

30 April 2010

Dear Montu Kapadia  
Senior Manager,  
PAMAC Finserve Pvt Ltd

**Subject: Letter of Intent (LOI) for managing document and cheque pickup service**

Dear Montu

This is further to our discussion and commercials proposal dated 30<sup>th</sup> April 2010 for managing the document and cheque pickup service for AEGON Religare Life Insurance Co Ltd.

We are pleased to place our consent for this service as per the terms and conditions below

- 1) Per visit cost of Rs 60/- within city limit
- 2) Per visit cost of Rs 110/- outside city limit
- 3) Rs 18,000 per tele-caller per month. This is inclusive of back-up to the dedicated tele-caller
- 4) Courier charge of Rs 18/- per courier

The above is excluding service tax.

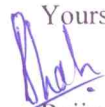
For 1<sup>st</sup> two months there will not be a tele-caller and basis the experience this will be introduced with mutual consent.

The service level agreement and services agreement to be executed within 45 days of this letter.

The services to begin with effect from 1<sup>st</sup> May 2010 basis this LOI.

Please send the acknowledged copy back for our records.

Yours truly,



Rajiv Shah  
Director – Customer Service & New Business Operations