

**Magma HDI General Insurance
Company Limited**

SOP for: Policy & Endorsement
Issuance from Branches

Effective Date: 04 Jan 2023

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Version No.: MHDI/23/Jan/BO/2/1.6

Approved By: Sumit Rawat

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The version control sheet is below

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Approved by	:	Sumit Rawat
Designation of Approver	:	National Manager – Branch operations
Process Applicable to	:	Branch Operations
Processes Impacted by SOP	:	Policy & Endorsement Issuance Process at Branch

Internal Policies and Systems Involved

Internal Policies Governing the process	:	System Involved in the process
1. Issuance of Motor & Branch Retail Policy	:	1. GC 2. DMS

Version Control Sheet

Last Version Control Number	:	MHDI/22/Jul/BO/2/1.5
New Version Number	:	MHDI/23/Jan/BO/2/1.6
All Changes done in new versions	:	1) Process Guidelines for Payment Failure Cases Tagging & DMS 2) KYC as per AML Guidelines effective 01-Jan-23
Prepared By	:	Dinesh Agarwal
Approved by	:	Sumit Rawat
Designation of Approver	:	National Manager – Branch operations
Process Applicable to	:	Branch Operations
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1. Objective:

This is a standard operating procedure that needs to be followed for a policy issued by branches.

This document is meant to provide a complete description of the processes of Magma HDI General Insurance Co. Ltd. to be followed by Branches for Policy Issuance. This contains the procedure for Issuance of Motor, Individual Personal Accident (IPA), Shopkeeper (SKI), House-Holders Package & Farmer's Package Policy.

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2. SIPOC for the process:

Supplier	Input	Process	Output	Customer
Customer, IMD And Sales	Policy / Endorsement Document Inspection Report (if applicable) UW Approval (in case of Deviation) hand / Deposit confirmation (if applicable) Proposal form Calculation sheet (if required)	Branch Operations receives Policy / Endorsement issuance documents as per the checklist ↓ ITS Number generation, Receipting, and Document upload in GC ↓ Post QC Policy generation ↓ Archival is not required for documents received in Softcopies.	Policy/Endorsement schedule generation. Hard copy to be sent by Central Operations.	Customer, IMD, and Sales

3. Desk Instructions with Screenshots and detailed process note.

Sr. No	Activity
3.1	Branch Policy/Endorsement Issuance Function
3.1.1	Policies issued from Central Operations are out of scope of this process note.
3.1.2	<u>Product issued from Branches</u> <ul style="list-style-type: none"> • All Motor Line of Product (Excluding Motor Trade policy) • Individual Personal Accident • Shopkeeper Package Policy • Householders Package Policy • Farmers Package Policy

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3.2 Proposal Generation & Receipt Tagging	
3.2.1	<p>As per the Branch Lite Process, sales can inward UW documents or share through their official email to Branch Operations.” Branch Operations will do the initial Quality Check and receipting based on Checklist Document. (Annexure1).</p> <p>Branch Operations will update the bucket in the Inward Tracking System (ITS) to “Branch” tab for Policy/Endorsement Issuance. (Please refer to Branch Inwarding Process)</p>
3.2.2	<p>Branch Operations will start with proposal generation in GC through the Process flow link. Then select the” LOB” & “Process type” in GC. After meeting the required parameters, Branch Operations. will click on the Underwriting tab in GC to create a proposal. Standard Endorsement wording will be used for endorsement as below given annexure named as Standard Wording.</p>
3.2.3	<p>After proposal generation in GC, either it will trigger for system UW approval or not as per system Validation set by UW in GC Master Configuration.</p>
3.2.4	<p>If the proposal triggers for system approval, then an auto-emailer gets triggered via email id donotreply@magma-hdi.co.in with subject line as “Internal Process Approval Required for Proposal No ...” to the respective authority.</p>
3.2.5	<p>After the proposal is approved by the respective authority in GC, Branch Operations will do tagging of a proposal with payment in GC by clicking on the Receipt tagging tab under system id.</p> <p>Once the tagging is done Either: A Cover note will be generated if the proposal falls under QC trigger master (Annexure-1) or Policy/Endorsement will be generated if the proposal does not fall under QC trigger master.</p>
3.2.6	<p>For the scenario where system QC(FQC) is not triggered Policy/Endorsement is generated directly, Branch Operations to update the bucket from “Branch” tab to Closed and upload policy/Endorsement document in ITS.</p>
3.2.7	<p>For a Scenario where system QC (FQC) is triggered, Branch Operations will do a Quality Check in Process flow, so policy gets generated.</p>
3.2.8	<p>Post policy generation, documents are uploaded in DMS, and ITS needs to be closed. ITS will flow to RMT Bucket automatically.</p>

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4. Process Check Points:

4.1	System Underwriter Approval
4.1.1	As per UW Master configuration Proposal will auto-trigger for approval with Auto ATS ID which needs to be submitted by the respective Sales Manager for UW approval
4.1.2	A concerned underwriter will refer the ATS bucket, accordingly, he will approve/ reject in the system.
4.1.3	After receiving confirmation from an underwriter, the policy issuer will tag the proposal and generate the system policy number. Post UW decision Branch Operations will tag the approved proposal and policy will be issued.
4.1.4	If the proposal is rejected by the underwriter, the auto emailer gets triggered to the concern sales manager confirming the reason for rejection of his proposal.

4.2	System Quality Check (FQC) & Policy/Endorsement Booking
4.2.1	Once the proposal is created and receipt tagging is done, the proposal will trigger for System QC (FQC) as per QC trigger Master (Annexure-1).
4.2.2	System QC (FQC) will be done by selected Branch Ops assigned by individual SOH for their respective regions.
4.2.3	After the proposal is triggered for System QC (FQC), Branch Operations will upload UW documents in DMS.
4.2.4	Branch Operations. will do the QC as per defined QC Field applicability Master (Annexure-2) and as per cases reflected in ITS bucket. While doing FQC, apart from system QC, Branch Operations are also required to check other details as per the complete Document Checklist.
4.2.5	After system QC (FQC) is done in GC, Inward Tracking System (ITS) to be updated by Branch Operations based on the result.
4.2.6	If the system QC (FQC) is successful, policy/Endorsement will be generated, and cases will be forwarded to the "Branch" tab for closure in ITS and policy dispatch.
4.2.7	If the system QC (FQC) is unsuccessful, instead of Policy/Endorsement generation, the case will be rejected in the Inward Tracking System (ITS) from "Branch" to Sales bucket.
4.2.8	Branch Operations will check the resolved the cases by sales in GC and update it to the Branch bucket for system QC again.

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4.3	Policy/Endorsement Dispatch
4.3.1	The Central dispatch team will send a copy of the Policy along with wordings to the customer address via post.

4.4	Policy issuance process for Payment received via direct NEFT but Proposal generated through Agent Portal
4.4.1	IMD Pitches the product to the customer on call and if the customer is convinced, the IMD shares the Magma HDI Account Details with the customer for NEFT Payment.
4.4.2	Payment is received in MHDI Account as per Money Receipting Guidelines
4.4.3	IMD Creates Proposal in Agent Portal
4.4.4	IMD shares proposal number and payment details with sales
4.4.5	Sales will share Proposal number and payment details along with Accounts confirmation with BOE, for receipt generation in customer ID.
4.4.6	BOE creates the receipt as per Money Receipting Guidelines and tags with the proposal.
4.4.7	Requests received by 5 pm on a working day to be processed on the same day.
4.4.8	BOE shares the policy number back on mail with sales.
4.4.9	The Proposal form is received by sales / IMD from the customer.
4.4.10	The proposal form is uploaded into the agent portal by IMD.

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4.5	Online Agent Portal Quality Check
4.5.1	Under Branch lite Magma Concept Online Agent Portal QC/FQC is taken care of Centrally by Branch Operations, irrespective of the location.
4.5.2	On daily basis data for Quality Check is allocated to respective processors.
4.4.3	Post allocation respective processors will do the QC/FQC as per Agent Portal Checklist, of the documents uploaded by IMD in Agent Portal
4.4.4	If the documents are complete, processors approve the case in GC. In case of any discrepancy, case is bounced back to IMD. Any minor mismatch is being corrected with the help of endorsement and the case is approved.
4.4.5	Cases bounced back by processors can be resubmitted by IMD with resolution. IMD can also upload the documents and add remarks while resolving the case.
4.4.6	Cases resubmitted by IMD are rechecked by Operations Team. If the resolution provided is complete, the case gets approved.
4.4.7	A daily MIS is circulated to required stakeholders. This report contains the count of cases pending for QC with Ageing.

4.6	Requirement for Policies issued in favour of SEZ Customers
4.6.1	Whenever we issue policy to SEZ customers then as per process we need to collect documents which are named as below mentioned in 4.6.2
4.6.2	<ul style="list-style-type: none"> a) Latest letter of approval from SEZ authority along with b) GST registration certificate and c) SEZ declaration from customer wherein they confirm that general insurance services received from MHDI will be used for authorized operations in the above mentioned SEZ unit and in the event any demand including interest and penalty raised on the Company for not charging IGST based on this declaration, they undertake to pay the demand forthwith including the interest and penalty and provide Company with all information / documents that may be necessary for any processing before Tax Authorities in India (SEZ Declaration attached)
4.6.3	Post Such Policy issuance, above documents along with policy copy should be shared with taxation team on monthly basis for each policy issued in those respective months

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4.7	Process Guidelines for Payment Failure Cases Tagging & DMS
4.7.1	Ops will ask for the documents of proposal as per Agent Portal Checklist
4.7.2	Payment Confirmation to be checked either from Portal / Payment gateway snapshot or finance.
4.7.3	Need to create ITS & same to be Closed
4.7.4	Documents to be uploaded in DMS
4.4.5	This process is applicable for cases where policy issuance is done by Branch (Motor/IPA/Householder/Shopkeeper)

5. Policy/Endorsement Issuance TAT

5	Policy/Endorsement Issuance TAT		
Sr.No	Activity	Responsibility	TAT
1.	Proposal Generation & Payment Tagging	BOE	T+1
2.	Final System QC/Policy Booking	FQC Coordinator	Allocation date +1
3.	Policy/Endorsement Dispatch	Central Operations	T+ 6 working days
	<p>"T" = Files Received from Sales within Cut-off Date provided in Inwarding Process.</p> <p>Next "T" = for policy issued date.</p> <p>Note: - Proposal received till 3 PM to be processed on the same day.</p>		

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6. Branch Operations Escalation Matrix

6	Operations Escalation Matrix		
Sr.No	Role	Escalation No. of days Delay	Contact Person
1	Policy/Endorsement Issuance	-	Branch Operation Executive/State coordinators
2	First Level Escalation	T+2	Regional Coordinators/State Operation Head
3	Second Level Escalation	T+3	Zonal Operation Head
4	Third Level Escalation	T+4	National Operations Head
5	Final Escalation	>T+4	Department Head

7. Review:

Activities as per laid SOP to be reviewed by half-yearly by respective owners within the team.
Yearly review to be done by National Manager-Operations.

In this meeting, the following points are to be evaluated:

- Process adherence and updating if any
- Updating required in SOPs if any
- Scope of automation
- Risk arising out of the current process and its mitigation measures
- Any breach of the compliance framework

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8. Risk and Mitigation identified in the process:

S.no	Risk Identified	Risk Type	Mitigation Plan
1	Data entry error	Customer Dissatisfaction	a. Monthly ORM review. b. Internal Audit by Branch Operations.
2	Delay in policy issuance	Customer Dissatisfaction	Regular MIS for cases under process with Branch Operations.







9. Compliance framework:

S.no	Regulatory Reference	Act Impacting	Compliance Status
1	Policy for Protection of Interest of Policy Holders.	PHPC (Policy Holder Protection committee)	Compliant

10. Forms, Formats & Annexures:


List of Annexures

- 1) Document checklist (Annexure1)
- 2) QC trigger Master (Annexure-2).
- 3) QC Field applicability Master (Annexure-3)
- 4) Standard Endorsement wording for the type of endorsement (Inclusive specimen endorsement schedules)
- 5) Email endorsement issuance process.
- 6) SEZ Declaration Format
- 7) Private Carrier Declaration Format

Annexure-1-Ver-MH Annexure-2-Ver-MH Annexure-3-Ver-MH Standard Wording E-Mail SEZ

DI-23-Jan-BO-1-1.6.xl DI-23-Jan-BO-2-1.6.xl DI-23-Jan-BO-2-1.6.xl of Endorsement.xlsx Endorsement Issuan declaration.docx



Declaration Letter for Private Carrier.pc

Flow chart:

