	27,710	74,798	-	-	-	-	-	-	-	-
1,064,552	1,064,552	1,064,552	1,064,552	-	-	-	-	-	-	-	-
640,449	640,449	640,449	640,449	-	-	-	-	-	-	-	-
1,667,003	1,667,003	1,667,003	1,667,003	-	-	-	-	-	-	-	-
274,458	274,458	274,458	274,458	-	-	-	-	-	-	-	-
117,904	117,904	117,904	117,904	-	-	-	-	-	-	-	-
122,620	122,620	122,620	122,620	-	-	-	-	-	-	-	-
522,545	522,545	522,545	522,545	-	-	-	-	-	-	-	-
151,838	151,838	151,838	151,838	-	-	-	-	-	-	-	-

(Premium in ₹ Lakhs)

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	1,761.56	24,194.81	2,029	7,317	79.17	6,172.71	3,621,181	37,288,862
Previous year	1,682.39	18,022.10	2,116	7,057	149.10	6,781.69	3,266,773	26,282,408
Marine Cargo	1,432.40	7,958.87	1,490	4,714	358.27	1,925.71	5,419,167	28,499,669
Previous year	1,074.13	6,033.16	911	3,220	161.88	1,143.54	3,558,676	21,479,207
Marine Hull (Including Onshore & Offshore oil energy)	770.38	1,614.02	7	53	527.55	366.21	27,500	544,910
Previous year	242.83	1,247.81	7	39	(131.37)	(470.81)	59,351	403,041
Marine (Total)	2202.79	9572.89	1497	4767	885.83	2291.93	5446666.96	29044579.76
Previous year (Total)	1316.96	7280.97	918	3259	30.51	672.73	3618026.84	21882248.42
Aviation	597.51	1,004.79	17	52	(177.12)	(1,609.29)	710,907	1,410,184
Previous year	774.64	2,614.09	13	56	265.12	(1,117.47)	629,374	1,662,618
Engineering	1,192.39	4,985.46	725	2,548	(126.66)	364.51	569,225	2,887,044
Previous year	1,319.05	4,620.95	532	1,812	(179.45)	(589.77)	505,538	3,487,365
Motor Own Damage	16,232.90	51,000.45	660,063	2,027,517	1,957.99	8,409.57	2,116,711	6,577,649
Previous year	14,274.91	42,590.88	528,000	1,608,506	3,455.68	9,928.71	1,770,593	5,414,553
Motor Third party	9,092.78	26,983.24	667,995	2,051,317	2,784.09	9,014.14		
Previous year	6,308.68	17,969.10	535,238	1,631,684	1,477.22	5,157.02		
Motor (Total)	25325.67	77983.69	667995	2051317	4742.08	17423.71	2116710.66	6577649.30
Previous year (Total)	20583.59	60559.98	535238	1631684	4932.90	15085.73	1770593.01	5414552.90
Workmen's compensation / Employer's liability	252.04	1,054.61	897	2,862	2.28	185.62	33,003	240,595
Previous year	249.75	868.99	709	2,198	102.02	229.69	35,805	194,739
Public Liability	2.75	33.04	9	83	(3.20)	2.13	3,475	40,608
Previous year	5.95	30.91	12	69	2.80	8.72	6,500	41,725
Product Liability	9.27	37.12	4	17	(6.53)	(8.87)	3,467	8,292
Previous year	15.80	45.99	6	20	(25.86)	(20.59)	3,942	10,117
Other Liability Covers	410.93	3,403.38	181	631	18.65	260.53	180,797	857,138
Previous year	392.28	3,142.85	167	628	(184.15)	70.46	99,093	696,630
Liability (Total)	674.99	4528.16	1091	3593	11.21	439.41	220742.34	1146632.97
Previous year (Total)	663.79	4088.74	894	2915	-105.19	288.28	145339.97	943210.95
Personal Accident	1,196.24	5,135.99	40,559	127,525	114.36	620.91	1,141,968	9,462,319
Previous year	1,081.89	4,515.08	46,434	156,695	369.77	1,164.41	1,049,268	8,049,521
Medical Insurance	9,503.81	37,826.97	46,751	143,153	1,844.43	5,248.33	641,706	1,768,571
Previous year	7,659.38	32,578.64	33,163	97,285	(2,972.93)	(7,644.49)	225,714	1,201,966
Overseas Medical Insurance	962.70	2,767.60	79,679	248,595	154.72	448.73	1,526,175	4,350,643
Previous year	807.98	2,318.87	82,227	240,602	61.19	188.20	2,405,068.06	6,410,272
Health (Total)	10466.51	40594.57	126430	391748	1999.15	5697.06	2167880.53	6119213.25
Previous year (Total)	8467.36	34897.51	115390	337887	-2911.74	-7456.29	2630781.97	7612237.66
Crop Insurance	-	0.00	-	-	-	0.00	-	-
Previous year	0.00	0.00	-	-	0.00	0.00	-	-
Credit Guarantee	91.06	513.01	4	21	18.68	(3.45)	3,061	12,427
Previous year	72.38	516.46	3	18	(72.03)	69.88	1,005	30,887
All Other Miscellaneous	6,313.02	9,098.17	8,581	28,878	5,574.10	6,038.31	1,229,574	9,498,245
Previous year	738.93	3,059.87	7,043	22,298	(336.99)	(888.52)	1,230,295	5,524,504
Grand Total	49821.75	177611.55	848928	2617766	13120.79	37435.80	17227916.76	103447155.71
Previous year (Total)	36700.96	140175.75	708581	2163681	2142.00	14010.68	14846994.94	80889554.38

*Wherever applicable

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	1033.30	11945.56	6487.00	16262.00	-1295.29	1033.30	2533102.88	18223140.44
Previous year	965.21	10071.40	6571.00	12403.00	-1194.85	965.21	2810075.09	17825130.49
Marine Cargo	1055.59	3123.88	909.00	2519.00	265.56	1055.59	2420169.60	8547709.72
Previous year	620.96	2440.96	1032.00	2149.00	-406.12	620.96	1395159.76	7727434.07
Marine Hull (Including Onshore & Offshore oil energy)	424.63	525.12	49.00	134.00	366.76	424.63	444432.76	468005.92
Previous year	298.83	343.94	52.00	129.00	274.34	298.83	12838.98	30360.20
Marine (Total)	1480.23	3649.00	958	2653	632.32	1480.23	2864602.36	9015715.64
Previous year (Total)	919.79	2784.90	1084	2278	-131.78	919.79	1407998.73	7757794.27
Aviation	80.84	186.08	4.00	13.00	45.52	80.84	36557.82	359342.46
Previous year	68.27	114.61	16.00	35.00	27.80	68.27	168032.81	231428.73
Engineering	1799.44	2809.98	653.00	1159.00	1155.17	1799.44	501729.04	649785.20
Previous year	528.11	1441.69	435.00	1151.00	-29.51	528.11	303305.06	557489.77
Motor Own Damage	8401.71	26209.05	316411.00	965048.00	-897.57	8401.71	539573.86	1332111.20
Previous year	7075.11	20453.25	305546.00	933493.00	-1027.13	7075.11	541396.48	1565108.53
Motor Third party	6058.16	18947.14	5645.00	18422.00	11.43	6058.16		
Previous year	3891.73	12021.76	4077.00	5145.00	-489.61	3891.73		
Motor (Total)	14459.86	45156.19	316411	965048	-886.13	14459.86	539573.86	1332111.20
Previous year (Total)	10966.84	32475.00	305546	933493	-1516.74	10966.84	541396.48	1565108.53
Workmen's compensation / Employer's liability	133.48	438.82	900.00	2890.00	10.92	133.48	21288.49	62910.56
Previous year	111	336	901	2717	-14	111.38	2253	6793
Public Liability	78.87	317.58	76.00	230.00	-67.47	78.87	218513.00	104942.55
Previous year	57	185	15	35	7	57.32	6335	20467
Product Liability	23.13	71.88	7.00	20.00	-20.11	23.13	52150.00	19493.50
Previous year	2	54	3	18	-10	1.80	158	4750
Other Liability Covers	936.78	1066.78	75.00	182.00	878.36	936.78	1122101.67	443788.89
Previous year	840	1151	38	115	735	839.56	54609	74867
Liability (Total)	1172.26	1895.06	1058	3322	801.70	1172.26	1414053.15	631135.50
Previous year (Total)	1010.07	1726.63	957	2885	718.74	1010.07	63353.93	106875.81
Personal Accident	360.45	904.42	14576.00	41542.00	93.49	360.45	149024.43	2784410.77
Previous year	345.49	843.06	2164	5483	38.30	345.49	88790.10	207265.10
Medical Insurance	2006.05	6253.48	6323.00	13065.00	565.85	2006.05	455097.12	815691.93
Previous year	931.98	3562.68	1780	5122	-7.64	931.98	32676.37	124912.42
Overseas Medical Insurance	30.17	101.03	4054.00	11706.00	-14.40	30.17	5588.90	17028.60
Previous year	23.14	92.41	4146	11602	-25.85	23.14	2956.69	11809.24
Health (Total)	2036.22	6354.50	10377	24771	551.45	2036.22	460686.02	832720.53
Previous year (Total)	955.11	3655.10	5926	16724	-33.49	955.11	35633.06	136721.66
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	962.13	4441.80	34960.00	72959.00	72.73	962.13	641422.77	3702372.18
Previous year	1665.01	5487.01	26689	79912	570.37	1665.01	1307199.65	4307859.77
Grand Total	23384.73	77342.62	385484	1127729	1170.95	23384.73	9140752.33	37530733.91
Previous year (Total)	17423.89	58599.39	349388	1054364	-1551.16	17423.89	6725784.92	32695674.14

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas	Up to the month	No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector	Up to the month	No. of Lives covered in Social Sector		No. of Lives covered *	Up to the month
		For the month	Up to the month			For the month	Up to the month		
19.07	58.56	540	1509.00	0.00	0	0	0	0	0
31.36	58.14	611	1159.00	0.00	0	0	0	0	0
0.00	0.00	0	0	0.00	0	0	0	0	0
0.00	0.00	0	0.00	0.00	0	0	0	0	0
0.09	5.13	2.00	36.00	0.00	0	0	0	0	0
0.35	2.16	2.00	14.00	0.00	0	0	0	0	0
752.76	2078.98	43985.00	110498.00	0.00	0	0	0	0	0
549.34	1706.33	29990.00	107323.00	0.00	0	0	0	0	0
800.69	2048.32	0.00	0.00	0.00	0	0	0	0	0
476.22	1421.97	0.00	0.00	0.00	0	0	0	0	0
1553.45	4127.30	43985	110498	0.00	0	0	0	0	0
1025.56	3128.30	29990	107323	0.00	0	0	0	0	0
2	9	33	187	0.00	0	0	0	0	0
2	5	38	96	0.00	0	0	0	0	0
0	0	0	2	0.00	0	0	0	0	0
0	0	0	1	0.00	0	0	0	0	0
0	0	0	0	0.00	0	0	0	0	0
0	1	17	46	0.00	0	0	0	0	0
0	2	28	80	0.00	0	0	0	0	0
1.81	10.54	50	235	0.00	0	0	0	0	0
2.60	7.04	66	177	0.00	0	0	0	0	0
78.76	169.39	1615	6516	6.88	61002	137746	0	0	0
64.33	189.88	1059	2238	16.97	95018	233755	0	0	0
882.17	2160.59	114	438	2129.87	26701	306750	0	0	0
941.89	1818.60	58	189	1806.48	532884	1103842	0	0	0
0.00	0.00	0	0	0.00	0	0	0	0	0
0.00	0.00	0	0	0.00	0	0	0	0	0
941.89	1818.60	58	189	1806.48	532884	1103842	0	0	0
882.17	2160.59	114	438	2129.87	26701	306750	0	0	0
941.89	1818.60	58	189	1806.48	532884	1103842	0	0	0
124.07	1249.90	3511	8105.00	872.94	124	51410	0	0	0
160.98	1273.57	5350	11115.00	625.25	658	52495	0	0	0
2659.42	7781.41	49817	127337	3009.69	87827	495906	0	0	0
2227.07	6477.69	37136	122215	2448.70	628560	1390092	0	0	0

Name of the Insurer: L&T 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	227.84	1,321.32	342	1,050	73.94	367.08	339,035	2,715,879
Previous year	153.89	954.24	162	552	70.64	476.20	230,176	4,138,322
Marine Cargo	94.14	315.54	401	1,007	52.58	107.50	254,333	1,672,038
Previous year	41.56	208.04	271	798	(17.50)	46.75	159,973	1,191,956
Marine Hull (Including Onshore & Offshore oil energy)		-		-	-	-		-
Previous year	-	-		-	-	-		-
Marine (Total)	94.14	315.54	401	1,007	52.58	107.50	254,333	1,672,038
Previous year (Total)	41.56	208.04	271	798	(17.50)	46.75	159,973	1,191,956
Aviation	-	-		-	-	-		-
Previous year	-	-		-	-	-		-
Engineering	266.22	409.96	252	579	96.54	102.56	102,453	321,678
Previous year	169.69	307.40	295	687	123.48	122.86	196,844	277,596
Motor Own Damage	786.30	2,149.54	9,542	26,466	284.16	632.85	54,031	146,003
Previous year	502.14	1,516.69	5,683	17,074	101.77	573.67	39,869	129,086
Motor Third party	329.35	907.79	-	195	63.05	(3.68)	-	-
Previous year	266.30	911.47	182	453	58.77	458.69	-	-
Motor (Total)	1,115.65	3,057.33	9,542	26,466	347.20	629.16	54,031	146,003
Previous year (Total)	768.45	2,428.17	5,683	17,074	160.53	1,032.36	39,869	129,086
Workmen's compensation / Employer's liability	42.73	124.97	215	576	22.73	9.92	6,789	23,923
Previous year	20.00	115.05	213	668	(2.56)	54.15	3,379	22,681
Public Liability								
Previous year								
Product Liability	-	-		-	-	-		-
Previous year	-	-		-	-	-		-
Other Liability Covers	4.58	32.86	13	58	(1.18)	5.48	1,784	1,784
Previous year	5.77	27.38	12	33	2.37	10.08	3,465	11,687
Liability (Total)	47.32	157.83	228	634	21.55	15.40	8,573	62,075
Previous year (Total)	25.77	142.43	225	701	(0.19)	64.23	6,844	34,368
Personal Accident	7.82	195.76	333	1,150	3.94	(32.33)	10,525	904,183
Previous year	3.88	228.09	210	710	3.00	75.84	2,292	1,139,183
Medical Insurance	379.85	998.29	952	2,679	345.33	604.61	111,418	129,195
Previous year	34.52	393.68	211	464	24.42	383.58	5,707	21,235
Overseas Medical Insurance		-		-	-	-		-
Previous year	-	-		-	-	-		-
Health (Total)	379.85	998.29	952	2,679	345.33	604.61	111,418	129,195
Previous year (Total)	34.52	393.68	211	464	24.42	383.58	5,707	21,235
Crop Insurance		-		-	-	-		-
Previous year	-	-		-	-	-		-
Credit Guarantee		-		-	-	-		-
Previous year	-	-		-	-	-		-
All Other Miscellaneous	43.34	81.51	155	483	26.47	(39.33)	68,689	291,251
Previous year	16.87	120.84	120	331	9.14	(151.37)	98,255	277,554
Grand Total	2,182	6,538	12,205	34,048	968	1,755	949,056	6,242,302
Previous year (Total)	1,215	4,783	7,177	21,317	374	2,050	739,959	7,209,299

*Wherever applicable

Name of the Insurer: *Liberty Videocon 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	46.04	157.24	76.00	203.00	0.00	0.00	198057.60	478979.85
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Cargo	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	8.88	31.64	18.00	61.00	0.00	0.00	29251.75	55840.02
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Own Damage	430.00	943.68	2538.00	5846.00	0.00	0.00	20666.21	45786.11
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	66.04	140.64	2583.00	5908.00	0.00	0.00		
Previous year	0.00	0.00	0.00	0.00	0.00	0.00		
Motor (Total)	496.04	1084.32	2583	5908	0.00	0.00	20666.21	45786.11
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	6.74	9.26	16.00	28.00	0.00	0.00	1036.44	2036.84
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	0.09	1.87	2.00	10.00	0.00	0.00	51.00	861.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Liability (Total)	6.83	11.13	18	38	0.00	0.00	1087.44	2897.84
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Personal Accident	71.63	71.63	20.00	20.00	0.00	0.00	241844.89	241844.89
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	11.77	41.83	54.00	200.00	0.00	0.00	163173.46	225300.50
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	641.19	1397.78	2769	6430	0.00	0.00	654081.34	1050649.21
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF JUNE, 2013

No. of Lives covered *		No. of Lives covered in Social Sector		Amount of Premium w/w in Social Sector		No. of Policies in Rural Areas		Amount of Premium w/w in Rural Areas	
For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month	For the month Up to	For the month
0	0	0	0	0.00	0.00	0	0	0.00	0.00
0	0	0	0	0.00	0.00	4	4	0.00	0.56
		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	0.00	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	0	0.00	0.00	0	0	0.00	0.00
0	0	0	0	0.00	0.00	0	0	0.00	0.00
		0.00	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	0.00	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	0.00	0.00
		0	0	0.00	0.00	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	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	0.00	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	0.00	0.00
		0	0	0.00	0.00	4	4	0.00	0.56
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	4.00	4.00	0.00	0.10
		0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
		0.00	0.00	0.00	0.00	4.00	4.00	0.00	0.46
		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	0.00	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	0.00	0.00
		0	0	0.00	0.00	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	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	0.00	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	0.00	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

Name of the Insurer: *Magma HDI 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	13.01	103.22	88.00	119.00	13.12	103.98	15945.59	312934.29
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Cargo	2.49	33.95	12.00	22.00	2.49	33.94	3159.62	50947.11
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	2.49	33.95	12	22	2.49	33.94	3159.62	50947.11
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Aviation	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	8.14	17.95	23.00	48.00	7.77	17.58	1983.96	7572.04
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Own Damage	1484.45	3658.96	18679.00	46665.00	1506.65	3748.90	155068.33	379359.24
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Motor Third party	1353.25	3290.72	21492.00	50830.00	1371.46	3345.21		
Previous year	0.00	0.00	0.00	0.00	0.00	0.00		
Motor (Total)	2837.70	6949.68	21492	50830	2878.10	7094.11	155068.33	379359.24
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Workmen's compensation / Employer's liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Public Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	1.56	3.96	81.00	92.00	1.56	3.96	5679.37	12435.25
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Grand Total	2862.89	7108.75	21696	51111	2903.04	7253.56	181836.87	763247.93
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable

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	9674.90	27312.01	44558	143079	1563.70	2662.73	100911127	413357677
Previous year	8111.20	24649.28	44427	144504	669.82	5398.12	82015164	281177378
Marine Cargo	1758.45	5819.66	12128	37242	218.48	164.71	10259677	28331742
Previous year	1539.97	5654.95	8667	27865	135.91	755.68	5696843	24772787
Marine Hull (Including Onshore & Offshore oil energy)	3818.29	5078.37	171	610	-238.28	177.47	24265313	25331152
Previous year	4056.57	4900.90	193	661	675.62	688.19	11760647	12429031
Marine (Total)	5576.74	10898.04	12299	37852	-19.80	342.19	34524989	53662894
Previous year (Total)	5596.54	10555.85	8860	28526	811.53	1443.87	17457490	37201817
Aviation	879.37	2420.91	4	27	207.95	339.14	445375	4389794
Previous year	671.42	2081.77	5	44	91.99	921.67	25687	3364762
Engineering	2151.05	7585.24	2615	9013	-164.77	180.86	14844220	20600242
Previous year	2315.82	7404.38	2696	8566	378.23	964.36	2159792	8107409
Motor Own Damage	18642.00	56718.18	415490	1355907	2472.28	8190.24	947856	2401222
Previous year	16169.72	48527.94	417390	1273111	1238.65	3261.05	757134	2051771
Motor Third party	22516.09	68566.00	613476	2010144	3802.58	12792.24	946048	2396362
Previous year	18713.51	55773.76	816100	2096125	2425.01	8506.17	2861133	4656003
Motor (Total)	41158.09	125284.18	613476	2010144	6274.86	20982.48	1893904	4797584
Previous year (Total)	34883.23	104301.70	816100	2096125	3663.66	11767.22	3618266	6707774
Workmen's compensation / Employer's liability	542.63	1872.76	4260	14298	-39.44	-39.40	54023	198997
Previous year	582.07	1912.16	4599	14137	86.88	178.82	81339	300563
Public Liability	4.78	28.20	78	337	0.35	-0.99	100	17100
Previous year	4.43	29.19	117	384	-0.48	2.21	1010	9310
Product Liability	101.10	244.86	11	49	88.86	117.85	15075	98622
Previous year	12.24	127.01	11	45	1.37	29.80	9747	66340
Other Liability Covers	248.97	613.26	691	2344	12.84	-153.27	188757	495162
Previous year	236.13	766.53	587	2058	46.49	194.32	178812	629925
Liability (Total)	897.48	2759.09	5040	17028	62.61	-75.81	257955	809880
Previous year (Total)	834.87	2834.90	5314	16624	134.26	405.17	270909	1006139
Personal Accident	851.05	3359.34	27838	85822	-119.99	146.86	2457492	16653599
Previous year	971.04	3212.48	28154	85684	31.79	131.85	2747258	12780014
Medical Insurance	14767.23	54318.87	110590	346352	-3126.81	-1386.24	10937696	13142028
Previous year	17894.04	55705.11	110111	331377	3522.13	5166.99	8105967	12218580
Overseas Medical Insurance	238.86	808.75	1927	6522	37.07	-104.60	1039	2544
Previous year	201.79	913.35	1849	7147	133.89	671.51	10	265
Health (Total)	15006.09	55127.62	112517	352874	-3089.74	-1490.84	10938735	13144571
Previous year (Total)	18095.83	56618.46	111960	338524	3656.02	5838.49	8105977	12218845
Crop Insurance								
Previous year								
Credit Guarantee	0.00	4.25	0	0	0.00	4.25	0	0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	3173.23	11888.32	63359	197391	-464.82	-614.86	13423995	65225558
Previous year	3638.05	12503.18	71375	219453	19.98	704.48	11944816	47523748
Grand Total	79368.00	246639.00	881706	2853230	4250.00	22477.00	179697792	592641799
Previous year (Total)	75118.00	224162.00	1088891	2938050	9457.28	27575.23	128345359	410087886

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013

(Premium in ₹ Lakhs)

Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered * 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	For the month	Up to the month
372.21	1841.05	6269	18416	448.19	2100.73	0	0	0	0
307.13	1640.85	5733	18023	316.78	2195.33	0	0	0	0
99.86	272.40	527	1598	117.18	321.31	0	0	0	0
64.41	262.84	319	1055	83.80	392.51	0	0	0	0
10.70	34.37	52	149	21.98	78.62	0	0	0	0
14.37	48.59	61	179	49.32	77.63	0	0	0	0
110.56	306.78	579	1747	139.16	399.93	0	0	0	0
78.77	311.43	380	1234	133.12	470.14	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
43.40	724.72	343	1191	172.30	1297.51	0	0	0	0
63.23	896.65	262	982	152.96	1397.49	0	0	0	0
1344.01	4236.62	80350	256650	796.48	2476.74	0	0	0	0
1227.43	3662.64	72804	219463	696.17	2237.71	0	0	0	0
2255.10	6907.48	117532	378834	1146.16	3508.65	0	0	0	0
1827.16	5514.66	144367	365042	916.11	2866.65	0	0	0	0
3599.12	11144.10	117532	378834	1942.64	5985.39	0	0	0	0
3054.60	9177.30	144367	365042	1612.28	5104.36	0	0	0	0
67.40	224.65	729	2387	52.58	188.49	0	0	0	0
71.76	211.67	759	2292	38.91	203.38	0	0	0	0
0.01	0.44	2	12	0.08	0.87	0	0	0	0
0.61	1.08	12	20	0.26	1.52	0	0	0	0
11.64	11.81	2	4	1.32	2.88	0	0	0	0
5.82	5.82	1	1	0.00	12.92	0	0	0	0
1.52	7.48	44	220	36.99	45.07	0	0	0	0
1.31	7.28	9	99	24.77	72.07	0	0	0	0
80.57	244.38	777	2623	90.97	237.31	0	0	0	0
79.50	225.85	781	2412	63.95	289.90	0	0	0	0
40.18	121.90	4273	11669	51.90	224.23	42267	79601	176101	556342
40.51	142.69	3850	10802	65.30	283.63	18929	58110	192871	562546
765.49	3795.60	8310	24861	1430.39	4983.81	345734	952483	619810	1461509
249.50	2028.20	8291	24639	4767.01	7311.71	615678	932907	919464	1519975
0.61	5.13	16	116	6.25	21.69	108	495	1965	6630
1.44	4.53	19	157	4.46	20.28	158	702	1886	7322
766.10	3800.72	8326	24977	1436.64	5005.50	345842	952978	621775	1468139
250.94	2032.72	8310	24796	4771.46	7332.00	615836	933609	921350	1527297
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
364.16	1192.54	14854	43202	238.97	950.69	10376	64636	32242	152962
399.47	1197.44	16464	49231	229.30	688.03	4752	9099	28302	162227
5376.30	19376.19	152953	482659	4520.77	16201.29	398485	1097215	830118	2177443
4274.15	15624.93	180147	472522	7345.15	17760.88	639517	1000818	1142523	2252070

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	1.93	7.38	5	11	1.93	7.38	2699.53	8432.48
Previous year	3.00	3.10	5	8	3.00	3.10	4269.89	4498.03
Marine Cargo	0.40	0.07	0	0	0.40	0.07	70.31	70.31
Previous year	0.00	0.07	0	1	0.00	0.71	0.00	526.88
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00			0.00	0.00	0.00	0.00
Previous year	0.00	0.00			0.00	0.00		0.00
Marine (Total)	0.40	0.07	0	0	0.40	0.07	70.31	70.31
Previous year (Total)	0.00	0.07	0	1	0.00	0.71	0.00	526.88
Aviation							0.00	0.00
Previous year							0.00	0.00
Engineering	6.23	12.32	0	1	6.23	12.32	-87.08	4.54
Previous year	2.12	3.44	0	3	2.12	3.44	0.00	1434.56
Motor Own Damage	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.13	0	1	0.00	0.13	0.00	12.53
Motor Third party	3.61	24.48	63	546	3.61	24.48	0.00	0.00
Previous year	0.77	0.79	34	34	0.77	0.79	0.00	0.00
Motor (Total)	3.61	24.48	63	546	3.61	24.48	0.00	0.00
Previous year (Total)	0.77	0.92	34	34	0.77	0.92	0.00	12.53
Workmen's compensation / Employer's liability	0.01	9.19	0	5	0.01	9.19	-1701.25	1326.11
Previous year	2.72	3.08	3	5	2.72	3.08	254.57	506.17
Public Liability	3.05	9.50	3	13	3.05	9.50	2829.95	7069.95
Previous year	2.79	8.46	3	7	2.79	8.46	2726.20	4276.20
Product Liability		0.00					0.00	0.00
Previous year		0.00					0.00	0.00
Other Liability Covers	150.52	495.56	45	126	150.52	495.56	47176.22	126703.45
Previous year	45.83	277.51	22	69	45.83	277.51	22034.33	116408.87
Liability (Total)	153.58	514.25	48	144	153.58	514.25	48304.92	135099.51
Previous year (Total)	51.34	289.05	28	81	51.34	289.05	25015.10	121191.24
Personal Accident	1.29	10.44	3	14	1.29	10.44	4041.00	52434.52
Previous year	7.60	7.53	6	9	7.60	7.53	30704.60	28901.12
Medical Insurance	0.27	0.27	4	4	0.27	0.27	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)	0.27	0.27	4	4	0.27	0.27	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	0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	0.00	12.97	0	2	0.00	12.97	0	972
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	1	39.69	7	13	0.72	39.69	827	17234
Previous year	37	74.40	3	9	36.85	74.40	15082	18005
Grand Total	168.03	621.87	130	735	168.03	621.87	55856.01	214247.29
Previous year (Total)	101.68	378.51	76	145	101.68	379.15	75071.35	174569.17

*Wherever applicable

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	1024.35	8722.34	3278.00	10511.00	-381.63	1597.04	1567093.44	16673327.00
Previous year	1405.97	7125.29	3231.00	9761.00	792.06	2635.91	2018597.27	17066624.14
Marine Cargo	140.52	1503.82	1257.00	4602.00	-76.42	226.68	525984.37	5266276.27
Previous year	216.94	1277.14	3810.00	8555.00	-468.53	-811.16	479891.41	4301715.99
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.75	0.00	1.00	-20.79	-30.95	0.00	150.00
Previous year	20.79	31.70	3.00	3.00	4.17	5.11	750.00	750.00
Marine (Total)	140.52	1504.57	1257	4603	-97.22	195.73	525984.37	5266426.27
Previous year (Total)	237.73	1308.84	3813	8558	-464.36	-806.05	480641.41	4302465.99
Aviation	38.70	77.53	0.00	9.00	-3.34	-58.82	0.00	6300.00
Previous year	42.04	136.36	1.00	17.00	41.57	82.10	125.00	13246.68
Engineering	567.32	2503.64	316.00	1083.00	37.60	-1054.67	345377.16	731489.43
Previous year	529.72	3558.32	384.00	1083.00	175.31	324.92	103151.28	890035.09
Motor Own Damage	6317.52	19828.65	147866.00	508436.00	238.93	2422.20	393888.47	1212145.50
Previous year	6078.59	17406.45	133315.00	377475.00	-535.30	-2620.40	409836.19	1148389.21
Motor Third party	5376.94	15804.38	170329.00	590392.00	510.80	2326.06		
Previous year	4866.14	13478.32	142213.00	396322.00	696.41	2350.76		
Motor (Total)	11694.46	35633.03	170329	590392	749.73	4748.26	393888.47	1212145.50
Previous year (Total)	10944.73	30884.77	142213	396322	161.12	-269.64	409836.19	1148389.21
Workmen's compensation / Employer's liability	56.76	194.67	267.00	779.00	-2.57	-14.68	9751.91	27103.08
Previous year	59.32	209.35	254.00	717.00	13.85	13.41	7554.51	37615.67
Public Liability	9.98	64.77	49.00	211.00	4.57	-7.47	12112.75	68687.63
Previous year	5.41	72.24	51.00	213.00	-6.17	19.52	3941.84	53424.75
Product Liability	4.54	21.88	1.00	4.00	2.68	17.96	2500.00	3975.00
Previous year	1.86	3.91	3.00	5.00	-1.03	-2.28	530.00	1680.00
Other Liability Covers	1287.64	1444.29	721.00	1900.00	-317.84	-575.37	484183.00	542430.00
Previous year	1605.47	2019.66	666.00	1727.00	911.53	1213.84	540437.84	603987.10
Liability (Total)	1358.92	1725.61	1038	2894	-313.15	-579.55	508547.66	642195.70
Previous year (Total)	1672.07	2305.16	974	2662	918.18	1244.48	552464.19	696707.52
Personal Accident	93.29	753.33	4048.00	8006.00	-11.24	-245.20	196200.20	1396611.70
Previous year	104.52	998.52	1224.00	3850.00	-156.72	-34.21	216993.80	1838996.61
Medical Insurance	4037.88	15896.53	31609.00	90753.00	2662.30	8914.46	8585036.93	24159326.18
Previous year	1375.58	6982.07	7862.00	24483.00	-220.39	117.77	69459.06	440820.94
Overseas Medical Insurance	349.60	1027.67	66099.00	200841.00	-18.74	-35.15	2371001.95	6997694.43
Previous year	368.34	1062.82	67974.00	198809.00	2.70	23.73	2660150.92	8184013.86
Health (Total)	4387.48	16924.20	97708	291594	2643.56	8879.31	10956038.88	31157020.61
Previous year (Total)	1743.92	8044.88	75836	223292	-217.69	141.49	2729609.98	8624834.80
Crop Insurance	0.00	0.00	0.00	0.00	1.82	1.82	0.00	0.00
Previous year	-1.82	-1.82	-1.00	-1.00	-1.82	-1.82	-19.60	-19.60
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	1021.38	2046.75	4042.00	12944.00	490.96	401.99	349723.01	2328897.48
Previous year	530.42	1644.76	4599.00	13737.00	200.77	203.63	396226.28	1407085.62
Grand Total	20326.40	69891.00	282016	922036	3117.11	13885.92	14842853.17	59414413.70
Previous year (Total)	17209.30	56005.08	232274	659281	1448.40	3520.81	6907625.81	35988366.05

*Wherever applicable

(Premium in ₹ Lakhs)

FOR AND UP TO THE MONTH OF JUNE, 2013

Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/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
0.00	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
0.00	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
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.84	7.65	40.00	122.00	0.00	0.00	0.00	0.00	0.00	0.00
0.32	24.20	27.00	94.00	0.00	0.00	0.00	0.00	0.00	0.00
5.91	31.24	72	199	0.00	0.00	0.00	0.00	0	0
6.13	41.31	56	192	0.00	0.00	0.00	0.00	0	0
6.60	90.10	723.00	1026.00	0.00	0.00	0.00	0.00	0.00	0.00
6.86	72.74	107.00	338.00	0.00	0.00	0.00	0.00	0.00	0.00
179.58	1060.95	272.00	773.00	0.00	0.00	0.00	0.00	0.00	0.00
268.56	1287.88	264.00	757.00	0.00	0.00	0.00	0.00	0.00	0.00
14.34	39.60	5188.00	14407.00	0.00	0.00	0.00	0.00	0.00	0.00
24.94	87.52	3640.00	12999.00	0.00	0.00	0.00	0.00	0.00	0.00
193.92	1100.55	5460	15180	0.00	0.00	0.00	0.00	0	0
293.51	1375.40	3904	13756	0.00	0.00	0.00	0.00	0	0
0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
-1.82	-1.82	-1.00	-1.00	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	0.00	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
22.49	57.60	659.00	1848.00	20.14	49.49	1249.00	6774.00	1937.00	1980097
16.58	51.09	732.00	2185.00	12.87	33.64	709.00	1937.00	221925	2238930
1472.64	4923.59	17730	53778	12.87	33.64	709	1937	221925	2238930
1581.86	5227.46	23360	68117	20.14	49.49	1249	6774	588582	1980097



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	291.35	2681.98	3190.00	9589.00	-2745.27	-2093.34	1245203.83	4780597.92
Previous year	3036.62	4775.32	2576.00	6703.00	2741.94	3063.30	349466.46	3399350.32
Marine Cargo	281.88	914.75	3933.00	12257.00	156.02	-44.34	752053.02	2366396.24
Previous year	125.86	959.09	1860.00	7079.00	20.92	293.84	186525.19	2328044.98
Marine Hull (Including Onshore & Offshore oil energy)	46.82	48.19	0.00	1.00	46.82	48.19	14757.77	16206.09
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	328.70	962.94	3933	12258	202.84	3.84	766810.79	2382602.33
Previous year (Total)	125.86	959.09	1860	7079	20.92	293.84	186525.19	2328044.98
Aviation							0.00	
Previous year							0.00	
Engineering	292.00	994.52	105.00	352.00	175.74	214.38	246945.24	498997.74
Previous year	116.25	780.14	74.00	271.00	-154.34	-244.21	25623.34	224024.05
Motor Own Damage	5817.16	18974.42	76393.00	241382.00	-181.47	821.03	283739.53	895012.02
Previous year	5998.62	18153.39	77168.00	229468.00	190.83	1227.57	279278.37	839332.39
Motor Third party	2586.69	7546.87	1474.00	4441.00	462.38	1629.70		
Previous year	2124.31	5917.17	656.00	2225.00	0.47	503.52		
Motor (Total)	8403.85	26521.29	76393	241382	280.92	2450.73	283739.53	895012.02
Previous year (Total)	8122.93	24070.56	77168	229468	191.30	1731.08	279278.37	839332.39
Workmen's compensation / Employer's liability	39.76	120.98	99.00	310.00	18.92	42.84	9077.61	21131.43
Previous year	20.84	78.14	43.00	154.00	-8.75	-1.20	1582.16	11194.57
Public Liability	28.35	147.78	32.00	129.00	-18.36	-38.34	46233.54	93796.65
Previous year	46.72	186.12	33.00	111.00	4.27	70.09	9367.53	49163.06
Product Liability	6.75	23.28	4.00	11.00	4.04	17.12	1837.70	7264.35
Previous year	2.71	6.16	2.00	4.00	-3.98	-9.20	1370.01	3514.21
Other Liability Covers								
Previous year								
Liability (Total)	74.86	292.04	135	450	4.60	21.62	57148.85	122192.42
Previous year (Total)	70.26	270.42	78	269	-8.46	59.70	12319.71	63871.84
Personal Accident	364.66	1197.15	12070.00	34304.00	-421.61	-322.29	363831.96	6155244.54
Previous year	786.27	1519.43	13704.00	36665.00	528.93	626.60	2048387.95	6156119.62
Medical Insurance	1883.10	6525.41	19657.00	62415.00	-1820.12	46.98	264662.12	879947.22
Previous year	3703.22	6478.43	21175.00	56210.00	2278.33	-1267.68	420680.83	2415128.82
Overseas Medical Insurance								
Previous year								
Health (Total)	1883.10	6525.41	19657	62415	-1820.12	46.98	264662.12	879947.22
Previous year (Total)	3703.22	6478.43	21175	56210	2278.33	-1267.68	420680.83	2415128.82
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	111.92	443.05	1540.00	4963.00	-10.86	-114.12	106406.35	601011.17
Previous year	122.77	557.18	932.00	3012.00	-915.61	-624.93	20439.60	339737.52
Grand Total	11750.43	39618.38	117023	365713	-4333.76	207.82	3334748.67	16315605.38
Previous year (Total)	16084.19	39410.57	117567	339677	4683.01	3637.72	3342721.44	15765609.55

*Wherever applicable

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	3218.30	11352.02	26404.00	72928.00	1409.83	4945.48	2239370.18	12253206.60
Previous year	1808.47	6406.54	21871.00	58932.00	988.51	3899.68	1375476.05	6813672.71
Marine Cargo	45.57	337.61	173.00	570.00	61.25	173.50	183731.40	1409154.95
Previous year	-15.68	164.11	67.00	235.00	-15.40	142.87	-108874.60	382505.03
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	45.57	337.61	173	570	61.25	173.50	183731.40	1409154.95
Previous year (Total)	-15.68	164.11	67	235	-15.40	142.87	-108874.60	382505.03
Aviation	18.24	61.71	1.00	8.00	18.24	-552.56	0.00	51627.64
Previous year	0.00	614.27	20.00	45.00	-12.80	134.85	0.00	51627.64
Engineering	193.16	539.46	277.00	779.00	51.06	-49.50	148698.62	346750.06
Previous year	142.10	588.96	137.00	401.00	106.75	394.43	114391.17	376398.36
Motor Own Damage	1895.09	5463.84	32151.00	87518.00	1053.30	3321.55	416464.02	1304988.64
Previous year	841.79	2142.29	14727.00	36748.00	807.34	2091.03	60517.54	148603.16
Motor Third party	1532.54	4352.93	235.00	478.00	1038.79	3066.72		
Previous year	493.75	1286.21	45.00	121.00	487.70	1277.67		
Motor (Total)	3427.63	9816.77	32151	87518	2092.09	6388.27	416464.02	1304988.64
Previous year (Total)	1335.54	3428.50	14727	36748	1295.04	3368.70	60517.54	148603.16
Workmen's compensation / Employer's liability	28.27	61.03	36.00	135.00	20.16	42.84	4535.34	10425.67
Previous year	8.11	18.19	12.00	31.00	8.11	18.19	664.37	1916.71
Public Liability	0.00	1.59	0.00	4.00	0.00	1.46	0.00	3326.18
Previous year	0.00	0.13	0.00	1.00	0.00	0.13	0.00	1200.00
Product Liability	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Other Liability Covers	2.13	36.34	22.00	54.00	0.92	29.66	611.78	10645.16
Previous year	1.21	6.68	3.00	22.00	1.21	6.68	240.00	17498.50
Liability (Total)	30.40	98.96	58	193	21.08	73.96	5147.12	24397.01
Previous year (Total)	9.32	25.00	15	54	9.32	25.00	904.37	20615.21
Personal Accident	1339.14	3512.92	201.00	650.00	1107.15	3189.53	5479996.56	15198485.67
Previous year	231.99	323.39	9.00	39.00	220.26	300.37	925002.92	1313443.16
Medical Insurance	105.05	240.98	410	1115	73.33	41.88	3073.38	14070.39
Previous year	31.72	199.10	166.00	340.00	17.10	53.78	866.00	6380.80
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	105.05	240.98	410	1115	73.33	41.88	3073.38	14070.39
Previous year (Total)	31.72	199.10	166	340	17.10	53.78	866.00	6380.80
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	212.34	1129.07	25427.00	75321.00	89.32	253.78	1132237.38	17401102.25
Previous year	123.02	875.29	7451.00	18882.00	103.61	702.31	87377.11	13612458.05
Grand Total	8589.83	27089.50	85102	239082	4923.35	14464.34	9608718.66	48003783.20
Previous year (Total)	3666.48	12625.16	44463	115676	2712.39	9021.98	2455660.56	22725704.12

*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	92.82	229.25	587	1222	47.12	69.13	89683.37	333460.70
Previous year	45.70	160.12	210	502	1.17	-25.20	124379.00	320715.56
Marine Cargo	1.07	27.69	53	158	-22.32	-7.59	1364.61	43658.39
Previous year	23.39	35.28	148	327	4.32	13.00	255034.34	279958.64
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)	1.07	27.69	53	158	-22.32	-7.59	1364.61	43658.39
Previous year (Total)	23.39	35.28	148	327	4.32	13.00	255034.34	279958.64
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	56.52	141.59	162	345	28.77	54.44	64525.84	103715.89
Previous year	27.75	87.16	52	121	3.04	20.27	7590.96	56044.24
Motor Own Damage	4423.30	12295.03	116759	327679	98.96	-370.09	464523.09	1239760.11
Previous year	4324.35	12665.12	122624	370963	861.17	2273.03	405455.22	1212332.25
Motor Third party	8263.30	23467.91	123478	337476	1451.05	3690.11		
Previous year	6812.26	19777.80	123189	372469	1931.37	7259.78		
Motor (Total)	12686.61	35762.94	123478	337476	1550.00	3320.01	464523.09	1239760.11
Previous year (Total)	11136.60	32442.92	123189	372469	2792.54	9532.80	405455.22	1212332.25
Workmen's compensation / Employer's liability	12.12	28.20	71	214	5.21	17.43	168.79	533.16
Previous year	6.91	10.78	21	64	-0.21	0.48	105.40	169.18
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	0.35	14.00	6	40	0.34	4.98	110.00	10651.00
Previous year	0.01	9.02	1	24	-0.02	1.03	20.00	10436.00
Liability (Total)	12.47	42.20	77	254	5.55	22.40	278.79	11184.16
Previous year (Total)	6.92	19.80	22	88	-0.23	1.51	125.40	10605.18
Personal Accident	11.97	58.88	1094	2244	4.96	33.59	8873.46	58360.55
Previous year	7.01	25.29	613	2387	-0.29	3.18	4844.26	17907.57
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	13.76	139.05	407	1104	10.59	114.88	19365.66	48725.34
Previous year	3.17	24.16	1984	2242	-0.14	4.13	3371.66	27461.14
Grand Total	12875	36402	125858	342803	1625	3607	648615	1838865
Previous year (Total)	11251	32795	126218	378136	2800	9550	800801	1925025

*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	1,981	13,747	10,717	30,424	-	-	20,964,532	73,099,611
Previous year	1,990	10,331	5,848	15,501	-	-	11,273,214	40,857,625
Marine Cargo	1,499	6,545	2,256	8,293	-	-	522,077	1,794,266
Previous year	1,741	6,403	4,308	11,476	-	-	1,428,963	2,407,670
Marine Hull (Including Onshore & Offshore oil energy)	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Marine (Total)	1,499	6,545	2,256	8,293	-	-	522,077	1,794,266
Previous year (Total)	1,741	6,403	4,308	11,476	-	-	1,428,963	2,407,670
Aviation	-	22	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Engineering	272	3,236	110	276	-	-	4,917,585	9,564,036
Previous year	156	2,628	104	291	-	-	890,148	5,533,182
Motor Own Damage	5,884	17,635	110,675	369,105	-	-	367,192	1,119,282
Previous year	5,690	16,939	150,083	410,859	-	-	336,769	920,279
Motor Third party	2,966	9,216	110,675	369,105	-	-	-	-
Previous year	2,070	5,502	150,083	410,859	-	-	-	-
Motor (Total)	8,851	26,851	110,675	369,105	-	-	367,192	1,119,282
Previous year (Total)	7,760	22,441	150,083	410,859	-	-	336,769	920,279
Workmen's compensation / Employer's liability	139	569	53	164	-	-	118,633	395,600
Previous year	148	533	25	103	-	-	40,046	264,020
Public Liability	178	878	57	174	-	-	137,097	841,264
Previous year	216	878	41	180	-	-	233,001	2,379,410
Product Liability	107	205	13	26	-	-	31,982	115,169
Previous year	107	206	9	23	-	-	54,620	357,098
Other Liability Covers	852	3,529	744	2,410	-	-	442,118	1,853,009
Previous year	624	3,102	700	2,128	-	-	327,547	1,387,704
Liability (Total)	1,276	5,181	867	2,774	-	-	729,831	3,205,042
Previous year (Total)	1,095	4,719	775	2,434	-	-	655,214	4,388,232
Personal Accident	1,096	3,569	16,518	36,598	-	-	10,768,621	32,034,501
Previous year	1,053	3,627	3,038	8,666	-	-	7,984,753	24,727,671
Medical Insurance	1,091	4,855	31,239	89,524	-	-	357,894	917,274
Previous year	489	2,236	373	1,158	-	-	46,688	227,058
Overseas Medical Insurance	1,239	3,742	24,857	73,101	-	-	8,232,402	23,995,945
Previous year	1,021	2,468	48,164	135,206	-	-	15,036,019	43,389,094
Health (Total)	2,330	8,597	56,096	162,625	-	-	8,590,296	24,913,219
Previous year (Total)	1,509	4,704	48,537	136,364	-	-	15,082,708	43,616,151
Crop Insurance	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
Credit Guarantee	-	-	-	-	-	-	-	-
Previous year	-	-	-	-	-	-	-	-
All Other Miscellaneous	284	764	2,333	9,823	-	-	53,691	719,260
Previous year	790	1,467	6,620	20,449	-	-	56,555	87,590
Grand Total	17,589	68,511	199,572	619,918	-	-	46,913,826	146,449,217
Previous year (Total)	16,095	56,319	219,313	606,040	-	-	37,708,323	122,538,401

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/w in Social Sector		No. of Lives covered in Social Sector		No. of Lives covered *	
For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to	For the month Up to
the month	the month	the month	the month	the month	the month	the month	the month	the month	the month
884	1,289	1,627	4,460	-	-	-	-	-	-
748	994	604	1,719	-	-	-	-	-	-
303	1,013	163	369	-	-	-	-	-	-
397	1,019	221	490	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
29	45	15	40	-	-	-	-	-	-
13	24	9	14	-	-	-	-	-	-
1,616	5,154	25,131	89,484	-	-	-	-	-	-
1,212	3,376	34,106	95,498	-	-	-	-	-	-
2	31	6	22	-	-	-	-	-	-
1	21	4	10	-	-	-	-	-	-
120	323	100	295	-	-	-	-	-	-
145	310	87	231	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
417	1,797	32	119	-	-	-	-	-	-
4796	4,323	2,996	8,237	-	-	-	-	-	-
80	208	287	878	415	1,789	310,754	1,334,403	-	-
123	317	5,417	11,889	789	4,227	308,173	2,092,942	-	-
145	332	91	241	-	-	-	-	-	-
122	354	106	317	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
62	191	401	1,510	-	-	-	-	-	-
49	140	2,098	5,878	-	-	-	-	-	-
1,757	4,514	3,397	9,747	-	-	-	-	-	-
467	1,937	2,130	5,997	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-
36	126	1,735	5,963	-	-	-	-	-	-
136	434	3,067	15,281	-	-	-	-	-	-
4,872	12,811	37,591	122,269	789	4,227	308,173	2,092,942	-	-
3,198	8,323	40,515	120,118	415	1,789	310,754	1,334,403	-	-

(Premium in ₹ Lakhs)

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	11120.70	46015.05	66860.00	193876.00	632.92	2560.51	83086778.11	289509717.87
Previous year	10487.78	43454.54	59333.00	201550.00			95541362.22	251700451.56
Marine Cargo	2998.05	9479.80	21955.00	68959.00	-249.40	-279.19	30863348.98	152329455.82
Previous year	3247.45	9758.99	24391.00	70657.00			-3610935.49	76062858.74
Marine Hull (Including Onshore & Offshore oil energy)	7118.79	11554.53	395.00	1294.00	2276.88	2510.12	6564354.18	14200673.75
Previous year	4841.91	9044.41	374.00	1789.00			52150186.99	79678988.68
Marine (Total)	10116.84	21034.33	22350.00	70253.00	2027.48	2230.93	37427703.16	166530129.57
Previous year (Total)	8089.36	18803.40	24765.00	72446.00	0.00	0.00	48539251.50	155741847.42
Aviation	1109.61	1917.50	83.00	199.00	1005.06	740.50	337901.70	23731129.27
Previous year	104.55	1177.00	53.00	171.00			255126.42	2493190.90
Engineering	3242.65	10056.64	4570.00	16712.00	-1473.14	-1445.73	6790350.11	25218585.10
Previous year	4715.79	11502.37	9316.00	21656.00			10958664.45	32073544.83
Motor Own Damage	17831.75	54334.10	623380.00	1759816.00	2521.14	9641.32	863648.28	4321164.30
Previous year	15310.61	44692.78	541794.00	1654541.00			1085222.44	4713124.84
Motor Third party	16947.85	51332.91	556204.00	1834606.00	2010.03	7541.80		
Previous year	14937.82	43791.11	559101.00	1706567.00				
Motor (Total)	34779.60	105667.01	556204.00	1834606.00	4531.17	17183.12	863648.28	4321164.30
Previous year (Total)	30248.43	88483.89	559101	1706567	0.00	0.00	1085222.44	4713124.84
Workmen's compensation / Employer's liability	857	2217	4682	15739	75	251	132161	402128
Previous year	782	1966	3103	23583			617863	815245
Public Liability	15	41	3	127	-8	-90	484	4480
Previous year	23	131	357	641			21995	23358
Product Liability	80	146	13	86	-81	-66	47	4636
Previous year	161	212	14	26			5270	5746
Other Liability Covers	1261	4988	7771	23987	13	681	264854	951954
Previous year	1248	4307	6719	19558			301086	746221
Liability (Total)	2213.50	7391.40	12469	39939	-1.15	775.90	397544.64	1363197.70
Previous year (Total)	2214.65	6615.50	10193	43808	0.00	0.00	946214.36	1590568.81
Personal Accident	1548.31	4978.89	49176.00	132817	-101.59	446.63	97812863.41	334115590.67
Previous year	1649.90	4532.26	41362.00	132226			19962511.46	56772666.97
Medical Insurance	23598.64	93342.29	119754.00	354941	301.75	7132.72	3480820.07	12595070.35
Previous year	23296.89	86209.57	121263.00	355364			7387942.81	30603397.36
Overseas Medical Insurance	133.84	376.68	5514.00	12902	38.70	79.25	10783.72	64949.68
Previous year	95.14	297.43	2359.00	9206			-7895.03	713100.81
Health (Total)	23732.48	93718.97	125268	367843	340.45	7211.97	3491603.79	12660020.03
Previous year (Total)	23392.03	86507.00	123622	364570	0.00	0.00	7380047.78	31316498.17
Crop Insurance	0.00	0	0.00	0	0.00	0.00	0.00	0
Previous year	0.00	0	0.00	0			0.00	0
Credit Guarantee	0.00	0	0.00	0	0.00	0.00	0.00	0
Previous year	0.00	0	0.00	0			0.00	0
All Other Miscellaneous	4318.26	14813.16	83225.00	285218	-271.77	1538.98	12330188.64	60025828.95
Previous year	4590.03	13274.18	77587.00	233232			17332141.55	53347149.90
Grand Total	92181.95	305592.95	920205	2941463	6689.43	31242.81	242538581.84	917475363.46
Previous year (Total)	85492.52	274350.14	905332	2776226	0.00	0.00	202000542.18	589749043.40

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/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
1175.88	3891.07	5279.00	17978.00	-308.40	1041.40	0.00	0.00	0.00	0.00
1394.75	4284.63	6227.00	21597.00	366.12	947.47	0.00	0.00	0.00	0.00
205.92	821.58	775.00	4208.00	60.23	217.39	0.00	0.00	0.00	0.00
488.71	1189.31	1088.00	4263.00	21.73	154.60	0.00	0.00	0.00	0.00
61.84	97.20	8.00	79.00	4.35	12.19	0.00	0.00	0.00	0.00
8.30	51.57	8.00	84.00	-5.28	2.56	0.00	0.00	0.00	0.00
267.76	918.78	783.00	4287.00	64.58	229.58	0.00	0.00	0.00	0.00
497.01	1240.88	1096.00	4347.00	16.45	157.16	0.00	0.00	0.00	0.00
18.19	18.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
0.34	10.93	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
242.99	862.66	523.00	2430.00	139.00	307.36	0.00	0.00	0.00	0.00
5429.18	5914.52	312.00	2026.00	816.89	1005.55	0.00	0.00	0.00	0.00
3697.62	11595.36	54268.00	151847.00	618.40	1979.47	40619.00	110612.00		
3436.87	9792.36	49550.00	156925.00	303.07	1467.74	11304.00	22002.00		
4657.22	14151.38	47418.00	157293.00	689.77	2294.07	45343.00	147791.00		
4053.79	11079.48	45040.00	161792.00	473.93	1797.92	7355.00	18942.00		
8354.84	25746.74	54268.00	157293.00	1308.17	4273.54	85962.00	258403.00		
7490.66	20871.84	49550.00	161792.00	777.00	3265.66	18659	40944		
38	333	362	1443	12	73	290	3348		
72	335	835	5640	5	86	732	5854		
0	0	-3	0	0	1	0	0		
-4	2	-177	13	0	0	0	0		
0	6	2	11	0	0	0	0		
32	35	2	7	0	1	0	0		
272	699	1592	5050	59	238	253	2805		
325	735	1380	4328	-21	172	1202	4687		
309.63	1037.47	1953	6504	71.49	311.76	543	6153		
425.01	1107.75	2040	9988	-15.98	258.80	1934	10541		
75.45	324.08	4157.00	13101	-1230.62	270.36	-5391133.00	213340		
165.41	464.73	3279.00	11716	396.28	660.98	18237.00	217145		
438.51	6113.05	6654.00	21381	-335.44	2356.76	764391.00	11527290	14619744	967463
583.83	4575.21	5547.00	17736	425.06	2849.54	188865.00	2632127	4717342	1597735
3.10	14.07	36.00	223	0.91	5.89	86.00	762	9625	3780
1.00	11.29	-130.00	236	2.62	5.19	-432.00	561	5506	1506
441.61	6127.12	6690	21604	-334.53	2362.65	764477	11528052	14629369	971243
584.83	4586.50	5417	17972	427.68	2854.73	188433	2632688	4722848	1599241
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	-35.00	0	-1.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
0.00	0	0.00	0	0.00	0	0.00	0		
832.31	2814.65	15920.00	54164	172.36	771.43	65814.00	3070823		
1217.36	3303.89	22440.00	61108	93.08	806.92	40628.00	2960669		
11718.66	41740.76	89573	277361	-117.95	9568.08	-4474337	15076771		
17204.55	41785.67	90326	290546	2876.52	9957.27	267891	5861987		

(Premium in ₹ Lakhs)

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	10417.43	36723.79	43387	141191	2542.56	4512.52	42445767.27	100112720.09
Previous year	7874.87	32211.27	42339	136861				
Marine Cargo	2201.39	8014.26	13804	43706	-169.95	-635.72	2809028.92	22730424.00
Previous year	2371.34	8649.98	15766	46347				
Marine Hull (Including Onshore & Offshore oil energy)	4348.73	8550.15	507	1255	-873.10	851.23	2760753.86	7541925.48
Previous year	5221.83	7698.92	542	1159				
Marine (Total)	6550.12	16564.41	14311	44961	-1043.05	215.51	5569782.78	30272349.48
Previous year (Total)	7593.17	16348.90	16308	47506				
Aviation	178.73	2474.78	29	89	-543.06	446.27	1104397.23	6513931.29
Previous year	721.79	2028.51	22	76				
Engineering	2782.40	9757.45	3414	11581	-53.32	94.11	2439578.71	7941462.34
Previous year	2835.72	9663.34	3194	10671				
Motor Own Damage	8678.52	27796.03	433478	1371574	-59.26	951.05	575386.66	1826222.93
Previous year	8737.78	26844.98	443847	1343427				
Motor Third party	11244.73	34688.59	581913	1852477	897.21	3666.16	0.00	0.00
Previous year	10347.52	31022.43	595580	1805465				
Motor (Total)	19923.25	62484.62	581913	1852477	837.95	4617.21	575386.66	1826222.93
Previous year (Total)	19085.30	57867.41	595580	1805465				
Workmen's compensation / Employer's liability	656.35	2234.18	5226	17104	71.30	175.27	16726.75	40531.57
Previous year	585.05	2058.91	5279	16699				
Public Liability	4.55	34.13	27	129	-6.33	-7.59	2121606.33	4121957.27
Previous year	10.88	41.72	38	149				
Product Liability	15.04	118.95	11	31	5.43	33.76	69097.70	591748.61
Previous year	9.61	85.19	10	24				
Other Liability Covers	283.77	783.80	3019	9033	9.88	-124.04	2656885.45	6231252.01
Previous year	273.89	907.84	3192	9346				
Liability (Total)	959.71	3171.06	8283	26297	80.28	77.40	4864316.23	10985489.46
Previous year (Total)	879.43	3093.66	8519	26218				
Personal Accident	1075.73	3472.93	62880	192849	67.14	220.82	2620987.99	5817144.66
Previous year	1008.59	3252.11	69289	204760				
Medical Insurance	13499.58	44136.58	84411	256742	1366.07	7432.46	383688.81	1382984.78
Previous year	12133.51	36704.12	79215	231878				
Overseas Medical Insurance	66.78	251.63	1777	6912	-6.96	18.78	171336.56	700932.40
Previous year	73.74	232.85	1856	7033				
Health (Total)	13566.36	44388.21	86188	263654	1359.11	7451.24	555025.37	2083917.18
Previous year (Total)	12207.25	36936.97	81071	238911				
Crop Insurance	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
Credit Guarantee	0.00	0.00	0	0	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0	0				
All Other Miscellaneous	5335.01	16833.10	65777	206892	1267.16	3146.17	4295034.59	20102611.08
Previous year	4067.85	13686.93	69146	212613				
Grand Total	60788.74	195870.35	866182	2739991	4514.77	20781.25	64470276.83	185655848.51
Previous year (Total)	56273.97	175089.10	885468	2683081			0.00	0.00

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/ in Rural Areas		No. of Policies in Rural Areas		Amount of Premium 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
907.52	2497.11	8751	27435	0.00	0.00	0	0	0	0
343.71	1974.69	8676	25890	0.00	0.00	0	0	0	0
72.68	289.37	709	2180	0.00	0.00	0	0	0	0
73.05	263.43	710	2257	0.00	0.00	0	0	0	0
17.77	39.78	357	530	0.00	0.00	0	0	0	0
18.52	39.21	379	566	0.00	0.00	0	0	0	0
90.45	329.15	1066	2710	0.00	0.00	0	0	0	0
91.57	302.64	1089	2823	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
95.18	350.03	547	1944	0.00	0.00	0	0	0	0
82.97	299.97	448	1561	0.00	0.00	0	0	0	0
1697.91	5446.88	88176	276953	0.00	0.00	0	0	0	0
1619.64	5084.79	88063	263138	0.00	0.00	0	0	0	0
2595.25	7892.94	123321	390157	0.00	0.00	78	26739	4675	160440
2227.52	6693.52	120039	362484	0.00	0.00	181	24687	795	162161
4293.16	13339.82	123321	390157	0.00	0.00	78	26739	4675	160440
3847.16	11778.31	120039	362484	0.00	0.00	181	24687	795	162161
80.80	355.79	949	3099	157.62	566.16	0	0	0	0
73.34	293.12	892	2800	152.01	496.58	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
24.17	90.53	257	880	0.00	0.00	0	0	0	0
36.78	90.25	443	968	0.00	0.00	0	0	0	0
104.97	448.42	1206	3985	157.62	566.16	0	0	0	0
111.71	385.35	1338	3774	152.01	496.58	0	0	0	0
64.86	194.76	10723	34825	265.47	814.63	156	442	4357	5540
152.70	275.66	14009	42756	262.99	869.82	169	375	3239	5712
352.88	1008.54	5535	16463	2103.53	6912.89	32	95	123	370
372.21	1046.51	4666	13909	1955.90	5819.25	34	99	127	374
3.21	9.37	65	223	0.00	0.00	0	0	0	0
3.16	10.42	88	274	0.00	0.00	0	0	0	0
356.09	1017.91	5600	16686	2103.53	6912.89	32	95	123	370
375.37	1056.93	4754	14183	1955.90	5819.25	34	99	127	374
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	0	0.00	0.00	0	0	0	0
0.00	0.00	0	0	0.00	0.00	0	0	0	0
1187.04	3483.52	21326	66532	2024.57	6041.36	185	2206	442	3039
973.15	2603.86	23488	68504	1425.14	4960.70	4136	18152	3926	18002
7099.27	21660.72	172540	544274	4551.19	14335.04	451	29482	9597	169389
5978.34	18677.41	173841	521975	3796.04	12146.35	4520	43313	8087	186249

(Premium in ₹ Lakhs)

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	9990.47	39228.86	64217	238099	575.37	4254.33	10823911	42501473
Previous year	9415.10	34974.53	79743	228163	1246.10	7330.53	10200542	37892231
Marine Cargo	2221.35	9401.77	18073	72297	-232.11	182.71	4711241	19940128
Previous year	2453.46	9219.06	20341	72051	-18.54	198.06	5203521	19552619
Marine Hull (Including Onshore & Offshore oil energy)	743.15	11209.83	1715	4992	-1110.45	1863.10	267320	4032313
Previous year	1853.60	9346.73	1979	4102	548.60	2526.73	666763	3362133
Marine (Total)	2964.50	20611.60	19788	77289	-1342.56	2045.81	4978561	23972441
Previous year (Total)	4307.06	18565.79	22320	76153	530.06	2724.79	5870284	22914752
Aviation	1059.19	1350.45	58	144	948.29	957.61	158918	202618
Previous year	110.90	392.84	187	319	11.90	247.84	16639	58940
Engineering	4308.11	13311.23	6860	27985	-379.94	465.27	1856944	5737599
Previous year	4688.05	12845.96	16132	36149	-532.95	246.96	2020711	5537052
Motor Own Damage	13390.73	40069.37	509921	1573991	-315.87	-332.26	1900074	5685631
Previous year	13706.60	40401.63	555467	1612981	3175.60	9678.63	1944894	5732777
Motor Third party	15258.91	45098.56	580886	2564448	1766.70	4218.73		0
Previous year	13492.21	40879.83	862037	2769034	1854.21	10046.83	0	0
Motor (Total)	28649.64	85167.93	580886	2564448	1450.83	3886.47	1900074	5685631
Previous year (Total)	27198.81	81281.46	862037	2769034	5029.81	19725.46	1944894	5732777
Workmen's compensation / Employer's liability	640.95	2388.73	5731	21108	-59.53	17.66		0
Previous year	700.48	2371.07	6322	21196	204.48	802.86	0	0
Public Liability	113.70	369.98	467	1174	25.50	5.71	19271	62708
Previous year	88.20	364.27	375	1200	11.10	7.93	14949	61741
Product Liability	111.12	371.20	691	1109	-98.71	-46.93	22109	73856
Previous year	209.83	418.13	77	473	166.93	266.09	41749	83193
Other Liability Covers	436.79	1153.21	3410	11281	204.55	474.02	132888	350850
Previous year	232.24	679.19	1946	7576	153.24	20.78	70656	206635
Liability (Total)	1302.56	4283.12	10299	34672	71.81	450.46	174268	487414
Previous year (Total)	1230.75	3832.66	8720	30445	535.75	1097.66	127354	351569
Personal Accident	957.04	4124.51	39511	118517	10.89	173.24	3151268	13580870
Previous year	946.15	3951.27	42401	118652	70.15	718.27	3115410	13010437
Medical Insurance	24162.53	77967.79	226064	767613	3065.01	10591.20	3337700	10770110
Previous year	21097.52	67376.59	286708	774309	5711.63	16360.06	2914314	9307091
Overseas Medical Insurance	51.71	195.85	1880	2892	56.98	-87.30	15213	57620
Previous year	-5.27	283.15	81	1037	-689.38	-2760.32	-1550	83304
Health (Total)	24214.24	78163.64	227944	770505	3121.99	10503.90	3352914	10827731
Previous year (Total)	21092.25	67659.74	286789	775346	5022.25	13599.74	2912764	9390395
Crop Insurance	0.00	2.93	30089	30091	0.00	2.93	0	92
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
Credit Guarantee	1.08	1.08	2	2	1.08	1.08		0
Previous year	0.00	0.00	0	0	0.00	0.00	0	0
All Other Miscellaneous	6167.50	19522.65	109234	509155	1350.34	693.90	1188916	3763403
Previous year	4817.16	18828.75	178300	597745	-77.84	264.75	928609	3629639
Grand Total	79614	265768	1088889	4370908	5808	23435	27585773	106759271
Previous year (Total)	73806	242333	1496629	4632006	11835	45956	27137207	98517792

*Wherever applicable

FOR AND UP TO THE MONTH OF JUNE, 2013									
Amount of Premium w/w in Rural Areas		No. of Policies in Rural Areas		Amount of Premium w/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
681.84	2559.52	15257	51873	0.00	0.00	0	0	0	0
568.20	2132.93	13267	45107	0.00	0.00	0	0	0	0
75.80	329.04	857	5484	0.00	0.00	0	0	0	0
58.31	253.11	765	4896	0.00	0.00	0	0	0	0
9.33	29.64	177	475	0.00	0.00	0	0	0	0
7.18	22.80	158	424	0.00	0.00	0	0	0	0
85.13	358.68	1034	5959	0.00	0.00	0	0	0	0
65.49	275.91	923	5320	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	0	0.96	0.96	0	0	0	0
156.32	515.47	1377	4729	0.00	0.00	0	0	0	0
123.72	433.17	984	3378	0.00	0.00	0	0	0	0
2322.78	8635.34	61358	274511	0.00	0.00	0	0	0	0
1153.55	7996.12	49885	223180	0.00	0.00	0	0	0	0
4053.37	10652.09	110102	436492	0.00	0.00	0	0	0	0
1934.80	8076.74	93384	360917	0.00	0.00	0	0	0	0
6376.15	19287.43	110102	436492	0.00	0.00	0	0	0	0
3088.35	16072.86	93384	360917	0.00	0.00	0	0	0	0
85.27	244.42	1118	4817	50.71	111.05	22	213		
33.53	181.05	873	3763	41.91	91.78	39	205	0	0
4.89	23.24	86	429	0.00	0.00	0	0	0	0
4.25	20.21	81	387	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	0	1.90	1.90	0	0	0	0
1.85	56.30	53	1068	0.00	0.00	0	0	0	0
1.53	46.53	41	834	0.00	0.00	0	0	0	0
92.01	323.96	1257	6314	50.71	111.05	22	213		
39.31	247.79	995	4984	41.91	93.68	39	205		
905.12	1624.37	1930	16625	516.96	915.87	112268	881899		
724.15	1269.04	1565	13512	466.93	854.22	58187	815124	0	0
916.45	4398.06	12304	80952	1682.52	11896.06	5122614	12892296	5729811	14668243
808.73	2690.68	10854	56619	1474.66	11305.76	4489517	10402234	5003003	11010051
89.73	117.11	14	389	0.00	0.00	0	0	105	1117
70.75	97.59	9	897	0.00	0.00	0	0	91	2684
1006.18	4515.17	12318	81341	1682.52	11896.06	5122614	12892296	5729916	14669360
879.48	2788.27	10863	57516	1474.66	11305.76	4489517	10402234	5003094	11012735
0.00	2.93	0	2	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	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	0	0.00	0.00	0	0	0	0
1408.62	7021.06	60488	143696	1740.17	4739.73	8108	25973		
1094.16	6105.27	51709	126002	1355.33	3963.64	6006	19239	0	0
10711	36209	203763	747031	3990	17663	5243012	13800381	5729916	14669360
6583	29325	173690	616736	3340	16218	4553749	11236802	5003094	11012735

(Premium in ₹ Lakhs)

Name of the Insurer: *Universal Sompco 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	1335.94	3571.79	11945.00	30402.00	3.67	655.47	2276002.18	6267004.88
Previous year	1332.27	2916.32	12165.00	28539.00	631.32	1036.91	2187867.84	4668561.50
Marine Cargo	415.96	822.47	226.00	700.00	342.45	384.89	1725971.28	5421100.09
Previous year	73.51	437.57	202.00	534.00	21.84	177.55	676242.93	3479633.62
Marine Hull (Including Onshore & Offshore oil energy)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Marine (Total)	415.96	822.47	226	700	342.45	384.89	1725971.28	5421100.09
Previous year (Total)	73.51	437.57	202	534	21.84	177.55	676242.93	3479633.62
Aviation	25.24	25.24	3.00	3.00	25.24	25.24	21500.00	21500.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Engineering	85.49	405.75	187.00	513.00	26.11	24.95	88410.73	234462.92
Previous year	59.37	380.79	208.00	542.00	-17.29	103.44	136307.19	290925.30
Motor Own Damage	986.84	2852.68	34079.00	93430.00	-232.54	-35.92	269718.55	420014.91
Previous year	1219.38	2888.60	36756.00	94213.00	83.93	51.24	95589.28	229746.62
Motor Third party	964.12	2626.47	0.00	0.00	-13.76	-32.21		
Previous year	977.88	2658.68	0.00	0.00	694.01	1896.16		
Motor (Total)	1950.96	5479.15	34079	93430	-246.30	-68.13	269718.55	420014.91
Previous year (Total)	2197.26	5547.28	36756	94213	777.94	1947.39	95589.28	229746.62
Workmen's compensation / Employer's liability	21	61	128	380	-4.84	-8.78	9401	16255
Previous year	26.10	69.43	169.00	420.00	10.14	32.74	7435.96	13262.84
Public Liability	-8.28	1.98	19.00	60.00	-8.56	0.25	-5213	6715
Previous year	0.28	1.73	1.00	8.00	-0.13	-3.76	1500.00	4100.00
Product Liability	1.57	4.01	1.00	5.00	1.44	-0.79	679.50	1899.50
Previous year	0.13	4.80	1.00	5.00	0.05	4.09	100.00	575.25
Other Liability Covers	13	68	5	21	0.66	4.12	8691	16733
Previous year	12	64	24	75	11	25	3850	12997
Liability (Total)	27.66	134.69	153	466	-11.30	-5.20	13558.72	41603.18
Previous year (Total)	38.96	139.89	195	508	20.65	57.74	12885.96	30934.72
Personal Accident	69.05	228.15	652	1703	-46.45	30.72	190770.12	7386155.96
Previous year	115.50	197.42	750.00	1580.00	6.11	-6.49	2039448.78	2638093.69
Medical Insurance	867.55	3032.41	4738	13295	410.72	1279.42	36982.05	149598.44
Previous year	456.83	1752.99	3950	9791	311.96	533.85	14087.45	81210.55
Overseas Medical Insurance	3.16	4.48	79.00	218.00	2.30	0.57	50301.85	66498.99
Previous year	0.86	3.91	25.00	288.00	-0.69	1.21	4790.73	72005.12
Health (Total)	870.71	3036.89	4817	13513	413.02	1279.99	87283.90	216097.42
Previous year (Total)	457.69	1756.90	3975	10079	311.27	535.05	18878.18	153215.67
Crop Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Credit Guarantee	7.09	8.96	2.00	4.00	7.09	8.96	13400.00	13400.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
All Other Miscellaneous	552.95	1753.50	16935.00	40120.00	21.95	96.03	362434.97	1172348.52
Previous year	531.00	1657.47	17528.00	39285.00	105.57	653.25	394868.70	942830.39
Grand Total	5341.05	15466.58	68999	180854	535.48	2432.94	5049050.43	21193687.88
Previous year (Total)	4805.56	13033.64	71779	175280	1857.40	4504.85	5562088.86	12433941.51

*Wherever applicable

Name of the Insurer: Agriculture Insurance Company of India 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								
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	17982.39	35438.22	24492	70997	12635.87	18404.74	489120.54	1022249.15
Previous year	5346.52	17033.48	19526	78681	-1419.40	2583.29	200432.55	638030.54
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	17982.39	35438.22	24492	70997	12635.87	18404.74	489120.54	1022249.15
Previous year (Total)	5346.52	17033.48	19526	78681	-1419.40	2583.29	200432.55	638030.54

*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	107.89	290.54	2751	6981.00	107.89	290.54	171504.79	922876.61
Previous year	78.40	204.21	2713	6759.00	78.40	204.21	54531.00	132349.38
Medical Insurance	3484.69	10210.93	24933	69343.00	3484.69	10210.93	131129.39	533119.42
Previous year	3120.60	9537.20	19039	53217.00	3120.60	9537.20	124193.30	255653.56
Overseas Medical Insurance	72.83	247.96	2796	10389.00	72.83	247.96	411858.00	1232661.75
Previous year	68.98	193.11	2308	7713.00	68.98	193.11	131766.86	794256.86
Health (Total)	3557.52	10458.89	27729	79732	3557.52	10458.89	542987.39	1765781.17
Previous year (Total)	3189.58	9730.31	21347	60930	3189.58	9730.31	255960.16	1049910.43
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	80.80	285.18	0	0	80.80	285.18	352135.00	929640.00
Previous year	63.47	233.17	0	2.00	63.47	233.17	320595.00	1174300.00
Grand Total	3746.21	11034.62	30480	86713	3746.21	11034.62	1066627.18	3618297.78
Previous year (Total)	3331.45	10167.69	24060	67691	3331.45	10167.69	631086.16	2356559.80

*Wherever applicable

Name of the Insurer: *Export Credit Guarantee Corporation of India 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								
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	10454	28997	782	2176	783	3887	334360	1014164
Previous year	9671	25110	753	2120	1025	1986	347899	1003997
All Other Miscellaneous								
Previous year								
Grand Total	10453.93	28997.05	782	2176	783.25	3886.98	334360.10	1014164.47
Previous year (Total)	9670.68	25110.07	753	2120	1024.84	1986.46	347898.64	1003996.76

*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	17.25	31.73	549	1489	17.25	32	18050.13	29542.69
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	2,114.60	5,944.56	14910	40539	2,114.60	5,944.56	131218.75	382753.60
Previous year	1221.87	3638.68	10458	29530	1221.87	3638.68	33472	88557.60049
Overseas Medical Insurance								
Previous year								
Health (Total)	2114.60	5944.56	14910	40539	2114.60	5944.56	131218.75	382753.60
Previous year (Total)	1221.87	3638.68	10458	29530	1221.87	3638.68	33472.00	88557.60
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous								
Previous year								
Grand Total	2131.86	5976.30	15459	42028	2131.86	5976.30	149268.88	412296.29
Previous year (Total)	1221.87	3638.68	10458	29530	1221.87	3638.68	33472.00	88557.60

*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	152.28	413.47	11978	31649.00	42.54	120.13	183180.80	488767.72
Previous year	109.74	293.34	10377	27197.00	2.51	36.91	151301.89	737584.22
Medical Insurance	6864.38	17901.88	101970	278435.00	2296.74	678.56	620090.33	1615555.68
Previous year	4567.64	17223.32	91859	240622.00	-10531.48	-22935.95	340973.90	927681.15
Overseas Medical Insurance	111.99	530.20	4250	16837.00	-38.91	63.60	510839.41	1245757.65
Previous year	150.90	466.60	5027	15517.00	8.70	13.20	522527.81	1690172.40
Health (Total)	6976.37	18432.08	106220	295272	2257.83	742.16	1130929.74	2861313.33
Previous year (Total)	4718.54	17689.92	96886	256139	-10522.78	-22922.75	863501.71	2617853.55
Crop Insurance								
Previous year								
Credit Guarantee								
Previous year								
All Other Miscellaneous	0.00	0.00	0	0.00	0.00	0.00	0	0.00
Previous year	0.00	0.00	0	0.00	-53.90	-117.08	0	0.00
Grand Total	7128.65	18845.55	118198	326921	2300.37	862.29	1314110.54	3350081.05
Previous year (Total)	4828.28	17983.26	107263	283336	-10574.17	-23002.92	1014803.60	3355437.77

*Wherever applicable

Name of the Insurer: *Religare 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	2.91	48.22	13.00	40.00	2.91	48.22	4175.54	78347.66
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Medical Insurance	988.94	5087.94	2838.00	7265.00	988.94	5087.94	171769.29	470250.50
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Overseas Medical Insurance	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Previous year	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Health (Total)	988.94	5087.94	2838.00	7265.00	988.94	5087.94	171769.29	470250.50
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								
Previous year								
Grand Total	991.85	5136.16	2851	7305	991.85	5136.16	175944.83	548598.16
Previous year (Total)	0.00	0.00	0	0	0.00	0.00	0.00	0.00

*Wherever applicable



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23 – 25 Sep 2013 Venue: NIA, Pune	Corporate Governance Issues for Senior Management By National Insurance Academy.
30 Sep – 02 Oct 2013 Venue: Dubai, UAE	2nd MENA Rendezvous By Middle East Insurance Review.
07 – 08 Oct 2013 Venue: Bahrain	2nd Annual Middle East Takaful Forum By Middle East Insurance Review.
10 – 11 Oct 2013 Venue: Singapore	1st Asia Agriculture Insurance Conference By Asia Insurance Review.
17 – 19 Oct 2013 Venue: NIA, Pune	Reinsurance Management Overview By National Insurance Academy.
28 – 30 Oct 2013 Venue: NIA, Pune	Risk-based Underwriting & Actuarial Appreciation By National Insurance Academy.
07 – 09 Nov 2013 Venue: NIA, Pune	International Seminar ‘Mastering Risk to Manage our Future’ By National Insurance Academy & FAIR.
11 – 12 Nov 2013 Venue: Kuala Lumpur	9th Takaful Rendezvous By Asia Insurance Review.
14 – 16 Nov 2013 Venue: NIA, Pune	Techno Marketing in General Insurance By National Insurance Academy.
18 – 19 Nov 2013 Venue: Singapore	1st Asia Marine Insurance Conference By Asia Insurance Review.

view point



Mortgage origination and mortgage insurance were at the very core of the financial crisis. The Joint Forum Recommendations on Mortgage Insurance provide guidance to national policymakers and supervisors in order to avoid mistakes of the past and strengthen resilience in the future.

Mr. Thomas Schmitz-Lippert
Chairman of the Joint Forum of IAIS.

Consumer liaison representatives provide an extraordinary range of experience and expertise with insurance-related matters.

Mr. Jim Donelon
NAIC President and Louisiana Insurance Commissioner.

We have been encouraged that, working closely with the FCA and despite their different business needs, a large number of firms have voluntarily come together to create a redress scheme that will provide a fair outcome for customers.

Mr. Martin Wheatley
Chief Executive of the Financial Conduct Authority, UK.

We have stepped up to meet enhanced global standards on information exchange and have intensified our supervision of financial institutions to ensure we keep illicit money out from our financial centre.

Mr. Ravi Menon
Managing Director, Monetary Authority of Singapore.

General conditions have improved somewhat over the last year. APRA, however, remains very vigilant and alert to potential problems emerging with the economy, at industry level or with individual insurers.

Mr. Ian Laughlin
Member, Australian Prudential Regulation Authority.

In view of the low insurance penetration/density observed in many Asian jurisdictions, special efforts are needed in making available customized insurance solutions at an affordable cost.

Mr. T.S. Vijayan
Chairman, Insurance Regulatory & Development Authority, India.



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