

## Functionality: Address Change

**Policy Status: Can process on any policy other than 'Terminated'.**

Log in to 'Dashboard' with valid credentials to create 'Ticket Number' for Address change from 'Service Request Indexing' screen.

Ticket # PSADD0000014237 generated for Policy # **AM-63795-CS**.

The screenshot shows the 'Service Request Indexing' form in a web browser. The form has fields for 'Request Type' (Address Change), 'Policy Number' (AM-63795-CS), and 'Date' (19/03/2014). Below these is a 'Policy Summary' table for policy AM-63795-CS, showing details like Installment Amount (615.00), Issue Date (12/05/2004), Policy Status (Active), Insured (KESHAB CHANDRA SHARMA), Product Name (Santosh), and Customer ID (176569). A 'Pending Request/s' table lists two requests: one for PSADD0000014237 (Address Change, Pending) and another for PSLOH0000014200 (Loan, Pending). A blue success message box is overlaid on the form, stating 'Transaction submitted successfully for Ticket Number PSADD0000014237'. The browser address bar shows 'https://172.18.132.143:8080/DashBr'.

Request details should appear under 'Pending Requests' grid.

This screenshot shows the same 'Service Request Indexing' form, but with the 'Pending Requests' grid expanded. The grid has columns for Request ID, Policy Number, Request Type, Request Status, Request Date & Time, Request Owner, and Action. It lists two requests: PSADD0000014237 (Address Change, Pending, 19/03/2014, MH-PS Indexer) and PSLOH0000014200 (Loan, Pending, 06/03/2014, MH-PS Indexer). The browser address bar shows 'https://172.18.132.143:8080/DashBr'.

Processed 'ECMS Signal' against Ticket # PSADD0000014237.

The screenshot shows the 'Code to Signal Process' page in a web browser. The page displays the message 'Processid 1299573 signaled ECMSSignal with 0001'. The browser address bar shows 'http://172.18.132.81:8000/webapp/signalprocess'.

Data Entry Operator- 'Inbox' screen, Request Status should be 'Reserved'.

https://172.18.132.143:8080/DashBr... Certificate... 172.18.132.143 Code to Signal Process

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Request Queue: Data Entry Queue Status: Reserved Request Type: Select  
Stage Date Range: Ticket Id / Proposal Number: Policy Number: Search  
Operation Center: PANVEL H.O. (MH-MR29500000) Product: Select

Inbox Result Task Count Allocate To CPC Proceed Reserve UnReserve

8 items found, displaying all items 10

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
PSCOV0000013405	161	DL-50124-CS	Conversion	Reserved	Fri Dec 27 00:00:00 IST 2013	Reportco	MH-PS Indexer	PALASDARI EDBO	
N-EAP0000001063		N-EAP0000001063	Proposal	Reserved	Wed Jan 01 11:05:28 IST 2014	Reportco	MH-Indexer	PALASDARI EDBO	
N-CWA0000001256		N-CWA0000001256	Proposal	Reserved	Thu Jan 09 12:54:35 IST 2014	Reportco	MH_NBF Indexer	PALASDARI EDBO	
N-WLA0000001468		N-WLA0000001468	Proposal	Reserved	Tue Jan 21 17:40:03 IST 2014	Reportco	MH-Indexer	BOKADVIRA	
N-CWA0000001655		N-CWA0000001655	Proposal	Reserved	Thu Jan 30 14:33:38 IST 2014	Reportco	MH-Indexer	GAVHAN	
PSBIL0000014072	176534	AM-70729-P	Billing Frequency Change	Reserved	Tue Feb 04 00:00:00 IST 2014	Reportco	MH-PS Indexer	PALASDARI EDBO	
N-WLA0000002062		N-WLA0000002062	Proposal	Reserved	Mon Feb 24 16:27:33 IST 2014	Reportco	MH-Indexer	KADAV	
PSADD0000014237	176565	AM-63795-CS	Address Change	Reserved	Wed Mar 19 00:00:00 IST 2014	Reportco	MH-PS Indexer	PALASDARI EDBO	

Data Entry Operator-'Address Change' screen, appearing with previous 'Communication' address details.

https://172.18.132.143:8080/DashBr... Certificate... 172.18.132.143 Code to Signal Process

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Request Type: Address Change Ticket No: PSADD0000014237 Policy Number: AM-63795-CS Date: 19/03/2014

Policy Summary -AM-63795-CS

Installment Amount	615.00	Policy Status	Active	Insured	KESHAB CHANDRA SHARMA	Product Name	Santosh
Issue Date	12/05/2004	Premium Paid Till	30/11/2013	Customer ID	176569	Duplicate Policy Bond Issued:	No

Address/Customer Information Change

Insured Proposer Assignee Trustee

Address 1

Address Type *	Locality Details	Area Details
Communication	Address: O/O CHIEF SCIENTIST, Address: HORTICULTURAL RESEARCH STN. Village: KAHIKUCHI Taluka: P.O.AZARA	City: District: State: Assam Pin Code: 000000

Phone Type	STD / Area Code	Landline Number	Mobile Number
-- Select --			
-- Select --			

E-mail:

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Previous 'Office' address details.

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E-mail:

**Address 2**

Address Type *	Locality Details	Area Details
Office	Address: O/O CHIEF SCIENTIST, Address: HORTICULTURAL RESEARCH STN. Village: KAHKUCHI Taluka: <input type="text"/>	City: <input type="text"/> District: <input type="text"/> State: Assam Pin Code: 000000

Phone Type	STD / Area Code	Landline Number	Mobile Number
-- Select --	<input type="text"/>	<input type="text"/>	<input type="text"/>
Office	00	<input type="text"/>	9957191890

E-mail:

**Identity Details**

Aadhar ID	PAN Number	Passport Number	Voter ID	Date of Birth
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**List of Documents**

Please select suitable documents \*

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New 'Communication Address' and 'Phone Number' entered.

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Request Type: Address Change | Ticket No: PSADD0000014237 | Policy Number: AM-63795-CS | Date: 19/03/2014

**Policy Summary -AM-63795-CS**

Installment Amount	Policy Status	Insured	Product Name
615.00	Active	KESHAB CHANDRA SHARMA	Santosh

Issue Date	Premium Paid Till	Customer ID	Duplicate Policy Bond Issued:
12/05/2004	30/11/2013	176569	No

**Address/Customer Information Change**

☒ Insured ☐ Proposer ☐ Assignee ☐ Trustee

**Address 1**

Address Type *	Locality Details	Area Details
Communication	Address: ABC CHOWK Address: ITI ROAD Village: AUNDH GAON Taluka: AUNDH	City: PUNE District: <input type="text"/> State: Maharashtra Pin Code: 411007

Phone Type	STD / Area Code	Landline Number	Mobile Number
Communication	020	25559999	9595959595
-- Select --	<input type="text"/>	<input type="text"/>	<input type="text"/>

E-mail:

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'Permanent Address' added and selected 'List of Documents'.

Address 2

Address Type \* Permanent

Locality Details

Address BALLYGUNGE

Address ROSHAN VILLE

Village KOLKATA

Taluka

Area Details

City \* KOLKATA

District

State \* West Bengal

Pin Code \* 700030

Phone Type Permanent

STD / Area Code 033

Landline Number 25446666

Mobile Number 97979797

Office

00

9957191890

E-mail

Identity Details

Aadhar ID

PAN Number

Passport Number

Voter ID

Date of Birth

List of Documents

Please select suitable documents \*

☒ Address Change Application Form \*

☐ Address Proof (as per KYC norms)

☐ Rental Agreement

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Address Change request submitted successfully to 'Quality Checker' by clicking on 'Submit' button.

Success

Request Submitted Successfully

Ok

Quality Checker- 'Inbox' screen, Request Status should be 'Reserved'.

Request Queue: Quality Check Queue

Status: Reserved

Request Type: Select

Stage Date Range:

Ticket Id / Proposal Number:

Policy Number:

Operation Center: PANVEL H.O. (MH-MR29500000)

Product: Select

Search

Inbox Result

Task Count

Allocate To CPC

Terminate

Proceed

Reserve

UnReserve

2 items found, displaying all items

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
PSADD0000014060	33249	MH-657478-CS	Commutation	Reserved	Tue Feb 04 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	
PSADD0000014237	176569	AM-63795-CS	Address Change	Reserved	Wed Mar 19 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	

Quality Checker-‘Address Change’ screen, appearing with new address details.

Address Change request submitted successfully to ‘Approver’ by clicking on ‘Submit’ button.

Approver- ‘Inbox’ screen, Request Status should be ‘Reserved’.

## Approver-'Address Change' screen.

Browser: <https://172.18.132.143:8080/DashBt> | Certificate... | 172.18.132.143 | Code to Signal Process

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Request Type: Address Change | Ticket No.: PSADD000014237 | Policy Number: AM-63795-CS | Date: 19/03/2014

**Policy Summary -AM-63795-CS**

Installment Amount	615.00	Policy Status	Active	Insured	KESHAB CHANDRA SHARMA	Product Name	Santosh
Issue Date	12/05/2004	Premium Paid Till	30/11/2013	Customer ID	176569	Duplicate Policy Bond Issued:	No

**Address/Customer Information Change**

☒ Insured ☐ Proposer ☐ Assignee ☐ Trustee

**Address 1** [+ Address 1]

<b>Address Type</b>	<b>Locality Details</b>	<b>Area Details</b>
Communication	Address: ABC CHOWK	City: PUNE
	Address: ITI ROAD	District:
	Village: AUNDH GAON	State: Maharashtra
	Taluka: AUNDH	Pin Code: 411007

<b>Phone Type</b>	<b>STD / Area Code</b>	<b>Landline Number</b>	<b>Mobile Number</b>	[+ Phone Type]
Communication	020	25559999	9595959595	

E-mail:

**Address 2**

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<b>Phone Type</b>	<b>STD / Area Code</b>	<b>Landline Number</b>	<b>Mobile Number</b>	[+ Phone Type]
Permanent	033	25446666	9797979797	

E-mail:

**Identity Details**

Adhar ID	PAN Number	Passport Number	Voter ID	Date of Birth

**List of Documents**

Please select suitable documents \*

☒ Address Change Application Form \*

☐ Address Proof (as per KYC norms)

☐ Rental Agreement

**Request Missing Documents**

Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		

Redirect | Approve | Reject | View Documents | Request Missing Documents | Add Comments | Request History | Cancel

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Address Change request approved successfully by clicking on 'Approve' button.

The screenshot shows a web browser window with the URL <https://172.18.132.143:8080/DashB...>. The page displays a request summary for an Address Change. A success message dialog box is overlaid on the form, stating "Request Submitted Successfully" with an "Ok" button.

Request Type: Address Change | Ticket No.: PSADD0000014237 | Policy Number: AM-63795-CS | Date: 19/03/2014

Policy Summary -AM-63795-CS

Field	Value
Installment Amount	615.00
Policy Status	Active
Insured	KESHAB CHANDRA SHARMA
Product Name	Santosh
Issue Date	12/05/2004
Premium Paid Till	30/11/2013
Customer ID	178669
Duplicate Policy Bond Issued:	No

Address/Customer Information Change

Insured | Proposer | Assignee | Trustee

Address 1

Address Type: Communication

Local Address: PUNE

Address Details: District: Maharashtra, State: Maharashtra, Pin Code: 411007

Village: AUNDH GAON, Taluka: AUNDH

Phone Type: Communication, STD / Area Code: 020, Landline Number: 25558989, Mobile Number: 9595959595

E-mail:

Processed 'Letter Signal' for letter generation.

The screenshot shows a web browser window with the URL <http://172.18.132.81:8000/webapp/signalprocess>. The page displays a success message: "Processid 1300447 signaled LetterSignal with 0001".

In database>> 'Alpha\_Service\_Req\_Status' table is showing 'Completed' status for 'Address Change' request.

The screenshot shows the Oracle SQL Developer interface. The table 'ALPHA\_SERVICE\_REQ\_STATUS' is selected, and the data is displayed in a grid. The table has columns: SERVICE\_REQUEST\_STATUS\_ID, STAGE\_NAME, STATUS\_CODE, STATUS\_DESCRIPTION, STATUS\_START\_DATE, STATUS\_END\_DATE, CREATED\_BY, and CRE.

SERVICE_REQUEST_STATUS_ID	STAGE_NAME	STATUS_CODE	STATUS_DESCRIPTION	STATUS_START_DATE	STATUS_END_DATE	CREATED_BY	CRE
1	179500 Receipt of forms	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
2	179505 Receipt of forms	Completed	Completed	19-MAR-14	(null)	workflow	19-MAR-
3	179506 System calculation	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
4	179507 System calculation	Completed	Completed	19-MAR-14	(null)	workflow	19-MAR-
5	179508 Application Entry	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
6	179509 Application Entry	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-
7	179511 Application Entry	Completed	Completed	19-MAR-14	(null)	workflow	19-MAR-
8	179512 Quality Check	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
9	179513 Quality Check	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-
10	179514 Quality Check	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-
11	179515 Request Approval	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
12	179516 Request Approval	Reserved	Reserved	19-MAR-14	(null)	workflow	19-MAR-
13	179517 Request Approval	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-
14	179518 Request processing	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
15	179519 Request processing	Completed	Completed	(null)	19-MAR-14	workflow	19-MAR-
16	179520 Letter Generation	Pending	Pending	19-MAR-14	(null)	workflow	19-MAR-
17	179521 Letter Generation	Completed	Completed	19-MAR-14	(null)	workflow	19-MAR-

Go to Policy Search>> Policy Summary screen to confirm the new address.

Browser: <https://172.18.132.143:8080/DashB...> Certificate... 172.18.132.143 Workflow APIs

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### Policy Summary -AM-63795-CS

Installment Amount	615.00	Policy Status	Active	Insured	KESHAB CHANDRA SHARMA	Product Name	Santosh
Issue Date	12/05/2004	Premium Paid Till	30/11/2013	Customer ID	176569	Duplicate Policy Bond Issued:	No

#### Policy Details

Product Type: EAP

Spouse Insured: N/A  
\*(In case of Joint Life Plan)

Child Policy Number: N/A

Insured DOB: 01/03/1959

Age of Insured at entry: 46

Loan Status: Eligible

Sum Assured: 100,000.00

Premium Amount: 615.00

Payment Method: Cash/Cheque

Next Premium Date: 01/01/2014

Last Installment: April 2018

Issue Date: 12/05/2004

Child Insured: N/A  
\*(In case of Child Plan)

Age of Maturity: 60

PAO Code:

Bonus: 58,500.00

Maturity Date/Premium Ceasing Date of the policy: 12/05/2018

Premium Frequency: Monthly

Last Premium Paid On: 01/11/2013

Policy Taken Under: Others

History

Browser: <https://172.18.132.143:8080/DashB...> Certificate... 172.18.132.143 Workflow APIs

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Agent Name: B.C.DEKA, DO(PLJGUWAHATI) Agent ID: AMDO1

#### Nominee Details

Nominee Type	Name	Relationship	Date of Birth	CurrentPercentage	Effective Date
Individual	Mr. DUMMY NAME	Others	01/01/1954	100.00	12/05/2004

#### Assignment Details

#### Survival Benefit Details

#### Insured Details

Permanent Address: ABC CHOWK  
ITI ROAD  
AUNDH GAON  
AUNDH  
PUNE, Maharashtra 411007

Phone Number: 25559999

Email-ID:

Office Email ID:

Employer:

Designation: LDA

Correspondence Address: O/O CHIEF SCIENTIST,  
HORTICULTURAL RESEARCH STN.  
KAHIKUCHI  
AS- 000000

Office Phone Number:

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