**A**

**Project Report**

**O n**

# Project Title

***Submitted By:***

**Your Name**

***In partial fulfillment for the award of the degree of***

## YOUR DEGREE NAME

***In***

## College Name Or University Name

**YOUR UNIVERSITY NAME**

DATE-YEAR

**Certificate**

This is to certify that (YourName)and research report entitled **“ eg .Project Title.”** is approved and is acceptable in quality and form.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Faculty Guide

date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Place: :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**DECLARATION**

I hereby declare that the project report entitled:

A Research Report on **“Project Title.” s**ubmitted in partial fulfillment of the requirement for the degree of BBA/MBA**,** is my original work and not submitted for the award of any other degree, diploma, fellowship, or any other similar title or prizes.

Place:

Date: \_\_\_\_\_\_\_\_\_

**ACKNOWLEDGEMENT**

I wish to express my gratitude to all that concerned persons who have extended their kind help, guidance and suggestions without which it could not have been possible for me to complete this project report.

I am deeply indebted to my guide Mr. GUIDENAME for his valuable guidance and support at all time.

My sincere thanks to all those people who has provided me all the necessary information throughout this research report has been successfully completed at time.

* **INTRODUCTION TO RESEARCH TOPIC**
* **REVIEW OF LITERATURE**

**INTRODUCTION TO THE RESEARCH TOPIC**

**STRESS MANAGEMENT**

Stress is the “wear and tear” our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence it can result in feelings of distrust, rejection, anger and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pleasure, heart disease and stroke. With the death of a loved one, the birth of child, a job promotion or a new relation ships. We experience stress as we readjusted our lives. In so adjusting to different circumstances, stress will help or hinder us depending on how we react to it.

Stress management is to help you balance the various aspects o f your life, your relation ship and your leisure & to balance the physical, intellectual & emotional aspects of life. People who effectively manage stress consider life a challenge rather than a series’ of irritation and they have controlled over their lives even in the face of setbacks

**REVIEW OF LITERATURE:**

**STRESS MANAGEMENT**:

**What stress is… and definitions**:

There have been many different definitions of what stress is, whether used by psychologists, medics, management consultants or others. There seems to have been something approaching open warfare between competing definitions: views have been passionately held and aggressively defined.

What complicate this is that intuitively we all experienced. A definition should there fore be obvious…. Except that is not.

**PROBLEMS OF DEFINITION**

One problem with a single definition is that stress is made up of many things: It is a family of related experiences, path ways, and responses and out comes caused by a range of different events or circumstances. Different people experience different aspects and identified with different definitions.

Hans selye (one of the founding fathers of stress research) identified another part of this problem when he saw that different types of definition operate in different areas of knowledge. To a lawyer or a linguist, words have very precise, definite and fixed meanings. In other fields, ideas and definitions continue evolving as research on the knowledge expands.

Selye’s view in 1956 was that “stress is not necessarily some thing bad to all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental “. Selye believed that the bio chemical effects of stress would be experience irrespective of whether the situation was positive or negative.

**THE CURRENT CONSEQUENCES**

Now, the most commonly accepted definition of stress (mainly attributed to Richard S Lazarus) is that **stress is a condition or felling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize** People feel little stress when they have the time, experience and resources to manage a situation. They feel great stress when they think they can’t handle the demands put upon them. Stress is therefore a negative experience. And it is not an inevitable consequence of an event it depends a lot on people’s perceptions of a situation and theirreal ability to cope with it.

**WORKPLACE FACTORS CAUSING STRESS:**

The work place is an important source of both demands and pressures causing stress, and structural and social resources to counteract stress.

The work place factors that have been found to be associated with stress and health risks can be categorized as those to do with the content of work and those to do with the social and organizational context of work. Those that are intrinsic to the job include long hours, work overload, time pressure, difficult or complex tasks, lack of breaks, lack of variety, and poor physical work conditions (for example: space, temperature, light).

Unclear work or conflicting rules and boundaries can cause stress, as can having responsibility for people. The possibilities for job development are important against current stress with under promotion, lack of training, and job insecurity being stressful. There are two other sources of stress, or buffers against stress: Relationships at work and the organizational culture. Managers who are critical, demanding, unsupportive or bullying create stress, where as positive social dimension of work and good team working reduces it.

An organizational culture of unpaid over time causes stress. On the other hand, a culture of involving people in decisions, keeping them informed about what is happening in the organization, and providing good amenities and recreation facilities reduce stress. Organizational change, especially when consultation has been inadequate, is a huge source of stress. Such changes include mergers, relocation, restructuring, individual contracts, and redundancies with in the organization.

**Empirical review:**

A systematic review of the evident for work factors associated with psychological ill health and associated absenteeism (Michie and Williams 2001, unpublished data) found the key factors to be:

* Long hours worked, work overload and pressure
* The effects of those on personal lives
* Lack of control over work and lack of participation in decision making
* Poor social support
* Unclear management and work role and poor management style

**INTERACATIONS BETWEEN WORK AND HOME STRESS:**

Increasingly, the demands on the individual in the work place reach out into the homes and social lives of employees. Long, uncertain or unsocial hours, working away from home, taking work home, high levels of responsibility, job insecurity, and job relocation all may adversely affect family responsibilities and leisure activities. This is likely to undermine a good and relaxing quality of life outside work, which is an important buffer against the stress caused by work. In addition, domestic pressures such as child care responsibilities, financial worries, bereavement and housing problems may affect a person’s robustness at work. Thus, a vicious cycle is setup in which the stress caused in the in either area of one’s life, work or home, spills over and makes coping with the other more difficult.

Women are especially likely to experience these sources of stress, since they still carry more of burden of child care and domestic responsibilities than men. In addition, women are concentrated in lower paid, lower status jobs, may often work shifts in order to accommodate domestic responsibilities, and may suffer discrimination and harassment

**INDIVIDUAL STRESS MANAGEMENT:**

Most interventions to reduce the risk to health associated with stress in the work place involved both individual organizational approaches. Individual approaches include training and one to one-psychology services clinical, occupational, health or counseling. They should aim to change individual skills and resources and help the individual change their situation.

However, there are many resources of stress that the individual is likely to perceive as out side his or her power to change, such as the structure, management style or culture of the organization. It is important to note that stress management approaches that concentrator on changing the individual with out changing the sources of stress are of limited effective ness, and may be counter productive by masking these sources. For example, breathing deeply and positively about a situation causing stress may make for a temporary feeling of well being, but will allow a damaging situation to continue, causing persistent stress and probably, stress to others. The primary aim of the individual approach should be to develop people’s skills and confidence to change the situation, not to help them adapt to and accept a stressful situation.

**ORGANIZATIONAL STRESS MANAGEMENT:**

The prevention and management of work place stress requires organizational level interventions, because it is the organization that creates the stress. An approach that is limited to helping those already experiencing stress is analogous to administering sticking plaster on wounds, rather than dealing with the causes of the damage. An alternative analogy is trying to run up an escalator that’s going down! Organizational interventions can

be of many types, ranging from structural (for example, staffing levels, work schedules, physical environment) to psychological (for example social support, control over work, participation).

Success is managing and preventing stress will depend on the culture in the organization. Stress should be seen as helpful information to guide action, not as weakness in individuals. A culture of openness and understanding, rather than of blame and criticism, is essential. Building this type of culture requires active leadership and role models from the top of the organization the development and implementation of a stress policy throughout the organization, and systems to identify problems early and to review and improve the strategies developed to address them.

The emphasis on the organization, rather than the individual, being the problem is well illustrated by the principle used in Scandinavia, where there is an excellent record of creating healthy and safe working environments.

**Principles of preventing work stress in Scandinavia**

* Working conditions are adapted to peoples differing physical and mental aptitudes.
* Employee is given the opportunity to participating in the design of his /her own work situation, and in the processes of change and development affecting his/her work.
* Technology, work organization, and job content are designed so that the employee is not exposed to physical or mental strains that may lead to illness or accidents. Forms of remuneration and the distribution of working hours are taken into account
* Close controlled or restricted work is avoided or limited
* Work should provide opportunities for variety, social contact, and the cooperation as well as coherence between different working operations.
* Working conditions should provide opportunities for personal and vocational development, as well as for self determination and professional responsibility.

* **Need for the study**
* **Objectives of the study**
* **Scope of the study**
* **Research methodology**
* **Limitations of the study**
* **Over view of the chapter scheme**

**NEED FOR THE STUDY**

Stress is the result of a conflict between the role and needs of the individual employees and organizational, personal factors in her work place. Identifying unrelieved stress and being aware of its effect on employees’ lives is not sufficient for reducing its harmful effects. Just as there are many sources of stress, there are many possibilities for its management. How ever, all require work toward changing the source of stress or changing their towards it.

Hence in order to make employees stress free and to maintain required positive stress, it is planned to find and understand various stress-related issues for met life employees under the study life.

**OBJECTIVES OF THE STUDY**

* To find out major stresses on employees of met life in Bangalore.
* To find the impact of stress on employees of met life.
* To find stress level of the employees.
* To find out the employees opinion on various stress relief techniques.

**SCOPE OF THE STUDY**

The study is conducted in Met life at Bangalore to know the opinion of various employees with regard to the stress management. The study is primarily aimed to know the stress management. The results of the study will be helpful for the organization to take steps for reducing the stress of the employees in the organization.

**RESEARCH METHODOLOGY**

**A. SOURCES METHODOLOGY:**

THERE are 2 types that help to collect the data from various sources. They are:

* Primary data
* Secondary data

**PRIMARY DATA**

This confines to the information, which is a collected, a fresh. It is essential to collect primary data for identified problem and can be collected through any one of the following methods:

* + Experimental methods
  + Observation method
  + Survey method.

**1. Experimentation method:**

Under this method the researcher carries out a small-scale experiment, tries to get valuable information, which can be of great help in designing large-scale marketing program.

**2. Observation method:**

Under this method observing some actions of the respondents collects the data. No questions are asked; the data is collected only through the actions or behavior of the customers.

**3. Survey method:**

A survey consists of gathering data by interviewing people. The survey may be:

* Census survey.
* Sample survey.

**Census survey:**

The total number of all the members in the universe has an equal chance to participate.

**Sample survey**:

It consists of gathering data by interviewing a limited no. of people (a sample) selected from large group.

**The primary data collection method used in this study is “Survey method”.**

* The survey is conducted by distributing the questionnaire to the respondents.
* A questionnaire consists of 17 questions, which helped to collect the information from the employees of Met life, BANGLORE.
* The questionnaire mostly consists of closed-ended questions and it was structured undisguised questionnaire.
* The targeted respondents for the study are employees of Met life, banglore.
* The study intends to know the stress management at Met life, banglore.

**SECONDARY DATA:**

Data that are already collected by some one for some purpose and which are available for the present study.

**SOURCES OF SECONDARY DATA**:

* Government sources
* Commercial sources
* Previous reports
* Library
* Journals
* Magazines
* Articles, etc.

**The secondary data collection methods used in this method is:**

* Web sites
* Company brochures
* Previous reports

**B.** **QUESTIONNAIRE DESIGN**

The questions used in this study are classified as follows:

* multiple choice questions
* dichotomous questions
* open ended questions

**Multiple choice questions**:

This type of questions has multiple choices, which is very convenient for the respondent to select any one of the options.

**Dichotomous questions**:

This type of questions has only two answers Yes or No.

**Open ended questions**:

This kind of questions has no choices; respondents have to express their views on their own.

**C. SAMPLE DESIGN:**

* **Sample Method :**

As it is not possible top collect the information from the entire universe sampling method is adopted.

Sample means a small group taken from a large lot; the small group selected should be representative in character.

* **Sampling technique** **:**

Sampling technique used for the study is convenience sampling.

* **Sample size :**

The total number of respondents for study was 120 members.

* **Sample area :**

MET LIFE, BANGALORE.

**D. TOOLS FOR ANALYSIS:**

The tools used for the analysis are:

* Simple percentage method
* Bar diagram
* Pie diagram

**LIMITATIONS OF THE STUDY**

Any researcher will be restricted in the scope by certain inherent limitations that are participated by the choice of the research design, sampling procedure and respondent selection. This study has the following limitations.

* Time is the major constraint for the study.
* The study is limited to the employees of Met life in Bangalore.
* The information provided by the employees is considered to be true.
* Data collected was primary; hence there is a chance for a biased or misleading response from the employees.

**OVER VIEW OF THE CHAPTER SCHEME**

Chapter 1 : Introduction

* Introduction to research topic
* Review of literature

Chapter 2 : Design of the study

Chapter 3 : profiles

* Industry profile
* Company profile

Chapter 4 : Data Analysis & Interpretation

Chapter 5 : Findings

Chapter 6 : Suggestions & Conclusion

Chapter 7 : Questionnaire

Chapter 8 : Bibliography

* **Industry profile**
* **Company profile**

**INDUSTRY**

Insurance as we know it today can be traced to the [Great Fire of London](http://en.wikipedia.org/wiki/Great_Fire_of_London), which in 1666 devoured 13,200 houses. In the aftermath of this disaster, [Nicholas Barbon](http://en.wikipedia.org/wiki/Nicholas_Barbon) opened an office to insure buildings. In 1680, he established England's first fire insurance company, "The Fire Office," to insure brick and frame homes.

The first insurance company in the [United States](http://en.wikipedia.org/wiki/United_States) underwrote fire insurance and was formed in Charles Town (modern-day [Charleston](http://en.wikipedia.org/wiki/Charleston%2C_South_Carolina)), [South Carolina](http://en.wikipedia.org/wiki/South_Carolina), in 1732. [Benjamin Franklin](http://en.wikipedia.org/wiki/Benjamin_Franklin) helped to popularize and make standard the practice of insurance, particularly against [fire](http://en.wikipedia.org/wiki/Fire) in the form of [perpetual insurance](http://en.wikipedia.org/wiki/Perpetual_Insurance). In 1752, he founded the [Philadelphia Contribution ship for the Insurance of Houses from Loss by Fire](http://www.contributionship.com/). Franklin's company was the first to make contributions toward fire prevention. Not only did his company warn against certain fire hazards, it refused to insure certain buildings where the risk of fire was too great, such as all wooden houses. In the United States, [regulation](http://en.wikipedia.org/wiki/Regulation) of the insurance industry is highly [Balkanized](http://en.wikipedia.org/wiki/Balkanization), with primary responsibility assumed by individual [state](http://en.wikipedia.org/wiki/U.S._state) insurance departments. Whereas insurance markets have become centralized nationally and internationally, state insurance commissioners operate individually, though at times in concert through a [national insurance commissioners' organization](http://en.wikipedia.org/wiki/National_Association_of_Insurance_Commissioners). In recent years, some have called for a dual state and federal regulatory system for insurance similar to that which oversees state banks and national banks.

## **Types of insurance**

Any risk that can be quantified can potentially be insured. Specific kinds of risk that may give rise to claims are known as "perils". An insurance policy will set out in detail which perils are covered by the policy and which are not. Below are (non-exhaustive) lists of the many different types of insurance that exist. A single policy may cover risks in one or more of the categories set forth below. For example, auto insurance would typically cover both property risk (covering the risk of theft or damage to the car) and liability risk (covering legal claims from causing an accident). A [homeowner](http://en.wikipedia.org/wiki/Home_insurance)'s insurance policy in the U.S. typically includes property insurance covering damage to the home and the owner's belongings, liability insurance covering certain legal claims against the owner, and even a small amount of health insurance for medical expenses of guests who are injured on the owner's property.

[Business insurance](http://en.wikipedia.org/wiki/Business_insurance) can be any kind of insurance that protects businesses against risks. Some principal subtypes of business insurance are (a) the various kinds of professional liability insurance, also called professional indemnity insurance, which are discussed below under that name; and (b) the business owners policy (BOP), which bundles into one policy many of the kinds of coverage that a business owner needs, in a way analogous to how homeowners insurance bundles the coverage’s that a homeowner needs.

### [Health insurance](http://en.wikipedia.org/wiki/Health_insurance) and [Dental insurance](http://en.wikipedia.org/wiki/Dental_insurance)

[](http://en.wikipedia.org/wiki/Image:NHS_NNUH_entrance.jpg)

Almost all developed countries have government-supplied insurance for health

Health insurance policies will often cover the cost of private medical treatments if the [National Health Service](http://en.wikipedia.org/wiki/National_Health_Service) in the [United Kingdom](http://en.wikipedia.org/wiki/United_Kingdom) (NHS) or other publicly-funded health programs do not pay for them. It will often result in quicker health care where better facilities are available. Dental insurance, like medical insurance, is coverage for individuals to protect them against dental costs. In the U.S., dental insurance is often part of an employer's benefits package, along with health insurance. Most countries rely on public funding to ensure that all citizens have [universal access to health care](http://en.wikipedia.org/wiki/Universal_health_care).

### Disability insurance

* [Disability insurance](http://en.wikipedia.org/wiki/Disability_insurance) policies provide financial support in the event the policyholder is unable to work because of disabling illness or injury. It provides monthly support to help pay such obligations as mortgages and credit cards.
* [Total permanent disability insurance](http://en.wikipedia.org/wiki/Total_permanent_disability_insurance) insurance provides benefits when a person is permanently disabled and can no longer work in their profession, often taken as an adjunct to life insurance.
* [Disability overhead insurance](http://en.wikipedia.org/wiki/Business_overhead_expense_disability_insurance) allows business owners to cover the overhead expenses of their business while they are unable to work.
* [Workers' compensation](http://en.wikipedia.org/wiki/Workers%27_compensation) insurance replaces all or part of a worker's [wages](http://en.wikipedia.org/wiki/Wage) lost and accompanying medical expense incurred because of a job-related injury.

### Casualty insurance

Casualty insurance insures against accidents, not necessarily tied to any specific property.

* [Crime insurance](http://en.wikipedia.org/w/index.php?title=Crime_insurance&action=edit&redlink=1) is a form of casualty insurance that covers the policyholder against losses arising from the criminal acts of third parties. For example, a company can obtain crime insurance to cover losses arising from theft or embezzlement.
* [Political risk insurance](http://en.wikipedia.org/wiki/Political_risk_insurance) is a form of casualty insurance that can be taken out by businesses with operations in [countries](http://en.wikipedia.org/wiki/Country) in which there is a risk that [revolution](http://en.wikipedia.org/wiki/Revolution) or other [political](http://en.wikipedia.org/wiki/Politics) conditions will result in a loss.

### Life insurance

Life insurance provides a monetary benefit to a decedent's family or other designated beneficiary, and may specifically provide for income to an insured person's family, [burial](http://en.wikipedia.org/wiki/Burial), [funeral](http://en.wikipedia.org/wiki/Funeral) and other final expenses. Life insurance policies often allow the

option of having the proceeds paid to the beneficiary either in a lump sum cash payment or an annuity.

[Annuities](http://en.wikipedia.org/wiki/Annuity_%28financial_contracts%29) provide a stream of payments and are generally classified as insurance because they are issued by insurance companies and regulated as insurance and require the same kinds of actuarial and investment management expertise that life insurance requires. Annuities and [pensions](http://en.wikipedia.org/wiki/Pension) that pay a benefit for life are sometimes regarded as insurance against the possibility that a [retiree](http://en.wikipedia.org/wiki/Retirement) will outlive his or her financial resources. In that sense, they are the complement of life insurance and, from an underwriting perspective, are the mirror image of life insurance.

Certain life insurance contracts accumulate [cash](http://en.wikipedia.org/wiki/Cash) values, which may be taken by the insured if the policy is surrendered or which may be borrowed against. Some policies, such as annuities and [endowment policies](http://en.wikipedia.org/wiki/Endowment_policy), are financial instruments to accumulate or [liquidate](http://en.wikipedia.org/wiki/Liquidation) [wealth](http://en.wikipedia.org/wiki/Wealth) when it is needed.

In many countries, such as the U.S. and the UK, the [tax law](http://en.wikipedia.org/wiki/Tax_law) provides that the interest on this cash value is not taxable under certain circumstances. This leads to widespread use of life insurance as a tax-efficient method of [saving](http://en.wikipedia.org/wiki/Saving) as well as protection in the event of early death.

In U.S., the tax on interest income on life insurance policies and annuities is generally deferred. However, in some cases the benefit derived from tax deferral may be offset by a low return. This depends upon the insuring company, the type of policy and other variables (mortality, market return, etc.). Moreover, other income tax saving vehicles (e.g., IRAs, 401(k) plans, Roth IRAs) may be better alternatives for value accumulation. A combination of low- cost term life insurance and a higher-return tax-efficient retirement account may achieve better investment return.

### Property insurance

[](http://en.wikipedia.org/wiki/Image:Tornado_Damage,_Illinois_2.JPG)

This [tornado](http://en.wikipedia.org/wiki/Tornado) damage to an [Illinois](http://en.wikipedia.org/wiki/Illinois) home would be considered an "[Act of God](http://en.wikipedia.org/wiki/Act_of_God)" for insurance purposes

Property insurance provides protection against risks to property, such as fire, [theft](http://en.wikipedia.org/wiki/Theft) or [weather](http://en.wikipedia.org/wiki/Weather) damage. This includes specialized forms of insurance such as [fire insurance](http://en.wikipedia.org/wiki/Fire_insurance), [flood insurance](http://en.wikipedia.org/wiki/Flood_insurance), [earthquake insurance](http://en.wikipedia.org/wiki/Earthquake_insurance), [home insurance](http://en.wikipedia.org/wiki/Home_insurance), inland marine insurance or [boiler insurance](http://en.wikipedia.org/wiki/Boiler_insurance).

* [**Automobile insurance**](http://en.wikipedia.org/wiki/Auto_insurance)**,** known in the [UK](http://en.wikipedia.org/wiki/United_Kingdom) as *motor insurance*, is probably the most common form of insurance and may cover both legal [liability](http://en.wikipedia.org/wiki/Liability#In_law) claims against the [driver](http://en.wikipedia.org/wiki/Driving) and loss of or damage to the insured's [vehicle](http://en.wikipedia.org/wiki/Vehicle) itself. Throughout the [United States](http://en.wikipedia.org/wiki/United_States) auto insurance policy is required to legally operate a motor vehicle on public roads. In some jurisdictions, bodily injury compensation for automobile accident victims has been changed to a [no-fault](http://en.wikipedia.org/wiki/No-fault_insurance) system, which reduces or
* Eliminates the ability to sue for compensation but provides automatic eligibility for benefits. Credit card companies insure against [damage](http://en.wikipedia.org/wiki/Damage_waiver) on rented cars.
* [Driving School Insurance](http://en.wikipedia.org/w/index.php?title=Driving_School_Insurance&action=edit&redlink=1) insurance provides cover for any authorized driver whilst under going tuition, cover also unlike other motor policies provides cover for instructor liability where both the pupil and driving instructor are both equally liable in the event of a claim.
* [Aviation insurance](http://en.wikipedia.org/wiki/Aviation_insurance) insures against hull, spares, deductible, hull wear and liability risks.
* [Boiler insurance](http://en.wikipedia.org/wiki/Boiler_insurance) (also known as boiler and machinery insurance or equipment breakdown insurance) insures against accidental physical damage to equipment or machinery.
* [Builder's risk insurance](http://en.wikipedia.org/wiki/Builder%27s_risk_insurance) insures against the risk of physical loss or damage to property during construction. Builder's risk insurance is typically written on an "all risk" basis covering damage due to any cause (including the negligence of the insured) not otherwise expressly excluded.
* [Crop insurance](http://en.wikipedia.org/wiki/Crop_insurance) "Farmers use crop insurance to reduce or manage various risks associated with growing crops. Such risks include crop loss or damage caused by weather, hail, drought, frost damage, insects, or disease, for instance."
* [Earthquake insurance](http://en.wikipedia.org/wiki/Earthquake_insurance) is a form of property **insurance** that pays the policyholder in the event of an [earthquake](http://en.wikipedia.org/wiki/Earthquake) that causes damage to the property. Most ordinary home owner’s insurance policies do not cover earthquake damage. Most earthquake insurance policies feature a high
* [Deductible](http://en.wikipedia.org/wiki/Deductible). Rates depend on location and the probability of an earthquake, as well as the construction of the home.
* A [fidelity bond](http://en.wikipedia.org/wiki/Fidelity_bond) is a form of casualty insurance that covers policyholders for losses that they incur as a result of fraudulent acts by specified individuals. It usually insures a business for losses caused by the dishonest acts of its employees.
* [Flood insurance](http://en.wikipedia.org/wiki/Flood_insurance) protects against property loss due to flooding. Many insurers in the US do not provide flood insurance in some portions of the country. In response to this, the federal government created the [National Flood Insurance Program](http://en.wikipedia.org/wiki/National_Flood_Insurance_Program) which serves as the insurer of last resort.
* Home insurance or homeowners insurance: See "Property insurance".
* [Marine insurance](http://en.wikipedia.org/wiki/Marine_insurance) and marine cargo insurance cover the loss or damage of ships at sea or on inland waterways, and of the cargo that may be on them. When the owner of the cargo and the carrier are separate corporations, marine cargo insurance typically compensates the owner of cargo for losses sustained from fire, shipwreck, etc., but excludes losses that can be recovered from the carrier or the carrier's insurance. Many marine insurance underwriters will include "time element" coverage in such policies, which extends the indemnity to cover loss of profit and other business expenses attributable to the delay caused by a covered loss.
* [Surety bond](http://en.wikipedia.org/wiki/Surety_bond) insurance is a three party insurance guaranteeing the performance of the principal.
* [Terrorism insurance](http://en.wikipedia.org/wiki/Terrorism_insurance) provides protection against any loss or damage caused by terrorist activities.
* [Volcano insurance](http://en.wikipedia.org/w/index.php?title=Volcano_insurance&action=edit&redlink=1) is an insurance that covers volcano damage in Hawaii.
* [Windstorm insurance](http://en.wikipedia.org/w/index.php?title=Windstorm_insurance&action=edit&redlink=1) is an insurance covering the damage that can be caused by hurricanes and tropical cyclones.

### Liability insurance

Liability insurance is a very broad superset that covers legal claims against the insured. Many types of insurance include an aspect of liability coverage. For example, a homeowner's insurance policy will normally include liability coverage which protects the insured in the event of a claim brought by someone who slips and falls on the property; automobile insurance also includes an aspect of liability insurance that indemnifies against the harm that a crashing car can cause to others' lives, health, or property. The protection offered by a liability insurance policy is twofold: a legal defense in the event of a lawsuit commenced against the policyholder and indemnification (payment on behalf of the insured) with respect to a settlement or court verdict. Liability policies typically cover only the negligence of the insured, and will not apply to results of willful or intentional acts by the insured.

* [Environmental liability insurance](http://en.wikipedia.org/w/index.php?title=Environmental_liability_insurance&action=edit&redlink=1) protects the insured from bodily injury, property damage and cleanup costs as a result of the dispersal, release or escape of pollutants.
* Errors and omissions insurance: See "Professional liability insurance" under "Liability insurance".
* [Professional liability insurance](http://en.wikipedia.org/wiki/Professional_liability_insurance), also called professional indemnityinsurance, protects professional practitioners such as architects, lawyers, doctors, and accountants against potential negligence claims made by their patients/clients. Professional liability insurance may take on different names depending on the profession. For example, professional liability insurance in reference to the medical profession may be called malpracticeinsurance. Notaries public may take out errors and omissionsinsurance (E&O)*.* Other potential E&O policyholders include, for example, real estate brokers, home inspectors, appraisers, and website developers.
* [Directors and officers liability insurance](http://en.wikipedia.org/wiki/Directors_and_officers_liability_insurance) protects an organization (usually a corporation) from costs associated with litigation resulting from mistakes incurred by directors and officers for which they are liable. In the industry, it is usually called "D&O" for short.
* [Prize indemnity insurance](http://en.wikipedia.org/wiki/Prize_indemnity_insurance) protects the insured from giving away a large prize at a specific event. Examples would include offering prizes to contestants who can make a half-court shot at a basketball game, or a hole-in-one at a golf tournament.

### Credit insurance

Credit insurance repays some or all of a [loan](http://en.wikipedia.org/wiki/Loan) back when certain things happen to the borrower such as [unemployment](http://en.wikipedia.org/wiki/Unemployment), [disability](http://en.wikipedia.org/wiki/Disability), or [death](http://en.wikipedia.org/wiki/Death). Mortgage insurance is a form of credit insurance, although the name credit insurance more often is used to refer to policies that cover other kinds of debt.

**METLIFE**

MetLife India Insurance Company Limited (MetLife) is an affiliate of MetLife, Inc. and was incorporated as a joint venture between MetLife International Holdings, Inc., The Jammu and Kashmir Bank, M. Pallonji and Co. Private Limited and other private investors. MetLife is one of the fastest growing life insurance companies in the country. It serves its customers by offering a range of innovative products to individuals and group customers at more than 600 locations through its bank partners and company-owned offices. MetLife has more than 32,000 Financial Advisors, who help customers meet their financial and protection goals across the length and breadth of the country.

MetLife, Inc., through its affiliates, serves approximately 70 million customers in the Americas, Asia Pacific and Europe. Affiliated companies, outside of India, include the number one life insurer in the United States, with over 139 years of experience and relationships with over 90 of the top one hundred FORTUNE 500®1 companies. The MetLife companies offer life insurance, annuities, automobile and home insurance, retail banking and other financial services to individuals, as well as group insurance, reinsurance and retirement and savings products and services to corporations and other institutions.

**MetLife India** proudly inherits its parent company's over-134-year-old reputation of helping build financial independence for its customers.

**Metropolitan Life Insurance Company** is the number one insurer in the U.S. based on over US$ 2.1 trillion of Life insurance in force. MetLife serves approximately 9 million individual households in the U.S. as well as 88 of the Fortune 100 companies. MetLife’s institutional clients have approximately 33 million employees and members.  
  
 Headquartered in New York, MetLife through its affiliates, subsidiaries and representative offices, operates in 15 countries throughout the Americas, Europe and Asia.  
  
 MetLife India Insurance Company Private Limited was incorporated in India on April 11, 2001 as a joint venture between MetLife International Holdings Inc., The Jammu and Kashmir Bank, M. Pallonji and Co. Private Limited and other private investors.

MetLife India benefits from its parent company's global presence in the field of insurance, track record of establishing successful insurance operations in emerging markets and the unique strengths of its other Indian promoters. Drawing from these experiences, MetLife India will be able to address the needs of the Indian customer.

Headquartered in **Bangalore**, MetLife India Delivers value and world-class service to customers through its financial advisors and corporate sales representatives. The mission of MetLife India Insurance is to build financial freedom for all.

**MISSION / VISION / VALUES**

**Met life Vision and Mission**

Build financial freedom for all through leadership in providing financial advice and building long-term relationships through innovative protection, accumulation and retirement products, robust underwriting processes and creating world-class customer service experience for our customers.

Met life want to provide customers in India with world-class solutions for financial security, and in the process add significant value to our shareholders, associates and society.

**Met-life Core Values**

Met life lead through Innovation to offer world class and competitive products to our customers

Met life build Long Term Relationships with our customers by creating a world class service experience through operational excellence and the innovative use of technology

Met life create a Customer Centered and Result Focused Vision that inspires each one of our Associates and has their buy-in

Met life is committed to creating a High Performance Organization by creating an environment that allows each one of our Associates to perform at their peak. As a result we will also be recognized as an Employer of Choice

Met life is committed to Partnering with our internal and external Customers for mutual success. Met life work with Integrity, Fairness and Financial Prudence in all our dealings keeping the interests of our Shareholders, Customers and Associates paramount

**METLIFE BEGINS**

The origins of Metropolitan Life Insurance Company (MetLife) go back to 1863, when a group of New York City businessmen raised $100,000 to found the National Union Life and Limb Insurance Company.

The new company insured Civil War sailors and soldiers against disabilities due to wartime wounds, accidents, and sickness. In 1868, after several reorganizations and five difficult years, the company decided to focus on the life insurance business. A new company was chartered to sell "ordinary" insurance to the middle class. The founders chose the name because they had been most successful in New York City, or the "Metropolitan" District.

This new venture also faced difficulties. A severe business depression that began in the early 1870s rapidly put half of the 70 life insurance companies operating in New York State out of business. Only very large, long-established ordinary life insurance companies remained strong. Policy lapses over successive years forced the company to contract until it reached its lowest point in the late 1870s.

In 1879, MetLife President Joseph F. Knapp turned his attention to England, where "industrial" or "workingmen's" insurance programs were widely successful. American companies had not bothered to pursue industrial insurance up to that time because of the expense involved in building and sustaining an agency force to sell policies door to door and to make the weekly collection of five- or ten-cent premiums.

By importing English agents to train an American agency force, MetLife quickly transferred successful British methods for use in the United States. By 1880, the company was signing up 700 new industrial policies a day. Rapidly increasing volume quickly drove down distribution costs, and the new program proved immediately successful.

The MetLife agent became an important person in the lives of these striving families. Manuals instructed agents to call at a home at the same time each week to ensure familiarity and contact. In the process of collecting premiums, insurance agents listened to the problems, concerns, and hopes of their clients. So successful was this approach that by 1909, MetLife became the nation's largest life insurer in terms of insurance in force, a leadership position we continue to hold today in North America

**METLIFE TODAY**

MetLife’s corporate vision – to build financial freedom for everyone – guides the company’s response to people’s growing need for first-rate financial products and services through various life stages and economic cycles. MetLife’s trusted brand, capital strength, and existing relationships with millions of individual and institutional customers around the globe uniquely position MetLife among its competitors.

The "everyone" in MetLife’s vision took on added meaning in 2000 as the company welcomed an important new constituency: shareholders. MetLife transformed itself from mutual to stock ownership in April of that year through a demutualization and initial public offering that was completed in just 18 months after Board authorization.

The year 2001 was a true test of the qualities that define MetLife. The company’s core values, brought to life in what MetLife does every day, were no more evident than in MetLife’s response to the tragic events that shook our nation on September 11. MetLife responded quickly. The company served its customers, communities and employees during this difficult time. At the same time, MetLife invested $1 billion in a broad array of publicly-traded common stocks.

In 2001, MetLife was the first insurance company to establish a financial holding company with a nationally chartered bank. Leveraging its unparalleled distribution channels, MetLife entered the retail-banking arena with the launch of MetLife Bank, making it an easy and convenient way for MetLife’s customers to realize their financial goals.

MetLife announced in 2002 that it would be continuing its long-standing relationship with Snoopy and the rest of the PEANUTS® characters. The company signed a new contract that would allow the characters to appear in MetLife’s domestic and international advertising for the next 10 years.

The sale of State Street Research & Management Company to BlackRock, Inc. was announced in 2004. In line with MetLife’s strategy to focus on core business growth, the sale benefited many of the company’s Individual and Institutional Business clients who held investments through State Street Research, as it became part of one of the largest publicly traded investment management firms in the U.S.

The company’s stated long-term goal is to become the recognized leader throughout the world for relationship building, connectedness and caring in financial services – in the "giant league" with over 100 million people as MetLife customers by the year 2010.

MetLife took a major step toward realizing this goal in 2005, when it acquired Travelers Life & Annuity and substantially all of Citigroup’s international insurance businesses for $12 billion. Completed on July 1, 2005, the Travelers acquisition made MetLife the largest individual life insurer in North America based on sales, the second largest provider of retail annuities and the largest provider of institutional annuities.

Working Mother Magazine honored MetLife in 2005 by naming the company one of the "100 Best Companies for Working Mothers," for the seventh consecutive year. In 2005, the company was named to DiversityInc.’s list of the Top 50 Companies for Diversity. In early 2006, MetLife was also named to the National Association for Female Executives’ annual list of Top 30 Companies for Executive Women.

In 2006, MetLife appointed C. Robert (Rob) Henrikson chairman of the board of directors, president and chief executive officer of MetLife, Inc. Henrikson was appointed CEO on March 12006 and chairman of the board on April 25, 2006.

Henrikson has been the architect of an aggressive growth strategy that included double-digit organic growth, the divestiture of non-core businesses, and an M&A strategy which resulted in market leadership in all of MetLife’s core product lines. Before it was commonly talked about, Henrikson recognized the opportunities presented by the changing demographics in a global marketplace and set the company on a course for continued success by developing innovative products and services and strengthening the company’s distribution power in the U.S. and 16 markets in Asia Pacific, Latin America and Europe.

Today, a time when consumers are feeling a greater financial burden than ever before, MetLife is helping millions of customers create their own personal safety net. At no time in the company’s history has MetLife been as well positioned to capitalize on its history, its reputation for security and stability, and its innovative products and services as it is today.

In the future, MetLife will continue to grow its business with focus, innovation and profitability. This will be accomplished by drawing on the reservoir of history that has produced an enduring set of corporate values based on more than 138 years of integrity, social responsibility, strong leadership and financial strength.

**PRODUCT & SERVICE**

• [Limited Pay Whole Life Insurance](http://www.naukri.com/gpw/metlife/products.htm#sau#sau)  
• [Money Back Assurance](http://www.naukri.com/gpw/metlife/products.htm#sukh#sukh)  
• [Endowment Assurance](http://www.naukri.com/gpw/metlife/products.htm#shanti#shanti)

sau

**MET 100**

**THE IDEAL POLICY FOR THOSE WHO:**

• Want lifetime protection

• Want to pay affordable premiums

• Want access to cash value of the policy

• Want tax advantages

**HOW DOES THE POLICY WORK FOR ME :**

MET *100* offers the following guarantees

• Coverage until the age of 100

• Fixed premium amount

• Fixed payment period (choose your term of payment - 15, 20 or 25 years based on current age)

• Cash value of the policy during the life of the policy Enjoy the peace of knowing your legacy is protected until the age of 100 or until death - whichever comes first. And with our best wishes and prayers, on your 100th birthday you collect the insurance amount.

**CAN I CUSTOMIZE THIS POLICY:**

**WHAT SHOULD I DO NEXT**:

Talk to your MetLife India financial advisor who will help you define how best you can use this policy to match your needs, Needs like offering the warmth of protection to your loved ones; needs like covering loansfor that dream house; needs like leaving a legacy that your heirs can bank on

shanti

**MET SUKH**

**THE IDEAL POLICY FOR THOSE WHO** :

• Want money back at regular intervals

• Want to grow savings

• Want the protection of insurance

• Want tax advantages

**HOW DOES THE POLICY WORK FOR ME :**

MET Sukh offers the following guarantees

• Payback of 20% of sum assured at the end of 5, 10 and 15 years

• Coverage for the term of the policy

• Fixed premium amount

• Fixed payment period of 20 years

• Guaranteed surrender value of the policy - during the life of the policy, after the first 3 years

Live with the satisfaction of knowing that you can meet your family's needs as they arise - a child's school or college admission, a down payment on a house loan, a marriage or even a holiday abroad. Live with the satisfaction that you are protecting your future at your own pace and cost. If the unforeseen should happen during the term of the policy, your family gets the face amount of the policy plus 10% of face amount of the policy for each year of premium paid.

**CAN I CUSTOMIZE THIS POLICY:**

**WHAT SHOULD I DO NEXT**:

Talk to your MetLife India financial advisor who will help you define how best you can use this policy to match your needs. Needs like offering the warmth of protection to your loved ones should something happen to you; needs like securing your future at your personal convenience.

sukh **MET SHANTI**

**THE IDEAL POLICY FOR THOSE WHO** :

• Want to ensure future prosperity

• Want protection

• Want access to cash value of the policy

• Want tax advantages

**HOW DOES THE POLICY WORK FOR ME :**

MET Shanti offers the following guarantees

• Coverage for the term of the policy

• Fixed premium amount

• Fixed payment period (choose your term of payment - 15, 20 or 25 years based on current age)  
• Cash value of the policy - during the life of the policy, after the first 3 years - (90% of cash value can be taken as loan on approval)

Live peacefully knowing that your family will enjoy your support whether you are with them or not; live with the peace of mind that you are creating wealth for your future comfort at your own pace and cost. If the unforeseen should happen during the term of the policy, your family is looked after. Otherwise at the end of your chosen fixed payment period, you get to enjoy the luxury of your prudence.

**CAN I CUSTOMIZE THIS POLICY:**

.**WHAT SHOULD I DO NEXT**:

Talk to your MetLife India financial advisor who will help you define how best you can use this policy to match your needs. Needs like offering the warmth of protection to your loved ones should something happen to you;needs like securing your future at your personal convenience.

MetLife India joins hands with Karnataka State Agricultural Marketing Board in extending Group Insurance cover to the Social Sector

MetLife India Insurance Company (“MetLife India”) today announced that the company has finalized a Group Insurance Policy covering over 9,000 members, attached to the Karnataka State Agricultural Marketing Board, comprising of Hamals, Cartsmen and Weighmen, spread over Bangalore, My sore, Gulbarga and Belgaum Divisions of the Board. The Policy Document was handed over by Mr. B. Ashwin, the Chief Administrative Officer of MetLife India to Dr. Basavaraj Humbarwadi, the Chief General Manager of the Board. In the process the Company has also met and exceeded its Social Sector Obligations.

Speaking on the occasion, Mr. Suraj Kaeley, the Chief Marketing Officer said that the need for Life Insurance protection is absolute in the case of underprivileged people who form the “Social Sector”. In case the breadwinner of the family dies, the family virtually has no financial support and faces tough times, since people from this Sector hardly have any savings like Provident Fund as a backup. The Sum Assured paid to the widow on such unfortunate death, helps the family to start some small business and take care of the immediate basic necessities of life. He further stated that MetLife India looks at this measure as a Social Responsibility and is happy to join hands with the Karnataka State Agricultural Marketing Board in discharging this responsibility.

Mr. Suraj Kaeley, Chief Marketing Officer, MetLife India further said that, “MetLife has reiterated its commitment to establishing a strong base in India and are well on track with our game plan. Our plans for both the Rural and Social sectors for the year 2003-04 have been achieved. Infact we have outdone our own expectations and going from our performance, we are certain of continued success in future.”

Corporate Partners

As the vital channel for MetLife’s products, we have chosen some exemplary banks and financial institutions. These will serve as the interface between our customers and us to aid us understand the unique needs and aspirations of every Indian. And update our products with features that form the cornerstones of financial freedom.

* J & k bank
* Axis bank
* Dhana lakshmi bank
* Karnataka bank
* Other partners

**J & k Bank**

[**MetLife India Insurance**](http://www.metlifeindia.com)

* In life insurance segment, the bank joined hands with MetLife International (USA) and it culminated into the launch of MetLife India Insurance Company Private Limited, which was incorporated in India on April 11, 2001. MetLife India is a joint venture between MetLife International Holdings Inc., the J&K Bank, M. Pallonji and Co. Private Limited and other small private investors. MetLife India is headquartered in Bangalore.
* It is remarkable that MetLife International, headquartered in New York, is number one insurer in the United States based on over US$ 2 trillion of life insurance in force and serves approximately 9 million individual households in the U.S. as well as 87 of the Fortune 100 companies. It has its affiliates, subsidiaries and representative offices in 15 countries.
* The bank is also Corporate Agent of MetLife and is marketing its products through its strong branch network.



**Axis Bank**

Axis Bank was the first of the new private banks to have begun operations in 1994, after the Government of India allowed new private banks to be established. Axis Bank is one of the fastest growing private sector banks in the country. The Bank has strengths in both retail and corporate banking and is committed to adopting the best industry practices internationally in order to achieve excellence

Axis Bank is one of the few banks in India that have built up a fully integrated centralized banking architecture to offer banking services anywhere, anytime. Currently the Bank has a network of 509 Branches & Extension counters and 2224 ATMs spread across 299 cities, towns and villages, offering a complete range of retail and corporate services, including retail loans, corporate credit, fore services, investment banking, depository services, and investment advisory services to our customer base of over 5.2 million.

Axis Bank is uniquely positioned to harness the high growth opportunity in India. At Axis Bank, it has been our constant endeavor to bring a sharper focus to the requirements of our customers and we strive to leverage cutting-edge technology to provide the highest levels of service to them. The Bank has customized offerings for various segments:

Priority Banking: For High Net Worth Customers

Senior Privilege: For Senior Citizens

Smart Privilege: For Women

Salary Power: For Payroll accounts

Power Salute: For Defence personnel

Trusts and NGO

NRI Accounts

Financial Advisory Services

Wealth Advisory Services

Our ATMs, Internet Banking (connect) and Tele-Banking are major steps in the direction of providing anywhere, anytime banking. Our ATM network is the 3rd largest ATM network in India and we are the 3rd largest issuer of Debit Cards. At present our Internet Banking module, allows customers to view all accounts with us, including savings, current and depository accounts, for transactions and balance details, and to transfer funds between accounts within Axis Bank. We provide facilities for bill payments, NRI services, a shopping mall, financial advice and retail loans

Axis Bank has had sustained growth over the last seven years, where the Bank has grown by over 30% Y-O-Y in Net Profit in 26 out of the last 28 quarters.

**International Footprint**

Axis Bank opened its first offshore branch in Singapore in April 2006 and opened its Shanghai Representative Office in July 2006. The Bank plans to have its presence in Hong Kong and Dubai shortly.



Dhanalakshmi Bank

Dhanalakshmi Bank was incorporated on the 14th November 1927 by a group of enterprising entrepreneurs at Thrissur, the cultural capital of Kerala. It became a Scheduled Commercial Bank in the year 1977. The 80- year old Bank has today attained national stature with 181 branches and 26 Extension Counters spread over the States of Kerala, Tamil Nadu, Karnataka, Andhra Pradesh, Maharashtra, Gujarat, Delhi and West Bengal. The Bank serviced a business of over Rs. 51,000 million as on 30.06.07 comprising deposits of Rs.31,940 million and advances of Rs.19,220 million. As at the end of June 2007, the Capital Adequacy Ratio of the Bank was above the mandatory requirement of 9%. During the first quarter of the financial year 2007-08, the Bank has recorded 210% increase in PBT and has almost doubled its net profit.

The Bank has always been a trendsetter, constantly making pioneering moves. The Bank has in its books top corporates and blue chips, both established and emerging.

The Bank is technology-savvy and has deployed technology widely as an instrument for enhancing the quality of customer service. It has introduced Centralized Banking Solution (CBS) on the Flex cube Platform for extending Anywhere/Anytime banking to its clientele through multiple delivery channels. The Bank has deployed CBS in 150 branches covering around 95% of total business. The Bank has set-up a state-of-the-art DATA CENTRE in Bangalore, to keep the networked system operational 24 hours a day and 7 days a week.

The Bank lays stress on customizing services and personalizing relations. It has introduced an International Debit Card through a tie-up with M/s Visa International. As part of this overall effort, the Bank has joined CASHNET, the first independent nation-wide shared ATM network in India, the National Financial Switch (ATM network) of the IDRBT, promoted by Reserve Bank of India and CashTree promoted by a group of public sector banks. By joining these networks, the Bank’s customers are provided access to more than 17,000 ATMs in the country.

Dhanalakshmi Bank offers Telebanking and Internet banking through its various branches. The Bank has recently introduced SMS banking and Email Alerts. Any transaction above Rs. 2000 will trigger an SMS and an email alert to the accountholder. This product has been widely welcomed by its clientele across the board.

The Bank has also implemented centralized CMS software by locating the CMS hub at Corporate Office, Thrissur enabling all CBS branches to do CMS operations.

The Bank has put in place Real Time Gross Settlement (RTGS) System to facilitate large value payments and settlements in real time on-line mode on a transaction-by-transaction basis. The Bank has ventured into both life and non-life insurance business. It is selling life insurance products of M/s. MetLife India Insurance Company Private Limited, a renowned global player in this segment and non-life insurance products of M/s. IFFCO TOKIO General Insurance Company Limited, as their corporate agents. The Bank is also a depository participant of NSDL (National Security Depository Limited) offering Demat services through selected branches.

With a view to making available value-added services to the NRIs, the Bank has set up NRI Boutiques (Relationship Centers) at a number of locations in the State of Kerala. The Bank has also plans to open specialized NRI branches with accent on quality of service and thrust on specialization at potential locations. As at the end of March 2007, the Bank had rupee drawing arrangements with 7 Exchange Houses in the Middle East. For instant

fund transfers, the Bank has tied up with UAE Exchange and Financial Services (Xpress Money), Wall Street Finance Limited (Instant Cash), Money Gram International and Zoha Inc International.

The Bank’s Corporate Office, Thrissur and Industrial Finance Branch at Kochi have been accredited with certification under ISO 9001-2000.

On the socio-economic front, the Bank is a leading player in dispensation of Micro Credit among Kerala-based Private Sector Banks. The Bank has provided financial assistance to almost 400,000 beneficiaries under its micro credit programme. This involvement is part of the Bank’s objective to act as catalysts for the economic prosperity of the country. The Bank has recognized micro finance intervention as an effective tool for poverty alleviation and has streamlined the linkage between the Bank and Self Help Groups through its branches. The Priority sector advances of the Bank as at 30th June 2007 constituted 46.06% of net bank credit well above the RBI benchmark of 40%.

The Bank is managed by a Board of Directors comprising professionals drawn from various walks of life with Mr. A.D. Navaneethan as the Chairman and Sri P.S.Prasad as Managing Director & CEO, ably supported by a core team of professionals.

karnatakabank

Karnataka Bank

The Karnataka Bank Ltd., a premier private sector bank of the country, was incorporated on February 18th, 1924 at Mangalore, a coastal town in South Kanara, a district of Karnataka state, which has attained renown as the Cradle of Indian Banking.

Today it is one of the leading private sector banks in the country, known for its steady and disciplined growth and cordial customer service. The Bank has a strong national

presence through a widespread network of 358 branches. The bank has 230 branches wholly/partially computerized, as of now.

Plans are underway to put in place additional products to enhance customer satisfaction and to increase income stream with the help of upgraded technology. The bank has already put in place an elaborate risk monitoring and asset liability management system.

Other Partners

We have Relationship with the following partners

Karvy

KARVY

In 1982, a group of Hyderabad-based practicing Chartered Accountants started Karvy Consultants Limited with a capital of Rs.1,50,000 offering auditing and taxation services initially. Later, it forayed into the Registrar and Share Transfer activities and subsequently into financial services. All along, Karvy's strong work ethic and professional background leveraged with Information Technology enabled it to deliver quality to the individual.



GEOJIT SECURITIES

Geojit Securities was founded by Mr.C.J George in 1987 as a Proprietorship for doing Broking business in Cochin Stock Exchange. In 1994, the business was taken over

by Geojit Securities Ltd, a Joint Venture between Mr.C.J George and the Kerala State Industrial Development Corporation Ltd. In the following year, the company came up with an IPO and the shares were listed in various Stock Exchanges in India in 1995.



WAY2WEALTH

Way2Wealth is a premier Investment Consultancy Firm that has been launched with the aim of making investing simpler, more understandable and profitable for the investors. Way2Wealth brings a wide range of product offerings from Fixed Income Securities, Life Insurance and Mutual Funds to Equity and Derivatives (on the National Stock Exchange) for the convenience and benefit of it customers. Way2Wealth has over 40 easily accessible Investment Outlets spread across 20 major towns and cities in the country.



MINI MUTHOOTHU

Established in 1921, Mini Muthoothu with an illustrious history of banking behind them today operates from 75 branches in Kerala and 5 in Bangalore. All business concerns of Mini Muthoothu function under the strict guidelines set by the Department of Company Law Affairs and Reserve Bank of India. They also have a certificate of compliance with the requirements regarding prudential norms from the Reserve Bank of India. Mini Muthoothu,

under the able leadership of its Chairman, Mr. Roy M Mathew, offers both the resources and capabilities like any national player coupled with individualized attention to its customers.

**Individual plan**

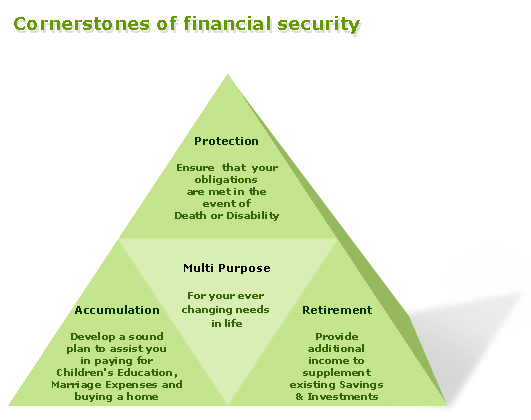
Our Solutions

**Why I need Insurance**

Myths of Insurance

Our Solutions

What is financial freedom? It’s all about living the kind of life you really want to live without worrying about the future. True financial freedom arises from identifying your financial capabilities, setting realistic goals based on your aspirations and achieving them through a comprehensive plan. Most importantly, while you set out to draw up a financial plan, you need to understand that it isn’t a one-time plan. What’s good for you today, might not be next year. So, the planning that goes into attaining your financial freedom should be dynamic.



**Why I need Insurance**

Life Insurance is a contract by which you can protect yourself against specific losses by paying a premium over a period of time. Since each one of us, during our lives are faced with numerous risks – failing health, financial losses, accidents and even fatalities, our instinct drives us to cover ourselves against those risks. Though an insurance cover can’t protect you against the emotional losses arising out of these risks, it softens the economic crisis that usually accompanies these losses.

Life Insurance gains much more value if you are a nuclear family. Unlike in the traditional joint family system, in a nuclear family, support from the extended family cannot be counted upon. So it is vital that you have an insurance cover as the protective shield against unfortunate losses.

And it’s not only your life you could insure against those risks. With the Insurance Industry going through positive changes in the last few decades, now, you have a variety of risk coverage options. For instance, products in the market range from whole life insurance to covering risks associated with home loans.

What’s more, now you could choose life insurance as an investment option, the returns of which you can enjoy at the most critical phases of your life – for instance, at the time of your child’s admission into one of those dream institutes.

And the insurance industry is constantly evolving. So, you now have a wider option of insurers – presenting you with products that not only cover those risks, but also act as wealth accumulation or investment avenues, which, you should definitely avail of.

Whether you are new to insurance, or an informed customer, you could always get valuable information from us. We have attempted to cover this site with some comprehensive information on life insurance. However, do not hesitate to [leave a note](javascript:var%20object%20=%20window.open('/MetIndia/LeaveANote.html',null,%20'height=470,%20width=440,status=no,toolbar=no,menubar=no,location=no,scrollbars=no,resizable=yes')) for our Financial Advisors. Not only they could provide you with the additional information you might be looking for, they can also help you assess your life insurance needs and invest wisely.

Myths of Insurance

There are some myths that are associated with Insurance. To choose insurance as a good investment, you need to be informed about these myths.

Insurance is for saving tax

The primary function of life insurance is to cover you against sudden losses arising out of sudden death or liability. Unlike other investment options like the Public Provident Fund or other small savings schemes like post office deposits and national savings certificates that offers tax benefits by way of deductions from the Gross total income under Section 80C of the Income Tax Act, 1961 subject to the conditions given therein. Insurance not only cover you or your family against specific sudden losses but also works as a tax saving investment vehicle.

Insurance, primarily offers you complete security arising out of risk coverage against the uncertainties of life. And secondarily serves you as a good investment option and tax saving tool. Hence, as an instrument, life insurance offers you the ideal blend of risk cover, returns and tax benefits.

* Tax benefits are subject to changes in the tax laws in future, please consult your tax advisor for more details.

Services

**MetLife offers the following services**

* Defined Service Parameters
* Easy Policy administration
* Strong & reliable operations and underwriting team

Customer Service

MetLife has something for everyone, and now you can have all the information you ever wanted, whether in terms of locating a MetLife office, changing your address, or simply wanting to know if there is a policy to protect the home loan you have just taken… everything is possible without moving an inch … just click your way through now.

Affiliates Directory

In this section, you can find the list of addresses of our affiliates across the country. The following services are currently available:

 [**Medical Provider Network**](http://www.metlife.co.in/MetIndia/Customer%20Service/Affiliates%20Directory/MedicalProvidersNetwork/MedicalProvidersNetwork.asp?QryStr=affMedProNtId)

 [**Paying your Renewal Premiums**](http://www.metlife.co.in/MetIndia/Customer%20Service/Affiliates%20Directory/SkyPakDropBoxes/SkyPakDropBoxes.asp?QryStr=affDropBoxId)

**Medical Provider Network**

You will probably be asked to have a medical examination when you apply for life insurance, depending on your age and the amount of insurance you're buying. This can include a basic physical exam, urine specimen, blood work, ECG and X-ray. For high amounts of life insurance, Treadmill ECGs and Mammogram are usually required, too. There is a chart that lists medical requirements based on your age and the amount of insurance for which you're applying. Typically, insurance medical exams are done by licensed health professionals

Our Medical Provider Network facility for our customers include a network of preferred diagnostic centres, general practitioners, consultants and hospitals which could be accessed and used by the customers, in various locations in India. The network providers are also subjected to periodic reviews for efficiency, effectiveness and standard of service provided. Using these reviews, we enroll new medical providers requested and may remove certain medical providers from our network, owing to a deficiency in any one or all of our review criteria. These updates to our network are then communicated to all our regional offices nationwide for their on-going use.

The network of preferred diagnostic centres around the country have been selected for their ability to provide a wide range of services, their geographical location, efficient administrative processes and reputation for provision of high quality care.

Paying your Renewal Premiums

At MetLife we have a host of options for you to remit your renewals premiums.

**Pay Online**: You can now pay your renewal premium online, through your credit card

**Cheques / Drafts:** At any of our offices or a drop box located near you. Please



**Sales & marketing**

Marketing

The Work we do:

The breadth and scope of the work we do within Marketing and Corporate Communications is ever evolving and as massive as it is fascinating. Marketing is responsible for planning, developing and implementation of the marketing strategy to help our sales organization achieve the necessary market penetration and market share. The marketing work comprises of:

* Marketing strategy
* Brand building
* Product development
* Public relations and internal communications
* Channel marketing

Opportunities Available:

**Executive - Work Group marketing (1 position)**

Graduate or Post graduate with 1 - 2 years of experience in selling insurance products either through agency or banc assurance. Should have undergone IRDA training and certification. Location – Bangalore

Sales

We will be recognized as the standard in relationship building and providing advice to our customers. We will be trusted by our customers and revered by our competitors. The most sought after people in the market place will aspire to work in our company; people will be on the edge of their seats every day to create and experiment with new ways of doing things and will be energized because they have impacted their environment and feel like winners.

The Work we do:

Our aim is to establish a highly productive and professional career agency distribution system in India. We plan to do this by:

* Developing a sound sales plan and management strategy.
* Recruitment and selection of high quality sales professionals.
* All round sales training and development.
* Aggressive reward and recognition programs.

# AWARENESS OF STRESS:

# Table 1:

|  |  |  |
| --- | --- | --- |
| Awareness of stress | No. of respondents | Percentage |
| Yes | 118 | 98% |
| No | 2 | 2% |
| total | 120 | 100% |

# Graph 1:

# Inference:

In the above table 98% of respondents know about stress and its impact on physical and mental health of human body. The remaining 2% of them also know about stress, but they did not have any clear idea about its impact of stress on human body.

# DIFFICULTIES WITH COLLEAGUES BECAUSE OF STRESS:

# Table 2:

|  |  |  |
| --- | --- | --- |
| Difficulties | No. of respondents | Percentage |
| Always | 2 | 2% |
| Frequently | 25 | 21% |
| rarely | 82 | 68% |
| Never | 11 | 9% |
| Total | 120 | 100% |

# Graph 2:

# Inference:

From the above table 68% of employees at executive and supervisory levels quoted that they are rarely facing difficulties with colleagues. Only 2% quoted that they are facing, 21% are facing frequently and remaining 9% of the respondents are not facing any difficulties with colleagues because of stress.

# NEED OF STRESS FOR SELF MOTIVATION:

# Table 3:

|  |  |  |
| --- | --- | --- |
| Need stress to self Motivate | No of respondents | Percentage |
| yes | 79 | 66% |
| No | 41 | 34% |
| Total | 120 | 100% |

# Graph 3:

# Inference:

From the above table 66% of employees are agreeing that some stress is needed to motivate them. In their opinion some level or positive stress is needed to a person to motivate him towards job, called self-motivation. Having self-motivation is one of the best qualities to an employee.

# WAY OF EXPRESSING STRESS AT WORK PLACE:

# Table 4:

|  |  |  |
| --- | --- | --- |
| Way of expressing stress | No of respondents | Percentage |
| Anger | 24 | 20% |
| Conflicting behavior | 30 | 25% |
| With drawl from work | 37 | 31% |
| Other | 29 | 24% |
| Total | 120 | 100% |

# Graph 4:

# Inference:

From the above table 31% of employees are expressing their extreme stress that occurs very rarely by with drawl from work place, 45% of the employees are expressing their extreme stress at work place by anger and conflicting behavior, which spoils healthy work environment. Most of the employees in the remaining 24% are following some other practices under high-level stress Situations.

# 0PINION ON YOGA AND MEDITATION TO RELIEVE FROM STRESS

# Table 5:

|  |  |  |
| --- | --- | --- |
| Opinion on yoga & Meditation | No of respondents | Percentage |
| Yes | 110 | 92% |
| No | 10 | 8% |
| total | 120 | 100% |

**Graph 5**:

# Inference:

From the above table 92% of employees are agreeing that yoga and meditation reduces stress by giving mental, physical relaxation to the human body. Only 8% of them are opposing the above statement

# THE RESPONDENT SUFFERING FROM HEADACHE:

# Table 6:

|  |  |  |
| --- | --- | --- |
| Suffering from headache | No. of respondents | Percentage |
| Always | 0 | 0% |
| Frequently | 24 | 20% |
| rarely | 59 | 49% |
| Never | 37 | 31% |
| Total | 120 | 100% |

# Graph 6:

# Inference:

Nearly 49% of the employees are quoted that they are suffering from headache rarely. They are mentioning, in this competitive business it is quite natural and they are looking for tea or something else to relieve from such headaches frequently. The 31% of the employees at above-mentioned categories are completely free from headaches.

# FELLING MORE RESPONSIBILITY AT WORK PLACE:

# Table 7:

|  |  |  |
| --- | --- | --- |
| More responsibility | No of respondents | Percentage |
| yes | 108 | 90% |
| No | 12 | 10% |
| Total | 120 | 100% |

# Graph 7:



# Inference:

In the above table 90% of the respondents are more responsible at work place. Only a 10% of them are opposing. The increasing responsibility will give a chance to be creative and motivate them who learn new things.

# WORKING RELATIONSHIP WITH MANAGER:

# Table 8:

|  |  |  |
| --- | --- | --- |
| Relationship with manager | No of respondents | Percentage |
| Very good | 59 | 49% |
| Good | 48 | 40% |
| Some what good | 12 | 10% |
| Not good | 1 | 1% |
| Total | 120 | 100% |

**Graph 8:**

**Inference**:

From the above table 49% of the respondents are saying that the relationship with their immediate manager is very good, also 40% of the respondents quoted that their working relationship with their manager is good and a 10% of them quoted that their working relationship is some what good. One & only 1% of employee stated that the working relationship is not good with the immediate manager. Based on this result we can concluded that the employee are totally stress free from this side.

# THE WORKERS WHO HAVE FULL SKILLS ON THEIR WORK:

# Table 9:

|  |  |  |
| --- | --- | --- |
| Full skills | No of respondents | Percentage |
| yes | 115 | 96% |
| No | 5 | 4% |
| Total | 120 | 100% |

# Graph 9:

# Inference:

Lack of full knowledge to the employees on the work is one of the major stressor. At present 96% of the met life employees quoted that they are having full knowledge on their work. This is a good sign for the stress free at work place.

# THE NUMBER OF RESPONDENTS WHO FEEL LONELY AT WORK PLACE:

# Table 10:

|  |  |  |
| --- | --- | --- |
| Feel lonely | No of respondents | Percentage |
| yes | 11 | 9% |
| No | 109 | 91% |
| Total | 120 | 100% |

# Graph 10:

# Inference:

Only a minor portion of the employees, about 9% quoted that they feel lonely in the work area, the remaining major portion quoted opposite. Feeling of the loneliness at work place is the initial sign of the job stress and by seeing the above table we can conclude that there is no such loneliness here in met life.

# THE RESPONDENTS WHO THINK PERSONAL OR FINANCIAL PROBLEMS IN THE WORK PLACE:

# Table 11:

|  |  |  |
| --- | --- | --- |
| Thinking of problems | No. of respondents | Percentage |
| Always | 2 | 2% |
| Frequently | 43 | 27% |
| rarely | 26 | 22% |
| Never | 59 | 49% |
| Total | 120 | 100% |

**Graph 11**:

# Inference:

In the above table 49% of the respondents quoted that they never thinking about their personal / financial problem in the work place. Only 2% of the respondents quoted that they think always 27% are stated some times & 22% as seldom.

# MANAGEMENT LISTENING OF IDEAS:

# Table 12:

|  |  |  |
| --- | --- | --- |
| Listening of ideas | No. of respondents | Percentage |
| Always | 31 | 26% |
| Frequently | 28 | 23% |
| rarely | 53 | 44% |
| Never | 8 | 7% |
| Total | 120 | 100% |

# Graph 12:

# Inference:

In the above table 26% of the employees stated that management will always listen their ideas for change 23% stated as often, 44% stated as seldom76% as never.

# INSISTING MORE RULES AND REGULATIONS BY THE IMMEDIATE MANAGER:

# Table 13:

|  |  |  |
| --- | --- | --- |
| Insisting rules & regulations | No. of respondents | Percentage |
| Always | 26 | 22% |
| Usually | 28 | 23% |
| Some times | 39 | 32% |
| Seldom | 14 | 12% |
| Never | 13 | 11% |
| Total | 120 | 100% |

# Graph 13:

# Inference:

From the above table 32% of the respondents quoted that their immediate manager insisting more & regulations some times only. But At the same time a major portion of 22% , 23% stated that their manager are insisting more rules & regulations always & usually respectively 11% of the respondents quoted that their manager never insisted such more rules & regulations.

# SATISFACTION LEVEL TOWARDS JOB:

# Table 14:

|  |  |  |
| --- | --- | --- |
| Satisfaction level | No. of respondents | Percentage |
| Fully satisfied | 41 | 34% |
| Satisfied | 73 | 61% |
| Neither / nor | 2 | 2% |
| Dissatisfied | 4 | 3% |
| Total | 120 | 100% |

# Graph 14:

# Inference:

From the above table, 61% of the employees are satisfied with their jobs presently what they are doing and also 34% of the employees are stated that they are fully satisfied with their jobs. Dissatisfied employees are very less in met life, equal 5%. It is the responsibility of their department head to identify such reasons for dissatisfaction, and if the reasons are in the scope of the organizations, he can look at job rotation etc

# THE RESPONDENTS LOSING TEMPER EASILY AT WORK PLACE:

# Table 15:

|  |  |  |
| --- | --- | --- |
| Losing temper | No. of respondents | Percentage |
| Always | 1 | 1% |
| Frequently | 17 | 14% |
| rarely | 68 | 57% |
| Never | 34 | 28% |
| Total | 120 | 100% |

# Graph 15:

# Inference:

In the above table 57% of the employees are quoted that they are rarely losing their temper easily at the work place, 28% of the respondents stated that they never losing temper and 14% of them are quoted they are frequently losing temper the remaining 1% of employees is stating that they are losing temper easily at the work place.

# RECOGNITION WHEN AN EMPLOYEE DONE A GREAT JOB:

# Table 16:

|  |  |  |
| --- | --- | --- |
| Recognition | No. of respondents | Percentage |
| Fully satisfied | 45 | 38% |
| Satisfied | 67 | 56% |
| Neither / nor | 4 | 3% |
| Dissatisfied | 4 | 3% |
| Total | 120 | 100% |

# Graph 16:

# Inference:

From the above table 56% of the respondents are satisfied with their recognition getting when they done a great job and also a large no. of 38% of the employees are very much satisfied with the recognition by the manager when they done a great job. This it self is a good sign of healthy relation ship between superior and subordinate. This type of recognition surely motivates the employee towards the potential out put. A minor part of the respondents about 3% only dissatisfied with recognition by the management when they done a great job.

# SATISFIED WITH THE PAYMENTS OFFERS BY THE COMPANY:

# Table 17:

|  |  |  |
| --- | --- | --- |
| Payment satisfaction | No of respondents | Percentage |
| yes | 92 | 77% |
| No | 28 | 23% |
| Total | 120 | 100% |

# Graph 17:

# Inference:

In the above table 77% of the employees are satisfied with the salary given by the met life. Other 23% of the employees are not satisfied. The company should satisfy all employees to get good productive from them.

# FINDINGS

* Almost 98% of the employees at this level aware of stress.
* 21% of the respondents are facing difficulties with colleagues because of stress.
* 66% of employees are agreeing that some stress is needed to motivate them.
* 31% of employees are expressing their extreme stress that occurs very rarely by with

Drawl from work place.

* 92% of employees are agreeing that yoga and meditation reduces stress by giving mental, physical relaxation to the human body.
* 49% of the employees are quoted that they are suffering from headache rarely.
* 90% of the respondents are more responsible at work place.
* 49% of the respondents are saying that the relationship with their immediate manager is

Very good.

* Lack of full knowledge to the employees on the work is one of the major stressor. At

Present 96% of the met employees quoted that they are having full knowledge on their work

* Only a minor portion of the employees, about 9% quoted that they feel lonely in the work place.
* 49% of the respondents quoted that they never thinking about their personal / financial

Problem in the work place.

* 26% of the employees stated that management will always listen their ideas.
* 32% of the respondents quoted that their immediate manager is insisting more rules &

Regulations some times only.

* 61% of the employees are satisfied with their jobs presently what they are doing.
* 57% of the employees are quoted that they are rarely losing their temper easily at the work place.
* 56% of the respondents are satisfied with their recognition getting when they done a great job.
* 23% of the employees are not satisfied with the salary given by the company.

**SUGGESTIONS**

* Some of the employees responded as they release stress in the form of conflict behavior with others. To reduce employees conflict behavior, management should observe and give some sorts of counseling or should have some interaction with them.
* Conducting yoga & meditation classes to the employees will help in managing their stress.
* Providing recreation centers like swimming pools and sports etc, helps them to share with all other employees.
* Considering the employees’ views will help the management to understand the problems as well as create more interest in employees to do work.
* Rewarding the employees great work will help in the enhancement of productivity from the employees.

**CONCLUSION**

MetLife is one of the fastest growing life insurance companies in the country. Stress can be both positive and negative, which has an impact on the employees performance at work place in the Met life. If taken positively the results are positive, and if taken in negative way, may yield negative results. For most of the people, low to moderate amount of stress enable them to perform their jobs better. However, a high level of stress or for that matter even a low level stress spread over a long period, eventually takes its toll and the performance declines. So the employees should be sportive and provide positive results and benefits to the company.

# A STUDY ON STRESS MANAGEMENT AT MET LIFE IN BANGALORE

# QUESTIONNAIRE:

## **PART-A**

**Department: Designation:**

**Qualification: Experience:**

**PART-B**

1. Do you aware of stress?

[ ] Yes [ ]No

1. Have you faced any difficulties with colleagues because of stress?

[ ] Always [ ]Frequently [ ]Rarely [ ]Never

1. Do you think need of stress for self-motivation?

[ ] Yes [ ]No

1. Do you express stress at work place?

[ ] Angry [ ] Conflict behavior

[ ] With drawl from work [ ] other ways

1. Do you accept that yoga and meditation will relieve from stress?

[ ] Yes [ ] No

1. Does stress results in headache?

[ ] Always [ ]Frequently [ ]Rarely [ ]Never

1. Are you feeling more responsibilities at work place?

[ ] Yes [ ]No

1. How is your work relationship with manager?

[ ] Very good [ ]good

[ ] some what good [ ]not good

1. Are you having full skills/knowledge on work?

[ ] Yes [ ] No

1. Are you feeling lonely at work place?

[ ] Yes [ ] No

1. Do you think of personal/financial problems at work place?

[ ] Always [ ] Frequently [ ] Rarely [ ] Never

1. Management will listen your ideas?

[ ] Always [ ] Frequently [ ] Rarely [ ] Never

1. Is your immediate manager insisting more rules and regulation?

[ ]Always [ ]often [ ]seldom [ ]Never

1. Satisfaction level towards your job?

[ ]fully satisfied [ ]satisfied

[ ]neither/nor [ ]dissatisfied

1. Are you losing temper easily at work place?

[ ]Always [ ]Frequently [ ]Rarely [ ]Never

16) How you feel for the recognition you got to the great job done?

[ ]fully satisfied [ ]satisfied

[ ]neither/nor [ ]dissatisfied

1. Does the company satisfy you with the payments offers?

[ ]Yes [ ]No

**Thank you very much for your co-operation.**

**BIBLIOGRAPHY:**

**BOOKS:**

* DORAB P. PATEL, stress management and modern life, Himalayas publishing house first edition 1998.
* H.L.KAILA & OTHERS, stress management, Himalaya’s public house, first edition 2002.

**WEBSITES:**

* [www.google.com](http://www.google.com/)
* [www.ask.com](http://www.ask.com/)
* [www.metlife.co.in](http://www.metlife.co.in/)
* www.metlife.com