

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' page. At the top, there's a header with the logo of 'SBI Life Insurance' and navigation links for 'Home', 'User Profile', and 'Help/FAQ'. On the right, there are links for 'MH160-AundhCamp-PSIndexer | Signout' and the Infosys logo. Below the header, there's a form with fields for 'Request Type' (Address Change), 'Policy Number' (AM-63795-CS), and 'Date' (19/03/2014). A 'Policy Summary' table shows details like 'Installment Amount' (615.00), 'Policy Status' (Active), and 'Insured' (KESHAB CHANDRA SHARMA). In the center, a 'Success' message box displays the text 'Transaction submitted successfully for Ticket Number PSADD0000014237' with an 'OK' button. To the left, a 'Pending Requests' grid lists two entries: 'PSADD0000014237' and 'PSLON0000014200', both associated with 'AM-63795-CS'.

Request details should appear under 'Pending Requests' grid.

This screenshot is identical to the one above, showing the 'Service Request Indexing' page. The 'Pending Requests' grid now includes the newly submitted ticket 'PSADD0000014237' along with the previous entry 'PSLON0000014200'. Both requests are listed under the 'AM-63795-CS' policy.

Processed 'ECMS Signal' against Ticket # PSADD0000014237.

The screenshot shows a browser window with the URL 'http://172.18.132.81:8000/webapp/signalprocess'. The main content area displays the text 'Processid 1299573 signaled ECMSSignal with 0001'.

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

The screenshot shows the 'Inbox Result' section of the application. It displays 8 items found, all of which are currently in a 'Reserved' state. The columns include Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. The 'Actions' column contains icons for viewing, editing, and deleting each request.

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 17:49:03 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 09:00:00 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	176569	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.

The screenshot shows the 'Address/Customer Information Change' section. It includes a 'Policy Summary' table and an 'Address 1' form. The 'Address 1' form is filled with communication address details, including locality and area information.

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 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.

The screenshot shows a web-based application interface for managing addresses. At the top, there's a header with the URL <https://172.18.132.143:8080/DashBo>, a certificate warning, and the IP address 172.18.132.143. The page title is "Code to Signal Process". The navigation bar includes links for Home, Inbox, User Profile, and Help/FAQ. On the right, there's a signout link for "Vijayalaxmi" and the Infosys logo.

Address 2

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

Phone Type	STD / Area Code	Landline Number	Mobile Number
-- Select --	00		9957191890
Office			

E-mail: _____

Identity Details

Aadhar ID	PAN Number	Passport Number	Voter ID	Date of Birth
_____	_____	_____	_____	_____

List of Documents

Please select suitable documents *

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

The screenshot shows a web-based application interface for managing addresses. At the top, there's a header with the URL <https://172.18.132.143:8080/DashBo>, a certificate warning, and the IP address 172.18.132.143. The page title is "Code to Signal Process". The navigation bar includes links for Home, Inbox, User Profile, and Help/FAQ. On the right, there's a signout link for "Vijayalaxmi" and the Infosys logo.

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	178569	Duplicate Policy Bond Issued:	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: _____ State *: Maharashtra Pin Code *: 411007

Phone Type	STD / Area Code	Landline Number	Mobile Number
Communication	020	25559999	9999999999
-- Select --			

E-mail: _____

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

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

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

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

The screenshot shows the 'Address Change' screen of the Quality Checker application. At the top, there is a header with the Postal Life Insurance logo, navigation links (Home, Inbox, User Profile, Help/FAQ), and the Infosys logo. Below the header, the request type is set to 'Address Change' with ticket number PSADD0000014237, policy number AM-63795-CS, and date 19/03/2014. The 'Policy Summary' section displays details like Instalment Amount (615.00), Policy Status (Active), Insured (KESHAB CHANDRA SHARMA), Issue Date (12/05/2004), Premium Paid Till (30/11/2013), Customer ID (176569), Product Name (Santosh), and Duplicate Policy Bond Issued (No). The main form area is titled 'Address/Customer Information Change' and contains fields for address, phone, and email. A success message 'Request Submitted Sucessfully' is displayed in a blue box. At the bottom, there are links for 'Postal Assistant' and 'PANVEL H.O.'

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

This screenshot is identical to the one above, showing the 'Address Change' screen. The 'Success' message 'Request Submitted Sucessfully' is prominently displayed in the center of the form area. The rest of the interface, including the header, policy summary, and form fields, remains the same.

Approver- 'Inbox' screen, Request Status should be 'Reserved'.

The screenshot shows the 'Inbox' screen of the Quality Checker application. The header includes the Postal Life Insurance logo, navigation links, and the Infosys logo. The search bar at the top allows filtering by Request Queue (Sum Assured <5 lac), Status (Reserved), Request Type (Select), Stage Date Range, Ticket Id / Proposal Number, Policy Number, Operation Center (PANVEL H.O. (MH-MR29500000)), and Product. The main area is titled 'Inbox Result' and displays a table of 2 items found, with columns for Task Count, Reserve, and UnReserve. The table lists two items: one with Ticket ID AC0000013361 and another with Ticket ID PSADD0000014237, both marked as 'Reserved'.

Approver-'Address Change' screen.

Screenshot of the Approver-'Address Change' screen:

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

Address 1

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

Phone Type	STD / Area Code	Landline Number	Mobile Number	[+] Phone Type
Communication	020	25559999	9999999999	

E-mail: [redacted]

Address 2

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Screenshot of the Approver-'Address Change' screen (continued):

Phone Type	STD / Area Code	Landline Number	Mobile Number	[+] Phone Type
Permanent	033	25446666	8797979797	

E-mail: [redacted]

Identity Details

Adhar ID	PAN Number	Passport Number	Voter ID	Date of Birth
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

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	[redacted]	

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 for the PolicyLife Insurance portal. The URL is https://172.18.132.143:8080/DashBo. The page displays a policy summary for policy number AM-63795-CS, issued to KESHAB CHANDRA SHARMA on 12/05/2004. A modal dialog box in the center says "Success" and "Request Submitted Sucessfully". Below the modal, there are fields for address details: Address Type (Communication), Locality (PUNE), Village (AUNDH GAON), State (Maharashtra), Taluka (AUNDH), and Pin Code (411007). There are also sections for phone numbers and email.

Processed 'Letter Signal' for letter generation.

The screenshot shows a web browser window titled "Processid 1300447 signaled LetterSignal with 0001". The URL is http://172.18.132.81:8000/webapp/signalprocess. The page displays a message indicating a successful signal processing event.

In database>> 'Alpha_Service_Req_Status' table is showing 'Completed' status for 'Address Change' request.

The screenshot shows Oracle SQL Developer connected to the SIT_QADB database. The table being viewed is ALPHA_SERVICE_REQ_STATUS. The columns are SERVICE_REQUEST_ID, STAGE_NAME, STATUS_CODE, STATUS_DESCRIPTION, STATUS_START_DATE, STATUS_END_DATE, CREATED_BY, and CREATION_DATE. There are 17 rows of data, all showing a status of 'Completed'. The table also includes columns for ALPHA_SERVICE_REQ_STAGE, CELL, and AGENT.

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

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

Screenshot of the Policy Summary screen:

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	Issue Date:	12/05/2004
Spouse Insured:	N/A	Child Insured:	*In case of Child Plan
Child Policy Number:	N/A	Age of Maturity:	60
Insured DOB:	01/03/1959	PAO Code:	
Age of Insured at entry:	46	Bonus:	\$8,500.00
Loan Status:	Eligible	Maturity Date/Premium Ceasing Date of the policy:	12/05/2018
Sum Assured:	100,000.00	Premium Frequency:	Monthly
Premium Amount:	615.00	Last Premium Paid On:	01/11/2013
Payment Method:	Cash/Cheque	Policy Taken Under:	Others
Next Premium Date:	01/01/2014		
Last Installment:	April 2018		

Screenshot of the Agent Details screen:

Agent Name: B.C.DEKA, DO(PLI)GUWAHATI Agent ID: AMD01

Nominee Details

Nominee Type	Name	Relationship	Date of Birth	Current Percentage	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	Employer:	LDA
Phone Number:	25559999	Designation:	OIO CHIEF SCIENTIST, HORTICULTURAL RESEARCH STN. KAHIKUCHI AS 000000
Email-ID:		Correspondence Address:	
Office Email ID:		Office Phone Number:	

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