HNBA
Automated commissions
&
Incentive management system

System Requirements Specification – (19-09-2017)

Table of Contents

3. **Revision History** **3**
4. **Introduction** **3**
   Purpose 3
5. **Overall Description** **4**
   3.1. Background 4
   3.1.1. Agent and Banc Assurance Management Process 4
   3.1.2. Commission Calculation Process 5
   3.1.2.1. Commission Calculate Rate Chart 7
   3.1.2.2. Commission Calculate Rate Chart - Alternative 8
   3.1.3. Overriding Commission Calculation Process 9
   3.1.3.1 Overriding Commission Calculation Chart 10
   3.1.4. Incentive Management Process 11
   3.1.4.1. Banc assurance incentive process 11
   3.1.4.2. Field Staff Incentive Process 12
   3.1.4.3. FST allowance and target allowance 13
   Group path level procedure GL/TL/AFM 14
   Group path level procedure FM/AGFM/GFM 15
   Group path level procedure SGFM 16
   3.1.4.4. Group Incentive Criteria 17
   3.1.4.5. Retainer Bonus GL/TL/AFM/FM/AGFM/ GFM/SGFM 18-19
   3.2 Objectives **20**
   3.2.1 Design Diagrams 20
   3.2.1.1. Flow Chart 20
   3.2.1.1.1. Agent and Banc Assurance Management 20
   3.2.1.1.2. Data Gathering for Commission 21
   3.2.1.1.3. Commission Calculation 22
   3.2.1.1.4. Commission Overriding 23
   3.2.1.2. User Interface Designs 24
   3.2.1.2.1. Agent Personal Detail 24
   3.2.1.2.2. Agent Other Detail 25
   3.2.1.2.3. Agent Level Detail 26
   3.2.1.2.4. Agent Commission / Commission Overriding Detail 27
   3.3. Reports 28
   3.4. System Integration 29
   3.5. Unsolved issues 30
   3.6. Assumptions 31
   3.7. Annexures 32

1. Revision History

Date	Version	Description	Author
27/03/2017	1.00	SRS	Janaka Indrajith Suranga Kulawardane
26/06/2017	1.01	Both Incentive and commission system changes	Janaka Indrajith Suranga Kulawardane
19/09/2017	1.02	Commission Process – Data transferring mechanism alterations like refunds TCS / Non TCS and reversals.	Janaka Indrajith Suranga Kulawardane

2. Introduction

Purpose

The idea of this SRS is to finalize the requirement for new commission & Incentive processes for the purpose of automate manual process as much as possible and introduce new features such as dynamic agent hierarchy defining, More validations, New required reports etc..

3. Overall Description

3.1. Background

Currently HNBA commission system is using by the Finance & Marketing departments. Marketing staff is used to maintain agent management module & Life support service unit is maintaining the Commission module.

3.1.1. Agent and Banc Assurance Maintain Process

In this process we are keeping all the details of Agents and Banc Assurance such as personal details, Educational details, Commission details, Retainer details, Incentive details etc…

Agent maintain process will start just after marketing staff got a physical file which contain agent details. After receiving the file they should feed the same agent details to TCS application as well BISCoa application but only BISCoa data is used to maintain the agent module and commission module.

Since there are agent hierarchy maintain limitations, Manual uploads and system maintain difficulties we have decided to implement this new application with a dynamic way by considering the new features and system enhancements requested.

In here especially we have considered agent reporting hierarchy module with both vertically and horizontally defining.

3.1.2. Commission Calculation Process

A commission is a form of payment to an agent in which the agent receives a percentage of the value of each transaction that a client makes.

According to the discussions, we have decided to calculate commissions up to cover level currently it is up to product level. Cover level commission supposed to calculate after the normal commission calculation since this is an addition commission. Please refer the processes to be implemented.

Receipts - Transfer Daily TCS receipts to Commission Application and currently there is an automated Process for this so we too using the same process for this. In the meantime BIS system Dollar receipts also transfer to commission application through a back end process.

Sys Vouchers - Transfer sys vouchers from TCS to commission system, since daily basis income transfer also happening there. Furthermore policy fee and renewal policy fee transfer to commission system according to the Transfer type such as (FST / FYP / RNW). And sys vouchers relating to the policy fee, which is borne by tolerance, should also be transferred to new commission system. Especially when we transfer TCS Sys vouchers we are checking Commission system's PID balance availability too.
Note - All above are new processes

Refunds (TCS) –
As a validation, at any given time PID balance of both systems (TCS & NEW COMMISSION SYSTEM) should be equal, before and after processing the refund. If the TSC and NEW COMMISSION SYSTEM PID balances are not in line, refunds should be blocked.

- All refunds should be processed from PID only.
- Avoid receipt number and receipt amount feeding in TCS, since there is no technical reason for the Life Department to specify receipts, at the time of creating the refund.
- For Income Refunds, adequate number of income cycles which is equal or more than the refunding amount, should be reversed in TCS(should be the latest payment cycle) and money should be transferred to the PID. Relevant SYS voucher should be transferred to NEW COMMISSION SYSTEM. Such Payment Cycle Reversals (Transfer Type) in NEW COMMISSION SYSTEM should be in line with TCS and NEW COMMISSION SYSTEM PID balances should be equal.

Once the Refund is approved in TCS, TCS Refund PV should be pushed to NEW COMMISSION SYSTEM. NEW COMMISSION SYSTEM should automatically specify/allocate the latest receipts and such receipt should be marked as refunded in NEW COMMISSION SYSTEM. As a result at any given scenario, Receipt or Payment Cycle reversal/refund should be commenced from the Latest (Last in First Out).

Those automatically specified receipts should be updated to a workflow/new tab in NEW COMMISSION SYSTEM, through which Bank Reconciliation Team could confirm the realization. (IBT & Cheques)

Once realization is confirmed

- Commission relating to the Payment Cycle Reversed, should be recovered from the relevant Advisor.
- Refund Advise should be pushed to CPS, through the NEW COMMISSION SYSTEM after updating the relevant receipts and ensuring the realization. Current process for refund payments is to directly push data to CPS from TCS. BISCOA update and realization check is done manually.

Note: - This explanation is not directly related to commission system, but we are providing a screen with list of refunds for the relevant party confirmation and then we are able to process this refunds.

Refunds (Non TCS) - New Interface for user to do manual refunds and upload the DPTS. Same realization Process should apply here as mentioned above.

Cancellations / Cheque Returns –
Process is identical to the Refund Process

- If the concerned receipt is in the PID of both TCS and NEW COMMISSION SYSTEM and the balances are inline,
    - Cancellation/Cheque Return should be updated in NEW COMMISSION SYSTEM.
- If the relevant receipt is already transferred to income, payment cycle reversal sys voucher (which is generated in TCS and should be the latest payment cycle) should be pushed to NEW COMMISSION SYSTEM and the relevant (latest) premium update in NEW COMMISSION SYSTEM should also be reversed (Transaction Type of TCS and NEW COMMISSION SYSTEM should be identical) and money should be transferred to PID. If the PID balance of both TCS and NEW COMMISSION SYSTEM are inline,
    - Cancellation/Cheque Return should be updated in NEW COMMISSION SYSTEM.
    - Commission relevant to the reversed premium/transaction type (latest payment cycle) should be reversed and recovered from the relevant advisor.

There should be no outward payment (nothing should be pushed to CPS), and receipt which is in PID should be marked as cancelled or Cheque Returned.

Process – NonTCS DPTS - Manually upload excel files in to the commission system and if there are any systems available we are trying to get data from those databases.

Process - write-off - Manually upload write-off excel file and then view finance staff for their confirmation and update the PID balance as well as receipts amounts accordingly.

Commission Process - Then calculate the commission according to the given rates through the rule interface.

OR Commission Process - Then calculate the overriding commission according to the given rates through the overriding rule interface for both horizontal and vertical.

OR Commission Process - Then calculate the overriding commission according to the given rates through the overriding rule interface.

Accrued Commission Process - Calculate the commission same as normal commission calculation and the take the difference between should transferred and the Real Transferred.

3.1.2.1. Commission Calculation Rate Chart

PRODUCT_CODE	PRODUCT_NAME	COMMISSION STRUCTUTRE - NON BANCASSURANCE
1	PRADEEPA	**Agents**
2	RANMAGA	
3	DEDUNU	
5	TERM ASSURANCE	
6	SINGLE PREMIUM – ENDOWMENT	
8	RASHMI	
9	RANKIRANA	**Brokers**
17	SAVIYA	
18	MY LIFE	
19	THANGAARUWADAI	
20	MY FUND	
23	RANMAGA 2	

Agents

Term	1st Year	2nd Year	3rd Year	4th Year	5th to 10th	11th Year
5 to 9	10.00%	9.00%	8.00%	7.00%	2.50%	0.00%
10 to 14	20.00%	15.00%	10.00%	7.50%	3.00%	0.00%
15 to 40	30.00%	20.00%	15.00%	10.00%	5.00%	0.00%

Brokers

Term	1st Year	2nd Year	3rd Year	4th Year	5th to 10th	11th Year
5 to 9	13.5%	9.0%	8.0%	7.0%	2.5%	0.0%
10 to 14	27.0%	15.0%	10.0%	7.5%	3.0%	0.0%
15 to 40	40.0%	20.0%	15.0%	10.0%	5.0%	0.0%

11	MCR - HNB	FIXED RATE - 8%
12	GLP	FIXED RATE - 10%
14	SATHKARA	FIXED RATE - 20%
15	RANASWANU	1st YEAR - 15% 2nd YEAR ONWARDS - 5%

16	SCHOLAR	

1st Year	2nd Year	3rd Year	4th Year	5th to 10th
30%	20%	15%	10%	5%

21	MY FREEDOM		FIXED RATE - 3%
22	MY FREEDOM REVISED		FIXED RATE - 3%
7	MRP		FIXED RATE - 5%
10	TRIPLE POWER		FIXED RATE - 5%
13	POWER 5 Series III		FIXED RATE - 1%
	POWER 4 Series 4		**FIXED RATE - 1.5%**
	POWER 5 Series 4		**FIXED RATE - 2%**
	POWER 5 Series 5	**PWR3**	**FIXED RATE - 1.1%**
	POWER 5 Series 6	**PWR4**	**FIXED RATE - 0.25%**
29	**My Pention**	**MFP**	FIXED RATE - 1%

Page 1

	PRODUCT_NAME	COMMISSION STRUCTUTRE - BANCASSURANCE
1	PRADEEPA	
2	RANMAGA	
3	DEDUNU	
5	TERM ASSURANCE	
6	SINGLE PREMIUM – ENDOWMENT	
8	RASHMI	
9	RANKIRANA	
17	SAVIYA	
18	MY LIFE	
19	THANGAARUWADAI	
20	MY FUND	
23	RANMAGA 2	

1st Year	2nd Year	3rd Year	4th to 10th
25%	15%	10%	5%
25%	15%	10%	5%
25%	15%	10%	5%

16	SCHOLAR	

1st Year	2nd Year	3rd Year	4th Year	5th to 10th
30%	20%	15%	10%	5%

12	GLP		FIXED RATE - 10%
15	RANASWANU		1st YEAR - 15% 2nd YEAR ONWARDS - 5%
21	MY FREEDOM		FIXED RATE - 3%
22	MY FREEDOM REVISED		FIXED RATE - 3%
13	**POWER 5 Series 6**	**PWR6**	**FIXED RATE - 0.25**

3.1.2.2. Commission Calculation Rate Chart - Alternative

Alternate Channels

Premium collection incentive (L)	1	Pradeepa						
	2	Ranmaga						
	3	Dedunu						
	5	Term Insurance	Term	1st Year	2nd Year	3rd Year	4th Year	5-10th Year
	6	Single Premium - Endowment	5-9	5%	4.5%	4%	3.5%	1.5%
	8	Rashmi	10-14	10%	7.5%	5%	4%	1.5%
	9	Rankirana	15-40	15%	10%	7.5%	5%	2.5%
	16	Scholar						
	17	Saviya						
	18	My Self						
	19	Thangaaruwadal						
	20	my Fund						
	11	MCR - HNB	Fixed Rate - 4%					
	12	GLP	Fixed Rate - 5%					
	14	Sathkara	Fixed Rate - 10%					
	15	Ranaswanu	1st Year - 7.5%					
			2nd Year onward - 2.5%					
	21	My Freedom	Fixed Rate - 1.5%					
	7	MRP	Fixed Rate - 2.5%					
	10	Triple Power	Fixed Rate - 2.5%					
	13	Power 5	Fixed Rate - 1%					
		Power 5 Series III						

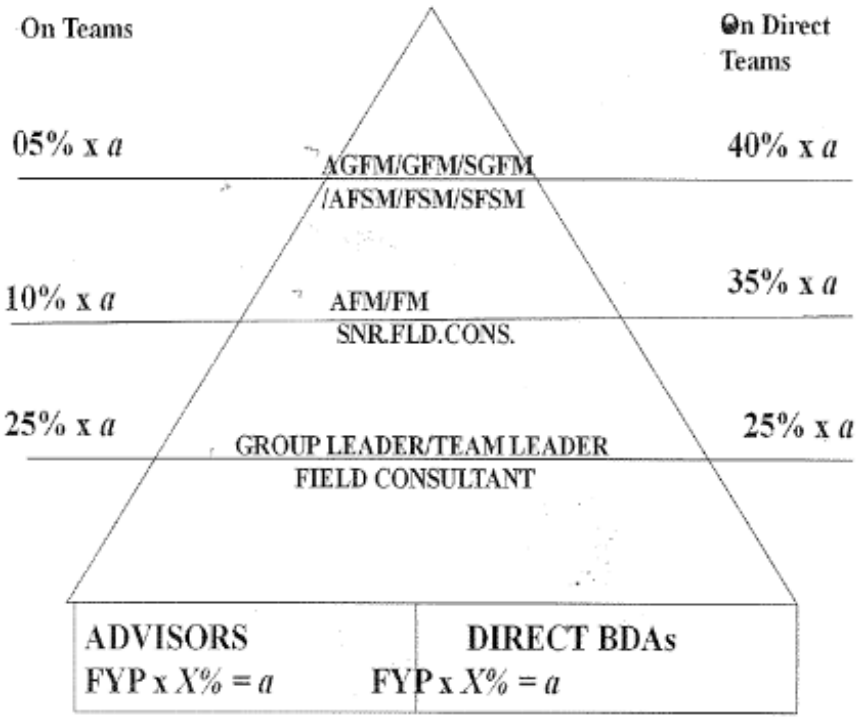
3.1.3. Overriding Commission Calculation Process

An extra or additional commission, which paid to an agent or broker on business sold by subagents in his or her territory.

This happens from individual level to group level (E.g. from Field Advisor to GL or TL). In between individual level no overriding take place. Also there are some levels which cannot assign for overriding, system allows to configure those levels (Eg.GL to TL) and there is something called GAP which means overriding commission happens by passing levels.

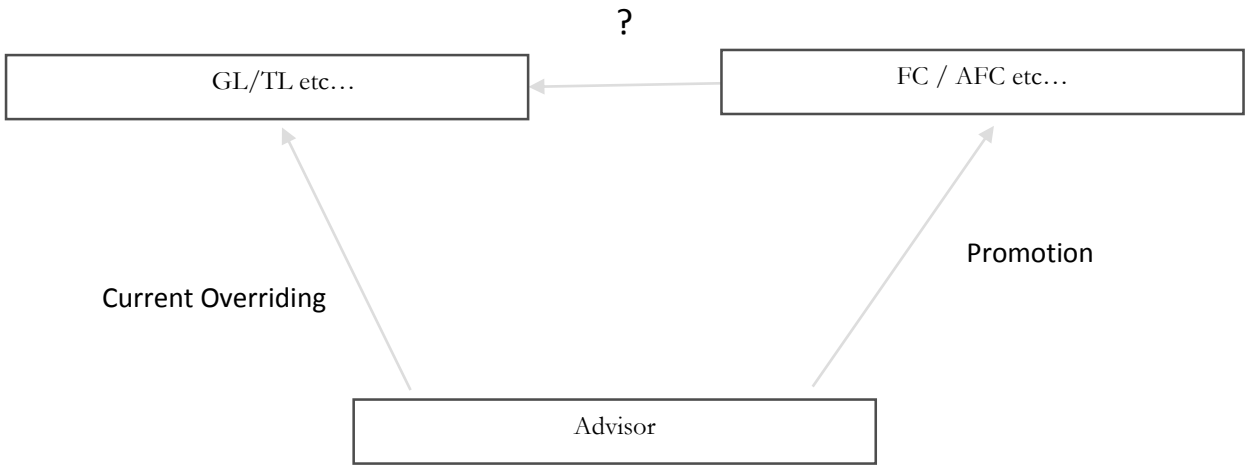
With this module we are maintaining the hierarchy both horizontal and vertical because Some people has to wait long time to get a promotion because of their reporting level won't allow since if they allow that they will miss the commission from the promoted party. So then even after the promotion we can assign a portion of the commission from promoted party to their previous superior.

3.1.3.1. Commission overriding rate chart



Example for proposed Commission overriding feature in graphically

According to the example GL or TL getting overriding commission from advisor as usual then the advisor promote to individual level (FC / AFC) after this GL/TL will not have overriding anymore as a solution for this we are implementing a feature for that GL/TL still can have some percentage of overriding commission. (Percentage still not decided)



3.1.4. Incentive Management process

Basically there are two incentive methods named as Bank Assurance & Field Staff incentives. In the Bank Assurance incentive method currently there are two incentive schemes as follows. As well as field staff incentive process can bifurcate such as Individual and Group paths. Under these two categories there are allowance types such as FST allowance, Target allowance, Retainer allowance, Advisor development allowance etc… also there are some defined levels such as GL, TL, SFC, FC, FSM and by considering all those given Categories, Allowance Types, Levels there are several calculation tables which is describing under the Field Staff incentives.

3.1.4.1. Bank Assurance Incentive Process

1. Incentive scheme for BAO's
    - Minimum achievement of NOP for the month 3, 4, 5 etc…
    - Compulsory except for BAO's less than one year

NBP (FST + FYP)	Reimbursement of Business expenses
Achievement 80% - 100%	1% of the NBP Achievements
Achievement 100% - 110%	2% of the NBP Achievements
Achievement 110% - 120%	3% of the NBP Achievements
Achievement 120% & Above	4% of the NBP Achievements

2. Incentive scheme for Executive

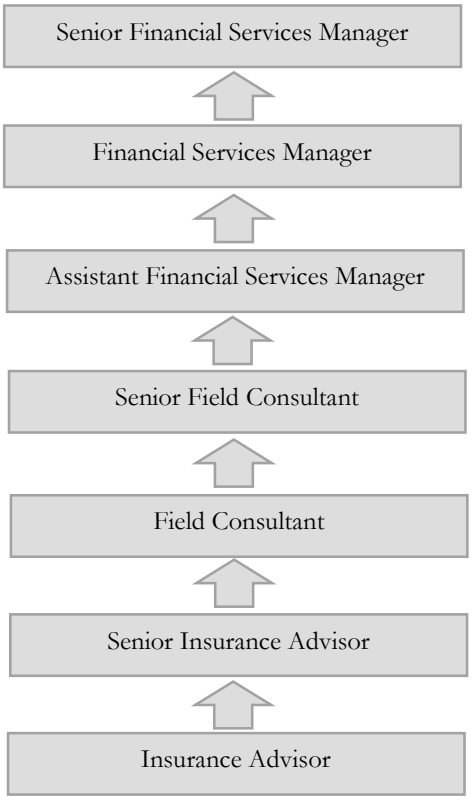
    10% overriding commission of the attached BAO's incentives in the respective cluster in addition to receivable from their own branches.

3.1.4.1. Field Staff Incentive Process

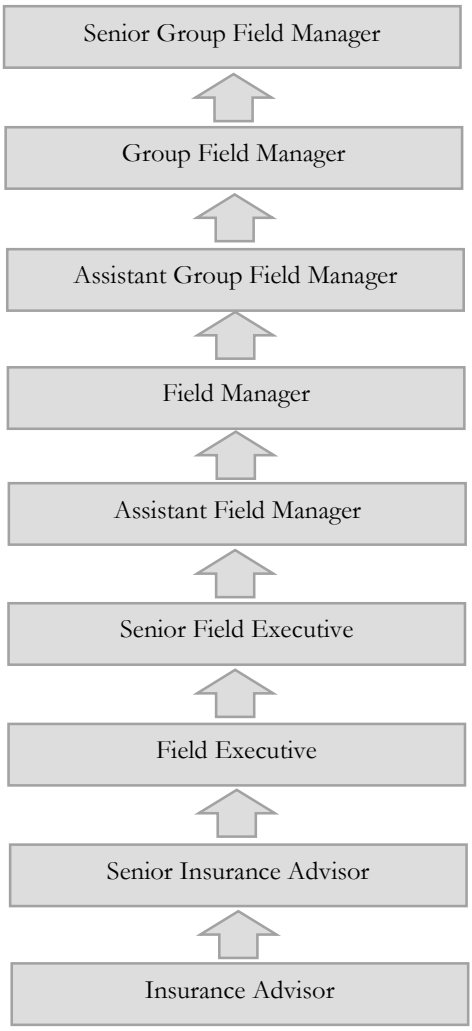
Allowances Types can categorize as follows

- Individual
  - FST Allowance - Monthly Payment
  - Target Allowance - Yearly Payment
- Group
  - Retainer Allowance - Monthly Payment
  - Retainer bonus allowance - Yearly Payment
  - Retainer arrears - Yearly Payment
  - Advisor development allowance - Monthly Payment
  - Group achievement - Monthly Payment

Individual



Group



3.1.4.2. FST Allowance (Individual)

Advisors who are within 1st year from the date of appointment will get a FST allowance on a monthly basis, Maximum allowance will be Rs. 2500 (Configurable). After one year of the service period they will continue to enjoy the existing Target allowance.

No	Policies	FST Amount	FST Allowance
1	2	<5000	750
2	2	<7500	1000
3	2	<10000	1250
4	2	<12500	1500
5	2	<15000	1750
6	2	<25000	2500

3.1.4.3. Target Allowance (Individual)

For the Month	Rs.	Allowance Rs.
On Achieving MCFP	7500	1000
Additional MCFP	2500	250
FYP of	25000	1000
Addition FYP of	10000	500

- Insurance advisor & Senior Insurance Advisor

Insurance Advisor	Rs. 480000
Senior Insurance Advisor	Rs. 720000

- Field Consultant

  Annual New Business Premium (NBP) Target – 1.5M.

- Senior Field Consultant

  Annual New Business Premium (NBP) Target – 2.0M.

- Assistant Financial Service Manager

  Annual New Business Premium (NBP) Target – 3.0M.

- Financial Service Manager

  Annual New Business Premium (NBP) Target – 4.0M.

- Senior Financial Service Manager

  Annual New Business Premium (NBP) Target – 5.5M.

3.1.4.4. Group Path Level Procedure

Field Executive - GL

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.6500/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 70200/-.
- Advisor development allowance will be 2500/-.

Senior Field Executive - TL

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.9500/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 102600/-.
- Advisor development allowance will be 3500/-.

Assistant Field Manager (AFM)

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.12000/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 129600/-.
- Advisor development allowance will be 4000/-.
- Group achievement allowance will base on cumulative group NBP achievement, maximum allowance will be Rs.8000/-.

Field Manager (FM)

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.15000/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 129600/-.
- Advisor development allowance will be 5000/-.
- Group achievement allowance will base on cumulative group NBP achievement, maximum allowance will be Rs.9000/-.

Assistant Group Field Manager (AGFM)

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.18000/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 194400/-.
- Advisor development allowance will be 6000/-.
- Group achievement allowance will base on cumulative group NBP achievement, maximum allowance will be Rs.10000/-.

Group Field Manager (GFM)

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.22000/-.
- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 237600/-.
- Advisor development allowance will be 7000/-.
- Group achievement allowance will base on cumulative group NBP achievement, maximum allowance will be Rs.11000/-.

Senior Group Field Manager (SGFM)

- Retainer allowance will base on monthly and cumulative achievement and will be paying the allowance on every month end. Maximum allowance will be Rs.25000/-.

- Retainer Bonus will be paying on every year end base on the highest achievement, maximum bonus will be Rs. 270000/-.

- Advisor development allowance will be 8000/-.

- Group achievement allowance will base on cumulative group NBP achievement, maximum allowance will be Rs.13000/-.

3.1.4.5. Group Incentive Criteria

Field Management	Direct Team	Target (M)	Retainer	Advisor Development Allowance 50% "P" Category
FE(GL)	8	2	6,500	2,500
SFE(TL)	8	3	9,500	3,500

Field Management	Direct Team	NBP Target (M)	Retainer	NBP Group Target(Mn)	"P" Category Advisors	Group Achievement Allowance				Advisor Development Allowance_"P" Category Group Allowance
						>80%	>90%	>100%	>110%	
AFM	10	3.5	12,000	10	15	2,000	4,000	6,000	8,000	4,000
FM	10	4	15,000	12	20	2,500	5,000	8,000	9,000	5,000
AGFM	12	5	18,000	15	25	3,000	6,000	9,000	10,000	6,000
GFM	12	6	22,000	25	30	3,500	7,000	10,000	11,000	7,000
SGFM	12	7	25,000	30	35	4,000	8,000	12,000	13,000	8,000

Field Management	Direct Team	Group Target(Mn)	"P" Category Advisors
GL	8	-	-
TL	8	-	-
AFM	10	10.0	**15**
FM	10	12.0	**20**
AGFM	12	15.0	**25**
GFM	12	25.0	**30**
SGFM	12	30.0	**35**

3.1.4.6. Retainer Bonus

- Only Direct Team NBP Achievement applicable for this

GL	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	9000	15000	30000	58500	70200

TL	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	17100	28500	57000	85500	102600

AFM	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	21600	36000	72000	108000	129600

FM	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	27000	45000	90000	135000	162000

AGFM	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	32400	54000	108000	162000	194400

GFM	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	39600	66000	132000	198000	237600

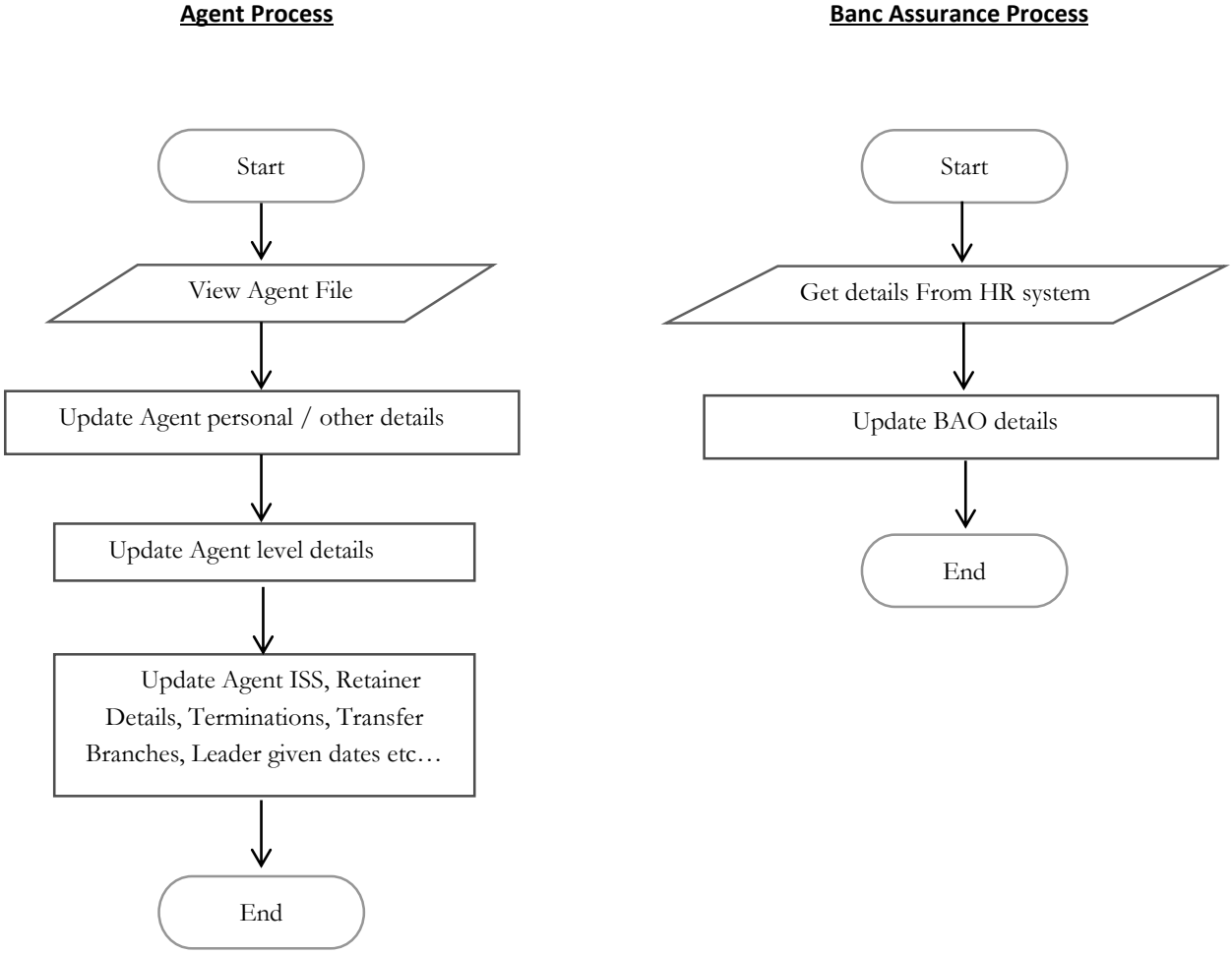
SGFM	Achievement %	110-124.99 %	125-149.99 %	150-174.99 %	175- 200 %	>200%
	Bonus	45000	75000	150000	225000	270000

3.2 Objectives

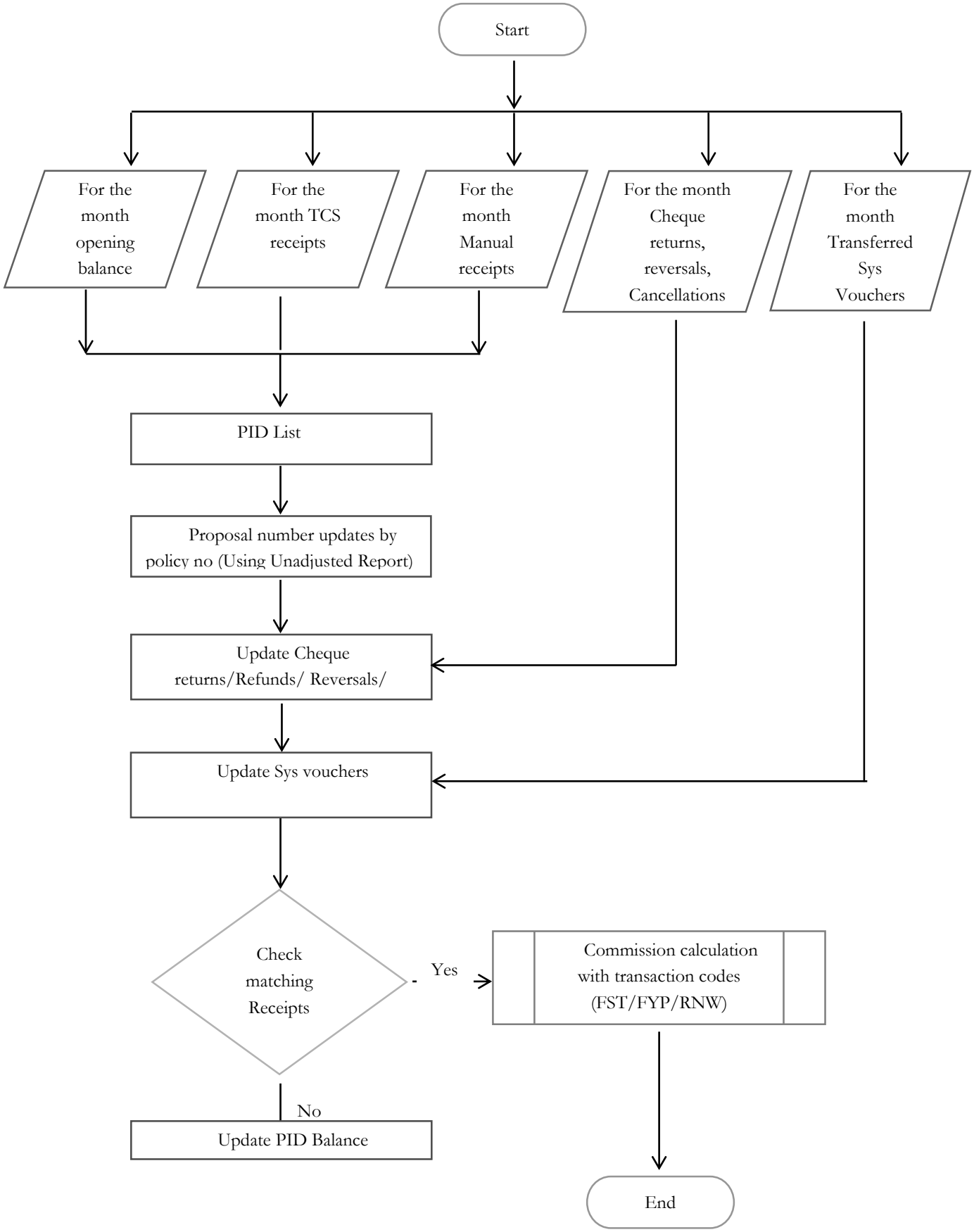
3.2.1 Design Diagrams

3.2.1.1. Flow Chart

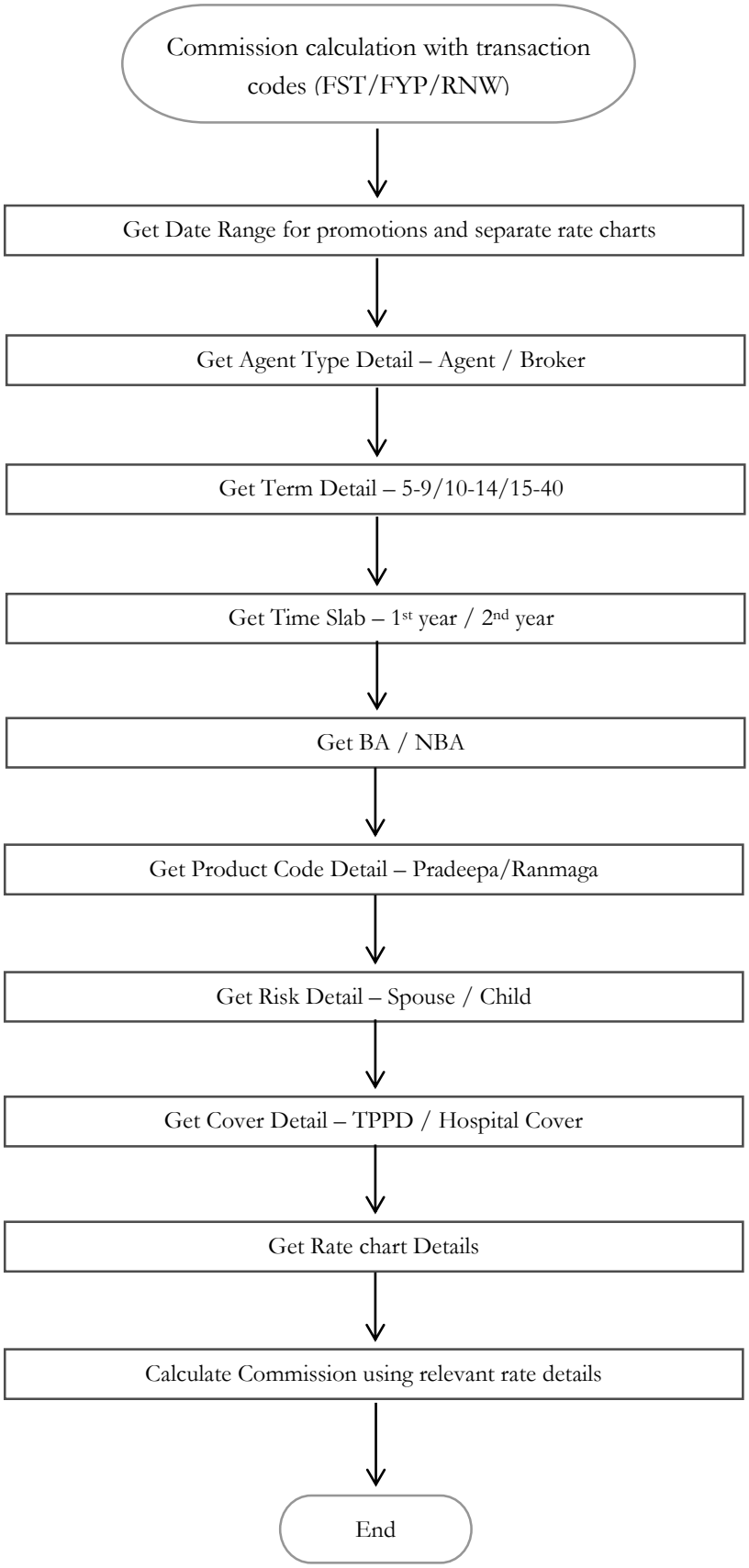
3.2.1.1.1. Flow chart 01 - Defines the main process of agent and Banc Assurance management module



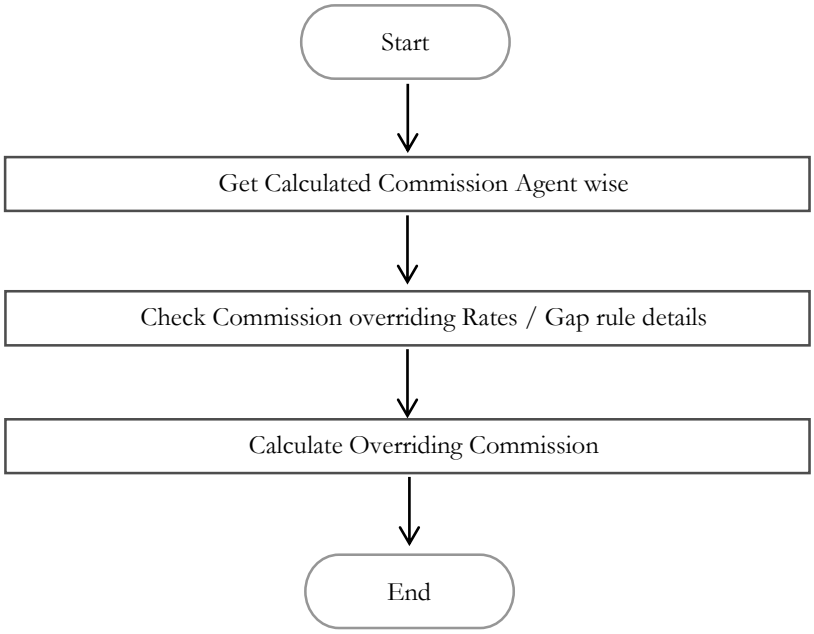
3.2.1.1.2. Flow chart 02 – Define the process of data gathering for commission calculation



3.2.1.1.3. Flow chart 03 – Define the process of commission calculation

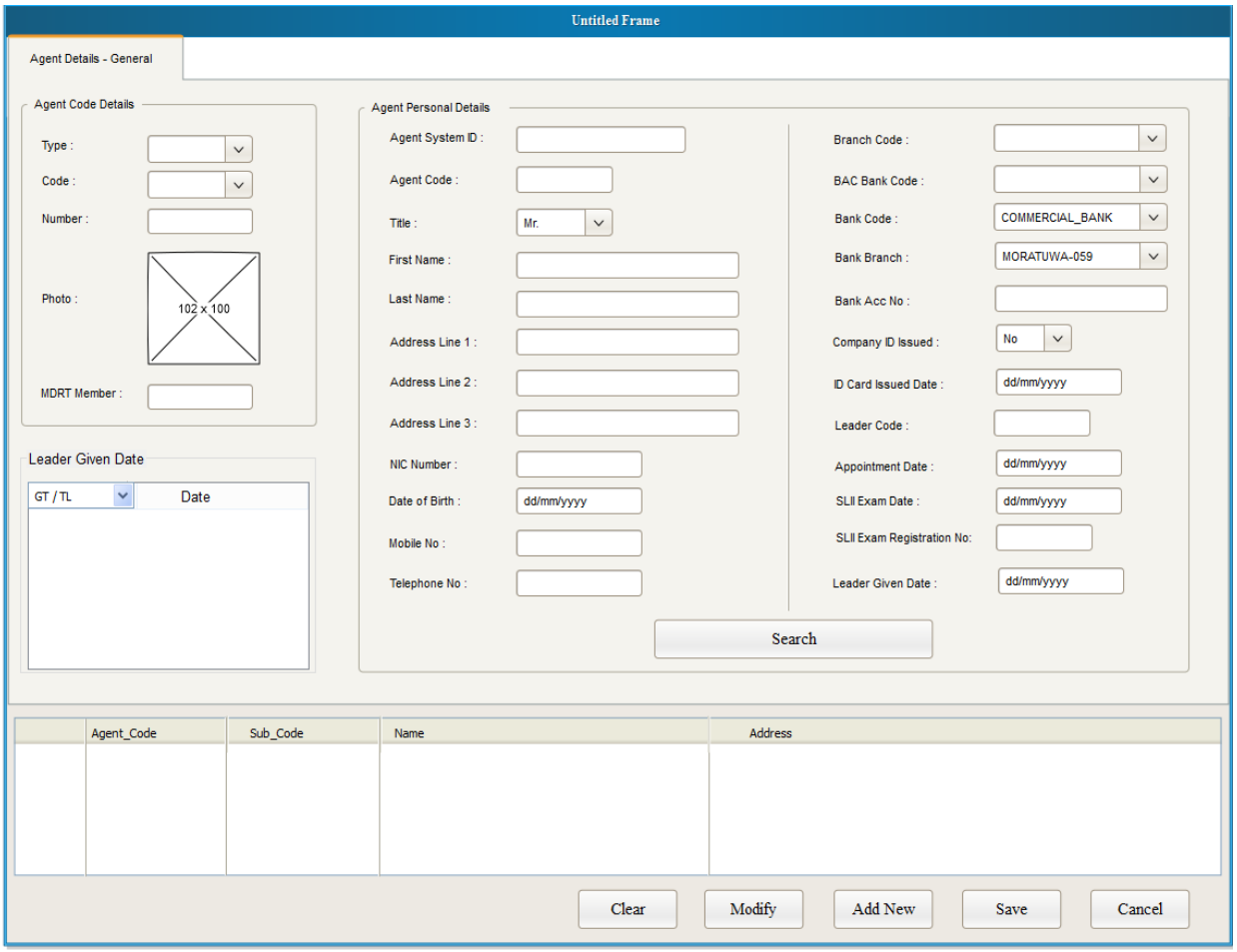


3.2.1.1.4. Flow chart 04 – Define the process of Commission Overriding

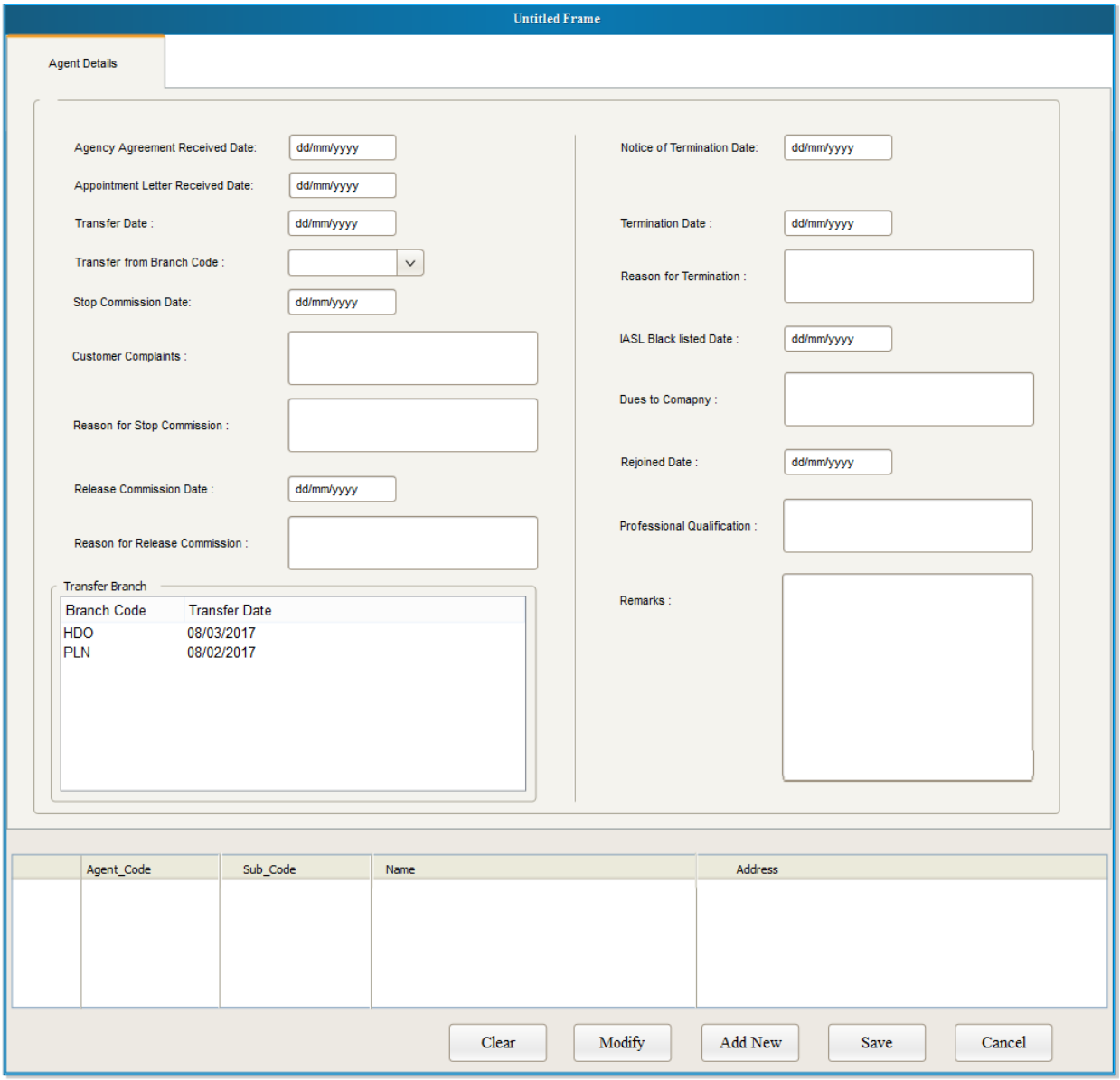


3.2.1.2. User Interface Designs

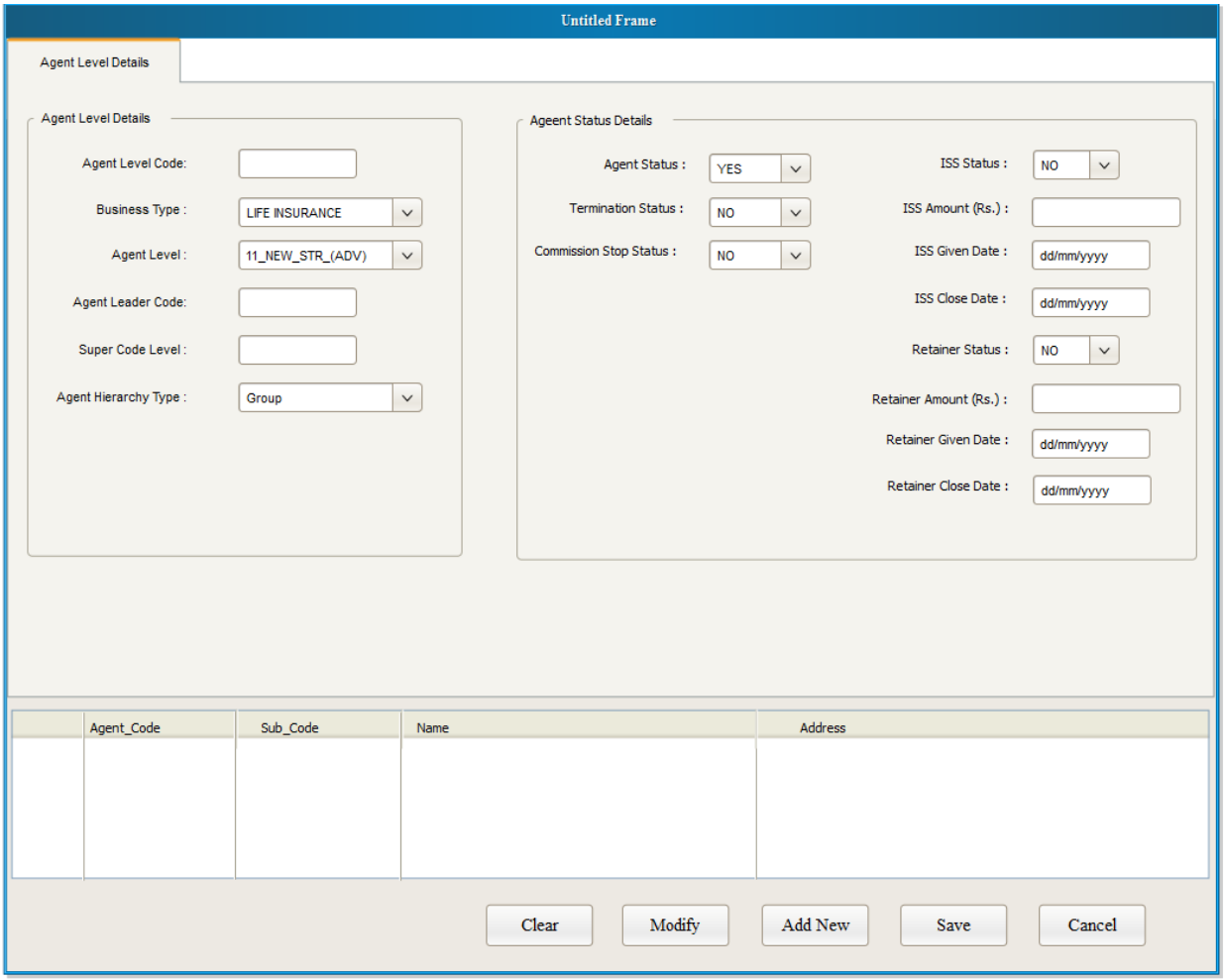
3.2.1.2.1. Agent Personal Details



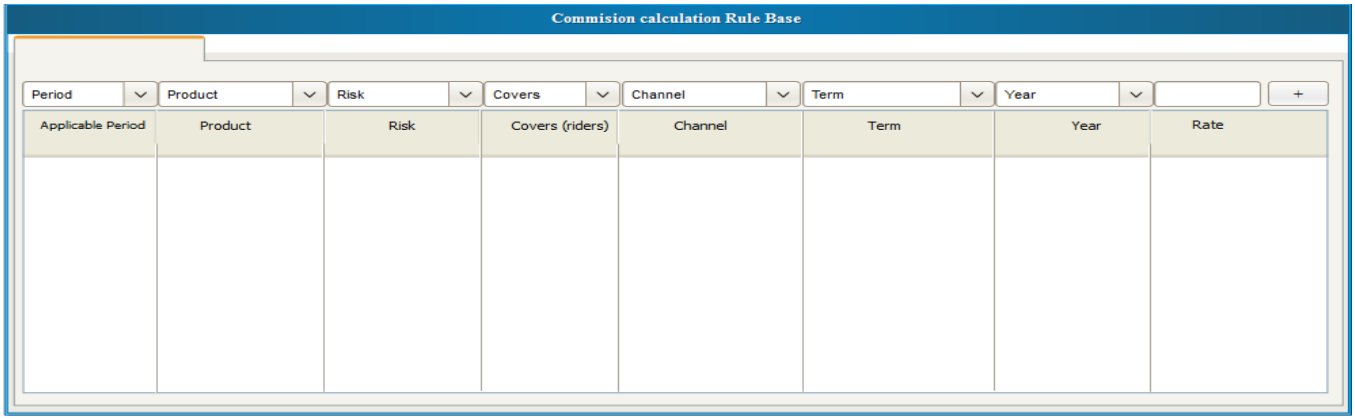
3.2.1.2.2. Agent Other Details



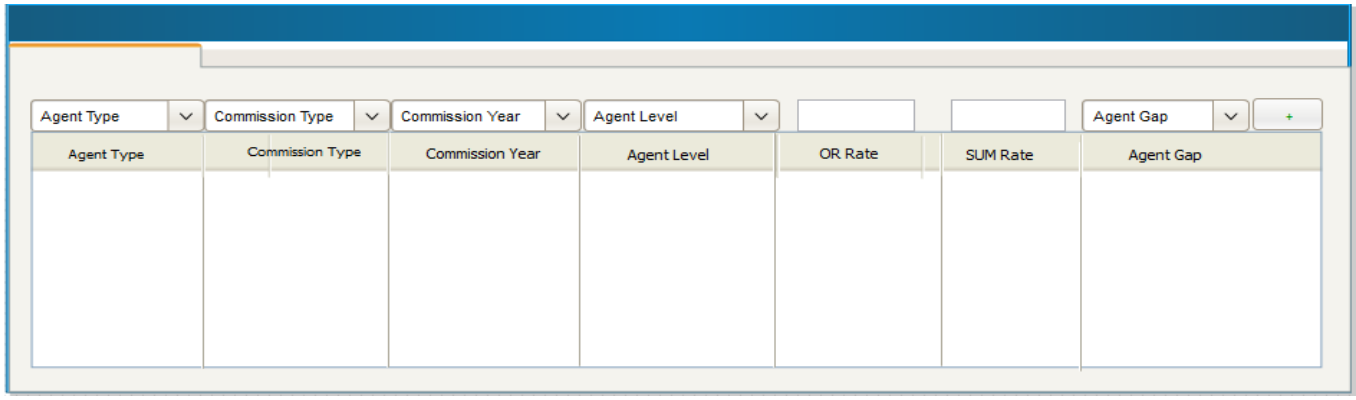
3.2.1.2.3. Agent Level Details



3.2.1.2.4. Commission Rule Define Interface



3.2.1.2.5. Commission Overriding Rule Define Interface



3.3. Reports

Servicing unit reports List - (Date Range)

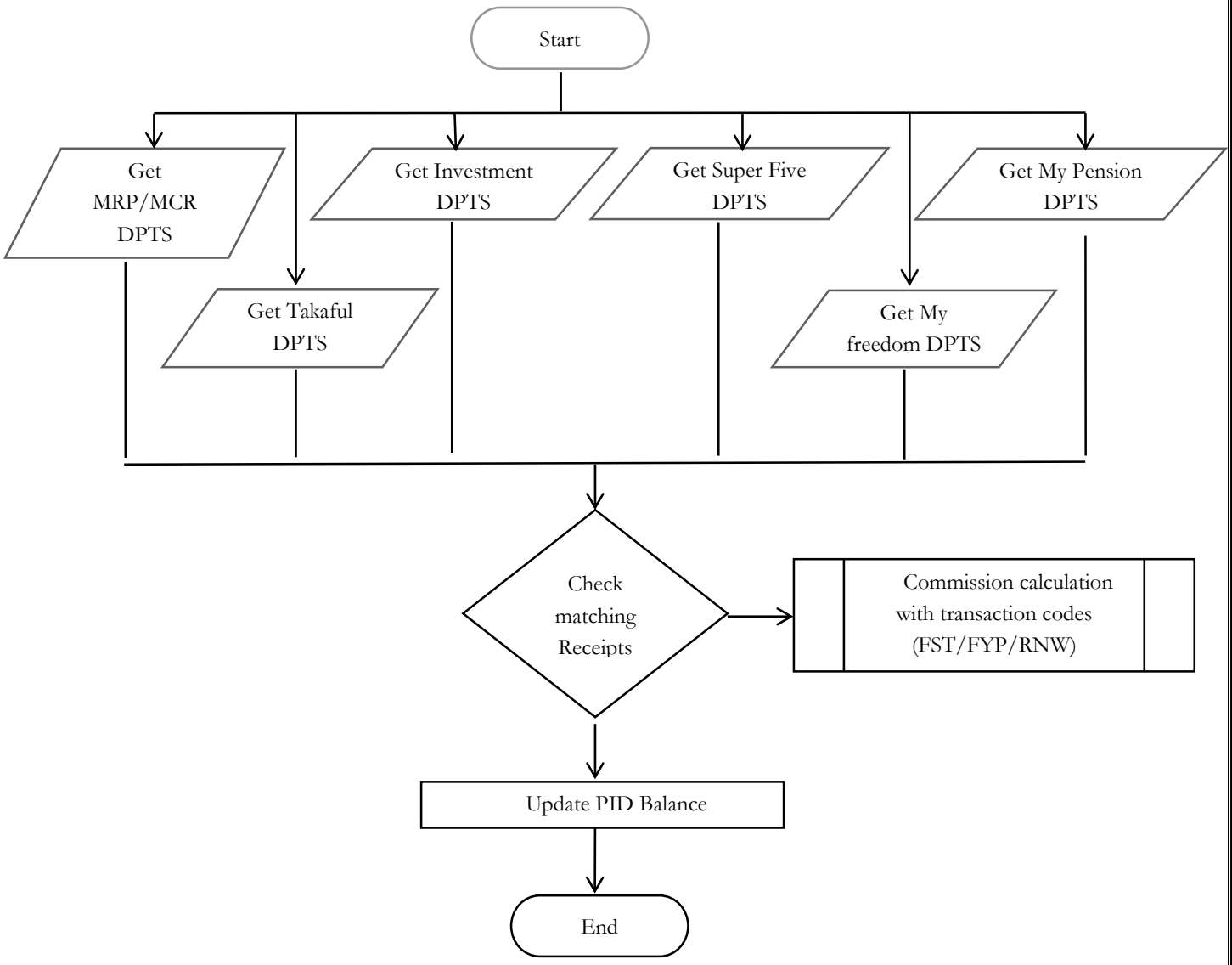
01. Commission Admin Expense GWP NON BAC
02. Commission Admin Expense GWP BAC
03. Cheque Returns Report
04. Refund Report
05. Main Data Base Report
06. Main Data TME
07. PID Life
08. NONBAC Advisor Commission statement
09. TME Commission Statement
10. Transfer Summery
11. BAC Advisor commission statement
12. Opening Balance Statement
13. Refund / Cheque Return Schedule

Marketing Reports List

01. Advisor Direct team report
02. Advisor Group team report
03. Advisor main report
04. Advisor report with date range
05. Policy report with date range (Branch MIS)
06. Mobile numbers List
07. Title Mr./Mrs.- List from Gender
08. Stop commission reason List
09. Termination reason List
10. Black list details List
11. Recoveries List
12. Preference Language

3.4. Other System Data

This system is working based on TCS data and few other systems. This will be calculating the agent commissions and incentives by taking TCS receipts (sys vouchers) & other systems DPTS details.



3.5. Unsolved issues

1. TCS APIs is pending for to integrate New Commission app and TCS agent module.
2. Pending reports formats.

3.6. Assumptions

- TCS will be providing APIs for **real time** communication with Agent management module so that we would be able to avoid duplicate agent detail feeding such as,
    - New advisor code entry
    - Advisors reinstate
    - Team reallocation (leader code change)
    - Bank Account details changes
    - Advisors' Branches change
    - Advisors' demotion details
    - Advisors' basic details changes
    - Advisors' status changes (Stop and Release Commission etc.)

- Cover level (Rider Level) commission will be calculating same as overriding commission calculation process since this is for extra covers and payment goes as an additional commission.

- For Non-TCS products, Until they come to systems (Applications) we have to continue the same process as now.(Upload DPTS files to new commission application)

- Please note that given interface designs may change when the time of implementation so please use those only for understanding purpose. Also For the incentive scheme there are no interface designs and flow charts given and there are more interfaces will be there more than attached.

- Reports Formats and all will be getting from the respective units.

3.7. Annexures

Responsible For	Name	Designation	Recommended/ Approved	Date	Signature
Agent Management & Incentive System	Mr. Nishantha Dissanayake	Executive – Life Distribution	Recommended		
Agent Management & Incentive System	Mr. Pathum Fernando	Executive – Life Distribution	Recommended		
Agent Management & Incentive System	Mr. Tharindu Munasinghe	Assistant Manager - Distribution	Recommended		
Commission System	Mr. Harshana Aponsu	Manager – Life Supporting Service	Recommended		
BA Incentive System	Mr. Ranjeewa Gunawardena	S. Executive - Distribution	Recommended		
BA Incentive System	Mr. Madhawa Gunarathne	Manager Banc assurance	Approved		
Commission System	Ms. Geethani Saram	Head of Life Supporting Service	Approved		
Overall System	Mr. Ivan Nicholas	Chief Business Officer	Approved		