

ISNP PROCESS

PRE SALE

Procedure

This section has information on the processes and timelines for PRE sales activities. In case you need assistance, contact your Broker representative or call us on 0261 4025000 or by sending your request at our email id insurance@njgroup.in.

Premium Quote/s

Customer's broker representative sends premium quote/s as per the needs of the customer on his/her (customer) mail id. Upon getting the link from the Broker Representative, customers can view quotes and product details to proceed with Proposal form filling.

Filling up the proposal form

Customers must fill up the proposal details, Depending on the Insurance type / category opted/selected, Customers need to provide personal details like Gender, DOB, current/residential address, annual income, car / 2 wheeler details, etc.

Proposal Authentication & Acceptance

The customers should verify the proposal details before authenticating the same by entering the OTP sent to his/her registered mobile phone number and email address.

Compliance of KYC Norms

The customer shall provide the KYC documents as per the requirements of the Insurance Company.

Payment for the policy

The customer shall pay the premium to the insurance company as per the modes available. Customers would be led to a payment confirmation page after successfully completing the payment. After issuance of policy, customers shall receive their policy copy on their email address. The premium of the policy shall only be paid by the policyholder or by the person who has insurable interest in the policyholder as the Third party Premium Payment is strictly prohibited.

SERVICE TAT – LIFE/ HEALTH/ GENERAL INSURANCE

In accordance with Schedule II of the Insurance e-commerce guidelines issued by IRDAI on 9th March 2017, NJ Insurance Brokers Private Limited as an ISNP follows the following service TAT's for online sale of Insurance products:

Client servicing turnaround times are as follows:

| Service parameters | Maximum turnaround time |
|---|--------------------------------------|
| Written communication on policy decision on the proposal/ application or raising extra requirements on the proposal | 15 days |
| Providing copy of submitted application/ proposal form | |
| Refund of proposal/application deposit post cancellation of proposal deposit, if any | 15 days |
| Free look cancellation* | |
| If the policy is not purchased through Distance mode** | 15 days from the date it is received |
| in case of electronic policies or policies sourced through Distance Mode. | 30 days from the date it is received |

* May vary from company to company

**Distance Mode means every activity of solicitation (including lead generation) and sale of insurance products through the following modes: (i) voice mode, which includes telephone –calling (ii) short messaging service (SMS) (iii) electronic mode which includes e-mail, internet and interactive television (DTH) (iv) physical mode which includes direct postal mail and newspaper and magazine inserts and (v) solicitation through any means of communication other than in person



ISNP PROCESS

POST SALE

Procedure

This section has information on the processes and timelines for post sales servicing activities. Broker representative will contact the customer for all his/her policy needs and services.

In case, the customer wants to avail any of the services, he /she will contact his/her Broker representative or call us on 0261 402 5000 or by sending the request at our email id insurance@njgroup.in from your registered email id.

Service TAT – NonLife Insurance

In accordance with Schedule III of the Insurance e-commerce guidelines issued by IRDAI on 9th March 2017, NJ Insurance Brokers Private Limited as an ISNP follows the following service TAT's for online sale of NonLife Insurance products:

Policyholder servicing turnaround times are as follows:

| Service parameters | Turn Around time |
|--|------------------|
| Issuance and crediting of the Policy document/Certificate of Insurance/Proposal form | 15 days |
| Issuance of endorsement | 15 days |
| Change of Policy Terms and Conditions/ Details Change | 15 days |
| Correction of Date of Birth (DOB) | 15 days |
| Increase in sum assured/ Decrease in Sum assured | 15 days |
| Correction of Gender | 15 days |
| Change of Name | 15 days |
| Change of Address | 15 days |
| Claim Settlement | 30 days |

*** Disclaimer: Above TAT is as per the standard guidelines and may vary from case to case basis**

Collection of renewal premiums

Customers shall receive the renewal reminders for renewal of the policy well in advance.

Settlement and Payment of claims

Customers shall contact the Broker Representative in case of Claims who shall assist with the Claims . The Customer can also contact our local branch office/ Customer Care Department.