Subject: Your Application Results Available

Date: Mar 06, 2020

Dear Arti,

Congratulations! We are extremely delighted to inform that you have been shortlisted for the **Post Graduate Program in Life Insurance (PGPLI)** (hereinafter referred to as "**Program**") in association with HDFC Life Insurance Company Limited (formerly HDFC Standard Life Insurance Company Limited and hereinafter referred to as "**HDFC Life**") &upGrad Education Private Limited (hereinafter referred to as "**upGrad**"). From today onwards, you will be part of the HDFC Life and upGrad Family!

The Admissions Committee has based its decision on the selection criteria including the online aptitude test, interview process, prior educational qualifications and overall application form.

As part of the Program, you will go through a structured 11-month immersive learning experience of which two months would be online learning conducted by upGrad, followed by two months of on-the-job-training ("OJT") and seven months of internship with HDFC Life. You would be required to work from the allocated HDFC Life branch for the OJT and internship. Please read Annexure A for further details regarding the Program.

On successful completion of the Program, apart from becoming a certified insurance professional you will also be given a guaranteed job with HDFC Life as a Front-line sales executive. Please read Annexure D for more details on job descriptions.

The total program fees is **INR 99,000** , to block your seat, you will have to adhere to the timeline of **3 days** within receipt of this letter or **before the program start date**, whichever is earlier, for making the initial payment of INR **10,000** towards the Program fee, details of which are shared with you along with this offer letter. For remaining amount you may choose to opt for an EMI option or self-finance as per your convenience. You will be required to submit copies of self-attested, valid documents and self declarations as mentioned in Annexure B.

The Refund policy of the Program is provided under Annexure C.

The Deferral policy of the Program is provided under Annexure D.

You will be enrolled into the Program subject to payment of the applicable Fee to upGrad and completion of all the documentation requirements as mentioned in Annexure B. It will be mandatory for you to join the immediate batch scheduled to start after the date of payment of the Fee. Postponement of batch enrolment will not be permitted except in case of critical health issues or for a valid reason approved by us on the basis of satisfactory evidence. In such cases, the date of joining can be anytime within 3 months from the date of registration.

You are needed to sign the Annexures of this offer letter and send the soft copy of the signed offer letter, including the annexure to us at pgpli@upgrad.com with the subject line – **PGPLI – Offer Acknowledgement by 'Your Name'.**Once you have submitted the documents and made the block payment towards the Program, you will receive a provisional offer letter from HDFC Life and this shall be confirmed upon successful completion of the Program with a final offer letter.Welcome once again to the upGrad and HDFC Life family.

ANNEXURE - A

Program details

The duration of the entire Program is 11 months which is split in three phases as follows:

Program	Conducted by	Period	Location	Course Curriculum	Stipend/ Allowance
Online training	upGrad	2 months	Online	Financial Markets, Insurance concepts & Industry update, Life Insurance products, insurance sales skills and processes, soft skills & clearance of prescribed assessments. Candidates will be expected to complete the assigned courses/ assessments during the Online training period. Successful completion of this phase will lead the candidate to On The Job training.	No stipend
On the Job Training ("OJT")	HDFC Life	2 months	Location and department as decided by HDFC Life in its sole discretion	OJT will include - Conducting market study on Insurance, field surveys, sales activities with prospects/customers - fulfilling the defined deliverables as per the allocated sales channel - OJT skill assessment Successful completion of this phase will lead the candidate to Internship. *It is mandatory that the candidate submits relevant proof of completion of Graduation from a recognized university before enrolling for the OJT.*	Rs. 2500/- per month*
Internship	HDFC Life	7 months	Location and department as decided by HDFC Life in its sole discretion	Candidate is required to complete Internship Milestones (IM) business targets (IM1 & IM2), as per the allocated sales channels. IM achievement will be included in annual growth cycle (STAR) as per prevailing business rules.	Rs. 15,100/- per month plus incentives(if applicable in accordance with the incentive scheme declared by HDFC Life from time to time)*

All payments will be subject to prevailing tax laws and other statutory deductions.

Any change in the learning journey will be communicated to you in writing or through an email to the email address provided by you.

Name :

Date :   Signature

ANNEXURE - B

List of documents to be submitted

- Identity Proof (PAN Card and Aadhar Card)
- Address Proof (Aadhar Card or Passport and latest electricity bill for current residence verification if different from permanent address)
- Educational Qualification Proof (College Transcript, Degree ; In case if you are in final year of college then last semester marksheet and an undertaking from college mentioning month and year of graduation from college is needed)
- Passport size Photograph
- Relieving Letter from Last Employer in case you were or are a working professional

Please ensure that all the above-mentioned documents (duly attested) along with signed copy of this offer letter are submitted by you to upGrad within 7 days from receipt of this letter. Late submission of documents may lead to cancellation of your candidature from the Program.

Note: PAN Card and Aadhar Card are mandatory for receiving any stipend or salary.

Please email the documents in a zip file to pgpli@upgrad.com along with the subject line - **PGP Insurance - Documents by 'Your Name'.** Please ignore if you have already submitted your documents.

Name:
Date: Signature

ANNEXURE - C

Refund Policy

- Block Amount of Rs 10,000 is non-refundable. Refund will only be given in the case, if you have opted for EMI and submitted all needed documents but the EMI loan is not approved.
- Once you have made a partial or full amount payment of the remaining amount you can claim a refund for the fee at any time before the cohort start date by sending an email request to your Student Mentor and Admissions Counselor with reasons listed. Processing fee of Rs.10,000 will be levied in case refund is claimed. This processing fee includes the Rs 10,000 block amount. If less than Rs 10,000 have been paid in total, no refund will be done in that case.
- You must pay the full fee within 15 days of payment of block amount or before the program start date, whichever is earlier. Otherwise the admission letter will be rescinded and processing fee of Rs. 10,000 will be levied.
- The Program fee is non-refundable once the once the classes commence.
- Request for refund must be sent via e-mail in the prescribed Refund Request Form which you can obtain by sending a mail to your Admission Counsellor or Student Mentor.
- The refund request will be processed within 30 working days of commencement of the Program after being duly approved by the Academic Committee.
- In case of failure by upGrad to start a cohort within six months of scheduled cohort start date (as communicated to you at the time of registration), the Program Fee will be refunded by upGrad directly to you. HDFC Life will not be liable in such case and you will be required to seek refund solely from upGrad.
- You may be rejected by upGrad/HDFC Life post the initial block payment in case any discrepancy is found in the documents you have submitted or in case you are disqualified basis test/interview results. Such rejection of your candidature can occur only prior to the cohort start date for which you have enrolled. In such cases you will be eligible to apply for a refund of the block amount.

Name:

Date: Signature

Note - This will only be valid for the current cohort for which the Offer Letter has been issued.

Deferral Policy: (Post Program Commencement)

- If a student is facing severe issues in dedicating time to the course or has medical issues, we provide the opportunity for the student to defer to another batch in the online training phase.Any deferral decision post completion of online training for OJT or internship will be at the discretion of HDFC Life only. Any communication/request for these two phases should be done with candidate's HDFC Life BHR and Engagement team by writing to universityalliances@hdfclife.com
- A student can request for deferral only once and to any of the scheduled cohorts to start in the next 3 months from the start date of the initial batch in which the student was originally enrolled for.
- The student will be required to pay a deferral fees of 10% of the total course amount fee + Taxes if any along with the differential program fees between the two cohorts
- The deferral request will be approved once the deferral fee is paid.
- Till this is completed, the student will be assumed to be continuing in the same cohort.
- The student has 7 days (including holidays and weekends) from the date of deferral request to make the payment of the deferral fee post which the deferral request will expire, and the student will continue as part of the current cohort.
- If the student completes the deferral payment, the student's login will be disabled, the student will leave the deferred cohort and the student will start learning in the new cohort from the point of the last assignment that was graded in the deferred cohort. All grades and progress till that point will be carried forward as it is to the new cohort. For clarification, the grades of the graded assignments will be carried forward, whether or not the student had submitted these grading during the previous cohort.
- The deferral can only be requested when the batch for which the student has enrolled is ongoing. Once the online training has completed, deferral requests shall not be entertained. For clarification, the online training completion here shall mean the final upGrad exam date which will be communicated by your student mentor.

Deferral Policy: (Pre- Program Commencement)

- If a student, due to unavoidable circumstances is unable to commence with the cohort and requests for a deferral before the cohort starts, we provide the opportunity for the student to defer to another batch.
- A student can request for deferral only once and to any of the scheduled cohorts to start in the next 3 Months from the start date of the initial batch in which the student was originally enrolled for.
- The student can make the request until the current cohort launch date, post which the deferral request won't be accepted. If the student asks for a refund after the deferral window expires, , the above-mentioned applicable refund policy will apply.
- The fee applicable to the deferred student will be as per prevailing fee for the batch which the student has opted to defer to (No additional deferral fee is required to be paid).The student shall be liable to pay the differential program fees between the two cohorts, if any.

Name:

Date: Signature

Annexure - E

Please note that placement into any of the below mentioned roles in respective channel will be at discretion of HDFC Life.

Following are the indicative job roles that you would be placed into on successful completion of the Post Graduate Program in Life insurance –

Please note that placement into any of the below mentioned roles in respective channel will be at discretion of HDFC Life.

1. **Direct sales – Financial Planning Manager (FPM)**

Your primary role will be to achieve sales targets by directly selling to the customer. You will do this through end-to-end lead management and by driving sales closure. This involves doing cold calls, upsell, building relationships with customers *(servicing their requests, helping in their financial planning process)* and alongside driving key objectives of your channel.

> **Key Skills**
> - Insurance sales skill
> - Lead generation and lead management skills
> - Indepth knowledge of HDFC Life's Product Line, Systems/ Mobility Apps and Related Business Processes

2. **Bancassurance – Corporate Agency Manager (CAM)**

Your role will be to achieve sales targets while maintaining mutually beneficial relationships with the local and regional representatives of the channel partner. The channel partner can be any of HDFC Life's partner banks, brokers, NBFCs, MFIs, etc. This role involves generating leads, driving sales closure, servicing customers, building partner mindshare, while also focusing on key objectives being driven by your channel.

> **Key Skills**
> - Insurance sales skill
> - Relationship management skills
> - Indepth knowledge of HDFC Life's Product Line, Systems /Mobility Apps and Related Business Processes

3. **Agency – Business Development Manager (BDM)**

This role will require you to develop an agent network in the field and manage relationships with these agents. This involves identifying the right set of prospective agents, presenting the proposition of an agency career with HDFC Life, making quality recruitment of various categories of agents, and on an ongoing basis engaging with them to build a robust distribution team. You will drive sales targets through this agent network.

> **Key Skills**
> - Networking skills
> - Insurance sales skill
> - Indepth knowledge of HDFC Life's Product Line, Mobility Apps and Related Business Processes

Name:

Date: Signature