

Business Process Document	
Document # 01	Title: Loan Repayment – Policy Dispatch

Revision # 1.0	Prepared By:	Date Prepared: 20 Jun. 14
Effective Date:	Reviewed By:	Date Reviewed:

Introduction

The purpose of this document is to define the process of Policy Dispatch, when the customer has made full policy loan repayment.

1.1 Policy bond return

On full loan repayment, any holds placed on life insurance policy as security, should get removed accordingly. The life insurance policy should be returned back to the policy owner.

Solution:

1. Customer repays loan at the same PO.

Assume Loan is indexed in PO "A" & sanctioned in HO associated with this PO
The Policy bond will be scanned & stored in the CPC associated with this PO.

Customer repays at the same PO.

The policy bond will be returned/ dispatched directly from this CPC.

Therefore an INBOX task will be created in the CPC indicating dispatch of policy bond.

2. Customer repays loan at a different PO but which falls under the same HO.

Assume Loan is indexed in PO "A"& sanctioned in HO associated with this PO. The Policy bond will be scanned & stored on the CPC associated with this PO.

Customer repays at a different PO "B" associated with the same HO (Same CPC).

The policy bond will be returned/ dispatched directly from CPC.

Therefore an INBOX task will be created in the CPC (since both PO's are associated with the same HO, the CPC would be same) indicating dispatch of policy bond.

3. Customer repays loan at a different PO & that falls under the different HO.

Assume Loan is indexed in PO "A"& sanctioned in HO associated with this PO. The Policy bond will be scanned & stored on the CPC associated with this PO

Customer repays at a different PO "B" associated with a different HO (different CPC).

The policy bond will be returned/ dispatched directly from CPC associated with PO "A" (since this is the sanctioning HO) and documents are stored in this CPC.

Therefore an INBOX task will be created in the CPC indicating dispatch of policy bond.

1.1.1 Policy bond return screens:

Navigation: From Home Page → Inbox → Loan Repayment dispatch

The screenshot shows the Infosys portal interface. At the top, there are navigation links: Home, Inbox, Calendar, User Profile, and Help/FAQ. The user is logged in as Kunal. The main section is titled 'Request Queue' and contains several filters: Request Queue (Loan Repayment Queue), Status (Reserved), Request Type (Select), Stage Date Range, Ticket Id / Proposal Number, Policy Number, Operation Center (Delhi GPO), and Product (Select). Below the filters is a table titled 'Inbox Result' with columns: Select, Request ID, Customer ID, Policy No / Proposal No, Disbursement Voucher, Request Type, Request Status, Request Date & Time, Request Owner, and Action. The table contains one row with Request ID 12346, Customer ID C35435, Policy No 1126451, Request Type Loan Repayment, Request Status Completed, Request Date & Time 13/05/1982, Request Owner Suvidha, and Action View History / Add Comment.

- Once a successful full loan repayment has been done (On Loan closure) a task to get created in the INBOX of the CPC user as per the scenarios mentioned above.
- The list of such tasks will be available in a separate queue “Loan repayment dispatch” indicating the dispatch of policy document.

On click of the policy/proposal no the below screen should appear.


The screenshot shows the 'Policy Summary - P1234567890' screen. It includes fields for Request Type (loan), Request ID (T1126451), and Date (07/02/2013). Below this is a table with policy details: Installment Premium (10000), Policy Status (Active), Insured (Ramesh), Product Name (Suvidha), Issue Date (10/5/2008), Last Premium Paid (13/05/1982), Customer ID (C15641), and Duplicate Policy Bond Issued (Yes). The 'Loan Details' section shows: Loan Sanction Amount (5000), Loan Interest Rate (10%), Outstanding Principal Amount (500), and Interest Due for Full Loan Repayment (50). The 'Collection History' table shows two transactions: Transaction Number 3742 (Full Loan, 02/08/2013, Amount Collected 20167, Mode cash) and Transaction Number 3300 (Partial Loan, 30/07/2013, Amount Collected 2000, Mode cash). At the bottom are buttons: Dispatch, Reject, Add Comments, Request History, and Cancel.





Business Validations:

Sr. No.	Validation condition	Message
1	Policy dispatch should not be allowed if the “Mode of Payment” of full repayment is cheque & cheque status is either “Unrealized” or “Bounced”	On click of the Dispatch button a warning message should be displayed as - A cheque is pending realization, dispatch can be done on successful cheque clearance only


1.2 Loan Repayment Policy Dispatch – History

Post a policy bond is dispatched by the CPC user a new service request to be created. The details of this service request should be viewable under the current “Request” section available in Policy history.

प्रर्णा जीवन बीमा
Prerna Life Insurance



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Policy History [View Documents](#)

Policy Summary - DL-97088-CC

Installment Amount	1,580.00	Policy Status	Inactive	Insured	ANIL KUMAR	Product Name	Santosh
Issue Date	05/11/2008	Premium Paid Till	31/01/2014	Customer ID	24244	Duplicate Policy Bond Issued:	No

[Request](#) [Collection](#) [Disbursement](#) [Correspondance](#) [Financial History](#) [Income Tax Certificate](#)

Show 10 entries

Request ID	Request Type	Status	Request Date	Request Owner	Print Acknowledge Slip	Action
PSLON0000000073	Loan	Pending	18/02/2014	sandeep_kumar	Print	View History
SYLRD00000000786	Loan Repayment Dispatch	Pending	24/04/2014	System	Print	View History

Showing 1 to 2 of 2 entries

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INCIDENT HISTORY

N/A

Incident against which the document is shared (FDMS ticket no/ MeOps ticket no/Email attachment)	Brief description of the Incident	Document Shared date	Comments on the documented procedure from PLI users.

CHANGE HISTORY

Version	Date	Change Description
0.1	20 Jun. 14	Draft for review