Application Number: 559405499



PNB MetLife India Insurance Company Limited,
Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001. IRDA of India Registration number 117.
CI No. U66010KA2001PLC028883, Call us Toll-free at 1-800-425-6969, Website: <a href="www.pnbmetlife.com">www.pnbmetlife.com</a>, Email: India\_agencyhelpdesk@pnbmetlife.co.in or write to us at 1st Floor, Techniplex -1,
Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. Phone: +91-22-41790000, Fax: +91-22-41790203

### AGENCY APPLICATION FORM

For Office use only (All the information is to be	filled in <b>BLOCK LETTERS</b> only)			
·	mposite Transfer			
Channel: Retail Distribution		IM/AA/AP converted to IA	Δ	
IM/AA./AP Name: Himani Thakur	△ Mgeney	IM/AA./AP Code: 3478433	1	
SM Name : Vivek Sharma		SM emp Code : 8008576		
BM/CM Name : NA		BM/CM Code: NA		
Unit Name: NA		Branch Name: NA		V
Region Name : NA		Zone Name : NA		
	ous IM/AA/AP code (only in case			
- 2			Inhan Dunal Application	on Received Date: 25-Jul-2022
Exam centre : NSEIT LIMITED - PATHANK	Exam Landage. Amdi	Category: U	этван 🔀 кигаг Аррисан	on Received Date . 25-Jui-2022
To be filled in by the applicant (All the information	tion is to be filled in Block Letters			
1. Name: Ms. ARCHNA				
2. Father's/Husband's Name : RAJ		_		
3. Date of Birth : <u>18-Mar-1999</u>	4. Gender : Female	5. PAN : <u>IAEPD2</u>	822R	-
6. Aadhar Number : XXXXXXXX8865	7. Marital Status : Single			
8. Nationality : India				
9. Communication Address : $\underline{\text{VILLGOTHALI}}$	.PO-SARU			
ТЕН СНАМВА				
GOTHLI,HIMACHAL PRADESH				
City: Chamba	State: Hir	machal Pradesh	Pin Code : 1	76310
Tel. Res :	Tel.Off.:		Mobile No.:	7876909789
Email ID : heenu271@gmail.com				
10. Permanent Address : VILLGOTHALI.PO	-SARU			
ТЕН СНАМВА				
GOTHLI,HIMACHAL PRADESH				
City: Chamba	State: <u>Hir</u>	machal Pradesh	Pin Code : 12	76310
Tel. Res:	Tel.Off.:		Mobile No.:	7876909789
Email ID: heenu271@gmail.com				
	2	2. EDUCATION DETAILS		
1.Highest degree held Post Graduate	Graduate 12th Std.	. or Equivalent Diploma	0th Std.	
2. Are you professionaly qualified such as :	CA ICWA/CS/CFA	MBA Doctor Eng	ineer Lawyer O	thers If Others ,please specify :
Education Details (Starting with the Highest qu	alification)			
Name of School/Colleg	ge	Degree	Year of Passing	Percentage (%) of marks
		Graduate	31-Mar-2021	
	a o correction			
_		TIONAL & EMPLOYEMENT I	DETAILS	
1. Present Occupation :	Student Salaried	Self-Employed Profess	ional Unemployed	Others
2. Designation : clerk		Annual Income(Rs.) : 1000000	. C 1. C. II 1 1.	
4. Is any of your close relative a Advisor/Emplo	yee with PNB MetLife?	Yes No If "Yes", ther	n furnish following details.:	
a. Name of the Individual :				
b. Designation:	c. Location of work :	~ 0		
		wledgement Slip		Application Number : 559405499
Name of Candidate : ARCHNA		/CM Name : NA		
Branch One Evecutive Name:	RM	/CM Signature :		
Branch Ops Executive Signature :		e : 25-Jul-2022		

## 4.BANK ACCOUNT DETAILS

Bank Account Details	
Bank Account No. : 36090213212	
Bank Account Holder name: ARCHNA DEVI	
Bank Name : STATE BANK OF INDIA	
IFSC Code : SBIN0007461	<u></u>
Bullik Necoulit Type.	Current Account
Proofs Attached	
1. Account No. : Cancelled cheque	Bank statement Bank Passbook copy
2. Bank Branch Address : Cancelled cheque	Bank statement Bank Passbook copy
3. PAN : Attested PAN card copy	
4. Age Proof :	
5. Address Proof:	
wherever necessary. Further, in the event of my bank being unable I confirm that any changes in above mentioned particulars/details my part to intimate any such changes in a timely manner.	arrangement is a without prejudice to the right of the Company to pay commissions due through cheques or demand drafts, e to credit my account, for whatsoever reason, I agree to receive the amount through any other mode. I will be informed to the Company from, time to time. I also confirm that the Company will not be responsible for any failure
	5.DECLARATION
1. Mr/Ms. Ms. ARCHNA	
rules, regulations, guidelines and such other directions issued thereund I declare that:  a. All information supplied by me in this application form and all othe knowledge and belief.  b. I have not been found to be of unsound mind and/or insolvent by a c. I have not been found guilty of or have knowingly participated in or judicial proceeding relating to any policy or insurance and don't suid. I am currently not employed with any other competing life insuran e. I have enclosed documents in support of the education qualification. I understand that there is a validation process adopted by PNB Metl. PNB Metl. ife. I would endeavour to meet minimum business stipulag. I understand that the Insurance Agent is paid in variable basis and the support of	on, age proof and declare the age mentioned by me is true.  tLife to ensure that each Insurance Agent does a minimum amount of business to retain its appointment as agent of lated by PNB MetLife from time to time. I understand that the validation criteria could be revisited in the future.  I that there is no fixed salary payable to Insurance Agent. ommissions that I would earn on the sale of any policy in order to induce that prospect/client to purchase a policy
I confirm and agree that I have read all the annexures enclosed herew as mentioned in these documents and also any amendments made the	with and clearly understand all the provisions thereof, I will abide by all the rules, regulations, terms and conditions nerein.
I also understand and agree that PNB MetLife India Insurance Compa breach of any of the terms hereof.	pany Limited has the right to take action against me including but not limited to termination of my contract on violation or
• • • • • • • • • • • • • • • • • • • •	ult in the rejection of this application or if already accepted as an Insurance Agent, to the termination of my contract. I ord from any organization, institution or person that has any record or information about me.
Date : Jul 27, 2022	

Signature of the Applicant (Please sign in the given space only)

# **AUTHORISATION**

I Ms. ARCHNA	aged: 23	residing at VILLGOTHALLPO-SARU
ТЕН СНАМВА		
GOTHLI,HIMACHAL PRAI	DESH	
Chamba	176310	Himachal Pradesh
		rizes PNB MetLife India Insurance Company Ltd, having its registered office at Unit Towers, 26/27 M G Road, Bangalore -560001, Karnataka the following for an on
instituted against m	e by the customers or third	ints/disputes anywhere in India, before any forum, authority, or courts, parties with allegations against my acts or omissions in discharge of my agement with PNB MetLife India Insurance Company Limited as an Insurance
2. To appoint lawyers,		gs, complaints, affidavits, appeals, interlocutory applications, tender evidence,
enter compromise e 3. To do all such Acts	etc. which are required to achiev	ve the above.
terminated, cancelled		gagement and association with PNB MetLife India Insurance Company Limited is ay be, this authorization shall continue to remain valid and binding, unless revoked d.
	]	Insurance Agent Declaration
	<u>T</u>	o whom so ever it may concern
I Ms. ARCHNA	S/o,D/o,W/o raj	hereby declare that
		NB MetLife, corporate agents, insurance brokers, any other insurance nbers of such employees. Family Members includes spouse, children, siblings
make it difficult for	me to perform work for PNI	t hold an ownership interest of at least 1% (or other interest such that would 3 MetLife objectively and effectively) in a business enterprise that transacts with PNB MetLife, or is in a business similar to a business in which PNB
<ul><li> I will not engage, eit</li><li> I will not complete v</li><li> I will not influence,</li></ul>	MetLife's policies for appropher directly or indirectly, in with nor divert business fror	priate workplace behavior; bribery, kickbacks, payoffs, or any other corrupt business practices; in PNB MetLife during the time I am employed by PNB MetLife; accurate information in response to a legitimate audit or outside examination
• I agree to provide th	e identity details to the pros	ew business and will be accountable for any non compliance of the same; spect on demand. Under no circumstances, solicitation and sales closure can be cases of surrogate agency/impersonation will be dealt with strict action as per
Applicant Name : Ms.	ARCHNA	Signature :
Date: Jul 27, 2022		

Place :

# **FORM I-A**

# APPLICATION FOR APPOINTMENT TO ACT AS AN INSURANCE AGENT

(With a Life Insurer OR General Insurer OR Health Insurer)

TO PNB Metlife Insurance Company Limited, Registered UINT 701,702,703,7th floor,west wing, Raheja towers		RNATAKA.		
DEAR Ms.				1
I request that Appointment to act as an insurance age	ent of your organisation may be granted	to me.		
I hereby declare that particulars given below are true Insurance Organisation	and that the APPOINTMENT for which	n I apply will be used only by n	nyself for soliciting or procuring insura	nce business for your
(1). Name : Ms. ARCHNA				
(2). Title: Ms.				
(3). Father's /Husband's Name : RAJ				
(4) Full Address:				
House No. VILLGOTHALI.PO-SARU		ELILLI LIN AA CILAL DD A D FOLI		
Street : TEH CHAMBA	10wn: <u>GO</u>	THLI,HIMACHAL PRADESH		
District : Chamba	M.1.1. N 707000700	State : Himachal Prad		
Pin Code : 176310	Mobile No: 7876909789		heenu271@gmail.com	_
<ul><li>(5) Date of Birth :Day-Month-Year 18-Mar-1999</li><li>(6) Education Qualifications,: (Tick the right Box</li></ul>	Attach Age pr (Attach self-attested certificate)	·00f		
Class X Class XII	<b>◯</b> Graduate	Post Graduate	Others	
(7) PAN CARD Number : <u>IAEPD2822R</u>	(attach self-attested	l copy of the PAN CARD)		
(8) Particulars of pass in pre-recruitment test conduc	ted by the Insurance Institute of India o	r any Examination		
Name of Examination Body :				
Candidate's Name :				
Candidate's Number :				
Centre of Examination :				
Name of the Exam passed :				
Date of Passing :			(Day- Month-Year)	
(9) Furnish the details of any insurance agency in for $\frac{1}{2}$	ce or ever hold by the applicant:			
Name of the Insurer Agency code Numl	Date of Appointment as agent	Date of cessation of Agency	Reason for cessation of agency	
*Please attach Agency cessation letter issued by the in	surer			•
10. Details of other insurance related activities under	taken, if any:			
11. I declare that (a) I have not been found to be of unsound mind by a cheating or forgery or an abetment of or attempt to commit ar	a court of competent jurisdiction; (b) I h	0 0	• •	
Place :		Yours Fait	hfully,	
Date : <u>Jul 27, 2022</u>		Signature o	of applicant	

#### **Notes and Instructions**

- 1. The application should be filled in Hindi or English language.

- 2. Any correction or alteration made in any answer to the questions in the application should be initialled by the applicant.

  3. An applicant must be at least 18 years and above of age on the date of the application. The applicant shall furnish proof of age.

  4. An applicant shall furnish the proof of pass in the pre-recruitment exam conducted by an examination body duly recognized by the Insurance Regulatory and Development Authority of India.
- 5. The following documents should be attached with the application
- (a) Age Proof (b) Educational Qualifications (c) Proof of pass in the agency examination as mentioned above (d) Copy of PAN Card
- (e) Address proof to the satisfaction of the insurer

#### Annexure A PNB METLIFE INDIA INSURANCE COMPANY LIMITED ANTI-MONEY LAUNDERING (AML) POLICY

- 1. Introduction: The IRDAI has issued Anti-money Laundering (AML) Guidelines applicable to Insurance Companies. These Guidelines aim at curbing the usage of Insurance Policies as a tool for conversion of illegal money into legal money - i.e. the process of giving the color of "clean" money to the "dirty" money obtained through illegal means. The most popular money-laundering activities as understood by most of us is concerning income tax evasion –People who hold "black" money and want to convert into "white"money. However, the scope of these Guidelines travel beyond these income-tax evasionary activities -they focus on the bigger picture -like Terrorism, Drug Trafficking etc.
- 2. What is Money Laundering: process by which criminals attempt to conceal the true source of their ill-gotten gains and disguise them to make them appear legitimate. Typically the money laundering happens in the
- (a) Placement: This introduction of illegal money into a financial system. Example:- Investing in a Fixed Deposit in a Bank.
- (b) **Layering**: Distancing illegal money from its origin through a series of financial transactions, so that it escapes scrutiny. Example:- Breaking the Fixed Deposit within 2 months, investing the proceeds in capital markets and there again breaking it in another 2 months and investing the proceeds in yet another asset and so on.

  (c) Integration: Taking back the so called "legal" money by the Money Launderer, after engaging in such series of
- financial transactions. Example:- After a series 10 investments, about 12 to 15 months, withdrawing the money from the financial system and using it for further illegal activities. This stage ensures achievement of the objective of the Money Launderer – Conversion of illegal money to legal money and taking it back from the system.
- 3. Customer Due-diligence and sanctions screening: Customer Acceptance and Identification process involves making reasonable efforts to determine the true identity of all customers, especially the person who funds/ pays for an insurance contract, either as a beneficial owner or otherwise. Measures taken for proper identification of customers form part of "Know- Your- Customer" (KYC) guidelines issued by IRDAI.
- A. Know Your Customer Documentation: KYC is performed at various stages such as at the time of admitting a new customer, at the time of assignment, at the time of change in address, at the time of claims payouts including maturity claim, at times when additional top up remittances are inconsistent with the customer's known profile and in case of any change which is inconsistent with the normal and expected activity of the customer
- B. Third Party payments: Where cheques are issued by a person other than the proposed Policyholder himselfshould be checked by insurance companies. The signature as per the application and the cheque should be compared and where there is a difference, the company should get a declaration from the premium payer giving the reasons for the proposed payment and satisfy themselves before they accept any such cheques. Further such third party payments also vitiate the "insurable interest", which should be present at the application stage in the case of life insurance contracts.
- C. Customer Acceptance Policy: PNB MetLife is under no obligation to open an account or establish a relationship with any person or entity. If there exists any doubt about the legitimacy of a customer or a transaction, PNB MetLife associates and representatives are expected to exercise good judgment, to ask appropriate questions to the customer, and to alert their manager to any situations that may be inappropriate or suspicious.

#### 4. Risk-categorization of customers:

The IRDAI has advised the insurance companies to categorize the customers on a risk basis - low risk and high risk profiles. Under the low risk category salaried employees, Government Sector employees etc. have been grouped. For this category, the risk is minimal and therefore, only minimum documents of identity and residence proof may be insisted. Under the high risk category, persons including, but not limited to, non-resident Indians, high net worth individuals, trusts, charities, NGOs, closely held companies, and politically exposed persons have been grouped. A higher degree of verification has been insisted upon in the case of high risk category persons. Enhanced due diligence is required while accepting the insurance risk on individuals/ entities connected with certain countries which are having deficiencies in monitoring Anti- Money Laundering/ Combating the Financing of Terror regime. (As per IRDAI circular no 30/IRDA/AML/Jan-09 dated January 13 2009).

#### 5 Vulnerable Products:

The following products are vulnerable to money laundering activities and therefore the insurance company should exercise enhanced due diligence in respect of such products:

a) VUL Products (Unit Linked Products), especially the Dump-in (Top-up) premiums. b) Single Premiums. Further, free-look cancellations require closer scrutiny.

#### 6. Financial Underwriting:

The IRDAI has advised insurance companies to obtain and scrutinize income- proofs on applications and carry out adequate due diligence to ensure the sources of income stated by the customer is adequately validated. This is aimed at curbing the channeling the money through some other person. The sum assured premium payable is normally linked to the Income of the individual and is usually a multiple of the income. When there is a heightened risk of money laundering, the business shall also conduct enhanced due diligence, which may include obtaining additional customer information, documentation and corroboration such as information about the customer's source of funds, income and assets. Standard income proofs include income tax assessment orders/ returns, employer's certificate and audited accounts while non-standard income proofs include chartered accountant's certificate, agricultural income proofs and bank pass book. While liberal underwriting norms can be applied to standard income proof cases, tighter underwriting guidelines are expected in respect of non-standard income proofs. It is , emphasized that proposals of Politically Exposed Persons (PEPs) in particular requires approval of senior management, not below Head (underwriting)/Chief Risk Officer level. Special attention is paid to all complex, unusually large transactions and all unusual patterns which have no apparent economic or visible lawful purpose Appropriate procedures to be put in place, for identification and approval mechanism for such applications before accepting the risk.

#### 7. Suspicious Transactions:

An activity is suspicious if: (a) It appears to involve the proceeds of a crime. (b) Premiums are made in circumstances of unusual complexity. (c) There is no economic rationale behind the payments. The IRDAI has advised insurance companies to be alert on suspicious transactions. An illustrative list of such transactions has been given in the guidelines and the list is attached to this policy as Appendix A. There is a reporting requirement to the Financial Intelligence Unit on such suspicious transactions within 7 (seven) working days of the date of identification of the transactions. Reporting formats have been prescribed by IRDAI for this purpose.

Examples of suspicious transactions include, but are not limited to, Multiple Demand- drafts each  $denominated \ less than \ Rs.50,000 \ exceeding \ value \ less than \ Rs.5 \ lakhs, \ Dump-in (Top \ up) \ Premiums \ under \ Unit \ Link \ Policies \ exceeding \ Rs.5 \ lakhs, \ Frequent \ Free-look \ cancellations \ and \ Assignments \ to \ Proposition \ and \ Proposition \ Pro$ unrelated third parties.

Policy requires associates or representatives of PNB MetLife who discover a transaction that he or she knows, suspects or has reason to suspect may involve money laundering or violations of money laundering laws or regulations, including structuring of transactions to avoid cash reporting requirements, or that he or she believes is unusual or suspicious, to notify his/her manager and/or the AML Compliance Unit of PNB

MetLife India. There is a program to monitor for suspicious transactions. An AML monitoring is in place to provide alerts, based on defined parameters for tracking & monitoring the suspicious transactions. Alerts are validated through transaction details and the application of risk metrics. Transactions concluded to be suspicious are reported to the appropriate authority, as required under the IRDAI AML Guidelines and prevention of money laundering Act.

#### 8. Cash Transactions:

With a view to ensuring that premiums are paid out of clearly identifiable sources of funds, it has been decided to permit premium/proposal deposits remittances in cash beyond Rs. 50000/- per transaction subject to the customer quoting PAN. Insurers shall verify the authenticity of the details of PAN so obtained. In case of customers not required to have PAN or with only agricultural income, Form 60/61 prescribed under the provisions of Income Tax Rules shall be obtained. Any cash payments above 10 lacs made in one month (including multiple payments totaling 10 lacs or integrally connected payments totaling 10 lacs) have to be reported as a Cash Transaction Report to the Financial Intelligence Unit India.

#### 9. Policy benefits payment:

No request for payment of Policy benefit to 3rd parties should be allowed except in the case of superannuation/ gratuity accumulations and payments to legal heirs in the case of death benefits. All benefit payments should be made to the Policyholder and bona fide beneficiary after due verification through account payee cheques or electronic payment methods such as ECS (Electronic Clearing Service) or NEFT (National Electronic Funds Transfer) Systems as prescribed and approved by the Reserve Bank of India and as advised by IRDAI vide circular No.018/AML-CIR/IRDA/EPAYMENTS/Jul-09 dated 9th July 2009.

AML checks should be carried out where assignments are made to unrelated third parties without consideration (except Financial Institutions). To comply with this requirement a photo identification proof of all assignees to be made mandatory in such cases.

 $10. \textbf{ Consequences of non-compliance:} \ Failure \ to \ comply \ with \ this \ Policy \ and \ AML \ and \ anti-terrorism$ laws and regulations may result in disciplinary action, up to and including termination of employment or in the case of a PNB MetLife affiliated independent representative, termination of the representative's contract. Failure to comply with AML and anti-terrorism laws and regulations could also potentially result in severe criminal and civil penalties for PNB MetLife, its associates and representatives, including imprisonment, fines, forfeiture of the property involved in or traceable to a money laundering transaction, and enforcement actions by regulatory authorities. All associates and representatives of PNB MetLife must report violations of this Policy by another associate or representative, whatever the level of the associate' or representative' seniority, to appropriate managers, the responsible Business Unit AML Officer, or the AML Compliance Unit. As per the PMLA Act, whoever commits the offence of money laundering shall be:

- Punishable with rigorous imprisonment for a term which shall not be less than 3 years but which may extend to 7 years

- Liable to fine which may extend to Rs.5,00,000.
- $11. \textbf{ Prohibition of Sharing Information ("Tipping Off"):} \ Directors, of ficers and employees (permanent of the context o$ and temporary) shall be prohibited from disclosing the fact that a Suspicious Transactions Report or related information of a policyholder/prospect is being reported or provided to the FIU-IND.
- 12. Conclusion: All the above policies and procedures on Anti-Money Laundering shall come into force with effect from July 1, 2006. All Associates and Producers shall follow these guidelines, which shall be subject to review. Any questions or concerns about AML laws or regulations, this Policy or business's money laundering prevention program should be addressed to the AML Compliance unit of the Corporate Ethics and Compliance Department.

#### PNB METLIFE INDIA INSURANCE COMPANY LIMITED'S ANTI CORRUPTION POLICY

This module helps insurance agents (who are PMLI's representatives) to understand & follow requirements of PNB MetLife's Anit-Bribery Policy.

#### You Must:

- Act with honesty and integrity in all dealings with government officials, customers and business partners
- Take personal responsibility for compliance with laws, regulations and company policies and procedures
- Ensure that all information submitted to PNB MetLife is accurate.

- Pay/ accept bribes or kickbacks or engage in other corrupt practices in any business dealings with government officials.

  Request others to do so on your or PNB MetLife's behalf.
- Engage in any dealings that might give the appearance of bribery, kickbacks or other corrupt practices.

Laws involving government officials (including FCPA/UK Bribery Act): makes bribery, kickbacks or other corrupt practices serious violations with severe consequences to PNB MetLife and all its associates. In India, Prevention of Corruption Act, 1988 deals with bribery taken by Government Officials and those who abet them.

Corruption law prohibits paying money or giving anything of a value for a corrupt purpose to: Government officials and employees; Political parties or party officials; and Employees of designated international organizations, such as EU, OAS, UN agencies, World Bank, IMF, etc. For more information on "Government officials", please refer to PNB MetLife Anti-Corruption Policy.

Bribe include: Monetary payment, Gift, Contractual payment, "Favor" (e.g., employing official's relative), Entertainment, travel and hospitality, Charitable donation, having in possession of any asset on Govt official's

Commercial Bribery: payments are made/offered to a representative of a non government owned or controlled enterprise for obtaining or retaining business. PNB MetLife prohibits Associates from engaging in Commercial Bribery. Accepting or receiving bribes is prohibited.

Permitted Payments are: Payments to governments itself (e.g. administrative/statutory fees paid directly to government agency for registration under shop & establishment Act), Payments for services at fair market price, serving legitimate business purpose, Bona fide donations and grants, Occasional modest gifts that accord with PNB MetLife policy and local law and custom, Incidental and reasonable meals and travel,

# Cannot pay for official's spouse, relatives, or guests Awareness and Responsibility of Insurance Agents

- Bribery, kickbacks or other corrupt practices are serious violations with severe consequences under FCPA (FCPA/UK Bribery Act) and PNB MetLife Anti-Bribery policy
- Accepting/Receiving of any bribe by insurance agents to help PNB MetLife obtain or retain business or secure any improper business advantage is strictly prohibited. This applies to engaging in bribery with government or non-government officials or entities or private persons.

  • Use of PNB MetLife funds or personal funds to make any such payment on behalf of or for the
- benefit of PNB MetLife.
- Certain payments are permitted if made within the permitted limits or alternatively if the payment is made with prior approval

Please undergo the mandatory PNB MetLife Anti-Bribery Training. Failing to follow the PNB MetLife Anit-Bribery Policy by you can result in serious financial and criminal penalties for PNB MetLife and may lead to criminal liability for individuals.

Please refer the PNB MetLife Anti-Corruption Policy for more details

#### PNB MetLife Policy for Standards of Excellence in Sales

PNB MetLife is proud of its reputation for integrity and honesty and is committed to these core values. Personal responsibility is at the core of its principles and culture. The reputation of PNB MetLife depends on sales representatives (including agents, brokers, intermediaries, employees, independent contractors, representing PNB MetLife directly to the public, including anyone who sells any of PNB MetLife's products) and managers maintaining the highest standards of conduct in all business endeavors. Insurance Agents and managers have a personal responsibility to protect this reputation, to "do the right thing," and to act with honesty and integrity in all dealings with clients, business partners and each other. Insurance Agents and managers are accountable for abiding by PNB MetLife Policy for Standards of Excellence in Sales ("Standards" or "Sales Practices Policy"). PNB MetLife has developed certain Standards that sales representatives and managers must abide by, in order to ensure PNB MetLife continues to strive to be a "Best Practices" organization. These Standards include, but are not limited

- 1. Integrity: uncompromising ethical standards towards clients, obeying all applicable laws & regulations with uncompromising ethical standards toward clients. The following activities are prohibited by this policy:
- a) Churning: unfair trade practice of selling unnecessary and unwanted policies to clients to generate commissions. Insurance Agents must not facilitate or induce their prospects or clients to replace their existing policies in any manner that could be construed as churning.
- b) Twisting: Misrepresenting policy features to induce a client to replace his current coverage. Insurance Agents must fully & accurately disclose to clients prior to purchase all information that is material to their decision regarding whether to purchase a policy
- c) Rebating/ Inducing: in whatever form, is strictly prohibited. Insurance Agent must not offer to rebate to any prospect/client part or all of the commissions (either in cash or kind; directly or indirectly) in order to induce that prospect/client to purchase a policy. Section 41(2) of the Insurance Amendment Act, 2015 prohibits any person from making any offer for rebating and/or inducement and for which a person can be penalized by the IRDAI to the extent of Rs 10,00,000 (rupees ten lakhs).
- d) **Policy Replacement:** when an existing life insurance policy or annuity contract is surrendered, lapsed, placed on a paid-up basis, borrowed against, placed on extended term insurance, or otherwise reduced in value in order to purchase another policy or contract which is not in the best interest of the client & not as per client's needs. Any purchase of a life insurance policy is construed as a replacement policy if within 12 months before or after a new policy is in effect, an existing life insurance policy has been:
- I. Lapsed, surrendered, partially surrendered or forfeited; and/or
- II. Changed or modified into a paid-up insurance policy, continued as extended term insurance or automatic premium loan, or under another form of non-forfeiture benefit or otherwise reduced in value by the use of nonforfeiture benefits, dividend accumulations, dividend cash values or other cash values; and/or
- III. Changed or modified so as to effect a reduction in the amount of premiums paid arising from the reduction of sums insured and/or rider or removal of rider, or in the period of time the existing life insurance will continue in force. In connection with a proposed replacement, Insurance Agents must comply with the following three minimum requirements:
- e) Misappropriation of Client Funds: taking money received from the client for an individual or specific purpose and fraudulently misapplying it to another purpose.
- 2. Expertise: continuously perfecting knowledge through professional training & expertise in PNB MetLife's products & services and continuously perfecting knowledge and skills through professional training and ongoing education in order to render quality service to clients. Expertise
- a) Insurance Agents' Qualifications: Licensing, Recruiting and Contracts. Insurance Agents must be properly licensed
- b) **Continuing Education:** to keep informed about developments in the financial services industry, including any changes in or introductions of new laws and regulations.
- c) Understanding PNB MetLife Products: In order to meet the insurance needs and financial objectives of clients, Insurance Agents must fully understand the features and operation of the products and services offered by PNB
- d) Product Sales: It is the Insurance Agent's duty to determine what insurance and financial product(s) can best protect the individual or family through client's financial needs, how the proposed product(s) will fit the client's current and future circumstances, and the client's ability to pay for the proposed product(s).
- e) Compliance Training: Insurance Agents must understand applicable legal & regulatory requirements as well as PNB MetLife Standards, policies and procedures. Insurance Agents should participate in compliance training and training on ethical sales practices necessary to develop and maintain this understanding.
- 3. Suitability: Providing honest and relevant sales and service recommendations that are suitable and appropriate to clients as per their needs. Suitability requires Insurance Agent to ask appropriate questions to client to determine if sale of an insurance or financial product is suitable or not. This is all the more vital for Elderly Clients, because they may be particularly vulnerable to deceptive sales practices. An elderly client's retirement needs and life expectancy are different from those of other prospective clients.
- 4. Full Disclosure: presenting all information essential to making informed decisions without any misrepresentation/misleading statements, and including all information essential to making
- a) Misrepresentation/Misleading Statements: The Insurance Agent shall NOT make any estimate, illustration or statement, sales representation, omission or comparison that:
- I. Misrepresents benefits, advantages, condition or terms of any policy for the purpose of inducing or tending to induce the purchase, lapse or surrender of a policy.
- II. Misrepresents the bonus or share of the surplus to be received on any life policy.
  III. Is false or misleading as to the bonus or share or surplus previously paid in any life policy
- IV. For non-guaranteed features, fails to caution that past performance may not be illustrative of future returns or misrepresents (or misleads) that non-guaranteed features of a life policy are guaranteed, V. Misrepresents or is misleading as to the financial position of any insurer.
- b) Exceptions and Limitations: The Insurance Agent must clearly explain the product(s) in full including identifying product as an insurance product & explaining all of the product's benefits, exceptions and limitations using only the approved advertising material provided by PNB MetLife to present the product accurately.
- 5. Fair Competition: competing on quality and service alone; never disparaging the competition,
- a) Client Files: Insurance Agents must accurately record all prospective clients' responses to applicable questionnaires, complete all reports and provide accurate and complete information on all application forms.
- b) Presentations: Insurance Agent must first identify himself as a sales agent, providing the potential client with his full name and the complete name of the insurance company he represents. Sales presentation should be made by Insurance Agent in an ethical and professional manner.

- 6. Service: providing quality service throughout based on honesty and integrity and with a commitment to achieve the highest levels of client satisfaction
- 7. Confidentiality: not disclosing, other than to those in PNB MetLife with a need to know, personal information regarding clients, employees and other individuals, and taking reasonable steps to prevent the loss or theft of personal data,
- a) Protection of Client Data: The PNB MetLife's Data Protection/Privacy Policy requires all Insurance Agents to protect the confidentiality of client information. Client information should be shared only on a need-toknow basis, only for furtherance of PNB MetLife's business. Insurance Agents must ensure that:
- I. Personal information is not used or disclosed for purposes other than for which it was collected:
- II. Safeguards are maintained to ensure information security, including taking reasonable steps to prevent or stop use or disclosure of personal information;
- III. Reasonable steps are taken to ensure that personal information is relevant to its intended use, and that it is accurate, complete and current, and:
- IV. Client data is not removed from PNB MetLife's offices without a business reason, a record is maintained when data is removed, and the data is returned as soon as practicable. Insurance Agents are required to review and follow PNB MetLife' local Data Protection Policy.

#### b) Protection of PNB MetLife Data

Proprietary information is information that belongs to PNB MetLife rather than any employee, agent, intermediary or policyholder. Proprietary information includes confidential business information, PNB MetLife- generated lists, advertising materials that have not been approved or released to the public, non-public financial data about PNB MetLife, and any techniques, methods or concepts that have been created by PNB MetLife and are not generally known to the public. Both during and after a Insurance Agent's affiliation with PNB MetLife, Insurance Agents are prohibited from directly or indirectly divulging, publishing, communicating or making available to any person, corporation, or using his or her own or any other person's or entity's purposes or benefit, PNB MetLife's proprietary information. While a Insurance Agent is associated with PNB MetLife, all proprietary information compiled, received, held or used by the Insurance Agent in connection with the business of PNB MetLife shall remain PNB MetLife property and shall be returned by the Insurance Agent to PNB MetLife upon the termination of the Insurance Agent's affiliation with PNB MetLife.

- 8. Brand: Protecting the brand by strictly following PNB MetLife brand guidelines and using only PNB MetLife-approved sales material & current version of illustrations
- $9. \textbf{ Professionalism:} \ Insurance \ Agents \ and \ managers \ will \ act \ responsibly \ and \ professionally \ in \ all \ personal \ and \ and \ professionally \ in \ all \ personal \ and \ and \ professionally \ in \ all \ personal \ and \ and \ and \ professionally \ in \ all \ personal \ and \ and$ financial affairs, and
- a) Co-mingling: Insurance Agents not permitted to place clients' checks or other money intended for insurance transactions into their personal or business bank account. All claims or refund checks sent to Insurance Agents for clients must be immediately delivered to the client.
- b) **Supervision of Insurance Agents:** Agency Managers to ensure that Insurance Agents are properly supervised and informed of new laws and regulations Insurance Agents must participate in continual training and education to maintain and improve their knowledge, competence and skills.
- c) Conflicts of Interest: occurs when there is an interference Agent's professional responsibilities which prevents exercise of objective professional judgment. Insurance Agents must at all times avoid any potential conflicts of interest.
- 10. Reputation: holding PNB MetLife as well as the financial services profession in highesteem and striving to maintain and enhance its reputation.

Insurance Agents should be aware that their actions reflect not just on their own reputation and that of PNB MetLife, but also on the industry as a whole. Acting with integrity will help build trust and credibility with clients, who will then feel more comfortable with their decision to purchase our products. Insurance Agents and managers are accountable for reading, understanding and ensuring adhering to these Standards. Further, compliance with all laws, rules and regulations related to PNB MetLife activities is mandatory and in case of any ambiguity refer to these Standards or speak with their manager or contact the Ethics & Compliance Team. Anytime you or anyone else, becomes aware of fraud or a clear violation of PNB MetLife Code of Business Conduct and Ethics or these Standards, she/ he should contact PNB MetLife compliance hotline (000-117 1-800-225-5288 # std code # and once connected to "AT&T" dial 888-320-1671) and report the violation.

#### **Disciplinary Action/Penalties**

Failure to adhere to compliance policies and procedures may result in disciplinary action by PNB MetLife (which may include termination of the Insurance Agent's contract) and/or industry regulators, and/or civil or criminal penalties by law enforcement or other authorities. It is the judgment of PNB MetLife as to whether a particular transaction or behavior violates these Standards. Appropriate action will be taken by PNB MetLife where applicable.

have read and agree to abide by the PNB MetLife Policy for the Standards of Excellence in Sales. If I h	1017
have read and agree to ablue by the rivb wietline rolley for the standards of excellence in sales. If ri	av
by quartions or concerns I will raise them immediately with my supervisor or my Compliance Officer	

Name : Ms. ARCHNA	
	Signature

#### IRDAI's Code of Conduct

Do's	Don'ts
Identify himself & the insurer of whom he an agent	No solicitation without being appointed by insurer
Show the prospect Agency ID card & appointment letter on demand	Should not induce prospect from omitting any material information in proposal form
Give all requisite information w.r.t. insurance products of PNB MetLife & take into account prospect's needs while recommending any plan	Should not induce prospect to submit wrong or incorrect information in proposal form or documents given to PNB MetLife for acceptance of proposal
Provide dispassionate advice to prospects	No resorting to multi-level marketing for soliciting or procuring policies
Disclose scales of commission on products if client asks	Behave in a discourteous manner with the prospect

Obtain all relevant documents from prospect for submission to the Company	Should not force a policyholder to terminate an existing policy & effect a new policy within 3 years from the date of such termination
Advise prospect to effect nomination under the policy	Apply for fresh agency appointment to act as an agent if your appointment to act as an agent was cancelled by designated official (provided a period of 5 years has elapsed from such cancellation date)
Inform prospect on acceptance or rejection of proposal form by PNB MetLife	Should not become or remain as director of any insurer
Render necessary assistance & advice to policyholder on all policy servicing matters	
Render assistance to claimants or beneficiaries during claim request & settlement	

# Non adherence to the above would lead to action as per the Malpractice Matrix

	Malpractice Matrix - PNB MetLife India Insu Effective January			
S No	Malpractice	First offence	Repeat offence	Final Action
	1. Malpractices of Associates ,Intermediari	es and unethica	l sales practices	
1(a)	Misappropriation of funds/ Premium /Customer's / Company 's money by any of the PMLI associates.	Termination		
1(b)	Mis-selling, Non-Disclosure of policy information providing false policy information	Counsel	Warning	Termination
1(c)	Fraudulent financial reporting including inflating of reimbursement claims/raising non-exixtent bill etc.	Termination		
1 (d)	Proven signature forgery	Termination		
1(e)	Proven document tampering	Termination		
1 (f)	Twisting, Churning of Policies	Warning	Termination	
1 (g)	Non-Disclosure /Misinterpretation of customer health ,occupation ,income , education etc.	Warning	Termination	
1(h)	Non adherence to sourcing guidelines	Counsel	Warning	Termination
1(i)	Intentional poaching of business sourced by other PMLI associates	Warning	Termination	
1(j)	Proven instance of impersonation as customer during welcome call	Warning	Termination	
1(k)	Logging in policy with wrong payment instrument OR the payment instrument does not belong to the customer (PI/PO) OR using an instrument / Transcation no/M Number or any details which does	Warning	Termination	
1(l)	Misinterpretation of identity while being hired as Agent and non-Compliance to company guidelines on recruitment	Termination		
1(m)	Intentional splitting of policies that does not benefit the customer	Warning	Termination	
1(n)	Proposal Forms submitted for non-existent customers ( bogus business )	Termination		
1(o)	Overriding decline decisions so as to open accounts for family and friends or unauthorized usage of ID related to PMLI or corporate agents systems or software	Termination		
1(p)	Permitting special prices or privileges to customers, or granting business to favored suppliers, for kickbacks/favors.	Termination		
1(q)	Maintenance of dummy agent code/ Insurance Manager code or benefitting monetarily from any business logged in by agent /IM	Termination		
1(r)	Obtaining pre-signed blank forms and filling up of the FAF/BAF without actually seeing the client physically & satisfying oneself with the client.	Warning	Termination	
1(s)	Unauthorized communication with the clients, prospects etc. through tele calling ,SMS,emailer product brochures ,benefit packages, guarantee of values ,personal visiting card ,etc.	Warning	Termination	
1(t)	Rebating or promise to rebate to customer /Passing on incentives to specified persons or asking staff to give money to pass on to SP or any	Termination		
1 (u)	Processing fraudulent requests (Partial Wthdrawal,Surrender,Loan,re-dating etc.) without the consent of customer/without the PO's full understanding	Termination		
1 (v)	Malpractices identified in Mystery Shopping.	Termination		
1(w)	Branch operations /any staff attesting any document as "Original Seen & Verified " without actually verifying the original document.	Termination		
1(x)	Proven Channel Conflict	Termination		
1 (y)	Nexus (can be between customer, sales, operations or any other employee or FA or anybody affiliated to the company).	Termination		

1(z)	Influencing customer to make rt payment online with an intention to login the policy	Warning	Termination	
1(aa)	More than 5% of the logged applications get cancelled (as "Not Taken up" ) from system due to "No Money"or "Short Amount" or "Cheque Bounce" evaluated on a Quarterly basis	Warning	Termination	
1(ab)	Non-deposit of premium or other policy related payments collected from the customer within a reasonable time by concerned unit	Warning	Termination	
1(ac)	Borrowing from customer /Personal transaction with policy holder	Warning	Termination	
	2. Malpractices relating to unethical e	nployment pract	ices	
2(a)	Non- compliance to organization's code of conduct	Termination		
2(b)	Non compliance to organization's conflict of interest Policy.	Termination		
2(c)	Non compliance of mandatory training and certification ,specified by the organization	Counsel	Warning	Termination
2(d)	Providing wrong certification/Tampering	Termination		
2(e)	Providing wrong data /MIS	Counsel	Warning	Termination
2(f)	Any alteration modification of system and records with intention to impact the MIS & Reports on the "systems" shared point tracker ,at the operational level without due approvals	Counsel	Warning	Termination
2(g)	Breach of data confidentiality	Termination		
2(h)(i)	Failure to discharge supervisory ,Responsilbilties of the employee which had an impact including financial loss ,reputational loss,intentional fraud	Warning	Termination	
2(h)(ii)	Failure to discharge supervisory ,Responsibilities of the employee due to negligence and non adherance to the publishes processes	Counsel	Warning	Termination
2(i)	Failure to report malpractices to appropriate authorities	Counsel	Warning	Termination
2(j)	Non compliances to standard operating procedures and other Published /Authorised policy & processes of the company	Warning	Termination	
2(k)	"Misuse of the Power of Attorney ("POA") provided to the employee"	Termination (In addition will also initiate legal action)		
2(1)	Mentioning false/Incorrect information including information on salary, work experience and other such information at the work experience and other such information at the timeof joining/engaging with the organization	Termination		
2(m)	Criminal Record -Past pr recent conviction not disclosed by the employee /FA when joining the company	Termination		
	3.AML Violatio	ns	1	
3(a)	Cash violations -Accepatnce of cash pf Rs.50,000/- and above for a client ina calendar month across the policies held by him if the alert shown by the system is bypassed(intenional by operations)-without collecting PAN card or Form-60.	Warning	Termination	
3(b)	Accepting the remittance of Premium /top up in multiple transcations consisting Cash payments and DD's from the customers, which is done with view to circumvent the AML controls(sales/Operations).	Warning	Termination	
3(c)	Encouraging the customers to deposit unaccounted money with PMLI or encouraging money laundering, directly or indirectly.	Termination		
3(d)	Employee /agent making premium payment on behalf of customer using his credit card /Debit card /Other means.	Termination		
	4. ANTI BRIBERY Vi	olations		
4(a)	Incorrect declaration of government payments of gifts and entertainments as non-government payment while claiming the expenses.	Counsel	Warning	Termination
4(b)	Submitting the bills of government payment/expense without requisite Compliance approvals.	Counsel	Warning	Termination
4(c)	Payment to a government employee which would tantamount to bribe and cause reputational risk to the organization/Metlife.	Termination		
	5. Business Sourcin	g Risk		
	Employees who's policy reversal is between 50% to	Counsel	Warning	Termination
5(a)	80% of their Logins in a month.	Counsei		

5(c)	More than 5% of the logged applications get cancelled (as "Not Taken Up") from system due to "No money" or "Short Amount" or "Cheque Bounce" evaluated from a Quarterly basis.	Warning	Termination			
	6.Salo	es Practice Risk				
6(a)	Any Malpractice identified during internal review	As decided by the ur	it proposing action .			
6(b)	Employees who are in High Risk Zone on Risk Analysis of Sales Practice done by Compliance team - Continuously for 3 months Continuously for 6 months.	-Warning -Termination				
	7. Any Other					
7	Any malpractice not specifically listed above	As decided by the malpra	ctice Actioning Commitee			

First Offence means one instance related to that offence .More than one instance related to any offence ,not restricted to the previous offence only ,requiring disciplinary action will get treated as repeat offence.

Severity of disciplinary action recommendation would be enhanced to next level of disciplinary action recommended for repeat instances. Counsel would be converted to warning and warning would be converted to termination for repeat offence mentioned in the matrix clause.

In instances where post issuance of first action ,the incremental action is lesser that first action then there will not be any change in action proposed. For eg. If warning was issued and in second instance a counsel gets proposed as per matrix that would make the next action as higher of two actions ie. Warning.

 $Current \ recommended \ action \ should \ be \ considered \ to \ be \ a \ second \ of fence \ if \ the \ employee \ / Agent \ had \ received \ a \ counsel \ / warning \ letter \ , under \ any \ clause \ , in last 12 \ months.$ 

#### **Personal Information Protection Notice**

Your privacy is important to PNB MetLife India Insurance Company Limited ('PNB MetLife'). This notice (the "Notice") aims at informing you of how PNB MetLife will use the information which may include personal or sensitive personal data or information that you submit when providing services to PNB MetLife ("PI Data"). This Notice covers any PI Data you submit to PNB MetLife, which includes but not limited to: name, address, email address, bank details, PAN, telephone number, or other contact information. Only select employees of PNB MetLife, such as employees of Procurement Department, Human Resources Department, and Information Technology Department, will have access to your PI Data. PNB MetLife is an organization, with affiliates, associates, vendors and processes that cross borders. The PI Data may be shared with any of the vendors and affiliates of PNB MetLife which are situated out of India. In addition, the PI Data may be used to comply with PNB MetLife's legal, regulatory and corporate governance requirements. PNB MetLife may transfer the PI Data to external third-party providers performing certain services for PNB MetLife. Such third-party service providers shall have access to such PI Data solely for the purposes of performing the services specified under the applicable service contract, and PNB MetLife requires such service providers to undertake security measures consistent with the protections specified in this Notice. În addition, PNB MetLife may be required to disclose certain PI Data to other third parties (1) as required by law; or (2) to protect PNB MetLife's legal rights to the extent authorized or permitted by law. PNB MetLife recognizes that certain laws may require stricter standards than those described in the present Notice. PNB MetLife, its affiliates, associates, vendors and its third-party service providers, to whom PNB MetLife may transfer/share PI Date, will handle the PI Data in accordance with local law applicable at the place where the PI Data is processed. Where applicable local law provides less protection standards than as established by this Notice, PNB MetLife will handle your PI Data in accordance with the protection standards described in the present Notice. You are providing your PI Data voluntarily. However, if you do not provide certain information, PNB MetLife may not be able to accomplish some of the purposes outlined in this Notice. By providing your acknowledgement and consent to this Notice, you are granting your express consent to the processing of your PI Data (including the transfer of your PI Data worldwide) in accordance with this Notice. You have reviewed this Notice and agree that PNB MetLife may process your PI Data in accordance with this Notice; and your PI Data may be transferred and processed worldwide, including in the United States of America, for the purposes and in the manner specified in this Notice. PNB MetLife reserves the right to modify this Notice by posting changes on the relevant PNB MetLife website/s.

Acknowledgement and Consent - I have read, understood and expressly agree to the Personal Information Protection Notice (the "Notice"). I understand and expressly agree that, PNB MetLife may transfer and disclose my PI Data as described in the Notice. I also acknowledge that under applicable law, some PI Data can be collected, used, processed, transferred or disclosed without my consent and that PNB MetLife reserves the right to undertake that activity when appropriate, and that the data might be transferred to other entities both within and outside of the country of my residence. To the extent permitted under applicable laws, I authorise PNB MetLife to, obtain, store and use my Aadhaar details.

Agent Name: Ms. ARCHNA	
Signature:	
Date Jul 27, 2022	
Place:	

## DOCUMENTATION CHECKLIST

#### ACCEPTABLE EDUCATION PROOF

- 1. 10th/12th Standard marksheet/certificate having details of Roll No., Board Name and year of passing (Mandatory)
- 2. Any other higher education proof like Graduation/ Post Graduation/ Professional Qualification (Optional)
- "Educational qualifications proof submitted must be self-attested and may be verified by PNB MetLife with the concerned institutions"

#### ACCEPTABLE AGE PROOF

- 1. Birth certificate
- 2. Mark sheet
- 3. Passport
- 4. School/College leaving certificate
- 5. Driving license
- 6. Insurance policy certificate of any life insurance company
- 7. PAN card
- 8. ID cards issued by Defence Dept.
- 9. Domicile certificate where DOB was proved on the basis of the school or birth certificate
- 10. PF statement and Baptism certificate for Christians issued by the Church
- 11. Marriage certificate and Baptism certificate for Christians issued by the Church

#### ACCEPTABLE ADDRESS PROOFS

- 1. Aadhaar Card
- 2. Passport
- 3. Driving License
- 4. Voters Identity Card
- 5. NREGA Job Card
- 6. Letter issued by the National Population Register containing details of 'name and address' with photograph.
- 7. PAN Card(Can be accepted only as ID proof)

Note: All supporting documents are to be self-attested by the candidate. The same should be OSV (Original seen and Verified) by the respective SM.

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