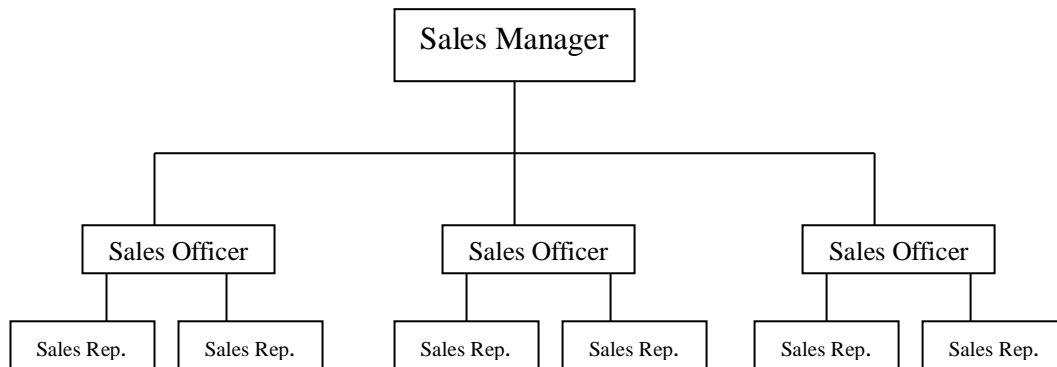


1- FIELD STRUCTURE

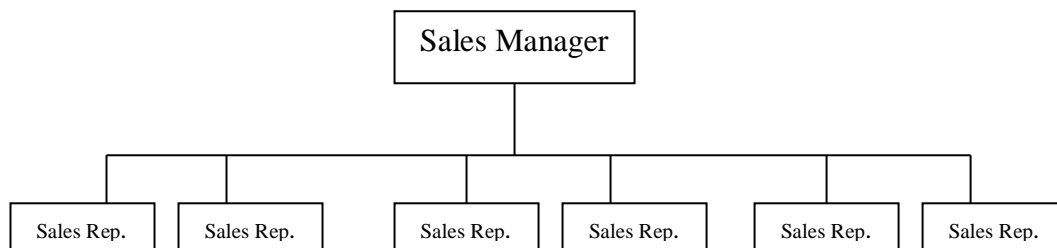
Field Force hierarchy (As per old Structure)



Field Force hierarchy (As per New Structure)

All Sales Officers are promoted as Sales Managers w.e.f 1-2-2019 in the light of decision of Board of Directors held in its BoD's 265th Meeting, held on January 28, 2019, which is reproduced below:

“That all the Sales Officers are hereby promoted as Sales Managers w.e.f. 1st February, 2019. It was further resolved that Overriding Commission to Sales Manager on First Year Premium is hereby increased from 8% to 10% and on Second Year Premium from 1% to 2% w.e.f. 1st February 2019”.



Note: Sales Manager(s) are supervised by Area Manager / Sector Head (is case may be)

Definitions

Office order Marketing/PO/50/2002 dt: 13/7/2002:

- i) **“Sales Manager (SM)”** is a cadre who has legal status of a “Supervisory Agent” which means a State Life Agent who procures insurance business for the Corporation whether wholly or in a part by supervising other State Life agents and has a valid and subsisting contract in writing with the Corporation.
- ii) **“Sales Representative (SR)”** means an Agent whose name appears on the Register of Agents, maintained by the Corporation (Agency Administration Department) and who has a valid and subsisting contract in writing with the Corporation.
- iii) **“Sales Executive (SE)”** means a formal Sales Manager who has been in this class under the terms of office order Marketing/PO/50/2002 dt: 13/7/2002, who after the elimination of dummies under Amnesty have no SO and no SR left in their entire unit, will cease to be SM's w.e.f 1st Oct. 2002 and they will be re-classified as SE's. No other person shall be admitted in this class after 1st Oct. 2002. (Note: there are very few SEs exist in some Zones)
- iv) **“Senior Sales Representatives (SSR)”** means a formal Sales Representatives who has been promoted in this class under the terms of office order Marketing/PO/50/2002 dt: 13/7/2002 only. **(Note: there is no SSR is exist in any Zone of State Life, hence this cadre is assumed to be abolished)**

2- RECRUITMENT OF SALES REPRESENTATIVE:

Re: Office Order No. Marketing/PO/10/2003 dt: 5th Feb,2003 & MKTG/FS/SECP/2020/118 dated 21/2/2020

2.1 BASIC ELIGIBILITY CRITERIA:

Candidate for recruitment must fulfill the following criteria in order to become eligible:

- i) Must be at least 18 years of age.
- ii) Must have cleared intermediate (H.S.S.C.) from any recognized educational board.
- iii) Must have valid CNIC or Receipt for new CNIC
- iv) In case of Islamic education received from Madrassa, verification and equivalence certificate to intermediate (H.S.S.C.) is required from the relevant board.
- v) Post Matric (S.S.C.) three years diploma from any recognized institute verification and equivalence certificate to intermediate (HSC) is required from the relevant Board..
- vi) A-Level education, equivalent to intermediate.

2.2 REQUIRED DOCUMENTS:

Ref: Marketing Division letter No 108 dt: 19th Nov. 2019

Candidate must submit the following required documents for recruitment:

- i) A complete set of Registration Form.
- ii) Annual Statement and Declaration Form (required every year, i.e. after every 12 Months).
- iii) Nomination Form with attested CNIC copy of the nominee(s). If the copy of CNIC of nominee(s) is not available, then CNIC Number is mandatory requirement.
(The nominee shall not be a person other than the following relatives.
Spouse, father, mother, brother, sister, son or daughter, including step or adopted child.)
- iv) Bonafide Certificate from concerned Sales Manager & Area Manager.
- v) Authority Letter in respect of commission (Option).
- vi) Rujhanati Sawalnama.
- vii) Two latest attested photographs of the applicant.
- viii) Attested photocopy of valid CNIC of the applicant.

Note: In case CNIC is not available; code can be issued on token generated/issued by NADRA. However, commission will remain withheld till the submission of attested photocopy of CNIC. In case of non-receipt of copy of CNIC within 45 days, contract will be terminated without giving any notice whatsoever.

- ix) Verification from 'NADRA VERISYS' is required as per instructions of SECP. However, the said system is not operational / available presently at Agency Administration Departments. Therefore at the time of recruitment of New SR, CNIC number must checked properly with the proscribe person list at UNSCR 1267 & NACTA websites, links are mentioned below. A month wise compliance report must be forwarded to Marketing Division through concerned Region to ensure the compliance of SECP rules.

UNSCR-1267

<http://scasctions.un.org/fop/fop?xml=htdocs/resources/xml/en/consolidated.xml&xslt=htdocs/resources/xsl/en/al-qaida.xsl>

NACTA Schedule –IV (proscribed person) Data.

<https://nfs.punjab.gov.pk>

- x) Attested Matriculation Certificate is mandatory for age verification only.
- xi) Attested photocopies of Educational Certificates.

All documents and copies must be attested by Area Manager/Sector Head concerned.

2.3 CLARIFICATIONS / CONDITIONS:

- i) Agency Administration Department will examine the Appointment Application, with reference to SR details, Appointment Date, Registration and Code No., **submission of Annual Statement and Declaration form and update of Agency Register** and will forward to Zonal Head concerned for his signature with initials by Incharge/Official of Agency Administration, as per format of Appointment Letter, provided by Marketing Division.
- ii) In case of re-appointment of agent, the entire procedure of new appointment/recruitment of agent will be applied with new code and new registration number. The required educational qualification for reappointment must be intermediate or equivalent, as in the case of new appointment.
- iii) In case of reinstatement, same code number and registration number will continue. However, concerned agent will submit Annual Statement and Declaration Form & Fresh Nomination Form. Before reinstatement, Agency Administration Department will check the expiry of registration and in case, if the Registration is expired, it should be renewed/condoned by the competent authority before reinstatement.
- iv) For Sales Managers, Fresh SR code can be issued as Personal Code on request, by keeping the same registration number appearing in his S.M. Code, if previous S.R. Code is terminated/not valid. While issuing new SR code to SM, be sure that intermediate or equivalent education is mandatory in all cases.
- v) In case of non-availability of Contact Letters, Zonal Office will inform Marketing Division, P.O. to provide Contract Letters and will proceed further with initial appointment letter.
- vi) Registration Forms will be signed by the Incharge Agency Administration / any official authorized by Incharge Agency (in writing).
- vii) If for any valid reason(s), the documents are not complete in terms that authorized person(s) are not available and forms are not signed or Applicant's Signature does not match on all Agency forms or any such avoidable scenario, Code Number can be issued only on the recommendation of Zonal Head (in writing) with commission withheld (this should not be taken as privilege and should be avoided as much as possible). No relaxation on educational certificates, CNIC and Nomination form.
- viii) If the applicant provide higher educational certificate(s), i.e. bachelors or masters, then lower educational certificate(s) will not be required. However, submission of attested photocopy of Matriculation (for age verification) and other Certificates will be appreciated.
- ix) In case of three years technical education after matriculation, which is mostly equivalent to intermediate, so after verification from authentic resource(s) or internet, code can be issued without equivalence certificate requirement, whereas, **in case of Islamic Education received from Madrassa, Dar-ul-Uloom**, etc., verification and equivalence certificate to intermediate (H.S.S.C.) is required from the relevant board.
- x) The field workers retired/terminated under Amnesty Scheme will not be allowed to join field of State Life again. The Field Workers who terminated on account of dummy/ benamie will not be allowed to re-join State Life in any capacity.
- xi) If it is found at any stage that the person having dual SR's active code number within the Zone/ other Zone(s), credit of all policies sold under new Agency Channel will be transferred to Old Agency Channel through DP-04, **and both SR's code number will be terminated.**

IN CASE OF ANY AMBIGUITY/CLARIFICATION/AMENDMENT, THE DECISION OF MARKETING DIVISION WILL BE FINAL AND BINDING ON ALL.

After completion of all the above requirements for recruitment/appointment and completion of registration requirement, entry in the Agents Register & necessary insertion in terminal (Smart Term/ERP System), initial appointment letter, as per following specimen will be issued, duly signed by the Zonal Head with the initials of officials of Agency Administration Department.



STATE LIFE

Insurance Corporation of Pakistan

Zone

(Specimen of Appointment Letter)

Date: _____

SUBJECT: APPOINTMENT AS SALES REPRESENTATIVE.

Dear _____

Please refer to your application for appointment as Insurance Agent in State Life Insurance Corporation of Pakistan. We are pleased to inform you that after review and approval of Zonal Certification Committee, you have been appointed as Sales Representative w.e.f _____ in State Life Insurance Corporation, _____ Zone under Code No. _____ and Registration No. _____.

In compliance of provision of Insurance Ordinance 2000 and rules made by the Federal Government and Securities & Exchange Commission of Pakistan (S.E.C.P.), you have to apply for RENEWAL OF REGISTRATION after every two years from the date of appointment and must submit ANNUAL DECLARATION FORM (every year) at intervals of not more than twelve months.

As per terms and conditions of your appointment, you shall be required to complete a Foundation Course of three months duration, within a period of one year from the date of entering into agency contracts, to be organized by the Corporation. Failure to complete the Foundation Course within the stipulated period will make your appointment liable to termination without giving any notice.

A written Contract will be required to be signed by you, which will be sent to you soon.

You have been placed in the following Channel:-

Area Manager	Sales Manager	Sales Representative

(Zonal Head)

cc: **Concerned Area Manager**
I/C Commission Section

CONTRACT

On completion of all requirements of Registration (all means), “**Final Contract**” shall be prepared for the new Sales Representative, who will sign the original and a copy, and return both to the Zonal Head concerned. After checking applicant’s signatures and other particulars, the original and copy will be signed by the Zonal Head concerned. The original will be issued to the worker and the copy will be retained in agent’s personal file at Agency Administration Department.

3- FIELD TRAINING:

Ref: Office Order No. Marketing/PO/10/2003 dt: 5th Feb. 2003

3.1 FOUNDATION COURSE (FC):

- a) Foundation Course is optional for workers who were appointed before 19th Aug. 2000.
- b) Field worker appointed on or after 19th August 2000 and Registered upto 31-12-2002 who had already done the BTC (Basic training Course) and ADP (Agents Development Program) and has completed the applicable business requirements, shall be deemed to have completed the FC (Foundation Course). From 1st January 2003, BTC and ADP have been made part of FC (Foundation course).
- c) For the field workers Registered on or after 1st January 2003, the completion of FC (Foundation Course) is compulsory.

It is mandatory for all newly recruited SRs to complete 90 days (In House + On Job Training) Foundation Course (F.C.) within one year of date of their appointment/recruitment.

Note:

Agency Administration Department, with the coordination of Zonal H.R.D.D. will ensure availability of professional course(s) certificate in agent's personal file. In cases where certificates are not issued / available, lists of successful candidates should be obtained from H.R.D.D. and filed in agent's personal file till the certificate is issued/available. After receiving intimation of clearance of course by H.R.D.D., Agency Administration Department will punch the same in terminal and update the Agent's Register accordingly without any delay.

3.2 MANAGEMENT ORIENTED STUDY COURSE (MOSC)

MOSC is mandatory for the promotion of Sales Representative to Sales Manager

3.3 MARKETING MANAGEMENT SKILLS COURSE (MMSC)

MMSC is mandatory for the promotion of Sales Manager to Area Manager

4- QUALIFICATION CODES

A) ACADEMIC		B) LIFE INSURANCE PROFESSIONAL	
Qualification	Code	Qualification	Code
1) Matric	10	1) BTC (SR)	2A
2) FA	20	BTC (SO)	2B
A level	21	ADP	2C
FSc	22	MOP	2D
3) BA	30	SCAM	2E
B.Com	31	MMS	2F
BBA	32	2) FLMI	4A
BSc	33	ASA	4B
4) BCS	40	AIA	4C
LLB	41	ACH	4D
BSc (Eng.)	42	CLU	4E
B.E (Computer Science)	43	FIA	5A
MBBS	44	FSA	5B
5) M.A	50	FCII	5C
LLM	51	3) CA Inter	2H
M.Com	52	ICMAP (III)	2G
MCS	53	ACMA	4G
MBA	54	ACA	4F
MSc	55	FCMA	5D
		ECA	5E

5- REGISTRATION OF BONA FIDE FIELD WORKERS:

Office order Marketing/PO/50/2002 dt: 13/7/2002,

The Insurance law replaced the former system of licensing and certification by the system of Register of Agent to be maintained by each insurer. The Register has to contain prescribed particulars, it has to be kept up-to-date, and it is subject to inspection by the Security and Exchange Commission of Pakistan.

In order to comply with the Insurance laws, every bona fide field worker must apply for registration. Application for Registration must be on the Form to be laid down by the Corporation.

5.1 PROCEDURE:

A) FOR SALES REPRESENTATIVES:

Sales Representatives will be allotted a unique registration number out of Zone wise serial, provided by I.T Division. P.O Karachi. In case, the serial has been exhausted, the Zone will request I.T. Division for provision of another series of code numbers with a copy to Marketing Division.

Registration of Sales Representatives will be valid for two years, with effect from date of their recruitment/appointment.

b) FOR SALES MANAGERS:

Registration number will remain the same after the promotion from SR to SM and activation code will be punched as "7 (promoted)" for his/her personal SR code.

For example:

- S.R. appointed on 10-1-2017, renewal of registration will due on 09-1-2019.
- S.R. promoted as S.M. on 1-1-2020, renewal of registration as S.M. will due before 31-12-2020.
- Date of Registration of Expiry for all the cadres will be taken as 31-12-2020, as well as Annual Statement and Declaration Date in case of personal S.R. code will be updated accordingly.

Note:

- ❖ After promotion from SR to SM, registration of expiry date under his/her Personal SR Code will also be updated according to date of expiry of registration of SM.
- ❖ In case of re-appointment as SM under new code, new registration number will be allocated from the serial numbers, given by the I.T. Division.
- ❖ In case of reinstatement as SM under old code, old registration number will be reactivated and will be renewed accordingly.

Difference of period of association in condonation cases will be adjusted on due date of Renewal of Registration of higher cadre accordingly.

Cont.....)

5.2 **RENEWAL OF REGISTRATION**

All registered Sales Representatives, Sales Managers and Sales Executives have to renew their registration by submitting Renewal Registration forms (one month before or within 180 days after the expiry of registration), **otherwise** their names will be de-listed from Registration Register and shall stand terminated without any notice.

5.2.1 **PROCEDURE:**

Ref: Markwting/ZIA/A-48/91 dt: 8/10/2003 & MMTG/MJK/IB/A-48/18 dt: 21/1/2004

- a) Agency Administration Department of the Zone with the help of I.T. Department will arrange and forward/dispatch a monthly list in advance in respect of those field personnel who's Renewal of Registration are due for submission in the next month. The list should contain names, registration numbers, due date and complete address of the field workers.
- b) Upon receipt, the Application Form for Renewal of Registration will be processed, provided:
 - i) The application form for Renewal of Registration duly completed in all respects with Annual Statement and Declaration is submitted at Agency Administration Department within one month earlier or not later than six months (180 days) from the date of expiry of registration.
 - ii) The field worker has recorded minimum FYP and Persistency achievements during the year of registration or during last calendar year as required by Marketing Division from time to time.
 - iii) No complaint or proceedings against the worker for defalcation, misappropriation, misrepresentation, fraud etc. are pending. (However, Renewal of Registration Form will be accepted by the Agency Administration Department with stop payment of commission till the final outcome of complaint/proceedings.)
- c) On completion of requirements for renewal of registration in respect of registered and regular Sales Representatives & Sales Executives & Senior Sales Representatives, their Registration will be renewed for a period of 24 months by advancing the day/month/year of registration TWENTY FOUR MONTHS from the date of expiry. For Sales Managers Registration will be renewed for a period of 12 months by advancing the day/month/year of registration TWELVE MONTHS from the date of expiry

NOTE: In case of Renewal of SM's Registration, personal code as SR will also be updated as same expiry of registration date as SM code. No need to submit separate Renewal of Registration Form for SR code. Date of "**Annual Statement and Declaration**" will also be updated accordingly.

The Renewal of Registration will be updated in the computer record and Agency File and a list of all such field workers will be issued to F&A/Commission Department of the Zone for intimation.

(Applicant must mention SM code, Personal SR code on Renewal of Registration Form).

5.3) RENEWAL OF CONDONATION FOR “REGISTRATION & RETIRMENT.”

Ref: Marketing Division/SC/MYB/A-48/0143 dt: 24/1/2017

- i) On pointing out various obstacles by members of field force especially from those spread in the rural areas in their way of applying for subject activities within 90 days of grace period from the date of expiry, said grace period was last enhanced to 180 days in 2011.
- ii) To streamline the procedure, it is decided to send notices to field force one month earlier the date of expiry. To address the situation, it has been decided as under:
 - a) Zonal Head will ensure that the lists of field workers should be generated by Zonal I.T department during currency of the month, whose registration / date of retirement is going to expire in the next month. Zonal Agency Administration Department will arrange to dispatch notices, to reach concerned field workers, appropriately. After sending the notices, a certificate from Zonal In-charge Agency Admin. Department will be sent to Marketing Division confirming that the notices have been dispatched.
 - b) In case of still failing to submit the relevant application within 180 days by any field worker besides receiving notice, the same will be handled at zonal level strictly in accordance with the Guidelines issued by the Marketing Division. The authority to approve will rest with the Regional Chief concerned, upon ensuring that the formalities as per Guidelines are completed.
- iii) The new procedure and other terms and conditions governing association of fieldworkers with the Corporation will remain unchanged, until further order.

5.3.1 GUIDELINES FOR CONDONATION OF DELAY IN SUBMISSION OF RENEWAL OF REGISTRATION

IF RENEWAL CONDONED DURING	For S.R.	For S.M.	
	% of Annual FYP Quota	% of Annual FYP Quota	Recruitment of new SRs
1 st Quarter	80%	80%	Six (6)
2nd Quarter	60%	60%	Four (4)
3rd Quarter	40%	40%	Three (3)
4th Quarter	20%	20%	Two (2)

For example:

In case, if condonation has been approved during first quarter, field worker has to procure minimum 80% FYP quota of respective cadre in the remaining period of the year for retention purpose only. The conditions for facilities linked with FYP quota will remain unchanged.

Other Conditions:

- (a) The 50% commission will be withheld which will be released on fulfillment of above requirements during the remaining period of the ensuing year. In case of non-completion of given targets, the field personnel will be placed as “**retired**” after release of all withheld commission.
- (b) List to be sent on monthly basis to Commission department by the Agency Administration Department for releasing only 50% of commission until fulfillment of required FYP conditions during the year.
- (c) In case expired period of registration is more than 2 (two) years, it will not be condoned and field worker, if desires, will be allowed new code after completion of all requirements. However in hardship cases, Zone may forward the same to the Marketing Division, P.O through Regional Office.

- (d) In case of Renewal of Retirement, above conditions will not be applicable. However, condonation in Renewal of Retirement would be subject to fulfillment of all other conditions.
- (e) The condonation would be subject to submission of Individual's request with proper justification along with medical certificate or DGH (as the case may be), unblemished past record and if not condoned earlier. In case of chronic disease(s), neither request for renewal of registration will be entertained and new code also be not issued.

The cases condoned at Zonal level will be reviewed and verified by Marketing Division from time to time.

5.3.2 GUIDELINES FOR CONDONATION OF DELAY IN SUBMISSION OF RENEWAL OF RETIREMENT

Condonation of delay in submission of renewal of retirement upto two years is the discretion/jurisdiction of concerned Regional Chief, subject to fulfillment of other conditions (i.e. renewal commission not less Rs: 1,000/- etc.).

5.4 PROCEDURE TO PAY COMMISSION TO THE FIELD WORKERS AGAINST THE POLICIES NOT CREDITED DURING THE TERMINATION PERIOD (IF ANY.)

On receiving request from the concerned field worker, Agency Administration Department will confirm the date of termination and date of re-instatement of field worker. Application will be sent to I.T Division along with the covering letter with all details for payment of commission during terminated period of field workers, if not paid earlier.

6- **ANNUAL STATEMENT & DECLARATION:**

Ref: Markwting/ZIA/A-48/91 dt: 8/10/2003 & MMTG/MJK/IB/A-48/18 dt: 21/1/2004

Submission of Annual Statement and Declaration Form, within a period of not more than 12 (twelve) months from the date of Appointment/Registration is the mandatory requirement of Sub-Section (2) of Section 98 of Insurance Ordinance 2000. The onus (responsibility) to apply for registration/Annual Statement & Declaration within prescribed time shall solely be on the concerned worker. In case of non-compliance, name of concerned field worker will be struck-off from the Register of Agents and appointment shall be ipso-facto.

- i) The Application Form and Annual Statement & Declaration Form duly completed in all respects will be filed at the Agency Administration Department, by the field worker every year.
- ii) The worker concerned has performed upto satisfactory level during the year of registration or during last calendar year (on discretion of concerned Zonal Head).
- iii) No complaint or proceedings against the workers for defalcation, misappropriation, wrong selling, misrepresentation, fraud, misconduct, etc. are pending.
- iv) "Annual Statement & Declaration" will be filed by all registered field workers irrespective of their cadre within a period of not more than 12 (twelve) months from the date of Appointment/Registration.
- v) Sales Manager will submit the Annual Statement and Declaration at the time of Renewal of Registration for further one year. The Annual Statement and Declaration of personal Sales Representative Code of Sales Manager will also be updated whenever Sales Manager submits Renewal of Registration along with Annual Declaration Form.
- vi) Agency Administration Department in consultation with the I.T Department will arrange the area wise lists on monthly basis of those field workers whose Annual Statement and Declaration form will expire in the next month should be provided to Area Managers/Sales Managers in advance (i.e. before one month) for further intimation to the concerned field worker for its timely submission to avoid any adverse action.

7- TERMINATION OF FIELD WORKER:

Ref: as mentioned SR's & SM appointment Contract

The name of field workers will be struck off from the Register of Agents and his/her appointment shall terminate ipso-facto if;

- i) If he/she become disqualified to act as a "State Life Agent" for any reason.
- ii) If he/she failed to submit Annual Statement and Declaration Form every year (after 12 months).
- iii) If he/she failed to get Registration renewed within grace period of 180 days, after the Registration expiry.
- iv) If he/she become director of any life insurance company.
- v) After proper enquiry, if he/she found guilty of:
 - a) Criminal misappropriation, criminal breach of trust, cheating or forgery.
 - b) Fraud.
 - c) If he/she declared insolvent by a Court of Law.

The appointment of field worker shall be liable to termination by the Corporation without giving any notice, if;

- i) He/she fail to complete the required quota as prescribed by the Corporation.
- ii) The second year persistency ratio is less than the ratio prescribed by the Corporation in the annexure.
- iii) If he/she fail to pass within specified time limit(s) any training course(s) prescribed by the Corporation.
- iv) If he/she fail to appear in course(s) and/or test(s) and/or interview(s) as and when called by the Corporation.
- v) If he/she found working directly or indirectly for any other insurer transacting life insurance business.
- vi) In the opinion of the Corporation, he/she acted in a manner prejudicial to its interest or to the interest of its policyholders.
- vii) In case the act of field personnel found against the interest of the Management, protests/agitations against the decisions of the Management.

8- FIRST YEAR PREMIUM QUOTAS:

Annual FYP Quota in respect of Area Managers & field workers was increased by 25% after every three (03) years, till the Year 2016.

From 1st January 2017, as per BoDs decision, the increase in Annual FYP Quota was reduced from 25% after every three years to 5% every year.

As per decision of BoDs in its 267th Meeting held on April 5, 2019 it was decided that annual FYP quota for the Area Managers and Field Workers will be increased by 25% after every three years w.e.f. 1-1-2019.

However, as per decision of BoD's in its 273rd Meeting held on October 24, 2019, increased in annual FYP quota for the Year 2019 only was revised downwards to 5% increase over 2018 instead of 25% increase after every three years, which is still in practice. The FYP quota of senior citizens, completing 60 years of age will be frozen at last amount of FYP quota as at 31st December of the year in which, 60 years of age was attended.

Following is the illustration of annual FYP quota for Area Managers and Field Personnel based on 5% increase in annual FYP quota over 2018 for the Year 2019 & 2020 **However, the quantum/percentage increase in FYP Quotas for future years, i.e. from Years 2021 and onwards will be decided by the Board of Directors.**

CADRE	2018 (@5% inc. over 2018) (In Rs)	2019 (@5% inc. over 2018) (In Rs)	2020 (@ Same as 2019) (In Rs)
Sales Representative	1,34,583/-	141,312/-	141,312/-
Sales Executive	10,76,661/-	1,130,494/-	1,130,494/-
Sales Managers	10,76,661/-	1,130,494/-	1,130,494/-
"A" Category AM	1,21,12,426/-	12,718,047/-	12,718,047/-
"B" Category AM	80,74,952/-	8,478,700/-	8,478,700/-
"C" Category AM	67,29,127/-	7,065,583/-	7,065,583/-

Note:

The annual FYP quota of SRs & SEs are inclusive of 12 and 20 number of new policies sold respectively.

8.1 FOR FIELD PERSONAL HAVING AGE 60 YEARS AND OVER

The FYP quota for senior citizen completing 60 years of age will be frozen at last amount of FYP quota as at 31st December of the year in which 60 years of age was attained. However FYP quota for the field workers reached at age 60 in or before 2016 will be fixed Rs: 1,22,070/- for Sales Reps., RS: 9,76,563/- for Sales Managers.

For Field workers promoted as Sales Managers by the order of BoD's 265th Meeting dated 28th Jan. 2019 w.e.f 1-2-2019 and reached at 60 years on or before 31-12-2018, there Freezing years will remain same but FYP quota will be revised and freeze as SM's FYP quota of that particular year.

Example:

Year at which he/she reached at 60 years of age	Promoted as SM by the BoD order w.e.f 1-2-2019	Previous FYP quota freeze w.e.f year reached at 60 years of age to 31-12-2018 (in Rs:)	Revised FYP quota freeze w.e.f 2019 & onwards (in Rs:)
On or before 2016		4,88,281	9,76,563
2017		5,12,695	10,25,392
2018		5,38,330	10,76,661

Illustration (for 2019):

Note: A field worker reached at 60 years of age in any month during 2019, his FYP quota will be frozen forever on the FYP quota of 2019 for the Year 2020 and onwards.

FYP QUOTA

For Field workers reached at age 60 Years in 2019.

Sales Representative	FYP Rs.1,41,312/- with minimum 12 policies.
Sales Executive	FYP Rs.11,30,494/- with minimum 20 policies.
Sales Manager	FYP Rs.11,30,494/-

Illustration (for 2020):

Note: A field worker reached at 60 years of age in any month during 2020 the FYP quota will be frozen forever on the FYP quota of 2020 for the Year 2021 and onwards.

FYP QUOTA

For Field workers reached at age 60Y in 2020.

Sales Representative	FYP Rs.1,41,312/- with minimum 12 policies.
Sales Executives	FYP Rs.11,30,494/- with minimum 20 policies.
Sales Managers	FYP Rs.11,30,494/-

Illustration (for 2021):

Note: A field worker reached at 60 years of age in any month during 2021 the FYP quota will be frozen forever on the FYP quota of 2021 for the Year 2022 and onwards.

FYP QUOTA

For Field workers reached at age 60Y in 2021.
(@7.5% inc. over 2020)

Sales Representative	FYP Rs.1,63,303/- with minimum 12 policies.
Sales Executives	FYP Rs.13,06,427/- with minimum 20 policies.
Sales Managers	FYP Rs.13,06,427/-

8.2 PERSONAL BUSINESS BY SALES MANAGER

Refer to BoD's 267 meeting 5/4/2019, it has been decided that the restriction over Sales Manager to procure only 25% of his/her FYP quota of the personal unit is enhanced to 50% and they are also allowed to receive the Sales Representatives and Sales Managers commission along with quarterly and annual productivity bonuses on their business.

Sales Managers who have attended the age of 60 years are allowed to procure 100% of their FYP production / quota and would be entitled for basic Sales Representative and basic Sales Manager Commission.

8- FIELD PROMOTIONS (SALES REPRESENTATIVE TO SALES MANAGER)

Field Promotion Criteria from Sales Representative to Sales Manager w.e.f 1-1-2019 for promotion in 2020 onwards as per details as under:

1	Period of Association.	Minimum Three (03) calendar years.
2	First Year Premium	i) Completion of minimum 65% FYP quota of Sales Manager in 1 st and 2 nd year of qualification each. ii) Completion of 100% annual FYP quota of Sales Manager in immediate preceding year.
3	2 nd Year Persistency	75% 2 nd year persistency in last two years each.
4	Renewal Persistency	80% Renewal Persistency for the immediate preceding year. (The requirement of Renewal Persistency in preceding year will be enhanced by 2.00% every year effective from Year 2020 onwards, upto 90%).
5	No. of Policies in force	Must have minimum 36 inforce policies on different lives at the time of promotion.
6	Field Strength	At the time of issuance of code number of Sales Manager, two (02) new SRs must be introduced for promotion for the Year 2020. (This requirement will be increased to three (03) for the Year 2021 and four (04) for the Year 2022 and onwards).
7	Professional Qualification	Must have completed Foundation Course (F.C) & Management Orientation Study Course (MOSC) as at 31 st December of qualification year.

The promotion will be processed by the Zonal Promotion Committee as per previous practice and only full time / bonafide Sales Representatives will be considered for promotion.
All other terms and conditions of field promotions will remain unchanged.

8.1 **RELAXATION ON ACCOUNT OF TIME PERIOD:**

Relaxation on account of period of association can be allowed by Zonal Head upto three months and upto six months by the respective Regional Chief, as part of promotion Criteria.

8.2 **PROMOTION COMMITTEE**

The Promotion Committee will be constituted in the Zones which will be responsible for conducting interviews of eligible candidates for promotions. Following will be the Members of the Zonal Promotion Committee:

1-	Senior Sector Head, preferably AGM (Marketing)	Convener
2-	Departmental Head (HRDD)	Member
3-	Departmental Head (Agency Administration)	Member/Secretary
4-	Representative of Zonal Field Workers Association	Member

While processing the promotion cases of field personnel, Committee Members should ensure that:

- i) Promotion exercise should only be based on final business figures provided by I.T Division.
- ii) Only full-time bonafide field personnel should be promoted on completion of promotion criteria.
- iii) FC & MOSC Courses are mandatory.
- iv) Concerned Area Manager and Sector Head should ensure that the applicant is not a part-timer or dummy, while submission of application of promotion.
- v) After promotion with the approval of Zonal Head from SR to SM, his/her new record will be created as SM, Registration Number will remain the same while activation code will be punched as “7 (promoted)” for his/her personal SR code.

Note:

- a) Registration Number of Sales Manager will remain the same as personal SR number.
- b) Date of Registration Expiry will also remain same in all cadres as per higher cadre, i.e. as Sales Manager).



STATE LIFE INSURANCE CORPORATION OF PAKISTAN
_____ ZONE

SPECIMEN OF
APPLICATION FOR THE PROMOTION
FOR THE POST OF SALES MANAGER

NAME: _____ CODE # _____
S/O, D/O, W/O _____ DOB _____
C.N.I.C # _____
PERMANENT ADDRESS: _____

CORRESPONDENCE ADDRESS: _____

PH # (RES) _____ (OFF) _____ CELL # _____

QUALIFICATION:

ACADEMIC _____ PROFESSIONAL: _____

NAMES OF INTRODUCES NEW SRS FOR PROMOTION:

1- _____ 2- _____
3- _____ 4- _____

DECLARATION

I, _____ S/W/D/o _____ hereby solemnly declare that the above answers are true to the best of my knowledge. I shall abide by the existing rules of State Life Insurance Corporation of Pakistan and the amendments made therein from time to time. I also hereby declare that I am a full time bonafide worker of State Life and not doing any other service, Government/Private or any business. In case of any time it is proved that my above declaration was untrue. I shall have no objection if I am demoted or my contract is cancelled by State Life.

DATE: _____ (SIGNATURE OF APPLICANT)

Recommendations of Sales Manager (mandatory)

NAME: _____ Code _____ Sign. & Stamp _____

Recommendations of Area Manager (mandatory)

NAME: _____ Code _____ Sign. & Stamp _____

Recommendations of Manager (Mktg)

NAME: _____ Sign. & Stamp _____

Please attach the following documents (duly attested by AM) with this application:

- 1) Photocopies of educational certificates
- 2) Photocopy of CNIC
- 3) Photographs passport size (Three)
- 4) Nomination Form (duly completed)
- 5) Registration form (Complete Set)
- 6) Annual Statement & Declaration form
- 7) Photocopies of FC and MOSC
- 8) Medical Examination Report
- 9) Contract duly signed.



SPECIMEN OF PROMOTION EVALUATION SHEET for 2020

Name of Applicant: _____ Father's /Husband's Name: _____

Code No. _____ Date of Appointment in present cadre : _____

Qualification: Academic : _____ Professional F.C (Yes / No), M.O.S.C (Yes / No)

Existing Channel : SM _____ AM _____ Sector / Sector Head: _____

First Year Premium (Three Preceding Calendar Years)

Year	Minimum requirement	Achieved	Shortfall (if any)
2017	Rs.666,504/- (@65% of 1,025,391/-)		
2018	Rs.699,830/- (@65% of 1,076,661/-)		
2019	Rs: 11,30,494/-		
TOTAL:			

2nd Year Persistency (Two Preceding Calendar Years)

Year	Minimum requirement	Achieved	Shortfall (if any)
2018	75.00%		
2019	75.00%		

Renewal Persistency (immediate Preceding Calendar Years)

Year	Minimum requirement	Achieved	Shortfall (if any)
2019	80.00% (for 2020 only)		

Note: The requirement of Renewal Persistency in preceding year will be enhanced by 2.00% every year effective from Year 2020 onwards, upto 90.00%).

No. of Policies Inforce (at the time of promotion):

Year	Minimum requirement	Achieved	Shortfall (if any)
2019	36		

Professional Qualification:

Must have completed Foundation Course (F.C.) and Management Orientation Study Course (MOSC).

Field Strength:

Name of New SRs introduced by the applicant at the time of Promotion:

1- _____ 2. _____

At the time of issuance of code number of Sales Manager, two (02) new SRs must be introduced for promotion for the Year 2020. (This requirement will be increased to three (03) for the Year 2021 and four (04) for the Year 2022 and onwards).

(Incharge Agency)

Convener: _____

Manager (FMD) _____

Member (Field Association) _____

(Zonal Head Approval)

8.3 PROMOTION / UPGRADATION OF DEMOTED / DOWNGRADED FIELD PERSONNEL.

Once a field worker demoted/downgraded due to any reason(s) either on self-request or by the Zonal/Regional authority, he/she will not be upgraded, except if he/she has again fulfills the Promotion Criteria (without any deficiency) prescribed by the Corporation.

8.4 DATE OF PROMOTION:

In the case of promotion of Sales Representatives placed at Zonal/Regional level (without any deficiencies), till 30th June of the year in progress, effective date of such promotions shall be treated as 1st January of the year in progress. Even period of association condoned by Zonal Heads and Regional Chiefs will be treated as regular promotion and their date of promotion will be treated as 1st January of the year progress. However those Sales Managers who are promoted with their Area Managers as a part of promotion criteria, their date of promotion shall be taken as 1st January of the year in progress irrespective of their date of promotion.

In case, regular promotion processed after June, promotion shall be taken from immediate effect.

8.5 FOR CONDONATION CASES:

Under special circumstances, Divisional Head (Marketing) is competent to condone any deficiency in promotion criteria and to promote the worker, based on recommendations of concerned Zonal Head, Regional Chief and considering extraordinary business performance of the worker. This special consideration will be given to a worker once in entire career. However, in such cases, the date of promotion shall be taken with immediate effect.

In order to upgrade the promotion Evaluation Sheet for condonation cases, it has been decided that cases for promotion on condonation bases will be processed on receipt of written application from the applicant along with the NOC/recommendation of the supervisory officer, Area Manager and Sector Head of the concerned field worker and the recommendation of the nominated representative of the concerned field Workers Association on the prescribed Promotion Evaluation Sheet for consideration at Marketing Division.

SPECIMEN OF PROMOTION EVALUATION SHEET FOR P.O IS AS UNDER:

PROMOTION EVALUATION SHEET



STATE LIFE

Insurance Corporation of Pakistan

Zone: _____

Name: _____ Designation: _____ Code No. _____

Qualification:

Academic _____ Professional _____ FC _____ MOSC _____

Bonafide-Genuine-Full timer (YES/NO) _____ D.O.A. in present cadre: _____

First Year Premium of last 3 Years				2 nd Year Persistency of last 2 years (minimum required 75% in each year)		Renewal Persistency (minimum required 80% in preceding year upto 2019. Will increase by 2% every year upto 90% w.e.f. 2020)		Shortfall in period of association as at 31 st December (if any)
Year	Required	Produced	+ - %	Achieved	Shortfall (if any)			
2017				N.R	N.R			
2018						Achieved	Shortfall (if any)	
2019								
Total								

Deficiencies: FYP shortfall last Year Rs: _____ FYP shortfall year before last Year Rs: _____ 2 nd % shortfall last Year _____ 2 nd % shortfall year before last Year _____ Renewal % shortfall last Year _____ Time period Shortfall as at 31-12-20____: _____Months Any other short Fall: _____	Certified: <div style="text-align: center;">Incharge (FMD)</div> <div style="text-align: center;">Figures Verified by:</div> <div style="text-align: center;">(IA&E)</div>
NOC of supervisory Officer (Sales Manager)	Representative of Field workers Association
(I/C Agency)	

Sector Head Remarks/ Recommendations	Zonal Head Remarks/ Recommendations

REGIONAL CHIEF Remarks/ Recommendations /Approval	

Recommendation of Marketing division	

Approval of Divisional Head (Marketing)	

9- APPOINTMENT AS AREA MANAGER AMONGST SALES MANAGER.

Criteria for appointment as Area Manager amongst Sales Manager has been revised w.e.f 1-1-2019 for appointment as Area Manager in 2020 and onwards as per details given below.

9.1 Minimum Requirement:

a) Period of Association:

Minimum Association of Three years as Sales Manager as at 31st December of preceding year.

b) First Year Premium:

- 1- Completion of 75% FYP quota of "A" Category in immediate preceding year.
- 2- Completion of 65% average FYP quota of "A" Category during last three (03) years.

Illustrations:

For 2020 Min. FYP 2019 required Rs: 9538535/- Min. total FYP 2017+2018+2019 RS: 23637976/-			For 2021* Min. FYP 2020 required Rs: /- Min. total FYP 2018+2019+2020 RS:			For 2022* Min. FYP 2021 required Rs: /- Min. total FYP 2019+2020+2021 RS:		
YEARS	FYP Quota	Required 75% of FYP Quota of Last Year	YEARS	FYP Quota	Required 75% of FYP Quota of Last Year	YEARS	FYP Quota	Required 75% of FYP Quota of Last Year
2017	11535644		2018	12112426		2019	12718047	
2018	12112426		2019	12718047		2020		
2019	12718047	9538535	2020			2021		
Required Average 65% of last 3 years	23637976		Required Average 65% of last 3 years			Required Average 65% of last 3 years		

Note: Above FYP figures are calculated as per FYP quotas vide P.O circular No. Marketing/SC/37 dated 9th April 2019. These figures are adjustable in future, if Marketing Division issues any circular.

***vide P.O letter No. Marketing Division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence may be adjusted accordingly.**

c) Number of Policies:

Minimum requirement of new policies sold in preceding years on different lives	For Selection of Area Manager
400	'A' Category
300	'B' Category

d) Renewal Premium (2nd Year + 3rd Year and over):

Minimum Rs.4,000,000/- in preceding year

e) 2nd Year Persistency (%):

Must be achieved minimum 80% 2nd Year persistency in the preceding year and 75% in the year before preceding year.

f) Renewal Persistency:

Must be achieved minimum 90% Renewal persistency in the preceding year.

g) Field Strength:

Minimum requirement of Sales Representative fully qualify for promotion as Sales Manager:	For Selection of Area Manager
05 (five)	'A' Category
03(three)	'B' Category

Detachment of these Sales Managers will not be allowed before completion of minimum three complete years (36 months) from the date of Appointment of Area Manager.

The Sales Representative(s) attached with the qualifying SM during last six months of preceding year will not be considered as qualifying Sales representative for this purpose.

Minimum requirement for each productive Sales Representative, who must have completed FYP quota as on 31 st December of preceding year (No. of policies required as part of SR's FYP Quota will be relaxed only for this purpose.)	For Selection of Area Manager
30 (thirty)	'A' Category
20 (twenty)	'B' category
Personal Sales Representative will not be taken into consideration	

h) Academic Qualification:

In case worker joined State Life after June 2017, minimum required qualification is Intermediate, otherwise minimum Matric.

i) Professional Qualification:

Must have completed and passed FC, MOSC & MMS as professional qualification.

9.2- ALLOCATION OF MARKS

a) **First Year Premium – Maximum 35 Marks**

For every Rs.200,000/- average FYP of last three (03) years 01 Mark

b) **2nd Year Persistency - Maximum 05 Marks**

For every 2% over 80% 2nd Year Persistency of preceding year 01 Mark

c) **Renewal Persistency - Maximum 05 Marks**

For every 2% over 90% Renewal Persistency of preceding year 01 Mark

d) **Seniority - Maximum 10 Marks**

For every 1 year association as Employer of Agent 01 Mark

e) **Qualification - Maximum 05 Marks**

Matric	0 Mark
Intermediate, FA, I.Com, or equivalent	2 Mark
B.A, BSc, B.Com, BBA or equivalent	4 Marks
M.A, MSc, M.com, LLM, LLB or equivalent	5 Marks

f) **Field Strength - Maximum 15 Marks**

i) For every (additional) Sales Representative (above 5 SRs) who qualifies for promotion as SM in preceding year. The qualification (additional) Sales Representative must have been recruited by the candidate
- 03 Marks.

ii) For each Sales Representative above 25 SRs who complete First Year Premium Quota in preceding year
- 01 Mark.

iii) For each SR promoted as SM from his organization during the entire tenure before preceding year
-01 Mark.

g) **General Conduct (to be evaluated by Zonal Head) -Maximum 05 Marks**

h) **Renewal Premium – Maximum 10 Marks.**

For every Rs.500,000/- over Rs.4000,000/- (forty lac) Renewal premium in immediate preceding year
- 01 Mark.

i) **Suitability -Maximum 10 Marks.**

To be evaluated by the following Selection committee after interview of the candidate.

Executive Director (P&GS)	Convener
Executive Director (Marketing)	Member
Divisional Head (Marketing)	Member
Concerned Regional Chief	Member

Note:

- 1) 20% relief in criteria only in First Year Premium, Renewal Premium and in Number of productive Sales Representatives (who complete their annual FYP quota) will be given to eligible Sales Managers (Male/Female) belonging to tribal/less developed areas, such as Kashmir (excluding Mirpur A.K. & Muzaffarabad), Thar (Sind), Northern Areas (including Swat), and FATA agency, Chitral, D.I. Khan and Balochistan (excluding Quetta).*
- 2) 15% relief will be given to female Sales Managers of urban areas in First Year Premium, Renewal Premium and in Number of productive Sales Representatives (who complete their annual FYP quota).*
- 3) Interview of all the eligible Sales Representatives will be conducted to ascertain their genuineness and interview proceedings shall also be recorded and kept on record.*

The above 20% or 15% relaxation of Renewal Premium is only for Renewal premium in volume and not in Renewal Persistency. 90% Renewal persistency is mandatory in any case.

9.3 OTHER TERMS AND CONDITIONS:

- i) Meeting above criteria will not constitute a right of promotion on the part of candidate and will be at sole discretion of the Management for selection on merit, availability of vacant post and passing interview conducted by the Selection Committee.
- ii) Those Sales Managers who have not passed Matriculation Examination from a recognized Board and FC, MOSC, MMS shall not be considered for appointment as Area Manager.
- iii) Those Sales Managers who secure less than 50% of aggregate marks before interview, (i.e. 45 Marks out of 90) will not be eligible/considered. Those Sales Managers who secure less than 5 marks in interview (out of 10) shall be declared as disqualified.
- iv) The perks/facilities of newly promoted Area Managers will be fixed in first year of appointment according to the initial slab of Area Managers.
- v) The genuineness of the appointee Area Manager will be certified by the concerned Regional Chief/Zonal Head.
- vi) The Sales Manager whose Renewal Premium (including SYP) is less than Rs.4,000,000/- Lac in the preceding year will not be considered.
- vii) The appointment from Sales Manager to Area Manager shall be subject to availability of vacancies.

10- ONE TIME CASH COMPENSATION:

i) ON PROMOTION FROM S.R. TO S.M.:

If an SR working under an SM, direct unit of SM becomes an SM and detached, then the SM under whom he/she was working shall be paid one-time compensation of Rs:12,000/-.

One time cash compensation will not be payable, if the period of association of promoted SR with Sales Manager is less than Six (6) months.

One time compensation is also payable to the concerned S.M. to whom the S.R. promoted with condoned time period upto three months by Zonal Head/upto six months by Regional Chief. (Ref: Marketing Division/507 June 13, 2018)

ii) ON PROMOTION FROM S.M. TO A.M.:

Marketing Division dt:25th March 2014

Within the framework of existing rules and regulations on the promotion of a Sales Manager as Area Manager (“A” category), following cash compensation will be paid to the Area Manager from whose organization a Sales Manager is promoted and detached.

On Promotion of SM only as “A” Category Area Manager = Rs.25,000/-

One time cash compensation will not be payable, if the period of association of promoted S.M. with Area Manager is less than twelve (12) months.

10.1 RECOVERY OF ONE TIME CASH COMPENSATION:

- 1- If any field worker applied and down gradated within three years of his/her promotion, one time (if paid) to his/her supervisor (SO/SM) on his promotion will be recovered from the applicant.
- 2- In case of reversal of promoted Area Manager as Sales Manager due to any reason(s), amount of one time cash compensation shall be recovered from concerned (reverted) Sales Manager, instead of Area Manager (if paid earlier).

11- DIRECT APPOINTMENT AS SALES MANAGER:

11.1 FROM OTHER LIFE INSURANCE COMPANIES:

Zonal Head is empowered / authorized to appoint a person as Sales Manager subject to the following:

- i) Zonal Head will interview the applicant himself and if the Zonal Head is satisfied that the applicant has potential and skills of organization building.
- ii) The applicant should have minimum Four (04) years continuous experience of life insurance business with satisfactory business achievements (documentary evidence is mandatory).
- iii) Academic qualification should be at least intermediate or higher, having unblemished past record and clearance from the previous insurer(s)/employer(s).
- iv) The person being engaged as SM will be required to induct with him/her at least Four (04) willing workers as Sales Representatives.
- v) Each SR should have at least 4 fresh proposals with aggregate minimum premium Rs.40,000/-
- vi) Original Letter from previous insurer/employer for acceptance of resignation. Zonal Office shall verify the resignation letter from the previous insurer through P&GS.

Procedure:

Application (in original) must be submitted in Agency Administration Department along with the following documents:

- 1- Complete set of Registration Form (duly filled).
- 2- Annual Statement and Declaration Form.
- 3- Nomination Form with CNIC copy of Nominee.
- 4- Attested photocopy of CNIC of the applicant.
- 5- Three (03) recent photographs duly attested.
- 6- Attested photocopies of educational certificates of candidate (minimum intermediate).
- 7- Professional certificates (if any).
- 8- Experience letter (s).
- 9- Acceptance Letter of resignation letter from the previous insurer/employer.
- 10- Attested photocopy of matriculation for age verification purpose.
- 11- Declaration of Good Health (D.G.H.).

After approval of Zonal Head, a contract is prepared for the applicant. He shall sign the original and a copy thereof, and return both to the Zonal Head. After checking applicant's signatures and other particulars on the contract, the original and copy will both be signed by the Zonal Head. The original will be sent to the worker and the copy will be retained in the zones file/record.

On completion of above requirements, he/she will be registered, code number will be issued and Agency Administration Department will update Agents Register accordingly.

(Specimen of Performa of direct appointment is attached herewith)

IMPORTANT NOTES:

- Application should be recommended by concerned Area Manager & Sector Head.
- Recommendation of concerned Field Workers Association is required for direct appointment / re-appointment of Sales Manager in all cases.
- Acceptance of resignation letter from previous insurer/employer is mandatory.
- All documents should be attested by concerned Sector Head.
- If any relevant requirement mentioned as above is not completed by the incumbent at the time of appointment of Field Worker(s), than a grace period of **three (03) months** is hereby given for its/their completion. However, during grace period, 50% of commission will be released on procurement of business and remaining 50% commission will be withheld.
- If the incumbent is failed to complete the requirement within the grace period, appointment will be terminated without giving any notice, after release of commission, if any.
- If a directly appointed Sales Manager is terminated after the grace period due to non-completion of any requirement, his/her introduced SRs will remain active and they will be remained direct within the same Area or be allowed to attached with any other Sales Manager with the consent of SR & SM.
- To qualify for the facilities of S&AF, Medical, Group Insurance, etc. in the first year of appointment, minimum double FYP quota is required.

For Example:

A person has directly appointed as Sales Manager in any Month of 2019, for qualifying for the facilities of S&AF, Medical, Group Insurance, etc. for the Year 2020 he/she has to complete at least double of the annual FYP quota of respective category (i.e Rs: 22,60,988).

- For medical facility minimum age for entry is 59 years, hence persons who re-appointed / re-instated / direct appointed at age 60 years or more are not entitled for field medical facility in any case.
- Medical Examination Report required if age is less than 59 years.

Specimen DIRECT APPOINTMENT AS SALES MANAGER

Name:_____ Applied for:_____

Qualification:_____ Life Insurance Experience: _____ to _____

Last Designation _____ at (last employer):_____

Whether written application with full justification of joining State Life, duly recommended by introducer, concerned Area Manager and Sector Head is attached.	Yes / No
Whether the Applicant has at least Four (04) years Continuous Experience of Life Insurance Business (with Satisfactory Business Achievement) for Engagement as Sales Manager.	Yes / No
Whether the clearance from the Previous Insurer (s) with Documentary Evidence is attached.	Yes / No
Whether the applicant's academic qualification is at least Intermediate and Attested Photocopies of certificates are attached.	Yes / No
Whether the person being engaged as Sales Manager has at least four (04) Willing Workers as Sales Representative to induct with him/her.	Yes / No
Whether each SR should have at least 04 Fresh Proposals of minimum Rs.40,000/- NFYP in aggregate with the case.	Yes / No
Whether the Recommendation of Representative of Field Workers Association is attached.	Yes / No
Shortfall / Requirements, if any (*)	

(*) Divisional Head (Marketing) can condone any one deficiency/shortfall except educational qualification requirement.

(Incharge Agency)

The applicant has the potential and skill of Organization Building. Hence, his/her engagement/induction is approved Sales Manager.

ZONAL HEAD

11.2 FOR RETIRED EMPLOYEES OF STATE LIFE.

Employees who worked with state life as Marketing Executives (Area Managers/Sector Heads/Zonal Heads, etc.) can get the contract as Sales Manager after retirement. If their retired code as S.M. is valid, they will be allowed to work under their previous valid S.M code otherwise, they will be appointed as S.M. with new Code and Registration Number accordingly.

All other regular employees can get the contract as Sales Representative, which is subject to retirement. However, if the Zonal Head is satisfied that the applicant has the potential and skill of organization building, the applicant may be offered contract of Sales Manager.

Note:

- For allotment of new codes, all the laid down requirements of appointment of field workers will apply.
- Recommendation of Field Workers Association is required for direct appointment/Re-appointment of SM in any case.
- Directly appointed Sales Managers under new code will be allotted unique registration number from the serial (zone wise) assigned by I.T Division.
- Completion of minimum double FYP quota is required upto the 31st December in the year in which he/she was re-joined as field personnel after retirement/early retirement for qualifying for the facilities of S&AF, Medical, Group Insurance & etc. The said condition is applicable on retired employees of the Corporation.
- For Medical facility minimum age for entry is 59 years, hence persons who re-joined at age 60 years or more are not entitled for medical under field medical facility in any case.
- Approval of Zonal Head is mandatory.

11.3 HEREDITARY:

Direct appointment /elevation of family member of deceased field personnel, who was on roll at the time of death (as SR/SM) in field:

Only One (01) family member of deceased field personnel is allowed to be appointed/elevated to work in field on the same capacity with fresh code, as the deceased field personnel was working before death or one step down on his/her own request subject to following:

- Recommendation of representative of local/Zonal Field Workers Association.
- Interview and certification by the concerned Zonal Head.
- In case, family member is already a Sales Representative, he/she can be elevated as Sales Manager.
- Completion of all other laid down requirements for new recruitment/appointment.
- This will be a one-time opportunity, **only for One (01)** member of the family of deceased worker on humanitarian grounds.
- In case, the appointed/elevated field worker is the nominee of deceased field worker, payment of hereditary commission will remain continue.

12- **RE-INSTATEMENT / RE-APPOINTMENT OF FIELD WORKER:**

12.1 **FIELD WORKER TERMINATED DUE TO EXPIRY OF REGISTRATION / POOR PERFORMANCE.**

The practice of re-instatement / re-appointment of experienced field workers will continue, provided the Zonal Head is satisfied that the applicant has potential and skills of organization building.

Terminated field workers can be **reinstated** in the same cadre with same code & registration number, if terminated due to following reasons.

- Expiry of registration.
- Non completion of FYP quota.
- Any other reason except defalcation/misappropriation/misconduct.

Note:

- Rules of Renewal of Registration are applicable in “expiry of registration cases”.
- Minimum two proposal forms with aggregate premium of Rs.25,000/- are required in case of field personnel terminated due to poor performance.

Field worker retired under routine retirement process (except for those who retired under amnesty scheme) and having valid retirement date can also be reinstated under the same cadre and previous (retired) code number, subject to completion of following requirements:

- Minimum annual renewal commission is Rs.1,000/- per annum.
- Date of Renewal of Registration/Retirement is valid.

(In such cases, the previous retired code of the worker will be de-retired and activity code will be replaced in Smart Term from “2” to “0”).

If the above two requirements are not fulfilled, the applicant will be re-appointed in the same cadre or one step down, on discretion of Zonal Head and new Code Number will be issued to him/her (Intermediate or equivalence qualification is mandatory for appointment, re-appointment or direct appointment).

OTHER REQUIREMENTS:

- i) Written application in original, duly recommended by concerned Area Manager & Sector Head.
- ii) Minimum qualification for reappointment should be Intermediate or equivalent.
- iii) Submission of Annual Statement and Declaration Form and Registration Form.
- iv) Nomination Form.
- v) Full Medical Report (FMR) in case of reappointment as Sales Manager.
- vi) Recommendation of Zonal Field Workers Association.
- vii) Approval of Zonal Head.

12.2 **RE-INSTATEMENT OF FIELD WORKER TERMINATED BY RCC / CCC**

Terminated field workers through RCC/CCC will not be reinstated by the Zonal Head and case will be forwarded to Region/P.O respectively for consideration.

12.3 FIELD WORKER TERMINATED DUE TO DEFALCATION / MISAPPROPRIATION / MISCONDUCT:

Field worker cannot be engaged into the business of insurance for a period of 5 years as per Rule 25(1) of SECP 2002.

After five years he/ she can be reappointed one step down subject to:

- Clearance of all past cases.
- Submission of undertaking that he/she will not engage in any type of defalcation/misappropriation or malpractice in future.

REQUIREMENTS FOR RE-APPOINTMENT:

- i) A written application by the applicant in original, duly recommended by concerned Area Manager & Sector Head.
- ii) Minimum qualification for re-appointment should be at least Intermediate or equivalent.
- iii) Submission of a complete set of Annual Statement and Declaration Form and Registration Form.
- iv) Nomination form.
- v) Medical Examination Report.
- vi) Recommendation of Zonal Field Workers Association.
- vii) Approval of Zonal Head.

Note:

Regional Chief concerned may allow re-appointment in same cadre on the recommendations of Zonal Head concerned.

12.4 General Instructions:

- Field workers terminated for misappropriation/defalcation will not be reinstated for next five (05) years.
- In case of reappointment / reinstatement of field personnel within two years (twenty four months), it will be executed in the parent / previous area or channel. Otherwise NOC from previous channel and acceptance / welcome letter from desired channel will be required.
- In case, if field worker reinstated / re-joined after 2 calendar years of termination / retirement, completion of minimum double FYP quota is required upto 31st December in the year in which he/she has reinstated/rejoined, to qualify for the facilities of respective cadre in 2nd year of reinstatement/reappointment. Otherwise at least 75% 2nd year persistency will be required with minimum annual FYP quota of respective cadre.

(Example: A Sales Manager terminated in October 2017 and reinstated in June 2019. Since his termination period/duration is less than 24 months as on June 2019, 2nd Year persistency is not applicable on him for the Year 2019 as his FYP 2018 was NIL due to his termination. Therefore he has to complete double FYP quota in the Year 2109 to qualify for the facilities of S&AF, Medical, Group Insurance, etc. for the Year 2020).

13- RETIREMENT.

Any field worker can apply for retirement, if fulfilled the following:

13.1 Conditions:

- i) For SR: Applicant aged 60 years or more and has been successful field worker with the Corporation (having earnings) for previous 3 consecutive calendar years.
- ii) For SM: Applicant aged 60 years or more and has been successful field worker with the Corporation (having earning) for previous 8 consecutive calendar years as field personnel.

OR

He/she (SR or SM) has not reached the age of 60, but has been a successful field worker with the Corporation (having earning) for previous 10 consecutive years in the current cadre.

OR

The Field workers having completed at least 20 years association as field personnel from the date of joining State Life will be allowed to be retired on request without any above qualifying condition.

Female Field Worker will be allowed to apply for retirement after having completed five (5) successful years of association (having earning) from the date of joining State Life.

- iii) For SE, SSR or SR, renewal commission in the immediate preceding calendar year in respect of third and later policy years was at least Rs.5,000/-
- iv) For SM, renewal over-riding commission in the immediate preceding calendar year in respect of third and later policy years was at least Rs:3,000/-
- (v) He/she is not willing to do any more new business.

13.2 Documentary Requirement:

A written application with full justification for retirement is required in original from the concerned field personnel.

Application should be recommended by complete channel upto Sector Head.

R-02 Form should be submitted duly filled/signed by the concerned field worker in all respect and the same be forwarded to Zonal Commission Section for position of earnings.

13.3 Procedure:

Application along with R-02 form (duly completed) submitted in Agency Administration Department. After verification of applicant's signature of R-02 Form, Agency Administration Department will forward the application to Commission Section for renewal position and then for Zonal Head's approval.

Acceptance of the application shall be at the sole discretion of the Zonal Head.

After approval of Zonal Head, applicant should be informed in writing (Specimen letter is as under) and computer record of concerned field worker should be inserted / updated as Retired Code "2" by Agency Administration Department.

Submission of R-02 Form for renewal of retirement is mandatory for all retired field workers as per retirement rules (after every one year for SMs and after every two years for SRs).

Applicant will continue to draw renewal commission/over-riding commission, as long as the amount remains at least R.1,000/- per annum.

Refer to SR & SM contract relevant clause, the payment of Renewal Commission shall cease, if in the opinion of the Corporation the applicant has started to work in any capacity whatsoever in Pakistan for another insurer doing life insurance business.

13.4 RETIREMENT OF PERSONAL SR'S CODE OF SALES MANAGER:

Promoted SMs are allowed to get retirement from their previous organizations as SR, if they are not willing to produce business through their personal SR code. In these cases, only application from the concerned field worker is required duly recommended by AM/Sector Head.

After approval of Zonal Head, personal SR code of applicant will be retired, computer record should be updated as retired Code "02".

Submission of R2 from for renewal of retirement is not required in this case; SR's registration date will also be updated with SM's Registration every year, while SR's active code remains retired "02".

Specimen letter for Retirement



STATE LIFE

Insurance Corporation of Pakistan

Zone

Date: _____

SUB: **RETIREMENT**

Mr/Ms _____

Refer to your application dated _____ for retirement as _____ as recommended by your Area Manager and Sector Head, your application has been approved by the Zonal Head w.e.f. _____.

Submission of R-02 Form for renewal of retirement is mandatory for you for every twelve months (for S.M.)/twenty four months (for S.R.) from date of your retirement as long as the amount of renewal commission/over-riding commission remains at least Rs.1,000/- per annum.

Your retirement is valid until you do not join any other life insurance company.

Regards,

I/C Agency

CC: Commission Section
Concern Area Manager

14- RENEWAL OF RETIREMENT:

Ref: MKTG/ZIA/A-48/91 dt: 8th Oct. 2003 & MKTG/MJK/IB/A-48/8 dt: 20th Jan. 2004

A) Retired – Regular Scheme (other than amnesty scheme):

- i) Those field force who retired other than amnesty scheme, will submit a certificate on the prescribed form R-02 (duly completed and signed by F&A/commission department of the Zone) within one month earlier and not later than Six months from the date of expiry of retirement, provided payment of renewal/over-riding commission will continue to amount payable at least Rs.1,000/- per annum and retired worker has not joined/started to work for any other life insurer in Pakistan.
- ii) The form duly completed by the retired worker and certified by F&A/Commission Department will be required by Agency Department for taking action for advancing date of receives renewal commission by Twenty four months for Sales Representatives from date of expiry and Twelve Months for S.M. and SOs from the date of expiry.

(Note: Sales Officers cadre does not exist w.e.f. 1-2-2019. Hence this facility will remain only for those who got retirement as Sales Officer before 1-2-2019).

B) Retired under amnesty scheme:

- i) Those field personnel who retired under amnesty scheme will submit a certificate on the prescribed form D-02 (duly completed and signed by F&A/commission department of the Zone) within one month earlier and not later than six months from the date of expiry of retirement, provided payment of renewal/over-riding commission will continue till amount payable remains at least Rs.1,000/- per annum and retired worker has not joined/started to working for any other Life Insurer in Pakistan.
- ii) The form duly completed by the retired worker and certified by F&A/Commission Department will be required by Agency Department for taking action for advancing date of receives renewal commission by Twenty four months for Sales Representatives from date of expiry and Twelve Months for S.M. and SOs from the date of expiry.
- iii) In order to maintain uniformity and control purposes, the date of retirement of all field workers who stood retired before and under amnesty scheme will be consider as 3-9-2002.

Note: Annual Statement & Declaration from will not be required from retired field workers.

C) Action on failure to apply for Renewal of Registration/Retirement:

- i) The Agency Administration Department will update the field workers / retirees (in written) about expiry of their Registration / Retirement one month before the expiry of registration / retirement, however, the onus to apply for registration / retirement within prescribed time shall solely be on the concerned worker /retiree.
- ii) If registered and regular field workers failed to renewed their registration before expiry of Registration, their payment of commission / overriding Commission will be withheld and released only after getting Registration renewed within stipulated time.
- iii) In case of renewal of Registration, after passing 180 days from the date of expiry of registration the name of the worker will struck-off from the register of Agent and no business will be accepted from that worker and no payment will be released to him/her thereafter.
- iv) In case of renewal of Retirement, after passing 180 days from the date of expiry of retirement the name of the worker will struck-off from the Register of Retired workers and no payment will be released to him/her thereafter.

15- DOWN GRADATION OF FIELD PERSONNEL:

All down-gradation cases of the field personnel will be processed at zonal level and approved by the Regional Chief concerned subject to the following:

- i) No down gradation in case where Sales Manager was the part of the promotion of Area Manager, being qualified Sales Manager and is attached with the Area Manager.
- ii) No case of down gradation will be processed where FYP of preceding year would be more than FYP quota of respective cadre.
- iii) In case of down gradation of SM as SR, previous SR code will be reinstated if valid, otherwise new code will be issued. Present S.M. Code will be placed under Retirement Code “2” and if the said down-graded S.R. will be promoted as S.M. after fulfillment of laid down criteria for promotion, the said code will be de-retired.

After approval from Regional Chief concerned, down-gradation will be carried out subject to following:

- a) If down gradation is executed within three (03) years from the date of his/her promotion, then recovery of onetime cash compensation (if any) from applicant is mandatory which was paid to his/her supervisory officer at the time of his/her promotion
- b) The SM once demoted as SR, will not be considered towards eligibility of any Sales Manager for appointment as Area Manager (for next three years from date of his/her down gradation). However he/she will be considered towards as productive SR.
- c) The field worker once demoted will not be considered for promotion for next three years and the SM who demoted is required to fulfill the existing promotion criteria.
- d) The clubbing of FYP for any purpose after demotion is not permissible in any case.
- e) NOC from all concerned will be required.
- f) After demotion, attachment with newly promoted SM is not permissible.
- g) The base of the demoted Sales Manager will remain with the Area Manager, if exists.
- h) In case a Sales Manager requests for down-gradation as Sales Representative, where his/her Area Manager is reverted back to Sales Manager due to any reason(s) condition of annual FYP Quota (which is mandatory condition for down-gradation) will not be applied in such cases. Release of S&AF (in kind/cash) will not be continued to down-graded Sales Representative in such cases. The SM downgraded as SR will remain in the same hierarchy/channel.
- i) No down-gradation will be allowed in last quarter of the Year.

In case of any ambiguity/dispute/clarification/amendment, decision of Marketing Division will be final and binding on all.

At the end of year, a list of downgraded field workers should be provided to Marketing and I.T. Divisions to update the record with present and previous code numbers of downgraded field workers.

(Note: Proforma for Down-gradation is attached on next page)



STATE LIFE INSURANCE CORPORATION OF PAKISTAN
_____ ZONE

POSITION NOTE FOR DOWN GRADATION FROM SM TO SR

Name of applicant: _____	Designation _____
--------------------------	-------------------

Registration No. _____	Code No. _____
------------------------	----------------

Area: _____	Date of appointment _____
-------------	---------------------------

FYP Preceding Year (_____): _____	No demotion if quota is completed
-----------------------------------	-----------------------------------

Was he a part of promotion of Area Manager YES ☐ NO ☐

NOC obtained from all concerned YES ☐ NO ☐

Was any One Time Cash Payment made to the Supervisory Officer (if any should be recovered from applicant)	Rs: _____
--	-----------

Comments:

(Incharge Agency)

(Zonal Head)

(Regional Chief)

16- DETACHMENT/ATTACHMENT:

16.1 SALES REPRESENTATIVES:

16.1.1 Conditions:

- On promotion, retirement, death or removal of the senior organizer/Area Manager.
- In case of serious conflict between organizer/Area Manager and any one or more members of his/her team.
- In case of unwillingness of the organizer/A.M. to retain any member of the team on the charges of spoiling the teamwork.
- Attachment/Detachment will be processed upto 25th of each month.

16.1.2 Requirements:

- Written request from concern SR with full justification of attachment/detachment.
- NOCs from present and proposed channel.
 - Applicant's signature and NOC to be verified.
- Approval/Recommendation of Sector Head.

16.1.3 Approving Authority:

For SRs: Sector Head / Zonal Head

16.1.4 General Instruction

- a. Detachment/attachment of S.R. would be restricted twice in a year only (twelve months) for the individuals.
- b. Date of feeding will be taken as effective date.
- c. In case of dispute, the matter will be referred to the Zonal Dispute Committee whose decision will be final and binding on all. After detachment, the S.R. will remain direct with the Area Manager/Sector Head for at least six months.
- d. Detachment/attachment of S.R. during the Month of December may be avoided as much as possible. However, cases of hardships/serious nature can be processed, which is sole discretion of Zonal Head.

16.1.5 Dispute committee is consisting of the following officials within Zone.

- a) A Sub-Zonal Head or Senior Sector Head.
- b) Concerned Sector Head.
- c) Incharge Agency Administration Department.
- d) Representatives of Field and Area Managers Association of the Zone.

The Dispute Committee will examine the complaint/grievances/conflict and submit its report to the Zonal Head after hearing and recording the statement of the applicant requesting for detachment and also of the person (i.e SM/AM) from whom detachment is requested. Efforts should be made to remove the grievances and detachment decision (if necessary) should be taken as a last resort.

Incase of SR: After detachment the Sales Rep. will remain direct with the Area for at least Six months before he is considered for attachment with any other Sales Manager.

Incase of SM: After detachment the Sales Manager will remain direct with the Sector for at least twelve months before he is considered for attachment with any other Area Manager.

16.2 GUIDELINES FOR DETACHMENT/ATTACHMENT OF SALES MANAGERS:

Ref: Marketing/A-48/02 dt: 28th Dec. 2015 & Marketing/SC/A-48/25 dt: 1-3-2016

16.2.1 Requirements:

- a. Written Request of concerned Sales Manager.
- b. NOC from existing Area Manager & Sector Head, if exists.
- c. NOC of Area Manager with whom, Sales Manager likes to be attached.
- d. Performa duly completed in all respects.
- e. Undertaking from the proposed Area Manager (specimen as under).

16.2.2 TERMS AND CONDITIONS:

- a) First preference will be given to the Area Manager from whom, the Sales Manager was promoted irrespective of FYP produced by the Area Manager.
- b) Due consideration should be given to the nearness of the location of the Sales Manager and that of the Area Office with whom attachment is being considered.
- c) No Sales Manager would be attached to the top Area Manager of the Zone as far as possible, however in case of promotion from Area, attachment with these Area Managers will be considered.
- d) Only one attachment of Sales Manager in a year is allowed with an Area Manager in normal circumstances (as amended vide P.O letter # Marketing/A-48/28 dt: 26/3/2018 stated:)

“that the condition for attachment of one Sales Manager with Area Manager in a year be amended upto the extent that the total limit of business of Sales Manager will not exceed the approving limit of Zonal Head/Regional Chief. For example, if two Sales Managers have business of 1.2 Million & 1.3 Million respectively, they both will be allowed to be attached with one Area Manager at Zonal Head level or RC level, as the case may be”.

Illustration:

If two SMs have FYP base of Rs.12.00 lac and Rs.13.00 lac respectively, (i.e. total 25.00 lac FYP base) they both will be allowed to be attached with one Area Manager by the Zonal Head.

If any other SM with FYP base of Rs.15.00 lac, request for attachment with the same Area Manager within the calendar year, Regional Chief will allow this attachment. Regional Chief is authorize to attach as many Sales Managers with same Area Manager upto the total limit of Rs: 50.00 lac FYP of all the attachment.

Rest of the cases of attachment exceeding the authority of Regional Chief (if any) with the same Area Manager will be forwarded to the Marketing Division.

- e) No attachment/detachment would be permissible with the newly appointed Area Manager until confirmation of service. Furthermore, there would be no attachment with the Area Manager who failed to complete their annual FYP quota during preceding two consecutive years.
- f) A written undertaking from the Area Manager concerned to the effect that the attached Sales Manager shall achieve at least 25% of growth in FYP. In case of failure in achieving the target, the Area Manager will not be entitled to receive any of the credit on the business procured by the said Sales Manager (except incentive bonus) and Sales Manager remained attached with him. It is clarified that the increase in required on the basis of that particular period i.e. from the date of attachment of the Sales Manager instead of whole year's FYP base. However, the condition of minimum 25% growth has been relaxed from 25% to 15% only for the Year 2019, as a special case (one time arrangement).

- g) The effective date of attachment will be 1st of the month. The decision of attachment/detachment will not be backdated for more than 15 days and there would be no attachment/detachment in June and December.
- h) Detachment request would only be considered on completion of at least one year association with the existing Area Manager.
- i) The request for detachment/attachment should be finalized with a clear decision within 10 (ten) working days from the date of receipt in Agency Admin. Department.
- j) Consent/willingness of Sales Manager is mandatory.
- k) In case of transfer of Area Manager, attachment of Sales Manager(s) with the Area Manager will be finalized as per above guidelines. (Newly promoted Area Manager will not be transferred to another zone until conformation of service)
- l) No Area Manager is allowed to look after direct Sales Manager(s) without attachment. In such cases, if direct Sales Manager is required supervision, concerned Sector Head will look after their business affairs.
- m) Transfer of Sales Manager from one Zone to another Zone will not be allowed during the Month of June and last quarter of the year.
- n) In case of transfers of Sales Managers from one to another Zone, bases of concerned Sales Manager will remain within the previous Area & Zone.
- o) In case of death (God forbid) of any Sales Manager during last quarter, his/her Sales Representative(s) will remain attached directly with the Area Manager till annual business closing.
- p) In case of any ambiguity/dispute/clarification/amendment, decision of Marketing Division will be final and binding on all concerned.
- q) Business figures of all concerned of preceding year should be pre-audited.
- r) A register should be maintained at the Agency Admin dept. for recording attachment/detachment cases.

16.2.3 **AUTHORITY TO APPROVE ATTACHMENT OF SALES MANAGER:**

FYP IN THE PRECEDING YEAR	APPROVING AUTHORITY
Upto Rs.10,00,000/-	Sector Head
Upto Rs.25,00,000/-	Zonal Head
Upto Rs.50,00,000/-	Regional Chief
Above Rs.50,00,000/-	Divisional Head (Marketing)

- Exceptional cases of proposed detachment/attachment which do not come under the purview of the these guidelines will be referred to Marketing Division Principal Office along with the audited Performa duly completed in all respects with recommendation of Zonal Head's/Regional Chief's for approval of the Divisional Head (Marketing) or Executive Director (Marketing).
- Keeping in view the above guidelines, the rational for decision in detachment/attachment be recorded in each case of the existing audited Proforma which should clearly indicate that the attachment decision is based on equity, fair play and to achieve the maximization of business.

16.3 DISPUTE CASES:

In case of request from a Sales Representative / Sales Manager for detachment on account of grievance, or serious conflict with Sales Manager / Area Manager, a Committee consisting of the following officials will be constituted within Zone.

- 1- Sub Zonal Head or Senior Sector Head.
- 2- Concerned Sector Head.
- 3- Incharge Agency Administration Department.
- 4- Representative of Area Managers Association.
- 5- Representative of Field Association

Committee will go into the complaint/grievances/conflict and submit its report to the Zonal Head after hearing and recording the statement of the applicant requesting for detachment and also of the Sales Manager /Area Manager from whom detachment is requested. Efforts should be made to remove the grievances and detachment decision (if necessary) should be taken as a last resort.

Incase of SR's Detachment : After detachment the Sales Rep. will remain direct with the Area for at least Six months before he is considered for attachment with any other Sales Manager.

Incase of SM's Detachment: After detachment the Sales Manager will remain direct with the Sector for at least twelve months before he is considered for attachment with any other Area Manager.



Specimen Proforma for SM's Attachment

PROFORMA TO BE COMPLETED BY THE ZONE IN EACH CASE PROCEEDING OF DETACHMENT /ATTACHMENT OF SALES MANAGER

_____ Zone

1- Details of Sales Manager:

Name	Code No.	Date of Promotion as SM	Sector	Attached Since	Place of Posting

First year premium		Second year persistency (%)	
Preceding Year	Before Preceding Year	Preceding Year	Before Preceding Year

2- Details of Area Managers From whom Detachment is proposed:

Name	Code No.	Date of Appointment	Reason(s) for detachment from Area Manager

3- Details of Area Manager with whom Attachment is proposed:

Name	Code No.	Date of Appointment	Category	Sector	Place of Posting

FYP preceding Year	FYP before preceding Year	Persistency preceding Year	Persistency before preceding Year	Existing Number of SMs

Reason/Justification for attachment	

4- NUMBER OF SALES MANAGERS ATTACHED DURING LAST 3 YEARS.

Last Year	Preceding Year	Before Preceding Year

5- DETAILS OF SALES MANAGERS ATTACHED DURING LAST 3 YEARS:

S. No	Name of SM	Code #	FYP Preceding Year	Date of Attachment

(Cont.... Page No. 2)

6- **DETAILS OF SALES MANAGERS PROMOTED FROM AREA DURING LAST 3 YEARS.**

S. No	Name of SM	Code #	FYP Preceding Year	Date of Promotion

RECOMMENDATION/COMMENTS OF AGENCY ADMINISTRATION

Date:_____

(Signature & Seal)
(Incharge Agency Admin)

Recommendation / Approval (As the case may be)

Sector Head:

Zonal Head:

Regional Chief:

Divisional Head:

Note:

Attachment of Sales Manager will be provisional for one Year and subject to a written undertaking from the Area Manager concerned to the effect that the attached Sales Manager will achieve at least 25% of growth if FYP. Incase of failure in achieving the target, the Area Manager will not be entitled to receive any of the credit on the business produced by the said Sales Manager, (except incentive bonuses) and sales Manager will remain attached with him.

ATTACHMENT UNDERTAKING (SPECIMEN)

I, _____ AM # _____ agreed that, if Mr. _____
SM # _____ does not achieved required 25% increase in FYP _____ over base with
effect from date of attachment, FYP credit of Sales Manager for the year _____ will not be
claimed by me for all practical purposes (except incentive bonus) as per Corporation Rules.

Signature: _____

Name: _____

Code # _____

Date: _____

Witness by: _____

Concerned Sector Head: _____

17- TRANSFER OF FIELD WORKERS :

17.1 ZONE TO ZONE TRANSFER:

Following should be ensured at the time of transfer of field worker:

1. Field worker is active.
2. No complaint is pending against applicant.
3. No debit balance/loan against applicant.
4. Clearance from P&GS Department regarding return of in kind items, (if provided), i.e. air conditioner, computer, furniture etc.).
5. Transfer of Sales Manager from one Zone to another Zone will not be allowed during the month of June and last quarter of the year.

REQUIREMENTS:

- Written application from the concerned field worker with reason(s)/justification of transfer of file to another Zone.
- In case of transfer of Sales Manager with his/her team, individual written requests of interested field workers of his team will be required duly recommended by AM & Sector Head concerned.
- Application(s) should be forwarded from desired to existing Zone, i.e. from the Zone where transfer is required to the Zone where the field worker/team is working presently.
- NOCs required from both, i.e. existing and desired channels.
- If the desired channel is not mentioned in the application, the concerned Zonal Head will decide channel for attachment.
- Approval from both Zonal Heads.
- Copy of transfer letter must be provided to concern Regional Chief for information.

Transfer of field workers will be subject to clearance of all loans availed in the present Zone.

Agency Administration Department will send the file along with account balance, audited business figures & entitlements of medical, S&AF & Group Insurance (if any) to the Agency Administration Department of the proposed Zone. **Computer record of applicant must be updates as transferred i.e Activity code as (04) in the parent zone.**

Furthermore, month wise First Year Premium and Number of Policies sold procured in last twelve (12) months by the concerned field worker will also be provided from the date of transfer.

After receiving the file, Agency Administration Department of new Zone will create the record in their computer & issue DP-06 (Zone change advice) to the I.T. Division, P.O.

The said facility can be availed only once during the entire career of concerned field worker. However, in exceptional cases, re-transfer is the discretion of Regional Chief concerned.

17.2 FOR TERMINATED FIELD WORKERS:

If applicant is terminated, Personal File will not be transferred. New code will be issued in the proposed Zone subject to clearance from the parent Zone.

Note:

File of the applicant may be given to proposed zone without any changing in computer record (i.e his/her activity code will remains terminated (03) in the parent zone), photocopy of the file should be retain in the parent Zone, However, this practice may please be discouraged.

17.3 TRANSFER TO GULF ZONE.

Field Workers are allowed to avail the opportunity of transfer to Gulf Zone from any individual life (IL) Zone of Pakistan, provided:

- a) Written request of concerned field worker.
- b) NOC from supervisory officer(s) upto Sector Head.
- c) Field worker should be active with valid Registration.
- d) No complaint/disciplinary proceedings or case of defalcation/misappropriation of premium, etc. are pending against applicant and the applicant is having unblemished past record.
- e) Clearance of all debit balance / loans / advances against the applicant.
- f) Clearance from P&GS Department that in kind items (if provided) are returned to P&GS or 4.35% cash compensation will be discontinued from the month of transfer to Gulf Zone.
- g) N.O.C. from the Zonal Chief Gulf Zone.
- h) Recommendation of the concerned Zonal Head (IL) of Pakistan.

After fulfilling the above requirements, concerned Zone will forward the case to Marketing Division for further process. Marketing Division will send the case to Zonal Chief, Gulf Zone for clearance / NOC.

Divisional Head (Marketing) will decide/approve the case on merit.

Once, Marketing Division will approve the transfer, concerned Zone will place his Activity Code as “2” as RETIRED instead of “0” as ACTIVE and concerned field worker should ensure validity of his/her retirement as per existing procedure.

All expenses, i.e. air ticket, visa, etc. will be borne by the applicant.

In case, if the applicant is willing to come back to Pakistan and wish to rejoin in individual life Zone, he can do so, subject to NOC from Gulf Zone and clearance of any debit/credit/advances and also clearance of complaint(s)/disciplinary proceeding(s), etc., if any. In case of re-entry, he will be attached with the last/previous channel in Pakistan, i.e. from whom he left, with the approval of the Regional Chief after the recommendations of Zonal Head. However, in case if he/she is returned to Pakistan after 2 years, his attachment will be decided by the Zonal Head with the consent of applicant.

Note:

- I. Submission of R-2 Form (every year for SM and after every two years for SR) is mandatory for renewal of retirement of transferred person as the case may be.
- II. At the time of re-joining, his “Activity Code” will be placed as “ACTIVE (Code 0)”, subject to submission of renewal of registration and Annual Statement and Declaration form.
- III. His previous team will be attached with him as per attachment/detachment rules (if exist) provided consent of the every individuals.

17.4 TRANSFER OF AREA MANAGER (IL):

Transfer of Area Manager (IL) within the Zone or from one to another Zone within Region is within the purview of the Regional Chief. Concerned Zonal Head will be forwarded the case to Regional Chief with full justification for approval.

Transfer of Area Manager from one Region to another Region will require consent of both Regional Chiefs. After approval, Office Order will be issued by the Office of senior Regional Chief.

In all cases, attachment of Sales Manager(s) with the transferred Area Manager will be finalized as per attachment rules / guidelines.

In case, Sales Manager(s) are working directly with Zone, Zonal Head with the approval of Divisional Head/Executive Director Marketing may allow any Area Manager of the Zone to look after the direct Sales Manager(s) with pre-determined terms and conditions. This practice should be exercised only on exceptional cases, under special circumstances.

The said facility can be availed only once during the entire career of concerned Area Manager. However, in exceptional cases, re-transfer is the discretion of Regional Chief concerned.

REQUIREMENTS:

- Written application from the concerned Area Manager with reason(s)/justification of transfer of file to another Zone.
- In case of transfer of Area Manager with his/her team, individual written requests of interested field workers of his team will be required duly recommended by AM & Sector Head concerned.
- Application(s) should be forwarded from desired to existing Zone, i.e. from the Zone where transfer is required to the Zone where the Area Manager is working presently.
- No complaint is pending against Area Manager.
- Clearance from P&GS Department regarding return of in kind items, (if provided), i.e. air conditioner, computer, furniture etc.).

Newly promoted Area Managers will not be transferred to any other Zone until the confirmation of service in any case.

17.5 TRANSFER / RELOCATION OF SECTOR HEAD.

Transfers / posting of Sector Heads and relocation of Sectors within Zone are purview of Zonal Head should be completed before 31st March of every year (if required). Copy must be provided to concern Regional Chief for information.

Transfers, postings of Sector Heads from Zone to Zone will be processed at P.O level through Marketing Division with the recommendation of Regional Chief(s).

18- CHANGE OF AGENCY CHANNEL:

If a policy remains lapsed or auto-paid-up for more than 90 days, the change of agency shall be allowed subject to following conditions:

1. Where the securing SR does not exist due to any reason and the Agency Administration Department certifies the fact in writing on the request of PHS Department.
2. Where the securing SR is active or retired but he/she gives “No objection Certificate” duly verified by Agency Department.
3. In all other cases, a 15 days registered notice shall be issued to the securing SR by PHS and change will be allowed if the policy is not revived until the expiry of notice period.

Agency Administration Department will only verify the status and signatures of SR as per request of PHS Department. In case, SR's signature is not matched with agency record, signatures must be verified by concerned Sector Head.

Further action will be taken by PHS Department.

19- CORRECTION OF CHANNEL THROUGH DP-04:

In all other cases except change of Agency Channel DP-04 will be issued for correction of Agency channel subject to:

- i) Written request for correction of Agency Channel should be initiated within the year of issuance of policy by the concerned field worker.
- iv) Policy file should be called from PHS Department.
- v) Application sent to Commission Section for verification of channel to whom, commission is mistakenly credited of the said policy (DCS position).
- iv) After confirmation/verification, DP-04 will be prepared by the Agency Department and sent to Commission Section F&A Department with policy file and confirmation for punching and further necessary action.
- v) DP-04 serial number will be issued at Commission Section.

20- MANUAL CREDIT:

Manual credit may be demanded by the field worker for the correction of any premium, which was supposed to be carried out and included in the previous calendar year but was not processed and included therein due to flaw in system or delay on the part of official concerned, following are the guidelines for strict compliance:

A committee should be constituted comprising of following officers in the Zone for the processing of Manual Credit:

- | | | |
|----|----------------------------------|-----------|
| 1. | Zonal Head | Convener |
| 2. | Functional Head (PHS) | Member |
| 3. | Functional Head (F&A) | Member |
| 4. | Incharge (Agency Administration) | Secretary |

Upon receipt of the written complaint from any tier of respective field organization, having valid association with the Corporation along with recommendations from entire hierarchy, the Committee will evaluate its genuineness and prepare a working paper having following information:

- a) Details of events resulted into complaint fixing responsibility.
- b) Explanation of concerned official determined responsible for the error.
- c) Detail of exact (or expected) financial impact.
- d) Confirmation that subject manual credit has not been processed / done earlier.
- e) Examination and report on previous manual credits allowed, if any.

If the Committee considers that the case in order to have no fault at the end of field personnel concerned, it will forward the case with its recommendations to the respective Regional Chief. Before approval by Regional Chief, the case will be reviewed thoroughly by the Regional Incharge (PHS) and Regional Accountant (Regional Manual Committee). The Regional chief will decide the case on its merit along with suitable action/warning to the official found responsible for the error, if any. If the case is approved by the Regional Chief, manual credit will be allowed and expedited as under, after clearance/verification by Internal Audit Department of the Zone.

- **A register should be maintained at the Regional & Zonal Offices for recording approved cases.**
- **It must be ensured that debit/credit shall be given to entire hierarchy of the policy instead of restricting to the applicant only.**
- All entitled bonuses and fringe benefits will be adjusted accordingly by virtue of manual inclusion/exclusion of specified amount of premiums, as the case may be, effecting figures of **entire hierarchy (SR, SM & AM).**
- At the end of ensuring year, before processing final commission payment, release of fringe benefits, facilities under the instant cases, the figure which were manually added into or subtracted from the corresponding figure of last year, will be adjusted manually in the corresponding figures of the ensuing year, if not done already, effecting figure of entire hierarchy. Re-computation will be confirmed by the Committee and verified by the Internal Audit Department of the Zone.

However, to avoid duplicate credits of business in subsequent year, following measures shall be taken:

- a. Before forwarding the case to Regional Chief, the Zonal Head must ensure that reply of the explanation called has been received and found satisfactory; otherwise further administrative action must be initiated.
- b. At year-end, the Regional Office will submit complete particulars of cases under which manual credit has been allowed during the year, to F&A Division/Marketing Division,
- c. Zonal/Regional Office will also ensure that effects of manual credit, if repeated in next year and deleted manually and double credits/payments are not proposed either in commission or, for other fringe benefits (i.e. S&AF, Group Insurance, Medical, etc.).
- d. Manual Credit cases will be entertained within the calendar year of the Policy. Request will not be considered after 6 (six) months of issuance of policy. Zonal/Regional management is responsible to settle all such cases well in time.
- e. Manual Credit cases will not be considered for the promotion of SM to AM and AM to Manager (Marketing), if personal cheque(s) are involved in the Manual Credit Case (personal cheque mean, cheque from other than the policy holder).

21- COMPILATION OF BUSINESS FIGURES (FOR FIELD WORKERS)

21.1 FIRST YEAR PREMIUM OF FIELD WORKER (IL):

- First Year Premium is inclusive of NFYP of policies sold under individual lives during the year + Differed Premium + Group Insurance premium @10% of total premium and 6% of Single Premium policies (if any).

Note: 10% of Alpha Insurance business (if any) will be treated for SR to SM promotion purpose only.

- Agency Administration Department will request G&P Department of the Zone to provide channel-wise annual figures of field workers procured Group Premium during the Year.
- Single premiums of field workers will be obtained from month-wise/annual Completion Report prepared by Zonal I.T. Department after close of month.
- Agency Department will compile the final figures of field workers after obtaining aforementioned information.

21.1.1 Credit of Single Premium & Group Insurance Premium

Marketing Division dt:25th March 2014

All single premiums policies, deferred annuity term insurance and Group Insurance premiums shall be treated as First Year Premium. The Credit will be allowed to the Region, Zones, Marketing Executives, Area Managers and all marketing force for all practical purposes @10% of total premium of Group Insurance Premium , 6% of Single premium policies (if any).

21.2 SECOND YEAR PERSISTENCY (%):

Marketing Division dt:25th March 2014

- SYP collected in the current year divided by FYP of Last year (Group & single premium will not be counted in FYP of last year (base) for the calculation of SYP).
- If a field worker is promoted during the year and completed FYP requirement in the new cadre even with clubbing where applicable, his/her 2nd Year Persistency in previous cadre is required 75% for the qualification of S&AF, Medical Benefits, Group Insurance coverage & other facilities.

Note:

The base of field worker for calculation of 2nd Year Premium requirement will not be changed in case of death of policyholder occurred before due date of 2nd Year Premium. In exceptional cases, where the amount of 2nd Year Premium of deceased policy is too huge for concerned field worker to meet the required 2nd year persistency in any case.

Such cases may be forwarded to Marketing Division through Regional Office with full justification for further action at their end.

21.3 RENEWAL PERSISTENCY (Third year and over premiums):

Third year and over premium collected in the current year will be divided by SYP + Renewal premium collected in previous year.

$$\text{Renewal Persistency} = \frac{\text{Renewal Premium (3rd year \& over of current year)}}{\text{SYP + Renewal Premium (Preceding Year)}} \times 100$$

Only for calculation of renewal persistency, premium not due in the current year due to maturity/death claims in the preceding year will be deducted from the base figure.

(It does not cover the relief in 2nd year persistency)

21.4 CONCESSION OF 6% OF RENEWAL PREMIUM.

Ref: Marketing/SMKW/A-48/74 dt: 22/8/2003

The 13th July 2002 office order provides a modified concession for inclusion of 6% of renewal premium to meet the shortfall in required FYP volume for old field workers for qualifying Group Insurance coverage only. It is decided that this modified concession will also be extended on the same lines for meeting shortfall in required FYP volume for qualifying S&AF and Medical benefits, subject to other conditions as well. Persistency to be observed as per Persistency to be observed as per persistency ratio requirements described in the “7th Jan. 2002 office order”. In addition , since this concession has been provided for field workers having age of 65 or above, it has been decided that this concession will also be extended to those below age 65 subject to completion of atleast 65% of required volume of FYP, as per new FYP standards. Persistency to be observed as per persistency ratio requirements described in the “7th Jan. 2002 office order”.

Conclusion:

Concession of 6% of renewal premium will be given to all field workers to meet the shortfall in FYP subject to completion of at least 65% of required annual FYP quota with minimum 75% 2nd year persistency.

After concession, if required FYP completed, initial slab of SAF, Medical, Group Insurance and other facilities will be given.

Incase he/she is getting cash compensation in lieu of S&AF inkind, than 4.35% will be given on the actual FYP produced by the applicant subject to completion of other requirements.

Note: Renewal premium means SYP + Renewal Premium (i.e 2nd Year + 3rd year and over premium).

22- LAUNCHING OF CONTEST AT THE ZONE:

(A) Guidelines for launching Contest

Marketing Division/102 dt: November 5, 2019

1. As per Delegation of Financial Powers, Zonal Heads, Regional Chiefs and Divisional Head (Marketing) are empowered to announce business contests/incentives/challenges as the part of business strategy within their allocated budget under “Field Prize and Award”.
2. Before a business contest is conceived and launched, it must be ensured that sufficient budget is available with the Zone/Region and the total cost of the contest is within the permissible limits.
3. Contest should be launched at the start of the month or at least 15 days before close of the month and copies thereof must be forwarded to the Zonal In-charges of F&A, I.A., Agency as well as to the Regional Chief. Contest launched in the last week or the last day of the month for the same month be avoided as much as possible.
4. In view of mini-closing during the month and to attract the Marketing personnel towards such arrangement, business contest or incentive on the basis of procurement of First Year Premium for the broken period of the month can be announced.
5. However prizes/incentives awarded/announced by the Officials/Executives of the Principal Office during official visit to any Area/Sector/Zonal /Regional Offices or during the course of any field/Agency Zonal Heads meeting will be honored irrespective of time frame.
6. Contest on FYP submission/collection can be announced, i.e. cash/cheques realized during contest period. Incase cheques submitted on last day of the contest, the same should be realized within three working days (except December closing). No cash prizes/cash incentives/tours/in-kind prizes i.e. wall clock, Dinner Set etc. will be offered on such contests. Only shields/certificates/lunch/dinner/hi-tea/meal will be allowed on submission contest.
7. To take full advantage of business contest and incentives in true spirit, 2nd year persistency for year to date should be linked with all types of business contests/incentives announced in the Month of December. Hence no contest should be announced in the Month of December without the condition of 2nd Year persistency starting from minimum 75.00%.
8. All concerned will be required to record the minutes/report of the meetings or announcements and be notified within one week of such announcements to all concerned. It is advisable that no award or prize is announced during last week of a month.
9. The FYP based contests should clearly indicate the target to be achieved as well as criteria for winning the awards. Similarly, the Renewal based contests should clearly indicate the persistency to be achieved or renewal persistency which was/is applicable. But it should not be less than 75.00% in case of 2nd Year Persistency and 90.00%. in case of Renewal Persistency.
10. In case the terms and conditions of a contest are to be amended, the authority senior to the one who launched the contest should be treated as competent authority to amend such terms. Case should be submitted for approval of amendments well before the closure of contest date (not less than ten days) with proper justification and reason(s) for proposed amendment. After approval, copies of amendment/corrigendum of the contest must be provided to all concerned & Zonal Incharges of F&A, Internal Audit & Agency Department within the contest period.

11. In case of mutual contest among the field workers and field executives, payments to the winner should not be made by debiting the field channels of worker or to perquisites of the executives who lost the contests.
12. It should be discouraged to launch multiple contests of same type in a month that if one worker wins one contest, he automatically wins the other contest which is not favorable to other workers of the Zone and also is a misuse of the budget for prizes and awards.
13. No substitution/conversion/replacement of prizes/tours won shall be allowed unless or otherwise specified in advance. However in special circumstances Zone/Region will forward the request to Principal Office for approval of E.D. (Marketing) with valid justification(s).
14. It should be ensured that only registered field workers are awarded prizes and should be delivered to the qualifiers in person provided the qualifier remains on the register of field workers at the time of delivery of prizes/awards/incentives.
15. The results of the contest should be announced within two months from the expiry period of the contest. Prizes/awards won should be disposed-off at the earliest.
16. Purchase of prizes & Awards should be processed through ZPC/RPC co-opting member from Marketing.
17. Payments made on account of field prizes will be subject to pre-audit by Internal Audit Department at Zonal Office.
18. Cash Prizes should be paid after recovery of income tax at the appropriate rate from the winners.
19. In case prizes are given in kind, an appropriate valuation should be determined for recovery of income tax. In such cases, winner may deposit the income tax in cash or valuated income tax of the prize may be debited from the commission of the winner.
20. In case of contest involving trips/journeys, period & place of stay and mode of transport should clearly be defined in the contest rules.
21. In case contest involving pleasure trip and qualifiers are less than 6 (Six) then announced visit will not be undertaken and qualifiers will be paid cash compensation upto the extent of 80% of the expected expenses in lieu of their qualification, subject to approval of Marketing Division on the recommendations of Zonal Head and Regional Chief concerned.
- 22. Contests involving UMRAH Tickets (or equivalent amount) and foreign tours shall not be announced unless prior approval is obtained from Chairman through E.D. (Marketing).**
23. Pleasure trip should invariably be scheduled on Friday, Saturday, & Sunday to avoid wastage of precious working days of field personnel, and only one official i.e. Zonal Head or his nominated representative will accompany the qualifiers. The Zonal Heads should avoid accompanying the qualifiers as much as possible. In case of larger number of qualifiers, Zonal Head can form organizing committee of 2 or 3 officials according to real need basis. Daily Allowance (D.A.) will not be admissible to the qualifiers and any official (i.e. Zonal Head/Regional Chief/nominated representative), however members of organizing committee (i.e. staff/officers) will be allowed Daily Allowance as per their entitlement.
24. Contest/incentives in shape of amusement/cultural events will be allowed with the exception of dance shows, etc.

25. In case of multiple contests during same period announced by the Zone/Region/P.O, only one prize of higher value will be payable / allowed.
26. For contest having condition of 2nd Year Persistency/Renewal Persistency with FYP targets and qualifier have NIL base for calculation of 2nd Year Persistency/Renewal Persistency due to any reason(s), given FYP target will be enhanced by 50% of actual target for that particular case.
27. In case where a contestant achieved the basic condition of the contest (i.e. FYP) but disqualify due to non fulfillment of any other condition(s) of contest (if required), the contestant at next merit order in of volume of FYP, who fulfill the all contest conditions will be considered as top producer and will be eligible for prize/incentive of that particular position.
28. Percentage or ratio on any account for determination of qualification should not be rounded off on upward side, i.e. if anyone achieved 74.99%, it will not be treated as 75%
29. In case where the prizes are won by the same field channel, i.e. by S.M. & S.R. on the same premium, then only one prize of higher value will be awarded/allowed to one cadre, i.e., either to SR or SM. This will enable more and more eligible contestants to win prizes, which will motivate them further.
30. In case if Zonal Head/Regional Chief is looking after any Sector/Zone directly, he/she will not be eligible to receive any prize/incentive (if announced) on account of that Sector/Zone.
31. The balloting/draw of prizes of contests will start from the higher value prize. For example, if prizes are consisting of Car, Motorcycle, TVs, Washing Machine, etc., ballot will start from prize of higher value as all the eligible contestants will have equal chance to win the higher prize(s).
32. Group, Term and Annuity Policy, Single Premium will not be accounted / included for contest purpose, otherwise specified.
33. Deferred Premium will be taken into account for contest purpose, otherwise specified.
34. No claim of contest prize/incentive will be entertained after lapse of six (06) months of finalization and announcement of results.
35. The cost of printing of motivational circulars, photographs taken in the meeting held for distribution of prizes against contest, cost of give-away prizes and cost of garlands etc. should be debited to Field Prize & Award head of expense.
36. Any clarification that may arise during currency of the contest period will be decided by Marketing Division and will be binding on all concerned and Management reserves the right to amend / extend / cancel any of the Contest(s) without assigning any reason whatsoever.
37. Personal agencies will not be taken into account for contest/incentives purposes.
38. The premium of policies cancelled during free look period will be deducted from the total premium of qualifier for calculating/determining the qualification.
39. In case of any dispute/ambiguity/clarification, the decision of the Divisional Head/ Executive Director (Marketing) shall be final and binding on all.

(B) PROCEDURE / INSTRUCTIONS:

- 1- Results of the contests shall be prepared by Agency Administration Department within a month and copy should be provided to the Zonal Head after verification by Zonal Auditor. The result of the contest should be circulated / distributed for information of all contestants through concerned Area Manager. No query will be entertained after six working days of circulation of copies of audited result.
- 2- The Agency Administration will forward the results to Audit Department for verification. In case of any query/observation in respect of terms and conditions, Zonal Head Secretariat will address. Whereas, query related to business figures, Agency Administration Department will address.
- 3- The Zonal Head will ensure the preparation of payment voucher, maintenance of budget register and arrangement of in kind prizes/incentives at Zonal Head Secretariat or P&GS Department at his discretion. Stock register for receipts and disposal of articles so purchased shall be maintained at Zonal Head Secretariat or P&GS Department for smooth handling.
- 4- Efforts should be made to compile result within 30 days of the close of contest/incentive on the business figures provided by I.T Department/Division.
- 5- List containing result of contest launched in the year, if not paid during the year must be prepared by 21st of February of the following year and provision for outstanding prizes must be incorporated in the book of the concerned zones, for accrual purposes.

(C) BUDGET ALLOCATION & RE-APPROPRIATION

- 1- Budget Allocation & re-appropriation under the Head of “Field Prizes & Awards” keeping in view the difficulties faced by the Zones in announcing business contests/incentives for the motivation of their Field Personnel, it has been decided that budget allocation under the head of “**Field Prizes & Awards**” A/C Code No. 805 for Zones would be 0.60% of First Year Premium of Current Year and “**Fuel Subsidy**” A/C Code No. 806FS to qualified Sales Managers will also be paid from this amount.
- 2- Agency Administration Department is responsible to process fuel subsidy disbursement within the budget provided by Zonal Head Secretariat under this head.
 - a. The balance amount after payment of Fuel Subsidy to qualified Sales Managers, will be available with the Zone to utilize towards Field Prizes & Awards as under:

Account Code	Title of Account	Percentage
805	Field Prize & Award	70%
924 ZZ	Conference & Meeting	30%

- b. There will be no re-appropriation of budget among the aforementioned heads of budget and 924ZZ will be used only for the Contests involving meetings, meals, refreshments, visits, etc. It has been observed that Zones are utilizing head of 924ZZ for business meetings/lunch/dinner/meals/hi-tea, etc., which is violation of standing instructions, issued by Principal Office, hence it is not allowed.

This Circular supersedes all previous circulars and guidelines regarding prizes, awards & business contests.

23- DEFALCATION & MISAPPROPRIATION OF PREMIUM:

- Handling of complaints is not related directly to Agency Administration Department and will be processed by Complaint Cell functioning under Zonal Head Secretariat. In case complaint is related to field workers, Complaint Cell will provide the copy of final decision to Agency Administration Department to be placed in personal file.
- In case of termination of field workers, a copy of complaint along with enquiry report and final decision will be provided to Agency Administration Department by Complaint Cell, to be reported in CENTRALIZED INFORMATION SHARING SOLUTION FOR LIFE INSURANCE INDUSTRY (CISSII).

PROCESS OF CENTRALIZED INFORMATION SHARING SOLUTION FOR LIFE INSURANCE INDUSTRY (CISSII):

Centralized Information Sharing Solution for Life Insurance Industry (CISSII) has been introduced by Security & Exchange Commission of Pakistan (SECP), vide its SRO 162(1)/2014 dated 12-3-2014 and the same would have been controlled by the Central Depository Company (CDC).

The primary objective of the CISSI is to enhance the policyholders' protection and to develop the formal information sharing mechanism between the life insurance industries. In compliance to the SRO quoted above.

Zonal Agency Administration Department is required to share following information (based on Zonal Complaint Cell) at the end of every month with the Regional Incharge Agency Administration/Marketing Division for uploading the same on the CDC portal on the next day:-

Summary of the case should contain following details:

- a. CNIC Number.
- b. Name of agent with designation and code number.
- c. Nature of misconduct with date of its accusation.
- d. Date of appointment.
- e. Date of termination.
- f. Date of birth.
- g. Residential/Postal address.

The Incharge Agency Administration Department should ensure that the CISSII Report is sent to Regional Incharge, Agency Administration/Marketing Division every month on regular basis, and if there is no such case reported, a nil report must be sent. In case of failure in compliance of these directives, Incharge Agency Administration will be held responsible.

FRINGE BENEFITS

- MEDICAL FACILITIES
- GROUP INSURANCE COVERAGE
- SEATING AND ALLIED FACILITIES
- FACILITY OF FUEL SUBSIDY
- OFFICE STATIONERY
- PERSONAL COMPUTER
- DRIVER SUBSIDY
- CONVENYANCE LOAN
- EMERGENCY ADVANCE LOAN
- EID ADVANCE

24- **MEDICAL FACILITY:**

Ref: office order No. Marketing/PO/50/2002 dt: 13tg July 2002

Medical Facility to be given to SM's, SE's and SSR's depend on attending the 2nd year persistency describe in the 7 Jan 2002 order and completing their FYP quota.

Senior Sales Representatives, Sales Managers and Sales Executives are entitled for Medical facility subject to completion of minimum annual FYP quota with at least 75% 2nd Year Persistency of preceding year as at 31st December.

Other conditions:

Ref: Marketing/SMKW/A-48-74 dt: 22/8/2003

- (i) Maximum age of entry for medical facility for qualifiers is 59 years.
- (ii) The coverage for such new entrants will be upto the age of 65 years effective 1-1-2003. However, a worker already on roll as at 31-12-2002 will be provided coverage upto age 72 years, provided he/she was placed on register and remained on register till age 72 years. Completion of annual FYP quota with prescribed 2nd Year persistency in preceding year is mandatory in all cases for the entitlement of medical facilities.
- (iii) The eligibility for medical facility includes self & dependents (spouse and children only). Dependant parents of qualified field workers are allowed OPD only within prescribed limit.
(*Note: Parents of eligible field workers were entitled for OPD only within prescribed limit. As medicines + medical attendant payments are disbursed through monthly commission statement as per their entitlement, hence this facility is hereby discontinued.)

Following documents are required for entering/eligibility of the medical facilities:

- (i) Medical Examination Form, if not provided earlier (specimen attached).
- (ii) Medical Declaration form duly completed in all respects (specimen attached)

Note:

- It is mandatory for all qualifiers to apply for Medical Card well in time every year.
- Forms submitted after three months will require approval of Zonal Head.
- Forms submitted after June will require approval of Regional Chief.
- Incomplete declaration forms will not be accepted.
- Medical cards should be handed over to the qualifiers only.

24.1 Clarification of Dependents:

- 1) If wife is also working as SR and her husband is Sales Manager, she will be dependent of her husband.
- 2) If wife is working as SM and disqualified for medical entitlement, she will not be treated as dependent of her husband.
- 3) If both wife & husband are working as SM, children will be dependent of father.
- 4) If a SM has more than one wife, only one wife will be considered as dependent, which he has mentioned in the declaration form at first time, which will never be changed in future except death/divorced of declared wife. However all children will be considered and remain as his dependent.
- 5) If wife is working as SM and her husband is also SM. If she declared in written affidavit on stamp paper of Rs.50/- by self (as annexure "A") and undertaking by Area Manager / Sector Head (Annexure "B") that she will remain the dependent of her husband for medical benefits. Medical Card will not be issued to her in any case, even if she qualifies for medical, she will remain dependent of her husband in future, till the qualification of her husband.

Continue.....

- 6) In case of death of qualifier, medical facility will continue for his/her dependents for that particular year only within allowed limit and excess amount on medical treatment will be debited to the account hereditary commission deceased field worker. However, a Certificate attested by the gazette officer/union council to the extent that she is still widow of deceased field workers and she and her children do not have any source of income other than State Life and undertaking from the widow that she is still widow. Further it may be noted that the such cases will be decided by Principal Office on case to case basis.
- 7) The maximum age limit for dependent children (male) will be 21 years subject to no source of any income and fully dependent of the qualifier. In case age of dependent (male) is more than 21 years, undertaking of qualifier field worker duly verified by concerned sector head will be required. Daughter(s) will remain dependent of the qualifier till her marriage /until having no source of income.
- 8) If husband has no source of income, he will be considered as dependent of his wife, subject to proper verification by concerned Sector Head that he has no source of income whatsoever.
- 9) Maternity charges upto five (05) times are allowed. Wife's name should be declared in the medical card.

Annexure 'A'

AFFIDAVIT

I, _____ Widow / Widower of _____, Code No. _____, holder of CNIC No. _____ resident of _____

do hereby state on solemn affirmation and declare on Oath as under:

1. That I am the deponent of this affidavit and as such I am well aware of the facts stated herein.
2. That I am the only widow / widower of Late _____ Code No. _____
3. That my husband / wife expired at _____ on _____.
4. That I did not get married again after the death of my husband / wife and nor intended to do so in future.
5. That before the death of my husband / wife, I was not separated.
6. That I have no source of income other then his/her commission / overriding commission of State Life policies.
7. That I understand that the medical facility in only for current calendar year, i.e. upto 31st December.
8. That I shall abide by the decision of Management of State Life.

WHATEVER has been stated above is true and correct to the best of my knowledge and belief.

Date: _____

Place: _____

(Deponent)

Witness 1:

Witness 2:

Name: _____

CNIC No. _____

Address: _____

Name: _____

CNIC No. _____

Address: _____

Note: This Affidavit is required on Fifty Rupees (Rs.50/-) Stamp Paper Duly notarized by Notary Public.

MEDICAL EXAMINATION REPORT

(Required to be filled by the first time entrant in Field Medical Scheme)

Date: _____

Name: _____ CNIC # _____ Age : _____

Father Name / Husband Name _____

Address: _____

Office Ph No. _____ Cell # _____

Code No. _____

Answer the following questions:

1. Do you have any hereditary / family disease _____
(if so, please provide details)
2. Do you have smoking habit _____
3. Have you at any time suffered from any chronic disease (if any). _____
4. Any Blood Pressure Problem? _____
5. Are you suffering from Diabetes mellitus/GI problem? _____
6. Do you have liver related disease? _____
(If so, please provide details)
7. Have you ever met any major accident? _____
8. Have you any physical disability? _____
9. Did you ever had any surgical operation(s) ? _____
10. Are you enjoying good health ? _____
11. Please attach self attested reports of CBC,RBS,U/C/E, LFT, Urine D/R and Chest X-Ray

I declare that the above answers made by me are true and correct to the best of my knowledge.

Signature: _____

PHYSICAL EXAMINATION BY MEDICAL ATTENDANT

Weight _____ Height _____ Vision _____

Hearing : _____ BP: Systolic _____ Diastolic _____

Temperature: _____ Pulse _____ Hernia _____

Urine Analysis Urine D/R _____

Any other abnormality _____

DR's Signature _____ Date _____

Medical Attendant Name / Stamp _____

FIELD MEDICAL SCHEME

_____ ZONE

MEDICAL DECLARATION FORM FOR SM/SSR/SE

Name: _____ Date of Birth: _____ Age : _____

Code # _____ Designation _____ Area code: _____

Issued on: _____ CNIC No. _____

Office Address: _____

Residence : _____

Phone (office) _____ (Res) _____ Cell _____

S. No.	Name of Family Member	Relation	Date of Birth (DD/MM/YY)	Age	CNIC Number	Signature / Thumb Impression

This card is issued under State Life SE's/SM's/SSR's (Medical Attendant Scheme) only for the year _____.

I hereby declare that aforementioned persons are under my financial support and are residing with me. They don't have any other source of income.

I hereby also declare that whenever any of the aforementioned persons gets any job or gets married or die or get any other source of income, then I will inform the Corporation at the earliest, and with effect from that he/she will not be eligible for the benefits and facilities under State Life Policy applicable to field officers. In case of violation of above statement on my part, Management reserves the right to take disciplinary action as per contract act of SM.

*The parents of SE/SM/SSR are not entitled for medical facility or benefits, except for OPD within prescribed limit.

Date: _____

Signature of Applicant_____
Witnessed by Area Manager / Sector Head**OFFICIAL USE OF AGENCY ADMIN DEPARTMENT****Annual Medicines + Medical Attendant Limit Rs:** _____ **Room Rent /Day:** __________
Signature & Stamp of Authorized Officer
(Agency Admin)

Note:

- Attested copy of "Form 'B'" should be attached with this form.
- If dependent son's age is over 21 years, undertaking that he has no source of income is mandatory for the entitlement of medical facilities
- *Parents of eligible field workers were entitled for OPD only within prescribed limit. As medicines + medical attendant payments are disbursed through monthly commission statement as per their entitlement, hence this facility is hereby discontinued.)

24.4 PROCEDURE OF ISSUANCE OF HEALTH CARD TO QUALIFIED FIELD WORKER.

To develop a viable and strong working co-relation between zonal management and genuine/active field workers, zonal heads are required to direct their respective Departmental Head of Agency Administration Department that, no Health Card in respect of qualified Field worker will be issued under authorization to any person, either private or any member of field personnel. In other words, each qualified SM/SE/SSR will be required individually to collect in person his/her "Health Card" duly issued by the Departmental Head (Agency Admin. Department) with Official Stamp and Signature.

To complement the process, following measures should be ensured.

- a) Proper Register for delivery of Health Card will be maintained.
- b) Request of the field worker for issuance of Health Card should be filed through respective Area Manager or Sector Head verifying and witnessing the Signature of the applicant.
- c) Departmental Head (Agency Admin) will verify the qualifier in person at the time of receipt of application and upon delivery of Health Card.
- d) Name of Qualifier and the mane of his/her eligible dependents for medical facility should be recorded on the Health Card with valid CNIC number /Form-B number(s) of qualifiers and dependents as the case may be.
- e) All service providers including medical officer posted in the Zones should ensure elimination of prosy in respect of qualifier while issuing referrals for providing applicable medical service. For dependent, the request of qualified Field worker will be relied upon.
- f) Out-door service providers should be advised to first confirm identification of the qualifier and eligible dependent.

24.5 MEDICAL FACILITY INCLUDES:

- Medicines + Medical Attendants (MBBS Doctor)
- Lab Tests/Consultation (Specialist)
- Hospitalization (Max. 15 days)

Restriction of maximum duration of Hospitalization

The restriction of maximum duration of 15 days under each hospitalization for qualified patient (and dependent) has been relaxed subject the following conditions:

- (i) The extension has been recommended by the treating consultant/hospital.
- (ii) The prior approval has been accorded by a sub-committee consisting of the CMO, Divisional Head (Marketing) and Divisional Head (P&GS) with final approval of Executive Director (Marketing).
- (iii) The extension will be granted for one week only, and the procedure at (1) and (2) above will be repeated extension on need basis.

24.6 SPECIAL MEDICAL RELIEF (S.M.R)

Special Medical Relief (S.M.R) will be allowed only for self (i.e. qualifying field worker) S.M.R for Dependents (spouse & children) is not allowed.

24.6(i) CHRONIC DISEASES UNDER WHICH S.M.R IS APPLICABLE:

Ref: Field Matters 2nd Jan. 1995

- 1- Cancer
- 2- Paralysis
- 3- Cardio-vascular (Heart) diseases.
- 4- Hypertension
- 5- Diabetes Mellitus
- 6- Tuberculosis
- 7- Hepatitis 'C' (with special arrangement mentioned as under)

24.6 (ii) Conditions for Special Medical Relief (SMR) for Chronic Diseases:

Ref: Field Matters 2nd Jan. 1995

- 1- Applicant should fulfilled the prescribed criteria for Medical entitlement in the preceding year
- 2- Qualified field worker must have 10 years association as EOA with State Life.
- 3- Having minimum renewal premium (SYP + 3rd Year and over) production of Rs.1,000,000/- in the preceding calendar year.

Special Medical relief of the above mentioned disease except Hepatitis 'C' will be payable for maximum FOUR years during life time of the qualifier to meet the expenses of medicines subject to qualify for medical facility. Approval of SMR is required for each year.

Special Medical relief for Hepatitis 'C' will be payable for maximum ONE year during life time of the qualifier to meet the expenses of medicines subject to remain qualify for medical facility during treatment period.

For special medical relief, medicines limit will be extended upto four times. One limit will be payable through commission statements and remaining will be on re-imburement bases for the particular deceased.

24.6 (iii) PROCEDURE OF SMR:

- 1- An application from the field worker.
- 2- Audited business performance of field workers, i.e. FYP and 2nd Year Persistency in the immediate preceding year.
- 3- A photocopy of the Medical Card issued by the Zone.
- 4- A certificate from the specialist alongwith diagnostic reports, specifying the disease he/she has been suffering comes in chronic diseases, as defined above.
- 5- Period of association as EOA.
- 6- Renewal Premium (Renewal + 2nd Year Premium) of preceding year.
- 7- Zonal Medical Committee's (ZMC) recommendations.
- 8- Number of years the field worker availed SMR in the past, with copies of letter(s) issued to the Zone by Principal Office.
- 9- His/her past three (03) years medical expenses under each head separately.
- 10- Last three (03) years' audited business figures of field worker.

24.7 MEDICAL FACILITIES FOR SALES MANAGERS BEYOND SCOPE OF ZONAL/ REGIONAL

Ref: Medical P.O dt: 18th July 2017 (signed by G.M Mktg & Chief Medical Advisor)

The requests/applications of eligible SM/field worker with regard to Medical Facility beyond scope of Zonal/Regional jurisdiction shall be forwarded to Medical Department Principal Office through Marketing division along with recommendation of Respective Zonal Medical Committee (ZMC)

Furthermore, respective Zonal Medical Committee (Z.M.C) should ensure that the proper documents be forwarded with full justification as under:

1. Written request from the applicant.
2. Audited Business figures of last three years.
3. Medical Declaration form/card.
4. Medical Examination report
5. Last three years Medical Expense details
6. Current Annual Medical entitlement with room Rent limit.
7. Fresh medical advice/treatment/procedure request from medical practitioner/hospital along with bifurcated estimated cost of treatment/procedure.
8. Medical history/record, if any.
9. Recommendations of ZMC.

Note: Z.M.C consists on the following members.

- 1- Zonal Head.
- 2- Incharge Agency
- 3- Incharge P&GS
- 4- I/C Zonal Medical Cell.

To provide prompt response to field workers for Medical Facilities following email address has been created:

fieldmedicalcell@hotmail.com

This email address may be used for serious Medical Emergency Cases. However, afterwards original letter along with required documents must be forwarded to Marketing division, so no query arose may delay disposal of Medical cases.

24.8 MEDICAL TREATMENTS AT A PLACE OTHER THEN PLACE OF POSTING.

Ref: circuler dt: 11th April 1991.

It has been observed that prior approval has not been obtained from principal office, for treatment at a place other than place of posting and zones send their reimbursement claims to principal office for obtaining post facto approval from competent authority to regularize the matter for one reason or the other.

In most of the cases “Emergency” is mentioned as the cause for not obtaining prior approval. This procedure creates lot of difficulties in assessing the genuineness of the case and expenses.

It is therefore, decided the in future only those cases will be considered where prior approval for treatment at the place other then place of posting is obtained from Principal Office. Incase of emergency the permission may be sought through fax or telex (i.e any other electronic medium) and documents sent later on. The telex or fax should state the condition and diagnosis of the patient which compelled him to send to other station.

In all other cases prior approval is mandatory for medical treatment other then place of posting.

24.8 (i) DOCUMENTS REQUIRED FOR APPROVAL FROM P.O. FOR TREATMENT FROM APPROVED OR UN-APPROVED HOSPITAL OR INVESTIGATIONS.

- 1- Written request in original required with full justification of treatment required other than place of posting (approved/unapproved hospital).
- 2- Attested copy of CNIC of patient (Form B if patient is minor).
- 3- Audited figures of last three Years FYP and SYP of concerned field worker.
- 4- Attested copy Medical card (both sides).
- 5- Medical History of patient of last three years (if applicable).
- 6- Medical Expenses history of last three years of concern field worker.
- 7- Estimated expenses required for Medical treatment in original (for prior approval).

24.9 POST FACTO APPROVAL AND SPECIAL APPROVAL MEDICAL BILLS.

Ref: Medical department P.O letter dt: 20th Aug. 2001:

The decision of BoD communicated to all concerned vide letter dt: 12-3-1998. The decision is being reproduced hereunder.

“No post facto approvals and no special approvals/recommendations for incurring expenses beyond the medical rules be granted:”

24.10 Revision of Field Medical Facilities:

Ref: Marketing circular No. 87 dt: 25th Feb. 2009

BoD 199th meeting dt: 2nd Feb. 2009, revision of State Life Field Medical Facilities has been revised w.e.f 1st Jan. 2009

Note: FYP slabs will also increased as per increase in FYP quota(s)

24.10 (i) FIELD MEDICAL FACILITY UNDER THE FOLLOWING HEADS W.E.F 1-1-2019.

- i) Medicines + Medical attendant Annual Limit.
- ii) Hospitalization / Room Rent (per day)
- iii) Lab Test(s) + Consultation

Senior Sales Representative

FYP Slabs 2019 for 2020		FYP Slabs 2020 for 2021		FYP Slabs 2021 for 2022		Medicines + Medical attendant Yearly limit	Lab Test / Consultati on (per annum)	Hospitaliz ation / Room Rent (per day)	Maternity Charges other then approved Hospital (Max. limit including hospital bills)
From	To	From	To	From	To				
1130494	1695738					6563	5250	656	4000
1695739	2826231					7656	6125	785	4800
2826232	Above					8750	7000	1094	5600

Sales Managers

FYP Slabs 2019 for 2020		FYP Slabs 2020 for 2021		FYP Slabs 2021 for 2022		Medicines + Medical attendant Yearly limit	Lab Test / Consultati on (per annum)	Hospitaliz ation / Room Rent (per day)	Maternity Charges other then approved Hospital (Max. limit including hospital bills)
From	To	From	To	From	To				
1130494	1695738					6563	Actual	656	4800
1695739	2260952					8759	Actual	875	5600
2260953	2713182					10938	Actual	1094	6400
2713183	Above					13125	Actual	1313	8000

Sales Executives

As per entitlement of Sales Manager depending on the volume of First Year Premium

Note: *Above Slabs are calculated as per FYP quotas vide P.O circular No. Marketing/SC/37 dated 9th April 2019. These figures are adjustable in future, if Marketing Division issues any circular.

***vide P.O letter No. Marketing division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence may be adjusted accordingly.**

Under each hospitalization, the maximum duration will be restricted to 15 days. In case of special relief for the chronic diseases, the medicine limit would be four times the original limit.

24.10 (ii) Reimbursement of Medical Claims:

Reimbursement of expenses must be claimed within one month of incurring the expenses. Delay in submission of the bills upto 3 months shall be condoned by the Zonal Head and delay for submission of bills after 3 months shall be condoned by the Regional Chief within the calendar year.

24.10 FOLLOWING TREATMENTS/MEDICINES ARE NOT COVERED UNDER THE MEDICAL SCHEME:

- 1- Special Nursing.
- 2- Cost of diet
- 3- Treatment of venereal diseases.
- 4- Psyche analytical treatment (counseling sessions)
- 5- Cosmetic surgery
- 6- Tubelligation.
- 7- Circumcision
- 8- Maternity charges more than 5 times
- 9- The forceps delivery is to be treated as normal delivery
- 10- Supply of substances like vitamin glucose and tonics unless prescribed to cure disease.
- 11- Pyorrhea treatment of teeth
- 12- Gold filling in teeth
- 13- Scaling of teeth
- 14- Glucose (oral), olive oil, dettol, ispaghol, cotton roll, Joshanda, Josheena, Selsun, Po
- 15- Tar liquid, etc.
- 16- Abdominal truss/support, cervical collars & orthopedic supports.
- 17- Excimer laser is not allowed because it is a Cosmetic surgery for the correction of
- 18- Myopia.
- 19- Tan Sukh
- 20- Sharabat-e-Bazoori
- 21- Mufarah Qalab Roghan-e-Badam
- 22- Mental Illnesses and any sickness or condition arising from drug abuse, alcoholism or any criminal act.
- 23- Being intoxicated by or under the influence of drugs, alcohol or any narcotic.
- 24- General checkups, rest cures, custodial care and periods of quarantine, special diets and weight control.
- 25- Supply or fitting of eye glasses, contact lenses or hearing aids.
- 26- Cost of limbs or supporting equipment for revival or correction of the body.
- 27- Cost of 'Radial Keratotomy' and 'Excimer Laser' procedures.
- 28- Cosmetic or plastic surgery unless necessitated due to accidental injuries.
- 29- Claims arising from taking part in acts of crime and misdemeanors.
- 30- Any hospitalization not medically necessary (e.g sight-correction surgery).
- 31- Sexually Transmitted Diseases (STDs), AIDS and all screening tests, medical treatments related thereto.
- 32- Ambulance expenses.
- 33- All kinds of organ transplantation.
- 34- Any procedure which is experimental or not generally accepted by the profession (e.g acupuncture).
- 35- Allergy tests, personal comfort services and items provided in a hospital such as heaters, washing services etc.
- 36- Treatment of infertility.

For any clarifications, queries and dispute, decision of Marketing Division and C.M.A. will be final and binding on all.

24-11 GENERAL INSTRUCTIONS:

a) Procedure of issuance of Medical referral slips.

Payments of “Medicines + Medical attendant” are releasing through the monthly commission statements to the eligible Sales Managers as per their entitlement. The purpose of this arrangement is to streamline the process and to avoid unnecessary delay to earn medical facility to eligible Sales Manager(s) and their dependents.

It is observed that field workers are still demanding Medical referral slips for initial checkup /treatment, which is not justified. Therefore referral slips for Medical specialist / Child specialist /Orthopedic /skin specialist / ENT etc (except Gynecologist) will be issued only on the advised of medical attendant.

b) Authority of Issuing of Medical Reference Letter:

The issuing authority of Medical Reference Letter is in-house doctor. In case, if doctor is not available, Zonal Head/Incharge Agency is authorized to issue reference letter for consultation in the first instance. Reference Letter for further necessary treatment/test (if required) will be issued upon written advice of consulting physician/doctor/emergency department of hospital. However treatment of high financial impact will be referred to the concerned authorities.

c) Health issues found as a result of investigations/examinations/reports:

Such cases will be referred to CMA with the reports/recommendations of Zonal Medical Committee, for necessary decision, on case to case basis.

d) Medical Bill verification.

Medical bill will be checked and verified by the concerned Doctor of Medical cell / Agency Administration Department of the Zone.

e) Physiotherapy & Radiation.

Physiotherapy & radiation will be treated under the head of “Medicines + Medical Attendants Limit”.

f) Dental treatment

Dental treatment is allowed to field workers as allowed to staff of the Corporation and will be taken under the head of “Medicines + Medical Attendants” Limit of field worker. Consultation of specialist, X-Ray and teeth extraction will be taken under the head of consultation/investigation.

g) Hardship cases.

Such cases will be reviewed by the Chief Medical Advisor P.O., based on recommendations of Marketing Division.

i) Reimbursement where approved panel medical facility is not available.

Zonal authorities are authorized to allow such treatments/facilities on reimbursement basis on request of field personnel. However the cases of expected expenses over and above Rs.100,000/- will be sent to Medical Cell through Marketing Division Principal Office for prior approval, with complete medical record/justification. It may be noted that approval will be given at approved rates of the Corporation.

j) **Emergency medical treatment.**

Allowed within the prescribed limit of the field workers for self and dependants in case of day care only.

k) **Post facto approval.**

CMA is the competent authority to approve such cases on recommendations Zonal Medical Committee and Marketing Division. However, efforts should be made to avoid such cases and only genuine cases be forwarded to Principal Office. Zones should educate field personnel to inform Zonal authorities (i.e. Zonal Head, Sector Head, Incharge Agency Admin / Medical Department) well before such treatment/expenses, where possible.

Note:

- 1- Medical facility will be seized at the age of 65 years for field workers who entered in the medical scheme after 01-01-2003 and 72 years, who were on roll as at 31-12-2002.
- 2- In case, a field worker disqualified for medical facilities for consecutive 2 years, he will be treated as new qualifier and all terms and conditions of new qualifier will apply.
- 3- In case, disqualification period is less than 2 years, he/she will be allowed for medical facility on qualification irrespective of age limit, provided he/she will have to submit standard medical examination report, if age exceeds 59 year.

(Example for Note 2: let an SM disqualified for medical facility in 2018 for the year 2019 at the age of 59 years, he again disqualified in 2019 for the year. He will be disqualified for ever, because after two years of his continues disqualification his age will be over 59 years. Minimum age for entry for new qualifier is 59 years.

(Example for Note 3: let an SM disqualified for medical facility in 2018 for the year 2019 at the age of 61 years, he qualified in 2019 for the year 2020. He will be qualified for medical facilities subject to submit standard medical examination report Medical facility will be provided upto age 65 years subject to qualify upto 65years even we was enrolled as So/SM as on 31-12-2002 .)

25- **GROUP INSURANCE:**

- (i) Voluntary self-subscribed Group Insurance Scheme # 00015.
- (ii) Compulsory Group Insurance Scheme SLG _____(*).
- (iii) Self-subscribed Compulsory Group Insurance Scheme VFG-0006.

25.1 VOLUNTARY SELF-SUBSCRIBED ADDITIONAL GROUP INSURANCE SCHEME **SSG # 00015**

Ref: Circular No. G&P/P.O/0002/2008 dt: 9th April, 2008 & G&P/P.O/0001/2009 dt: 30th Janl, 2009 , G&P Division dt: 14th March 2008

Coverage Period: 1st January to 31st December of each year.

Eligibility: Newly appointed and registered SRs (as on 31st December closing) would be eligible for Group Insurance coverage under SSG-00015 for next calendar year, if they achieved the First Year Premium (FYP) of Rs.25,000/- or more in the calendar year (as on 31st December).

If subsequently an SR fails to achieve the required FYP in any calendar year (as at 31st December/closing) he/she would be excluded from the scheme from 1st January of the next year. However, afterwards whenever the SR again achieves the required FYP of Rs.25,000/- or more he/she would be entered into the scheme from 1st January of next year.

SMs would enter the scheme from the date of their appointment/promotion in the cadre of SM irrespective of any FYP condition.

Registered SSR & SE (if any) are also eligible for the said Group Insurance Coverage subject to fulfillment of other conditions except FYP business.

Entry age limit: Eligible field worker who joined the scheme after age of 65 years (as fresh or due to break in the continuity of the coverage) would be required to submit FMR (Full Medical Report) within three months from the date of starting group insurance coverage.

Note:

- 1- The Agency Administration Department will ensure submission of FMR from such Field Personnel in written. The submission of FMR would be responsibility of the incumbent Field Personnel. In case the FMR is not submitted by the Field Worker within the stipulated time, the premium charged would be refunded to the field worker, and his/her name would be exclude from the list of qualifiers. The case(s) will also be forwarded to concerned G&P Zone for exclusion from the scheme. If death occurs before the submission of FMR within three (03) months of the commencement of coverage, claim would be payable.
- 2- The Incharge Agency Administration Department will be responsible for arranging the underwriting of the submitted Medical reports by the underwriter of the concerned Life Zone and compliance with the decision thereof. The same FMR including medical reports will become part of the personal file of the concerned Field Worker to be kept in the safe custody of Incharge Agency Admin. If underwriter decline the case, the premium charged would be refunded to the field worker, and his/her name would be exclude from the qualifiers list. The case(s) will also be forwarded to concerned G&P Zone for exclusion from the scheme.
- 3- The medical requirement will not be applicable to those field workers who cross the age 65 years without any break in their coverage.
- 4- FMR includes PUR, ETT, Blood studies, SGPT (ALT) & Chest X-Ray. Medical should be done from State Life approved Doctor (No limit), at their own cost.

Rs.12,00,000/-
Rs.3,00,000/-

Coverage will include life and Accidental Death Benefits (ADB) only. Murder & death in bomb blast will be treated as accidental death.

Death arising from war declared or undeclared, civil war, riots or civil commotion, suicide, etc. would not be covered.

Rate of premium is Rs.3.50 per thousand of sum assured (coverage) per annum should be payable quarterly in advance.

Quarterly Premium:

Cadre (Per Quarter)	Upto Age 70 years	Above age 70 years
Sales Manager , Sales Executive & SSR	Rs.1,050/-	Rs.1,260/-
Sales Representative	Rs.263/-	Rs.315/-

- a) If he/she deregistered due to expiry of Registration (including grace period).
- b) If he/she is not on roll due to any reason whatsoever.
- c) Individuals may be withdrawn from the scheme on written request duly recommended by all concerned (specimen attached herewith next page).
- d) If the Scheme is terminated.
- e) On attaining 75th birthday of worker
- f) If any qualifier field worker does not want to participate in the scheme/wants to discontinue the scheme during the year, it is mandatory for him/her to submit a written request/undertaking duly witnessed by the concerned Area Manager/Sector Head on stamp paper of Minimum Rs.50/- and attested by Oath Commissioner (Specimen attached).
- g) After verification of applicant's signatures, his/her name will be delisted with immediate effect for the remaining period of the year.
- h) Quarterly premium will not be refundable.
- i) He/she will not be eligible to rejoin the scheme.
- j) In case of any change in qualifiers, inclusions and exclusions list of field workers from the scheme would be required to be provided to G&P Zone on quarterly basis.

State Life may discontinue this scheme at any time or revise any or all terms and conditions hereof, effective from its renewal date without assigning any reason for it. Such discontinuation of the scheme shall have no affect on any claim arising before the said renewal date or the premium which falls due before the entry date.

Claim Settlement Procedures:

- Intimation along with claim form signed by In-charge Agency Administration Department and countersigned by Zonal Head.
- Attested photocopies of Death Certificate, Nomination Form, CNIC of deceased and Nominee by the Zonal Head/Sector Head/Incharge Agency Administration Department.
- Audited FYP figures of proceeding year/current year in case may be. (in case of SR's Death only).
- Attested photocopy of FMR (Full Medical Report) of field workers who entered in the scheme after age 65 years.
- For ADB benefit, FIR/police report, post mortem report/hospital file or case history sheet or Doctor's Report would be required. If FIR/post mortem reports are not available, then Police report or any authentic/valid evidence, i.e. newspaper clipping, etc. will be acceptable.
- Condition of training is not applicable.
- If renewal of registration form is not available, confirmation/verification of Zonal Head is required in respect of expiry date of registration.

PROCEDURE FOR PREPARATION OF QUALIFIERS LISTS.

Agency Administration Department will prepare the lists of qualifies (SRs & SMs) containing the following information:

Sr. #	Code	Name	Designation	DOB	FYP (for SRs only)	Coverage	Annual Premium	Quarterly Premium
1								
2								
....								
Total Premium								

List of qualifiers as at 31st December of each year would be provided by Agency Administration department of Life Zones duly signed by Incharge Agency Admin to concerned G&P Zones. Similarly, inclusion and exclusion list of field worker from scheme would be required to be furnished to G&P Zones on quarterly basis.

Set of qualifiers lists duly signed by Incharge Agency Administration should be provided to Zonal Commission Section and Concerned G&P Zone for record and debit/credit of premiums of 1st Quarter latest by 31st March every year.

(Specimen)

NON-DEDUCTION CONSENT FOR G.I PREMIUM

(on stamp paper of Minimum Rs.50/-)

I, _____ Code # _____ Registration No. _____ hereby declared that, I am not interested to participate in the following Group Insurance Scheme(s) for the year _____ and onward. Therefore premium may not be deducted from my commission/over-riding commission for the following tick marked Group Insurance Scheme(s).

1- Self Subscribed Additional Group Insurance Scheme FSG-00015

☐

2- Self Subscribed Compulsory Group Insurance Scheme VFG-0006 (only for SRs)

☐

Signature: _____

CNIC # _____

Signed on: _____ day of _____ Year _____ at _____

Witness (1)

Signature : _____

Name: _____

CNIC # _____

Witness (2)

Signature :

Name: _____

CNIC # _____

(Note: At least one witness must be given by concern AM / Sector Head and attested by Oath Commissioner)

25.2 COMPULSORY GROUP INSURANCE SLG (*)

(*Zone wise number)

Coverage Period:	1 st January to 31 st December of each year.
Eligibility:	SRs, SSR, SMs & SE would enter in the scheme subject the completion of annual FYP Quota & 75% 2 nd year Persistency in preceding year. The Group Insurance cover will be allowed to those field workers who have qualified for Group Cover but the license/certificate is renewable. (Field Matter dt: 2 nd Jan. 1995)
Entry Age limits	Maximum age at the time of entry in the scheme is 59 years as fresh.
Re-entry in the scheme.	<p>If any field worker (as cited above) is unable to qualify for Group Insurance for three (03) or more consecutive years, upto age of 59 years, for re-entry in scheme FMR will be required and the qualifier will be treated as new entrant and group coverage under this scheme will be ceased at the age of 65 years.</p> <p>In case of break after 59 or more years, for re-entry in the scheme, FMR will be required and the qualifier will be treated as new entrant and coverage will ceased at the age of 65.</p> <p>In case of break after 65 years or more in respect of old field personnel, whose coverage was available till 72 years, there would be no group insurance coverage to him/her due to break after 65 years.</p> <p>Note: Where an EOA who was enjoying the facilities of Group Insurance, Medical etc, fails to qualify for any facility consecutively three years will be treated as a new qualifier to enter into the scheme and will have to fulfill all the prescribed criteria as a new qualifier. (Ref: Field matter 2nd Jan. 1995 signed by Mr. M. Hafeez Malik E.D (S&D))</p>
Coverage Age Limit	<p>Field worker who entered in the scheme before 31-12- 2001 will be given coverage upto age 72 years subject to completion of FYP quota and 75% 2nd year persistency.(old field workers)</p> <p>Field worker who entered in the scheme after 31-12-2001 will be given coverage upto age 65 years subject to completion of FYP quota and 75% 2nd year persistency.</p>
Benefits	Coverage will include life benefits, Permanent Total Disability – Accidental (PTD-A) and ADB.
Premium:	Premium borne by the respective Zone @ Rs.6.00 per thousand sum assured per annum per person. (Free coverage to all qualified field workers).
Premium payment mode:	Yearly
Termination of Individual Insurance:	<ul style="list-style-type: none"> • If he/she is deregistered (expiry of registration including grace period). • If he/she is not on roll due to any reason whatsoever. • If the Scheme is terminated. • On attaining 65th/72nd birthday as the case may be.

CLAIM SETTLEMENT PROCEDURES:

- (i) Intimation along with claim form signed by Incharge Agency Administration and counter signed by Zonal Head.
- (ii) Photocopies of Death Certificate, Nomination form, CNIC of deceased and Nominee(s) attested by Zonal Head /Incharge Agency.
- (iii) Audited FYP and 2nd Year Persistency (if applicable) of preceding year.
- (iv) For PTD-A benefits, FIR/police report, hospital's/doctor's record or case history sheet would be required. If FIR is not available then Police report is required.
- (v) Completion of training (Foundation Course) is required only in case of SR whose business falls within the slab No. 5 (i.e Coverage of Rs: 250,000/- including that applicable to SSCGI 0006 if exclusion is not exercised)

Note: Any SR who qualify for G.I coverage of Rs: 250,000/- and not completed/passed FC, in case of his/her death, RS: 150,000/- (second last slab) instead of Rs: 250,000/- will be payable as death claim to the nominee(s).

Note:

- The Claim Cheque will be issued in the name of State Life Insurance Corporation of Pakistan.
- The Claim Cheque will be deposited in the Account of concerned Zone (miscellaneous payable account – A/C # 548).
- After realization of Cheque, the Agency Administration Department of Zone will arrange the payment of Claim to the nominee(s) after deduction of any dues/debit balances on field worker, in consultation with F&A Department.
- If the premium of any qualified field worker is deducted from claim due to non-deduction by the Zone, every cost center/Zone is bound to pay full amount of claim to the nominee(s) by debiting the unpaid premium amount (if any) to Account No.796 for SR and 816 for SM.

FOR DEMOTED FIELD WORKERS

Ref: circular No. G&P/P.O/SSC/17/88(F) dt: Nov. 28th 1988.

If a qualified Sales Manager is reverted as Sales Reps. Due to any reason his amount of coverage will be reduce 75,000/- (i.e lowest cover of SR) in the year in which he has been demoted. This clause will not apply for Self Subscribed Compulsory Group Insurance (SSC).

FOR PROMOTED FIELD WORKER:

Ref: circular No. G&P/P.O/SSC/17/88(F) dt: Nov. 28th 1988.

If a Sales Reps. is promoted as SM he will remain covered for the amount to which he was entitled as a SR, before promotion in the first year of his promotion.

FYP SLABS & COVERAGE:

Annual FYP quota in respect of Area Managers & field Workers is revised to 25% increase every after three years commencing 1st January 2019.

Sales Reps. CGI-(Zone No.)

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
less than 141312								Nil
141312	169572							75000
169573	423934							100000
423935	706557							150000
706558	Above							250000

Senior Sales Reps. CGI-(Zone No.)

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
1130494	1695738							250000
1695739	2826231							500000
2826232	Above							1000000

Sales Managers CGI-(Zone No.)

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
1130494	1695738							350000
1695739	2826231							500000
2826232	Above							600000

Sales Executive CGI-(Zone No.)

As per entitlement of Sales Manager depending on the Volume of FYP

Note: *Above Slabs are calculated as per FYP quotas vide P.O circular No. Marketing/SC/37 dated 9th April 2019. These figures are adjustable in future, if Marketing Division issues any circular.

*vide P.O letter No. Marketing division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence may be adjusted accordingly.

Procedure for preparation of qualifiers lists.

Agency department will prepare the lists of qualifies (SRs & SMs) containing the following information:

S#	Code No	Name	Desig.	Date of Appt	DOB	FYP Quota	FYP Achieved	2 nd Year Persistency%	Cover age	Annual Premium @RS 6/1000	Quarterly Premium
1											
2											
....											
						Total Premium					

- FYP quota will be freeze at the age of 60 years.
- SSR & SE (if any) will also entitle for Group Insurance coverage subject to completion of SM's FYP quota with minimum 75% 2nd year persistency.
- Set of qualifiers lists duly signed by Incharge Agency Administration Department should be provided to Zonal Commission Section and concerned G&P Zone for record and debit/credit of premiums.

25.3 SELF SUBSCRIBED COMPULSORY GROUP INSURANCE (SSCGI) VFG - 0006

Coverage Period: 1st January to 31st December of each year.

Eligibility All Qualifiers of Compulsory Group Insurance Scheme SLG _____(*) are also qualified for this scheme.

Benefits: Life Insurance, Dismemberment & ADB (Total loss of hand, leg and eyes)

Premium: Premium borne by the respective field worker @ Rs.5.00 per thousand sum assured per annum. Premium deducted from individual's commission /over-riding commission.

Premium payment mode: Yearly

All other terms and conditions mentioned in Compulsory Group Insurance will apply.

Only SR's have option, not to opt this scheme by submitting written request.

FYP SLABS & COVERAGE

Sales Reps SSG-0006

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
less than 141312								Nil
141312	169572							150000
169573	Above							200000

Senior Sales Reps SSG-0006

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
Less than 1130494								Nil
1130494	Above						Above	200000

Sales Managers SSG-0006

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
less than 1130494								Nil
1130494	1413114							350000
1413115	Above							600000

Sales Executive SSG-0006

FYP 2019 for 2020		FYP slabs 2020 for 2021		FYP slabs 2021 for 2022		FYP slabs 2022 for 2023		Coverage
From	To	From	To	From	To	From	To	
Less than 1130494								Nil
1130494	1413114							400000
1413115	Above		Above		Above		Above	600000

Note: *Above Slabs are calculated as per FYP quotas vide P.O circular No. Marketing/SC/37 dated 9th April 2019. These figures are adjustable in future, if Marketing Division issues any circular.

*vide P.O letter No. Marketing division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence may be adjusted accordingly.

Procedure for preparation of qualifiers lists.

Agency department will prepare the lists of qualifies (i.e SRs, SMs etc) containing the following information:

S#	Code No	Name	Desig.	DO B	FYP Quota	FYP Achieved	2 nd %	Cover age	Annual Premium @Rs. 5/1000	Quarterly Premium
1										
2										
....										
Total Premium										

Claim Settlement Procedures:

- (i) Intimation along with claim form signed by Incharge Agency Administration and counter signed by Zonal Head.
- (ii) Photocopies of Death Certificate, Nomination form, CNIC of deceased and Nominee(s) attested by Zonal Head/Sector Head/Incharge Agency Administration Department.
- (iii) Audited FYP and 2nd Year Persistency (if applicable) of preceding year.
- (iv) For PTD-A benefits, FIR/police report, hospital's/doctor's record or case history sheet or would be required. If FIR is not available then Police report is required.
- (v) Foundation Course is mandatory of SRs only, who qualify for G.I coverage of Rs: 250,000/-.

Note: Any SR who qualify for G.I coverage of Rs: 250,000/- and not completed/passed FC, in case of his/her death, RS: 150,000/- (second last slab) instead of Rs: 250,000/- will be payable as death claim to the nominee(s).

Note:

- The Claim Cheque will be issued in the name of nominee(s).
- In case of any ambiguity/clarification, decision of Divisional Head (G&P) and Divisional Head (Marketing) will be final and binding to all.
- In special circumstances Divisional Head (G&P) / (Marketing) can condone any one deficiency, other than premium.

26. SEATING & ALLIED FACILITIES

Seating & Allied Facilities (S&AF) are given to SEs & SMs subject to completion of annual FYP Quota and 75% 2nd year persistency in preceding year as per slabs define as under:

FOR SALES MANAGERS FYP SLABS 2018 & FACILITIES FOR 2019

Required FYP Slabs 2018 for the year 2019	TABLES OF FACILITIES	
Rs: 1076661 to Rs: 1614989	1-Cabin 8'X10' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 2125/- per month 8- Telephone reimbursement Rs: 850/- p.m including line rent	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
Rs: 1614990 to Rs: 2153319	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 2500/- per month 8- Telephone reimbursement Rs: 1200/- p.m including line rent.	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
RS: 2153320 to Rs: 2691649	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 3000/- per month 8- Naib Qasid @Rs: 2250/- per month 9- Telephone reimbursement Rs: 1400/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
Rs: 2691650 and Above	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7-Clerk on reimbursement @ 3500/- per month 8- Naib Qasid @Rs: 2500/- per month 9- Telephone reimbursement Rs: 1600/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers

- In case, FYP base is NIL due to any reason(s) and 2nd Year Persistency % is not generated, the concerned field worker will not be entitled for S&AF and other facilities, which are linked with 2nd Year Persistency.
- **Sales Executives** shall be entitled to S&AF as per entitlement of SM depending on volume of premium.

**FOR SALES MANAGERS
FYP SLABS 2019 & FACILITIES FOR 2020**

Required FYP Slabs 2019 for the year 2020	TABLES OF FACILITIES	
Rs: 1130494 to Rs: 1695739	1-Cabin 8'X10' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 2125/- per month 8- Telephone reimbursement Rs: 850/- p.m including line rent	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
Rs: 1695740 to Rs: 2260985	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 2500/- per month 8- Telephone reimbursement Rs: 1200/- p.m including line rent.	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
RS: 2260986 to Rs: 2826231	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7- Clerk on reimbursement @ 3000/- per month 8- Naib Qasid @Rs: 2250/- per month 9- Telephone reimbursement Rs: 1400/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers
Rs: 2826232 and Above	1-Cabin 12'X14' with Carpet 3- One Revolving Chair 5- One Side Rack 7-Clerk on reimbursement @ 3500/- per month 8- Naib Qasid @Rs: 2500/- per month 9- Telephone reimbursement Rs: 1600/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)	2-Table 3' X 4' 4-Two Visitors Chairs 6- One Filing Cabinet of Four Drawers

- In case, FYP base is NIL due to any reason(s) and 2nd Year Persistency % is not generated, the concerned field worker will not be entitled for S&AF and other facilities, which are linked with 2nd Year Persistency.
- **Sales Executives** shall be entitled to S&AF as per entitlement of SM depending on volume of premium.

***vide P.O letter No. Marketing division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence may be adjusted accordingly.**

**FOR SALES MANAGERS
FYP SLABS 2020 & FACILITIES FOR 2021**

Required FYP Slabs 2020 for the year 2021	TABLES OF FACILITIES
	1-Cabin 8'X10' with Carpet 2-Table 3' X 4' 3- One Revolving Chair 4-Two Visitors Chairs 5- One Side Rack 6- One Filing Cabinet of Four Drawers 7- Clerk on reimbursement @ 2125/- per month 8- Telephone reimbursement Rs: 850/- p.m including line rent
	1-Cabin 12'X14' with Carpet 2-Table 3' X 4' 3- One Revolving Chair 4-Two Visitors Chairs 5- One Side Rack 6- One Filing Cabinet of Four Drawers 7- Clerk on reimbursement @ 2500/- per month 8- Telephone reimbursement Rs: 1200/- p.m including line rent.
	1-Cabin 12'X14' with Carpet 2-Table 3' X 4' 3- One Revolving Chair 4-Two Visitors Chairs 5- One Side Rack 6- One Filing Cabinet of Four Drawers 7- Clerk on reimbursement @ 3000/- per month 8- Naib Qasid @Rs: 2250/- per month 9- Telephone reimbursement Rs: 1400/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)
	1-Cabin 12'X14' with Carpet 2-Table 3' X 4' 3- One Revolving Chair 4-Two Visitors Chairs 5- One Side Rack 6- One Filing Cabinet of Four Drawers 7-Clerk on reimbursement @ 3500/- per month 8- Naib Qasid @Rs: 2500/- per month 9- Telephone reimbursement Rs: 1600/- p.m including line rent. 10- Air-conditioner 1.5 ton (windows or split whichever is economical)

- In case, FYP base is NIL due to any reason(s) and 2nd Year Persistency % is not generated, the concerned field worker will not be entitled for S&AF and other facilities, which are linked with 2nd Year Persistency.
- **Sales Executives** shall be entitled to SAF as per entitlement of SM depending on volume of premium.

Note:

- (a) Reimbursement of telephone expenses are subject to submission of paid bills or printed/acknowledged payment receipt by service provider.
- Upto 35% (maximum) of total limit towards residential telephone.
 - 100% or remaining 65% of total limit towards office telephone, as the case may be.
 - Office telephone includes mobile phone and DSL Internet.
 - Expenses under Mobile Phone should remain within 50% of office telephone limit.

Note: *Above Slabs are calculated as per increase in FYP quotas vide P.O circular No. Marketing/SC/37 dated 9th April 2019. These figures are adjustable in future, if Marketing Division issues any circular.

26.1 OFFICE TELEPHONE FOR SALES MANAGERS:

Reimbursement of telephone expenses are subject to submission of paid bills or printed/acknowledged payment receipt by service provider.

- Upto 35% (maximum) of total limit towards residential telephone.
- 100% or remaining 65% of total limit towards office telephone, as the case may be.
- Office telephone includes mobile phone and DSL Internet.
- Expenses under Mobile Phone should remain within 50% of office telephone limit.

26.2 OFFICE RENT FOR SALES MANAGERS:

The Sales Manager housed/having office the with Area Manager is allowed maximum 1/12th of 50% of his/her 4.35% towards office rent per month or according to the space being allocated on their qualification whichever is less.

Illustration:

Let FYP 2018	Rs: 1,285,000/-
Annual 4.35%	Rs: 55,967/-
50% of Annual 4.35%	Rs: 27,984/-
Max. Rent / month (@1/12 th)	Rs: 2,332/-

26.3 ELECTRICITY CHARGES FOR QUALIFIERS OF SA&F (IN KIND).

Ref: Marketing Division/A-48/0245 dt: 14th Feb. 2017

Limit of 300 units per month is fixed being electricity expenses for EOA who qualify for Air-Conditioner under Seating & Allied Facilities for the period of 8 months only in a year commencing from 1st March to 31st October, while for remaining months, 100 units are paid to the qualified field personnel.

Electricity charges to the qualified personnel will be paid on annualized basis instead of monthly basis in all cases, subject to submission of paid Electricity Bills.

26.4 GRACE PERIOD FOR DISQUALIFIERS OF S&AF (IN KIND)

Ref: Marketing/SMKW/A-48-74 dt: 22/8/2003

- Field officers (SMs/SEs) who were provided and enjoying S&AF will be placed under Grace period for one year in case disqualification on the bases of business of preceding year. During the year of grace period will exclude telephone expenses and AC/Carpet. State Life will bear only proportional office rent and normal electricity charges (upto 100 units only) excluding AC utilization, if not removed for any reason.
- State Life will bear only 50% of 4.35% of preceding year's FYP of the respective field worker towards rent expenses, provided such FYP is atleast 50% of the required annual FYP quota. Otherwise, full rent will be charged.
- After the expiry of grace period, the facilities are liable to be withdrawn in case the field worker fails to perform according to required standard again. However, if for any reasons, the withdrawal of facilities from field worker who disqualifies for 2 consecutive years is not made, full rent of occupied space and all other expenses pertaining to utilities etc. will be borne by the concerned field worker provided the worker remains on the register. They will be treated as new qualifiers on completion of required performance standard in later years, otherwise withdrawal of S&AF will be carried out under all circumstances.

26.5 LIMITS OF INSPECTION OF OFFICES OF SALES MANAGERS

Ref: Marketing/SC/A-a/34 dt: 21st May 2008 & 14th April 2016

An Inspection Committee consisting of following Officials for this purpose is formed at Zones:

- 1) Incharge of Agency Administration Department.
- 2) Incharge of P&GS Department.
- 3) Concerned Sector Head.
- 4) Representative of Field Workers Association.

The Inspection Committee will submit its recommendations for final approval of Zonal Head.

- Inspection of offices maintained by Sales Manager receiving cash compensation of 4.35% in lieu of S&AF is Rs.30.00 lac for the year 2019 on bases of FYP 2018.
- The inspection limit is linked with annual FYP quota. The inspection limit will also be increased with enhancement of FYP quota (i.e. in proportionate of increase in FYP quota. As FYP increase 5% w.e.f 1-1-2019 inspection limit will also increase to 31,50,000/- for the year 2020).
- Annual inspection of agency office from Inspection Committee should be ensured before releasing of payment of 4.35% to qualified Sales Managers (with inspection condition) through commission statement.
- There is no requirement of inspection for other qualifiers of 4.35%. However, maintenance of agency office is mandatory for all 4.35% qualifiers. Therefore, submission of certificate stating therein address of the Agency Office maintained at his own is mandatory, at least once in the beginning of the year before release of 1st payment of 4.35% (specimen attached).

(specimen for reimbursement of 4.35%)

STATE LIFE INSURANCE CORPORATION OF PAKISTAN
_____ ZONE

CERTIFICATE FOR REIMBURSEMENT OF OFFICE EXPENSES (SAF INCASH @4.35%)
/ DRIVER SUBSIDY (IF ANY) FOR SALES MANAGERS

FOR THE YEAR _____

This is certified that , I am maintaining my own Agency office address as under:

Office Address: _____

Office Phone No (PTCL /NTC). _____ Cell No. _____

At a total monthly expenditures of Rs: _____.

It is also certified that I am maintaining a car and have engaged a Driver on monthly remuneration of Rs: _____.

Name : _____ Code No. _____ Signature _____

Verification of Area Manager & Sector Head

We personally verified that above statements are true in our best knowledge and Mr: _____
Code No. _____ has maintained his office as mentioned above.

Area Manager

Sector Head

Note:

- i) For reimbursement of 4.35% and/or driver's subsidy, certificates as per above Performa must be submitted at the Agency Administration Department in the beginning of the year.
- ii) Sales Manager having FYP of more than 30 Lac, reimbursement of office expenses (@4.35%) will be released after satisfactory report of inspection team. Inspection limit will also be increased with the enhancement of FYP quota (with same ratio).

26.6 PAYMENT OF INCENTIVES TO THE QUALIFIERS THROUGH COMMISSION STATEMENT.

As per Field Structure, Sales Managers are entitled to earn following facilities based on their quality business performance:

- (i) Medical Facilities (Medicines + Medical attendant).
- (ii) Reimbursement of 4.35% in lieu of S&AF.
- (iii) Stationary.
- (iv) Driver's subsidy.

In order to streamline the process and to avoid unnecessary delay in releasing earned facilities to eligible Sales Managers, it is decided that henceforth, the subject payments be released through the monthly commission statements by adopting the following procedures:

- (i) The Agency Administration Department of the Zone will prepare entitlement sheet of the qualifying Sales Manager on following pattern (Excel format) duly signed and stamped by the Incharge Agency Administration Department and approved by the Zonal Head concerned in the beginning of the year, soon after the annual business closing.

ENTITLEMENT SHEET

WORKER'S CODE	@4.35%		Medical(Medicine + Medical attendant)		Stationery		Driver's Subsidy	
	Annual	Monthly	Annual	Monthly	Annual	Monthly	Annual	Monthly
SM CODE								

- ii) The concerned Zonal Head will critically check the entitlement sheet to ensure the activeness and eligibility of the field worker.
- iii) The above entitlement sheet will be verified / audited by Internal Audit Department of the Zone.
- iv) After verification of entitlement list, Incharge Agency Administration Department will arrange punching of monthly entitlement of the above heads in terminal at the beginning of year. The monthly entitlement will be adjusted according to the actual remaining months. In case of any change or discontinuation of payment, Incharge Agency Administration is responsible to make necessary changes/amendments in the terminal accordingly with the approval of Zonal Head.
- v) To streamline the process and avoid unnecessary work, a new software has been designed by I.T. Division for release of payment through commission statement in the above heads through Smart Term. In this system a new window has been appeared with caption 'C' on computer screen which will be operated through a password by an authorized person of Agency Administration Department, who will punch the amount of monthly and annual entitlement based on audited/verified list of qualified personnel. This would be sole the responsibility of Incharge Agency Administration Department for punching the exact amount of above facilities as per audited/verified list of entitlement and in case of any variation, Incharge Agency Administration Department will be held responsible.

- vi) The cases of 4.35% involving inspection will be identified by the Agency Administration Department and payment will be released after the required inspection.
- vii) Payment of Medical (medicines + medical attendant), 4.35%, stationary and driver's subsidy will be released on monthly basis.

SOP of the same for the convenience of Agency Department is as follows.

STANDARD OPERATING PROCEDURE SMs ENTITLEMENT & PAYMENTS

(For 4.35%, Medical, Driver's Subsidy & Stationery)

1. PURPOSE:

The purpose of this document is to provide detailed instructions and laid down procedure to finalize Sales Managers' entitlement and payment procedures in lieu of 4.35%, Driver Subsidy, Medical Facilities and Stationery.

2. APPLICABILITY:

Applicable to all qualified Sales Managers (who completed annual FYP quota with minimum 75% 2nd year Persistency)

3. RESPONSIBILITIES:

- i) **Agency Administration Department** of concerned Zones will be responsible to prepare entitlement sheets and data insertion of payment details after audit.
- ii) **Internal Audit Department** of concerned Zone will verify the entitlement sheets and ensure that all Sales Managers are qualified.
- iii) **Zonal Head** will ensure the activeness and eligibility of Sales Managers.
- iv) **I.T. Division** will ensure payments to all Sales Managers as specified in Agency Menu.
Zonal I.T. will provide details of paid amount whenever required to Agency Administration Department.

Steps to Incorporate Monthly Payment in Smart Term/Agency Menu:

Agency Administration Department has now been fully authorized to manage the payments of cash compensation of 4.35%, medical facilities, driver subsidy and stationery. A new console has been introduced in Smart Term to manage these payments, i.e. "**Agency Monthly Entitlement Allowances**". Following steps are to be taken for Data Insertion:

- 1. New Console "**Agency Monthly Entitlement Allowances**" has been included in Agency Menu.
- 2. There would be an Authentication on Login to this console. All Agency Users will not be able to access that payment console to make any changes. In-charge Agency shall assign that User/Password to any Officer/Staff working on that portfolio and will manage the payments.

Payment will be processed / managed on monthly basis. To elaborate, following is the test case for better understanding, i.e.:

Field Personnel “Mr. Waqas” qualified for SA&F as follows:

Worker's Code	4.35%		Medical		Stationary		Driver's Subsidy	
	Annual	Monthly	Annual	Monthly	Annual	Monthly	Annual	Monthly
830564	112,140	9,345	10,938	911	1,250	105	60,000	5,000

- a. Agency Administration Department will incorporate the Annual and Monthly entitlements of qualified Sales Managers in the Console and accordingly I.T. Division will take monthly entitlement for payments through Commission Statement.
 - b. After annual business closing, business ledger is usually received by end of February and figures are finalized in March. So now, if the annual entitlement of 4.35 is Rs.112,140/- We will divide that amount in 10 Months payment i.e. Rs.11,214/- per month and same would be inserted as monthly payment with annual entitlement on “**Agency Monthly Entitlement Allowances**” console. Total annual payable amount will be divided by actual number of Months, for which payment has to be made. Same will be treated for all four (04) heads of entitlements.
3. In case of any complaint or for any specific reason(s) payment needs to be stopped on advice of Zonal Head. It is the responsibility of Officer of Agency Administration Department, working on the payment to “Null/Empty” all monthly columns only, annual entitlement which will remain unchanged in any case. In case of empty columns, no payment will be processed by I.T. in monthly statements. When the issue is resolved and Agency Administration Department has been notified by the Zonal Head to release the payment, it is responsibility of the Officer of Agency Administration Department to re-enter the entitled amount of all four (04) categories of 4.35%, Medical, Driver Subsidy and Stationery. Now remaining payable amount needs to be divided with the number of remaining months of that particular year. For example, if payment stopped in the Month of July and reinstated in Month of October, the total payable (remaining) amount will be divided into three (03) equal installments for remaining months of the year, so the payment can be processed in the Monthly Statements of October, November and December.
 4. I.T. Division will provide a statement showing the names of all entitled/qualified Sales Managers with payments in all heads which have been disbursed to entitled Sales Managers quarterly for counter checking that the amount is being disbursed according to their entitlements.

Note: In case where payment has been stopped for a period and then released by Zonal Head or Complaint Cell, Agency Administration Department shall consult Zonal I.T. to provide the details of payment made to that individuals in lieu of 4.35%, Driver Subsidy, Stationery and Medical Facilities and based on that figure remaining payable shall be divided by the number of remaining months.

Test Case for better understanding is on next page:

Test Case:

Worker's Code	4.35%		Medical		Stationary		Driver's Subsidy	
830564	Annual	Monthly	Annual	Monthly	Annual	Monthly	Annual	Monthly
	112,140	9,345	10,938	911	1,250	105	60,000	5,000

- Annual entitlement of Mr.ABC of 4.35% is Rs.112,140/- and monthly payment is Rs.9,345/-.
- He has been paid up to September and then payment stopped for any reason(s) by written instructions of Zonal Head).
- In November, Agency Administration Department will receive an order/advise from Zonal Head for the release of payment of concerned worker.
- Agency Administration Department shall request I.T. to provide details/lists of already paid amount of the workers under the above subject heads.
- Remaining payment shall be calculated as follows and inserted in Agency Menu for further payment:

Total Entitlement	Paid Amount (till September)	Balance Amount	Monthly Payment (Nov. & Dec.)
112,140	84,105	28,035	14,017

Now, as the payment released in November, we will divide the remaining/payable amount by two (02) equal installments, so that can be adjusted in Monthly Statements of November and December.

- At the end of year, it is the responsibility of Agency Administration Department to procure the list of payments made by I.T. Division, P.O.in account of SA&F (4.35%, Driver Subsidy, Stationery, Medical facility) of all Sales Managers from Zonal I.T. Department and that paid amount needs to be verified with the actual entitlement (audited lists) to ensure that no excess payments have been made or vice versa. In case of any discrepancy, commission payments shall be withheld with Activity code "4" with letter to Zonal Commission Department for stoppage for payment.
- Similarly, I.T. and Marketing Divisions shall be notified well in time for suitable action.

27- SWITCHING OVER FROM SEATING & ALLIED FACILITIES (IN KIND) TO CASH COMPENSATION (4.35%)

To facilitate the field personnel and to streamline the privilege of conversion of S&AF from kind to cash compensation, the concerned Regional Chief is authorized to take decision in respect of switch-over of field worker from in kind to 4.35% on need basis, with the following guidelines:

- a) Recovery of furniture and fixture provided to field personnel.
- b) Proper utilization of recovered furniture and fixture.
- c) Proper utilization of vacant premise(s).
- d) Recommendations of Zonal Head.

Before conversion, it must be ensured that it is in the interest of the Zone as well as field personnel and there should be no double benefit. In other words, the arrangement should be economical for the Corporation.

The switch over/conversion from in kind to cash compensation (4.35%) will be allowed only upto 1st quarter every year.

Procedure:

- A written application (in original) by field personnel duly recommended by Area Manager & Sector Head with full justification.
- Recommendation of Zonal Head.
- Complete set will be forwarded to concern Regional Chief for consideration / approval.
- After approval photocopy of complete set will be provided to P&GS department.
- P&GS department will insure the vacant of office and receiving of furniture and fixture of from the applicant.
- Switching from Inkind to 4.35% will be effective from 1st day of the month, not backdated more than 15 days.
- Payment of staff wages, office phone, office rent etc. will be stopped with effect from the date of approval. Agency Administration Department will make necessary corrections for payment of 4.35% in commission statement onwards.

28- SWITCHING OVER FROM CASH COMPENSATION (4.35%) TO ALLIED FACILITIES (IN KIND):

Conversion from cash compensation (4.35%) to allied facilities (in kind) is within the purview of Zonal Head.

The switch over/conversion from cash compensation (4.35%) to in kind will be allowed only upto 2nd quarter every year.

Procedure:

- A written application (in original) by field personnel duly recommended by Area Manager & Sector Head with full justification, along with attested photocopy of rent agreement (if any) submitted in P&GS Department.
- P&GS Department will review the request, and if they found it feasible then the application will be forwarded to Agency Administration Department for entitlement & business figures.
- After approval of Zonal Head, Agency Administration Department will keep the photocopy of complete set of documents (application and rental agreement) in personal file of the applicant.
- Switching from 4.35% to S&AF (inkind) will be effective from 1st day of the month, not backdated more than 15 days.
- Payment of 4.35% will be stopped with effect from the date of approval, Agency Administration Department will make necessary corrections for stoppage of payment of 4.35% in commission statement onwards.
- Audited copies of S&AF (in kind) entitlement will be provided to P&GS, Audited & F&A department by Agency department.

29. FACILITY OF FUEL SUBSIDY FOR SALES MANAGERS.

Ref: Marketing Division dt: 22/5/2013

Entitlement & Terms

- a) The Sales Managers on procurement of FYP equivalent to at least 30% FYP Quota of "A" Category Area Manager in a year, will be allowed to reimburse fuel subsidy of Rs.3,000/- (Rupees Three Thousand only) per month during next year. On procurement of every 1% (of FYP Quota of "A" Category Area Manager) in excess of the 30% the Sales Manager will be entitled to additional fuel subsidy of Rs.100/- (Rupees one Hundred only) per month.

Conditions:

- a) The Sales Managers should be full timer (i.e. with no Government employment, whatsoever)
- b) The Sales Manager should achieve at least 80% 2nd year persistency.
- c) At least 25% activity ratio of Sales Manager's organization in the preceding year. However, total number of active Sales Representatives should not be less than Four (04) in any case. Active Sales Representatives means who have completed contractual quota of Sales Representative. Contractual quota of Sales Representative means a Sales Representative who has completed full Annual FYP quota, regardless of his date of appointment after January in a year, **with *pro-rata number of Policies**. During second year of his appointment, the Sales Representative must have secured at least 75% 2nd year persistency also.
- d) An undertaking from the qualifying Sales Manager will be required, as per specimen attached. The subsidy will not be released until the said undertaking is executed and filed with the zonal office.

(Note: If an SR appointed in any month of last quarter and completed annual FYP quota, he/she must have to produce at least three (03) number of new policies as at 31st December in the year of his/her recruitment, for the consideration as Active SR.)

Illustration:

Regarding Number of policies for consideration as active SR (subject to fulfillment of other aforementioned requirements):

- 1- If an SR was registered/enrolled in January will be required total 12 (twelve) number of policies as at 31st December of the qualifying year.
- 2- If an SR recruited in February will be required total 11 (Eleven) number of policies as at 31st December. Similarly, if an SR recruited in March will be required total 10 (Ten) number of policies as at 31st December of the qualifying year and so on till September.
- 3- If an SR recruited in September will be required total 04 (Four) number of policies as at 31st December.
- 4- **If an SR recruited in any month of last quarter (i.e. in October, November or December) year will be required total 03 (Three) number of policies as at 31st December.**

It may be clarified that the **UNDERTAKING** as per guidelines is required once in a life time of Sales Manager, hence only new qualifiers will be required to submit the undertaking.

GUIDELINES FOR DISBURSEMENT OF FUEL SUBSIDY TO ELIGIBLE SALES MANAGERS.

- a) Fuel Subsidy is to be charged to **Account code 806 with suffix FS.**
- b) Disbursement will not be initiated, until receipt of UNDERTAKING. A deadline for submission of undertaking may be prescribed by the Zone and the disbursement in respect of eligible Sales Manager, whose undertaking is pending, will remain stopped/with-held.
- c) The Sales Managers (promoted as Area Manager in current year i.e. 2013) who completed the required standard for eligibility of Fuel Subsidy on their performance in preceding year as at 31-12 (i.e. 31-12-2012) before promotion, will be eligible for disbursement of fuel subsidy for the period of (2013) from 1st January upto the date, before joining as Area Manager.
- d) The facility of fuel subsidy will not be applicable to Sales Managers in the first year of their promotion/direct appointment. **It is clarified that fuel subsidy will be released on completion of required FYP and 2nd Year Persistency of Sales Manager's cadre.**
- e) No termination of Sales Representative in the Month of December to qualify for the said facility.

**STATE LIFE INSURANCE CORPORATION OF PAKISTAN
AGENCY ADMINISTRATION DEPARTMENT**

_____ ZONE

UNDERTAKING BY SALES MANAGER

I, the undersigned, do hereby solemnly declare that I am working for State Life Insurance Corporation of Pakistan as a bonafide field worker and that I am not engaged in any Government Employment. I understand that the facility of fuel subsidy according to my eligibility is being allowed to me in exclusive consideration of my association with State Life Insurance Corporation of Pakistan with no government employment and anything contrary to this effect will render withdrawal of the said facility retrospectively and will be recovered in lump sum from me.

I further undertake that what is stated above is absolutely true and correct.

Signature: _____
Name: _____
Code No. _____

Verified by (Compulsory)

1. Concerned Area Manager

1. Concerned Sector Head

30. **FIELD OFFICE STATIONERY**

Reimbursement of cost of stationery items to the qualified Sales Mangers allowed as per following FYP slabs, payable once in a year through commission statement:

FYP Slabs 2019 For 2020 (@ increase @ 5%)	Maximum amount to be reimbursement to each qualifier availing Cash compensation in lieu of S&AF (once in a year)	Maximum amount to be reimbursement to each qualifier availing S&AF in kind (once in a year)
	Amount	Amount
Rs: 1130494 to 1694834	Rs: 750/-	Rs: 2500/-
Rs: 1694835 to 2260985	Rs: 875/-	Rs: 3125/-
Rs: 2260986 & Above	Rs: 1250/-	Rs: 3750/-

FYP Slabs 2020 For 2021 (subject to increase @ 7.5%)	Maximum amount to be reimbursement to each qualifier availing Cash compensation in lieu of S&AF (once in a year)	Maximum amount to be reimbursement to each qualifier availing S&AF in kind (once in a year)
	Amount	Amount
	Rs: 750/-	Rs: 2500/-
	Rs: 875/-	Rs: 3125/-
	Rs: 1250/-	Rs: 3750/-

FYP Slabs 2021 For 2022 (subject to increase @ 7.5%)	Maximum amount to be reimbursement to each qualifier availing Cash compensation in lieu of S&AF (once in a year)	Maximum amount to be reimbursement to each qualifier availing S&AF in kind (once in a year)
	Amount	Amount
	Rs: 750/-	Rs: 2500/-
	Rs: 875/-	Rs: 3125/-
	Rs: 1250/-	Rs: 3750/-

***vide P.O letter No. Marketing division/104 dated 18-11-2019, FYP quota of Area Managers and Field workers has been revised downward from 25% to 5% for the year 2019 only. Hence it has been adjusted accordingly.**

These figures are adjustable in future, if Marketing Division issues any circular.

31. **PERSONAL COMPUTER/LAPTOP FOR SALES MANAGERS**

Basic qualification for Computer (Desktop/Laptop) is as under:

Minimum FYP requirement.	1,500,000/-
Total premium (FYP + SYP + Renewal)	6,000,000/-
2nd Year Persistency :	75%

Sales Mangers is entitled for Computer (desktop/Laptop) & Printer (upto the total cost Rs.60,000/-)

Note:

- Out of total premium of Rs.6,000,000/-, FYP should not be less than Rs.1,500,000/- in any case.
- The total premium should not be less than Rs.6,000,000/- and there is no minimum requirement of Second Year Premium/Renewal Premium.
- There is no clubbing of FYP in any case.
- In the first year of promotion of Sales Manager, only business procured as Sales Manager will be accounted for.
- In the first year of promotion of Sales Manager, 2nd Year Persistency ratio of previous cadre will be taken into account for qualification purpose only.
- This facility is allowed to all qualifiers of S&AF (in kind and cash) subject to fulfillment of above requirements.
- In case, Sales Manager left the Corporation or demoted due to any reason(s) within five (05) years after qualification, the personal computer/Laptop & printer should be returned to P&GS Department.
- If computer is not provided to a Sales Manager despite qualification and he/she is promoted as Area Manager, his qualification will intact and he will be provided computer on his S.M's. qualification.

Ref: Narketing Division/A-20/58 dt: 25/6/2018

The PC/Laptop & Printer shall remain the property of the Corporation, but the SM shall be responsible for its care and maintenance. However, if the SM continuous to work satisfactorily for the Corporation in the same or higher capacity/cadre for 5 years after getting the PC/Laptop (without break), it shall become his/her property, otherwise he shall return it to the Corporation after five (05) years.

31.1 ADDITIONAL PERSONAL COMPUTER/LAPTOP

Ref: Marketing/A-48/61 dt: 10th July 2015

Following new system has been introduced for providing new Personal Computer or Laptop after every five (5) years to those Sales Managers who already availed this facility earlier.

Qualified field personnel are allowed to avail the earned facility as per requirement, which may either Personal Computer or Laptop as follows:

a)	Period of Association	At least ten (10) years as Sales Manager (without break).
b)	Period of qualification	Completion of five (5) years after providing computer.
c)	Total Premium	At least completion of premium (FYP+ Renewal Premium) equal to annual FYP quota of 'A' category Area Manager in preceding year, out of which, FYP should be at least 40% of annual FYP quota of 'A' Category Area Manager.
d)	2 nd Year Persistency	80% in preceding year.
e)	Renewal Persistency	90% in preceding year.
f)	Maximum Value	Rs.60,000/- per personal computer or laptop.

In case, Sales Manager got selected as Area Manager, they will be entitled for Personal Computer or Laptop on the above qualification as Area Manager if not provided to him/her as Sales Manager despite qualifying for the same.

All other terms and conditions regarding provision for computer/lap top will also be applicable on provision for additional computer(s).

32. **DRIVERS SUBSIDY FOR SALES MANAGERS**

On completion following basic qualifications, Sales Managers are entitled to receive Rs.5,000/- p.m. as Driver's Subsidy (either enjoying S&AF inkind or Cash Compensation @ 4.35%).

Basic Qualification:

Minimum FYP requirement.	1,500,000/-
Total premium (FYP + SYP + Renewal)	5,000,000/-
2nd Year Persistency :	75%

Note:

- Out of total premium of Rs.5,000,000/-, FYP should not be less than Rs.1,500,000/- in any case.
- The total premium should not be less than Rs.5,000,000/- and there is no minimum requirement of Second Year Premium/Renewal Premium.
- There is no clubbing of FYP in any case.
- In the first year of promotion of Sales Manager, only business procured as Sales Manager will be accounted for.
- In the first year of promotion of Sales Manager, 2nd Year Persistency ratio of previous cadre will be taken into account for qualification purpose only.
- This facility is allowed to all qualifiers of S&AF (in kind/cash) subject to fulfillment of above requirements.

Driver's subsidy (only for Sales Managers) payments be released through the monthly commission statements.

The Agency Administration Department of the Zone will prepare entitlement sheet of the qualified field personnas per pattern (MS Excel format) duly signed and stamped by Incharge Agency Department and approved by the Zonal Head concerned in the beginning of the year, soon after the annual business closing.

(SPECIMEN)
UNDERTAKING FOR REIMBURSEMENT OF MONTHLY DRIVER SALARY
FOR SALES MANAGERS
FOR THE YEAR _____

This is to certify that I have qualified for Driver subsidy for the year _____ on the business figures of _____. I am maintaining a car and have engaged a Driver on monthly remuneration of Rs: _____.

Name: _____ **Code #** _____ **Signature** _____

Witness: _____

Area Manager

33. CONVEYANCE LOAN

Conveyance loan will be granted to field workers subject to fulfillment of following conditions and availability of budget, therefore budget position should be confirmed from F&A Department in written, before processing the documents.

33.1 Conditions and Requirements:

- Minimum service period of 5 years for Car and 2 years for Motor Cycle Loan.
- Application form duly completed.
- Two attested photocopies of CNIC of applicant.
- Affidavit (From XXXVII) on non-judicial stamp paper worth Rs.100/-
- Two guarantees on non-judicial stamp papers of Rs.50/- each as per prescribed specimen. One guarantor must be concerned Area Manager/Sector Head and one fellow S.M. The guarantors should have been completed annual FYP quota requirements.
- Photocopies of CNICs of guarantors.
- Original receipt of amount paid in advance.
- Evaluation Certificate.
- Joint Registration with State Life.
- Comprehensive insurance coverage of vehicle certificate.
- Duplicate key.

33.2 Limit of Conveyance Loan:

Earned income and renewal premium of preceding year have been de-linked for conveyance loan upto Rs.10,000/- and Rs.40,000/- for Motor Cycle and Car respectively.

Maximum limit for Motor Cycle loan is Rs.30,000/- and for Car is Rs.200,000/- subject to the following conditions:

FOR MOTOR CYCLE

Loan Limits	Upto Rs.10,000/-	Rs.15,000/-	Rs.20,000/-	Rs.25,000/-	Rs.30,000/-
Preceding Year Earned Income	Not required	Rs.15,000/-	Rs.17,000/-	Rs.20,000/-	Rs.35,000/-

FOR MOTOR CAR

Loan Limit	Preceding Year Earned Income	Renewal premium (Including SYP)	Loan Limit	Preceding Year Earned Income	Renewal premium (Including SYP)
Rs: 50,000	Rs: 50,000/-	Rs: 10,00,000/-	Rs: 130,000	Rs: 130,000/-	Rs: 18,00,000/-
Rs: 60,000	Rs: 60,000/-	Rs: 11,00,000/-	Rs: 140,000	Rs: 140,000/-	Rs: 19,00,000/-
Rs: 70,000	Rs: 70,000/-	Rs: 12,00,000/-	Rs: 150,000	Rs: 150,000/-	Rs: 20,00,000/-
Rs: 80,000	Rs: 80,000/-	Rs: 13,00,000/-	Rs: 160,000	Rs: 160,000/-	Rs: 21,00,000/-
Rs: 90,000	Rs: 90,000/-	Rs: 14,00,000/-	Rs: 170,000	Rs: 170,000/-	Rs: 22,00,000/-
Rs: 100,000	Rs: 100,000/-	Rs: 15,00,000/-	Rs: 180,000	Rs: 180,000/-	Rs: 23,00,000/-
Rs: 110,000	Rs: 110,000/-	Rs: 16,00,000/-	Rs: 190,000	Rs: 190,000/-	Rs: 24,00,000/-
Rs: 120,000	Rs: 120,000/-	Rs: 17,00,000/-	Rs: 200,000	Rs: 200,000/-	Rs: 25,00,000/-

Important Note:

- **Loan should not be more than 66.6% of the value of CAR/MOTERCYCLE in any case.**
- If papers for completion of requirements are not submitted within 30 days of disbursement of loan, all payments of commission/over-riding commission or any other payment(s) due to the borrower must be stopped.
- All documents regarding conveyance loan be kept with the Agency Administration Department.

(Specimen)
**APPLICATION FORM FOR CAR / MOTOR CYCLE / SCOOTER LOAN
FOR SALES OFFCIERS & SALES MANAGERS**

1- Name: _____ Code No. _____
2- Designation: _____ Date of Appointment/Promotion: _____
3- Registration No: _____ Registration valid upto: _____
4- Residential Address: _____
5- Name & Code Number of SM/AM with whom working: _____
6- Loan Required for: (a) Car (b) Motor Cycle / Scooter
7- Particulars of vehicle:
i) Make: _____ (ii) Model _____
(iii) Registration No. _____ (iv) Seating Capacity: _____
(v) Approx. Value Rs: _____ (vi) Purchase Price: _____
8- Amount of Loan Required: Rs: _____
9- Amount of Self Contribution: Rs: _____

I CONFIRM, THAT THE INFORMATION I HAVE PROVIDED ABOVE IS CORRECT AND I HAVE CONCEALED NOTHING. I ALSO CONFIRM THAT I AM ELIGIBLE FOR THE GRANT OF LOAN IN ACCORDANCE WITH THE PROVISION OF RULES 63-B OF THE INSURANCE RULES 1958 AS PUBLISHED IN EXTRA ORDINARY GAZETTE OF PAKISTAN DATED 25TH JULY 1975. I ALSO AGREE TO EXECUTE THE MORTGAGE DEED IN FORM XXXVII-A AND ABIDE BY THE TERMS AND CONDITIONS OF THE SAID RULES.

(Signature of Applicant)
CNIC # _____

Recommendation of Area Manager

(For Office use only F&A Deptt.)

10- Total commission / Overriding commission earned during preceding year Rs: _____
12- Budget position: Budget available Rs: _____ as at: _____ for
conveyance loan:

(Zonal Accountant)

(For Office use only Agency Deptt.)

13- Date of Promotion / Experience in present cadre: _____
14- Previous Cadre & Code No.: _____
15- Total number of years working in State Life _____ as at : _____
16- Total Renewal premium (SYP + 3rd year and over) of preceding year: Rs: _____
17- Total FYP secured in the preceding year to consecutive calendar year.

Cadre	FYP last year	FYP Year before las Year
As SR (Agency)	Year _____ FYP Rs: _____	Year _____ FYP Rs: _____
As SO (Direct Unit)	Year _____ FYP Rs: _____	Year _____ FYP Rs: _____
As SM (Entire Unit)	Year _____ FYP Rs: _____	Year _____ FYP Rs: _____

18- QUALIFY FOR MOTOR CYCLE / MOTOR CAR LOAN RS: _____

(Incharge Agency)

Approved by:

Zonal Head

(Specimen)

(on non-judicial stamp paper worth
Rs:100/-)

FORM XXXVII

(See Rule 63B of the Insurance Rules, 1958)

THIS DEED OF MORTGAGE made at _____ on the date _____ between, Mr. _____ S/O _____ resident of _____ (hereinafter called the Mortgager) of the ONE PART, And STATE LIFE INSURANCE CORPORATION OF PAKISTAN, ACTING THROUGH Zonal Office, Islamabad having its office (hereinafter called the "Mortgagees") of the OTHER PART : WITNESSES AS FALLOWES:-

1. In consideration of the sum of Rs. _____ (in words: _____ borrowed (for the purchase of a conveyance mentioned hereinafter) by the Mortgagor hereby acknowledge, the mortgager hereby convenience with the Mortgages as follow:

- That the Mortgagor will repay the loan to the Mortgagees viz., the said sum of Rs. _____ in _____ monthly installments which shall be due on the 15th of each month with interest thereon calculated at the rate of _____ (3/4th) of the aggregate of "Bank Rate, plus 1% of the first installment shall become due and payable on _____.
 - That any interest not paid on the 15th of the month, shall be treated as principal and added to the principal sum of hereby accrued and shall bear interest at the rate aforesaid.
 - That the Mortgagor shall on demand pat all reasonable costs incidental to the mortgage and / on the loan.
2. In consideration of the aforesaid the Mortgagor hereby hypothecates and charges the Motorcar / Motor Cycle. I hereinafter called the conveyance being (make _____ and Model _____ Registration Number _____) of which
3. The Mortgagor hereby further convenience with Mortgages as follows:-
- 1) The Conveyance is and shall remain free from any encumbrance.
 - 2) The Mortgagors shall all time during the continence of this security maintain and keep in good and warding order and repair the conveyance at his own cost and expense.
 - 3) The Mortgagor will get registered with the appropriate government of the other authorities the ownership of the conveyance jointly in the name Mortgagor and Mortgage.
 - 4) The Mortgagor shall at all time during the continuance of this security at his expense comprehensively insure the conveyance for value not less than comprehensive risk.
 - 5) During the continuance of this security the Mortgagors shall pay all insurance premium taxes and dues payable in respect of the conveyance and all other charges livable in respect of keeping and driving the same. If required by the Mortgagees will produce the Mortgagees the receipt of all or the requisition.
 - 6) If the Mortgagees shall neglect or refuse to affect such insurance or to make any other payment as stated above. It shall be lawful for the Mortgagees to insure
 - 7) The Mortgagor shall on demand repay all the monies spent or incurred by the Mortgagees towards insurance and other costs and expenses and shall pay interest in all such outstanding amounts at the rate applicable to the loan until the same shall never been repaid.
 - 8) Until the amount of any such premiums costs charges and the Mortgagor has paid expenses to the Mortgagee, the same shall be a charge upon the conveyance in the same manner as the principal sum of the loan hereby secured

- 9) All monies received under any insurance of the conveyance shall be the option to the Mortgagee, he applied either towards the payment of the monies hereby secured or towards repairing the conveyance.
- 10) In case of default, either repayment of the principal sum hereby secured with interest on the dates herein before mentioned, or in the payment of insurance premiums, taxes or any charges payable in respect of the conveyance and if such default has occurred or continued for any three months, the Mortgagees shall have the power without the intervention of the court to take the possession and sales the conveyance by private treaty or auction and after deferring them, the expenses of the sales apply the sale proceeds towards repayment partial or otherwise of the amount due hereunder and demand the deficiency from the Mortgagees, which shall be repaid within one month of such demand
- 11) If the Mortgagor ceases to remain an insurance agent or an employer of an agent in relating to the Mortgagee, the loan secured hereunder, or any other amounts outstanding in respect their to shall become immediately due and payable by the Mortgagor to the mortgagees and the Mortgagee to deliver possession of the conveyance, failing which the Mortgagee may proceed as per sub-clause (10) above.
- 12) The Mortgagor shall produce for inspection the conveyance at any time when called upon to do so by the Mortgagees for which a notice will be given, giving reasonable.
- 13) Provided all ways, that the Mortgagor may at any time pay to the Mortgagee any sum on reduction or payment of the principle money hereby secured
- 14) It is hereby agreed that where ever such interpretation would be requisite in order do give the full scope and affect to any connivance or contract herein used shall be deemed to include their respect heirs executor administrators, successors and assigns.

IN WITNESSES where the parties here to have signed on this.

The ----- day of ----- in the year 20__

WITNESSES:

Applicant Signature
CNIC No. _____

FOR AND ON BEHALF OF MORTGAGEE

1. -----
2. -----

(Specimen)

(on non-judicial stamp paper worth Rs:50/-)

GUARANTEE

Whereas, Mr./Mrs./Miss. ----- S/o -----
Resident of ----- has been working as sales ----- in
State Life Insurance Corporation of Pakistan since ----- years and has become eligible to apply
for conveyance loan in terms of rule 63B of the Insurance Rules 1958.

And whereas Mr./Mrs./Miss.-----has applied to State Life for the grant of conveyance
loan and State Life has agreed to grant such loan subject to the formalities required under rule 63B
and furnishing of guarantee form -----.

Now, therefore, I ----- S/O ----- resident of -----
----- in consideration of State Life having at my request as
guarantor paid a sum of Rs.----- as conveyance loan to Mr.-----
recoverable in----- equal monthly installments, do hereby undertake, guarantee and bind myself as
follows.

In consideration of SLIC of Pakistan, -----Zone having at my request as guarantor paid a sum of
Rs.----- as conveyance loan to Mr./Mrs.----- recoverable in ----- monthly
installments. I guarantor, bind myself as follows:

1. That Mr.----- shall timely repay the principal amount of loans and the interest
accrued thereon. On his failure to pay any single installment, the whole amount shall become
due and payable immediately.
2. If the entire amount has become due as stated above in clause1, I, shall pay on demand to
SLIC to deduct a sum of Rs.-----each month, if SLIC so decides, out of my
salary/commission until the entire loan has been repaid.
3. I hereby authorize SLIC to deduct loan from my provident fund and gratuity if any amount
payable remains in my behalf.
4. In events of my resigning from the service / contract of employment or in the event of
discontinuity of my service for any reason what so ever the unpaid amount of the loan shall
become immediately due and payable by me to SLIC and in such an event, I authorize SLIC
to deduct the amount unpaid, from my provident fund and gratuity.
5. This undertaking shall not be discharge and shall remained enforce till the entire amount of
loan has been paid off.
6. This undertaking is binding on my heirs, executors and administrators.

In witness, where of I have set of my hands to this undertaking on this ----- day of -----
2019 in presence of these witnesses.

WITNESSES:

EXECUTANT

1.-----

SIGNATURE:-----

2.-----

NAME:-----

DESIGNATION:-----

ADDRESS:-----

**STATE LIFE**

Insurance Corporation of Pakistan

_____ Zone

(Specimen)

WORK SHEET FOR GRANT OF CONVEYANCE LOAN

- 1- Name and Code No. of the applicant: _____
- 2- Date of receipt of the application for loan _____
- 3- Amount of loan applied for _____
- 4- Period for which the application has worked
For the State Life: _____
- 5- Amount of commission or overriding commission
Earned in the preceding calendar year in has name: _____
- 6- First Year Premium Produced
 - a) Last Calendar Year (_____) Rs: _____
 - b) Year before Last Year (_____) Rs: _____
- 7- Value of the Vehicle. Rs: _____
- 8- 66.6% of the above. Rs: _____
- 9- Maximum amount of loan can be Granted. Rs: _____
- 10- Amount of loan Granted. Rs: _____
- 11- Whether evidence of payment of 1/3rd advance to
the vender of the vehicle attached herewith (verified
photocopy of receipt required) (Yes / No) _____
- 12- Monthly Installment to be recovered. Rs: _____
- 13- Mortgage deed executed on. _____

Prepared by: _____

Checked BY : _____

Zonal Head

Audited by: _____

Cheques # _____

Amount Rs: _____

Date: _____

Voucher

No. _____

34- EMERGENCY ADVANCE LOAN & EID ADVANCES

34.1 EID ADVANCE

The Eid Advance will be allowed to those registered and active field personnel on their written request.

The maximum limit under the head of temporary advances to field at the event of Eid-ul-fitar & Eid-ul-Azha has been enhanced to Rs.12,000/- per field personnel, at each occasion with proportional enhancement of installment, for timely adjustment. It will be performed, however, within the allocated budgetary provision.

34.2 EMERGENCY ADVANCE LOAN

Requirements:

- Loan application form (lying with Agency Administration Department) to be completed/filled in all respect.
- Two guaranties of active and registered field personnel.

Procedure:

- * Loan application form is submitted in Agency Administration Department. Incharge Agency Administration Department should invariable verify the signatures of loanee's and guarantor's. After confirmation that guarantors are also active workers, part (D) of the form annexure "A" to be completed.
- * If satisfactory business has been produced in the agency/organization of the applicant, his/her application be forwarded to F&A/commission Department for filling part (E) of the Form.
- * After considering the availability of budget at zonal level, Zonal Head may sanction the loan.
- * After the approval of loan by the Zonal Head, Incharge Agency Administration Department will issue letter as per annexure "B" to F&A Commission Department.
- * The application form and copy of letter issued will be placed in the individual personal file of the field worker, maintained by Agency Administration Department.
- * Commission Department should also keep a note of the guarantors and strictly maintain recovery schedule.

A guarantor may undertake maximum two guarantees, in case he/she has not availed the relevant loan/advance, otherwise only one guarantee will acceptable till full recovery.

(Specimen attached next page)

(Specimen for Emergency Advance for field workers)



STATE LIFE

Insurance Corporation of Pakistan

ANNUEXRE "A"

The Zonal Head,
State Life Ins. Corp. of Pakistan
_____ Zone.

Dated: _____

Dear Sir,

(A)

RE: EMERGENCY ADVANCE AGAINST RENEWAL COMMISSION.

Kindly grant me an advance of Rs: _____ against my renewal commission, over-riding renewal commission. I promise to prepay the same as per recovery arrangements decided by the Corporation.

Thanking you,

Yours faithfully,

(Signature)

Name: _____			
Designation	_____	Code No.	_____
Present organization Set-up		_____	

(B)

For the advance sanctioned to Mr./Mrs/Miss _____

Designation _____ Code No. _____

We hereby agree and stand sureties individually and jointly for its repayment and guarantee to repay the same if, it is not repaid by him/her within the stipulated period or if, he/she retires or terminated due to any case.

Guarantor No. 1

Name: _____

Code No. _____

Signature with seal: _____

CNIC NO: _____

Guarantor No. 2

Name: _____

Code No. _____

Signature with seal: _____

CNIC NO: _____

Recommendation & Signature of Area Manager:

Name: _____

Code No. _____

Signature with seal: _____

CNIC NO: _____

(page 1/3)

(C)

POSITION

NOTE FROM COMMISSION DEPARTMENT:

Name of Applicant: _____ Designation: _____ Code No _____

Last One / Two Years Renewal Commission:

i) **From** _____ **To** _____ **Rs:** _____

ii) **From** _____ **To** _____ **Rs:** _____

Total :Rs: _____

(Rupees in words: _____)

Previous Loans:

- Last emergency loan outstanding balance Rs: _____.
- Conveyance loan granted Rs: _____ on _____
- Amount of installment in default of conveyance loan , Eid advance and any other debits Rs: _____.

(Manager)
Commission Section

(D) **POSITION NOTE FROM AGENCY ADMINISTRATION DEPARTMENT**

Organization Set-up _____ SR/SM.SE

Date of appointment: _____

Registration Valid upto: _____

FYP LAST TWO YEARS :

j) **From** _____ **To** _____ **Rs:** _____

ii) **From** _____ **To** _____ **Rs:** _____

Remarks: _____

(Manager)
Agecny Admin.

(E) **ZONAL HEAD'S APPROVAL NOTE:**

A loan of Rs: _____ (Rupee _____ only) is hereby sanctioned. The rate of recovery shall be 100% from renewals and 25% from first Year earning, commencing from _____ subject to recovery of previous emergency loan, Eid advance, current debits balances and default installments of conveyance loan from this amount of loan/advance sanction to the applicant.

(Zonal Head)
Signature & Seal

(page 2/3)

**STATE LIFE**

Insurance Corporation of Pakistan

Zone _____

ANNUEXRE "B"

Dated: _____

From: (Incharge)
Agency AdministrationTo: (Incharge)
Commission SectionSubject: Emergency loan Against Renewal commission.

With reference to the application of the following field worker regarding loan against Renewal commission. Zonal Head has approved "Emergency Loan" against renewal commission to the under noted field worker. The complete particulars regarding loan amount sanctioned and the recovery schedule are as under:

Name of payees & Code No.	
Organization Set-up	
Sanctioned amount of loan Rs:	
Rupees in words:	

RECOVERY SCHEDULE:**(A)**

(i)	Subject to recovery of outstanding balance (if any)		
(ii)	Recovery from all codes of loanee		
(iii)	Outstanding balance cleared	Vide MR # _____	Date _____ Rs: _____

(B)

(i)	First Year Commission @25%	
(ii)	Renewal Commission @ 100%	
Effective date of recovery from earning		

(Incharge Agency)

I, _____ hereby agreed above terms & conditions of loan granted and recovery scheduled:

(Applicant Signatures)**Guarantor No. 1**Name: _____
Code No. _____Signature with seal: _____
CNIC NO: _____**Guarantor No. 2**Name: _____
Code No. _____Signature with seal: _____
CNIC NO: _____

(page 3/3)

35- EXPERIENCE CERTIFICATE FOR FIELD PERSONNEL ONLY:

Experience certificate will be issued to the field workers on their written request duly recommended by their superiors, subject to:

- His/her association with State Life is not less than a calendar year.
- Registration of field personnel is valid.
- Annual Statement & Declaration Form is duly submitted.
- Has unblemished past record.

36- PERMISSION FOR PROCURING LIFE INSURANCE BUSINESS IN FOREIGN COUNTRIES

It is within the purview of Zonal Head to allow the field worker to procure life insurance business on behalf of State Life Insurance Corporation of Pakistan during his/her personal visit to any country.

Requirements:

1. Written request (in original) duly recommended by complete channel upto Sector Head.
2. Visible photocopy of first two pages of passport & photocopy of VISA

37- ADVERTISEMENT:

- Field personnel are not allowed to advertise or circularize on behalf of the Corporation any material or information in any manner whatsoever, without obtaining prior written approval of the Corporation.

38- STATE LIFE WEBSITE:

- Launching of websites containing name of “State Life” is not allowed.

39- SOCIAL MEDIA:

- Creating of pages, groups, forums, etc. on any sort of social media with name of “State Life” or with insignia of State Life is not allowed.

40- DUAL AGENCY:

- In case, if it comes to the notice that any field personnel is running dual agency in different areas, both the agencies will be terminated and credit of 2nd agency will be given to old channel. However, if Zonal Head desires and feels that there is no fault of Sales Representative, he may allow allotting new code to Sales Representative but agent will remain attached with old agency/hierarchy.

41- GENERAL INSURANCE THROUGH ALPHA INSURANCE COMPANY LIMITED:

The business credit of general insurance procured through M/s. Alpha Insurance Company Limited will be given to S.R. to S.M. for the purpose of promotion only, upto the extent of 6% of general insurance business procured.

AREA MANAGERS MATTERS

- FYP Quotas of Area Managers
- Up-Gradation of Area Manager
- One Time Compensation
- Down Gradation of Area Manager
- Fixation of Perquisites to Area Managers
- Calculation of entitlement for newly promoted Area Manager..
- Incentives/Perquisites (initial fixation at the beginning of the year)
- Reimbursements of Salary of Staff engaged by AM and Perks....
- Entitlement on LPR
- Difference of Perks under Better Performance
- Renewal Relief on account of Operating cost
- Determination of Renewal Premium for Renewal Relief
- Recover of excess cost
- Incentive Bonuses (Quarterly)
- Additional Incentive Bonus
- Persistency Bonus
- Annual Prize Distribution Function expenses
- Office Rent, furniture and fixtures
- Personal Computer for Area Managers.....
- Quarterly review of Area Manager
- Promotion Criteria from Area Manager to Manager

42- ANNUAL FYP QUOTA FOR AREA MANAGERS

CADRE	2018 (@5% inc. over 2017)	2019 (@5% inc. over 2018)	2020 (same as 2019)
“A” Category AM	1,21,12,426/-	1,27,18,047/-	1,27,18,047/-
“B” Category AM	80,74,952/-	84,78,700/-	84,78,700/-
“C” Category AM	67,29,126/-	70,65,583/-	70,65,583/-

43- COMPILATION OF BUSINESS FIGURES FOR AREA MANAGERS:

43.1 FIRST YEAR PREMIUM :

- First Year Premium (FYP) means NFYP of policies sold under individual lives during the year + Deferred Premium + Group Insurance premium @10% of total premium and 6% of Single Premium policies (if any).
- Agency Administration Department will request G&P Department of the Zone to provide channel-wise annual figures of field workers procured Group Premium during the Year.
- Area wise single premiums of field workers will be obtained from month-wise/annual Completion Report prepared by Zonal I.T. Department after monthly closing of business.
- Agency Department will compile the final figures of Area Managers after obtaining aforementioned information.

Note:

- Credit of FYP of newly attached Sales Manager(s) will not be given to the Area Managers for perks/better performance only, if concerned Sales Manager failed to achieved the required 25% increase over base of the particular period (i.e. from the date of attachment of the Sales Manager instead of whole year's FYP base). However credit will be given for the calculation of incentive bonuses either attached S.M. failed to achieved required increase i.e. 25% over base.
- For FYP on which additional incentive bonus was paid to the Area Manager in preceding year will be considered as base for qualifying difference of perks.

43.1.1 Credit of Single Premium & Group Insurance Premium

Ref: Marketing Division dt: March 25th 2014

All single premiums policies, deferred annuity, term insurance and Group Insurance premiums shall be treated as First Year Premium. The Credit will be allowed to Regions, Zones, Marketing Executives, Area Managers and all marketing force for all practical purposes @10% of total premium of Group Insurance Premium, 6% of single premium policies (if any).

The aforementioned credit will be included in the base while determining the eligibility of Area Managers for better performance. However the said premium is not applicable while working out 2nd year persistency as all those premiums are one-time premiums.

43.2 SECOND YEAR PERSISTENCY (%):

- Whole year Base (excluding G.I premium & Single Premium if any) and SYP of all Sales Managers/Sales Executives attached with Area Managers as at 31st December of a year irrespective of date of attachment will be accounted for.
- Second year premium figures will be computed as per the figures of commission statements or S&AF printout as at 31st December provided by I.T Division.

Calculation of 2nd Year Persistency:

$$2^{\text{nd}} \text{ Year Persistency} = \frac{\text{Total SYP of all SMs}}{\text{Total FYP of all SMs (Preceding Year)}} \times 100$$

43.3 RENEWAL PERSISTENCY (Third year and over premiums):

Renewal Premium Figures will be computed as per the figures of commission statements or S&AF printout as at 31st December provided by I.T. Division on the following basis.

- a. Renewal premium collected through all Sales Managers (including retired) attached with the Area Managers as at 31st December of a year.
- b. Renewal premium collected through direct field attached with the Area Manager (subject to policies with no S.M. in the hierarchy)
- c. Renewal premium collected through Sales Executives attached with Area Manager.
- d. Renewal premium collected through personal SM's code of the Area Manager.

However, if an Area Manager was promoted, demoted or retired or God-forbid died during an year and for the purpose of computing cost upto that particular date, renewal premium figures of field workers defined as above, would be deducted from the annual renewal premium figures of the present Area Manager at the year-end as the credit was allowed upto that particular date to the previous Area Manager.

Third year and over premium collected in the current year will be divided by SYP+Renewal premium collected in previous year.

Calculation of Renewal Persistency:

$$\text{Renewal Persistency} = \frac{\text{Renewal Premium (3rd year \& over of current year)}}{\text{SYP + Renewal Premium (Preceding Year)}} \times 100$$

Only for calculation of renewal persistency, premium not due in the current year due to maturity/death claims in the preceding year will be deducted from the base figure.

(It does not cover the relief in 2nd year persistency)

44- UP-GRADATION OF AREA MANAGERS

Ref: Mktg/FSK/A-20 dt: 31st Aug. 2004

FROM “C” TO “B”.

Must have completed of 100% annual FYP quota of “B” category with at least 75% 2nd year persistency in preceding year.

FROM “C” TO “A”.

Must have completed of 100% annual FYP quota of “A” category with at least 75% 2nd year persistency in preceding year.

FROM “B” TO “A”

Must have completed of 100% FYP quota of “A” category with at least 75% 2nd year persistency in preceding year.

Note:

Regular up-gradation of Area Manager from one category to another category will be processed at the end of the year and approved by Zonal Head on the basis of above criteria. The up-gradation will take effect from 1st January of ensuing year.

44.1 UP-GRADATION IN THE MID YEAR FROM ONE CATEGORY TO ANOTHER:

Ref: Mktg/FSKA-20 dt: 28th Dec. 2004

Area Manager, who produces double the required annual FYP quota of higher category with 80% persistency of whole year FYP base, will be up-graded from the date he achieved the said performance.

PROCEDURE:

On the written request of Area Manager duly recommended by the concerned Sector Head, Zonal Head will forward the case to the Regional Chief for approval with full justification on the basis of audited business figures provided by Zonal I.T. Department, as per following format:

Name & Code No.	Category & date of Appointment	Qualifying Category	Annual FYP Quota of higher category	FYP achieved in current year	FYP base of preceding year (whole year)	SYP of current year (in volume)	2 nd Year Persistency % achieved
1	2	3	4	5	6	7	8
							(7/6x100)

44.2 ONE TIME CASH COMPENSATION ON UP-GRADATION OF AREA MANAGER AS “A” CATEGORY.

Ref: New package for Area Managers approved by Board on 10 nov. 2001 (SR # 5)

Rs.25,000/- as one time cash compensation will be payable only on up-gradation as “A” category from “B” or “C” category subject to fulfill up-gradation criteria. Even if the total cost is more than 10% of total FYP.

The said payment will be recorded in the Operating Statement of Area Manager concerned. If total cost including this one time compensation and additional perquisites etc, is more than 10% of FYP, then recoveries will be made according to Adjusted Cost Formula.

Note:

Cash compensation on up gradation will be payable only once in the entire tenure of the Area Manager.

Specimen letter of up-gradation to create uniformity is as under.

Area Manager ()
State Life
_____ Zone.

Dear Sir/Madam,

Re: Up-Gradation.

We are pleased to inform you that you have been up-graded from _____ to _____ category Area Manager w.e.f _____ on completion of FYP of Rs: _____ with _____% persistency in preceding year. You shall be entitled to perks of revised category from above date.

I congratulate you and your team members on the efforts made by all of you. We hope that the up-gradation will be a source of motivation for you and your team members and you will strive hard for even better performance in future also.

Thanking you,

Yours faithfully,

(Zonal Head)

CC: D.H (P&GS), D.H (Marketing), RC, I/C Agency,
Zonal Auditor, Zonal Accountant, Personal file

45- DOWN-GRADATION OF AREA MANAGER

In case if an Area Manager is failed to achieve his/her required FYP Quota in the current year (as on 31st December) with at least 75% 2nd year persistency, Zonal Head may decide individual cases for down-gradation in low category. Copies of down gradation letter should be provided to the Zonal incharge of Agency Administration, F&A, P&GS and Audit Departments, Regional Chief concerned and Marketing Division.

Note: While evaluating the annual performance, decrease upto 10% in FYP would not have any adverse implication on his performance for two consecutive years.

Illustration -1:

For example, if an Area Manager of “A” Category produced FYP Rs.6,500,000/- against his annual FYP quota of Rs: 1,21,12,416/- in 2018 with 78% second year persistency, Zonal Head is empowered to down-grade him as “B” category Area Manager w.e.f 1-1-2019.

Illustration -2:

For example, if an Area Manager of “B” Category produced FYP Rs.70,00,000/- against his annual FYP quota of Rs.8,074,951/- in 2018 with 78% second year persistency, Zonal Head is empowered to down-grade him as “C” category Area Manager w.e.f. 1-1-2019.

46-FIXATION OF PERQUISITES TO AREA MANAGERS

DIRECT COST:

1. Pay & allowances including reimbursement of utilities and newspapers etc. paid to AM.
2. Driver's salary, if allowed.
3. Residential telephone expenses.
4. Medical expenses excluding Hospitalization.
5. One time cash compensation, if paid.
6. 50% of car petrol.
7. 50% of car rental.
8. Tour expenses.
9. 20% of basic pay towards Pension Contribution is to be charged to expenses of Area Manager in lieu of one month's pay each for Gratuity and CPF Corporation's contribution. (Ref: QZ/F&A/501/2012-30 dated 4/10/2012).

IN-DIRECT COST:

1. 50% of car petrol.
2. 50% of car rental.
3. Staff salaries (excluding driver).
4. Entertainment/meeting and conference expenses.
5. Office telephone expenses.
6. Office Rent.
7. Expenses of office electricity, gas etc.
8. Printing & Stationery.
9. Payment of newspapers for office.
10. Postage and telegram.
11. 1/3rd of total EOAs expenses on S&AF or 2% of the FYP, whichever is less).
12. Repair & maintenance expenses (miscellaneous)..

Note:

- i- Incentive bonuses (quarterly and annual bonuses) shall not be included in the cost.
- ii- Expenses paid to his/her SM on reimbursement of office cost i.e. the 4.35% shall be included only to the extent of their 1/3rd of such expenses or 2% of the Area Manager FYP whichever is less.
- iii- Preparation of Operating Statement/Cost is responsibility of Agency Administration Department in consultation with all concerned Departments.
- iv- Operating Statement should be completed in all respects, according the Proforma provided by Principal Office.

47- CALCULATION OF ENTITLEMENT FOR NEWLY PROMOTED AREA MANAGER.

The perks/facilities of newly promoted Area Manager will be fixed in the first year of the appointment according to the initial slab of Area Manager.

Monthly Entitlement:

1 Clerk	Rs: 1875/-
1 Naib Qasid	Rs: 1500/-
Car Petrol	200 Liters or less at the discretion of Zonal Head
Car Rental	Rs: 1500/-
Meeting	Rs: 500/-
Office Telephone	At the discretion of the Zonal Head keeping in view the business performance of AM.

47.1 AFTER THE COMPLETION OF CALENDAR YEAR (AFTER PROMOTION).

1- If a Newly selected Area Manager completes Annual FYP quota with at least 75% 2nd year persistency in the first year of his selection as on 31st December, his/her initial perks for 2nd year of selection will be calculated on his actual FYP produced as Area Manager as on 31st December of preceding year, provided the cost remains within allowable limits (including payment under better performance, if any).

2- In case a newly promoted Area Manager is failed to procure annual FYP quota of his/her respective category but completes pro-rata FYP quota in the first year of his appointment, 'A' category Area Manager will be allowed to get initial perks under the head of petrol & Car Rental (upto 200 liters petrol & Rs: 1500/- car rental per month) in the 2nd Year of their selection. (Ref: Marketing/A-20/17 dt:17th Feb. 2015) .

Wages under head of staff salary (i.e. clerk, Naib Qasid, Driver, Private Secretary & PC Operator) will be payable as per percentage increase over pro-rata FYP quota provided the cost remains within allowable limit.

3- Incase an Area Manager producing more than First Year Premium Quota/pro-rata quota, but fails to maintain condition of 10% total cost, will be entitled to receive Two (02) Clerks @ Rs.1,875/- & Two (02) Naib Qasids @ Rs.1,500/- each per month (Ref: Marketing/A-20/728 dt:15th April 2016) .

'A' category Area Manager will be allowed to get initial perks under the head of petrol & Car Rental (upto 200 liters petrol & Rs: 1500/- car rental per month) in the 2nd Year of their selection.

The following percentage increase will also be given based on Renewal Persistency in a calendar year. The increase percentage rate to be applied on salary reimbursement limit would be determined every year on the basis of Renewal Persistency of preceding year and in event of decrease in Renewal Persistency, it will be reduced or withdrawn depending upon Renewal Persistency.

Percentage of Renewal Persistency	Percentage increase in salary Reimbursement Limit.
86%	10%
87%	20%
88%	30%
89%	40%
90%	50%

Note: Release of increase in wages on Renewal Persistency base is not linked with cost.

INCENTIVES/PERQUISITIES

48- INITIAL FIXATION OF ENTITLEMENT AT THE BEGINNING OF THE YEAR

Head of perks	In case where direct cost is within 5% (including payment of better performance if any in the immediate preceding year)	In case where direct cost exceeds 5% (including payment of better performance if any in the immediate preceding year)																						
Petrol (to ‘A’ category only)	Direct Cost within 5% and 75% SYP On completion of Annual FYP quota = 350 liters For every Rs: 100,000/- FYP over Annual FYP quota = One liter For every additional Rs: 4000000/- FYP over Annual FYP Quota = 45 liters	If direct cost in more than 5%, Initial perks under the head of petrol for ‘A’ category Area Managers will be restricted to 200 liters p.m. on completing annual FYP quota while requirement of 75% 2 nd year persistency is not applicable. <u>For newly promoted Area Managers</u> The initial perks under the head of Petrol upto 200 liters p.m. and car rental to ‘A’ category Area Manager is allowed on completion of Pro-rata FYP Quota while requirement of 75% 2 nd Year persistency is not applicable.																						
Car Rental (to ‘A’ category only)	On completing Annual FYP quota with 75% 2 nd year persistency following slabs will be applicable: On completion of Annual FYP quota = Rs: 1500 For additional Rs: 50 lac over FYP quota Rs: 750 (max. upto Rs: 15,000) Not linked with Area Manager’s Cost. If FYP quota completed and failed to achieved minimum 75% 2 nd year Persistency, initial perks (@Rs: 1500/-) will be allowed. <u>For Newly promoted Area Managers:</u> The newly selected ‘A’ category Area Manager are allowed to get initial perks under the head of Car Rental upto Rs: 1500/- p.m in the 2 nd Year of their selection on completion of prorate FYP quota instead of completion of annual FYP quota .																							
Residential Telephone	If direct cost is within 5% 400 calls + line Rent pm or actual amount of the paid bill which ever is less. However limits of calls enhanced as under: <table><tr><td>upto Rs: 40 lac</td><td>400 calls + line rent</td></tr><tr><td>Rs: 40 lac to 50 lac</td><td>550 calls + line rent</td></tr><tr><td>Rs: 50 lac to 60 lac</td><td>600 calls + line rent</td></tr><tr><td>Rs: 60 lac to 75 lac</td><td>650 calls + line rent</td></tr><tr><td>Rs: 75 lac to 1 crore</td><td>700 calls + line rent</td></tr><tr><td>Rs: 1 crore to 1.5 crore</td><td>750 calls + line rent</td></tr><tr><td>Rs: 1.5 crore to 2 crore</td><td>800 calls + line rent</td></tr><tr><td>Rs: 2 crore to 3 crore</td><td>850 calls + line rent</td></tr><tr><td>Rs: 3 crore to 4 crore</td><td>900 calls + line rent</td></tr><tr><td>Rs: 4 crore to 5 crore</td><td>950 calls + line rent</td></tr><tr><td>Rs: 5 crore or more</td><td>1000 calls + line rent</td></tr></table>	upto Rs: 40 lac	400 calls + line rent	Rs: 40 lac to 50 lac	550 calls + line rent	Rs: 50 lac to 60 lac	600 calls + line rent	Rs: 60 lac to 75 lac	650 calls + line rent	Rs: 75 lac to 1 crore	700 calls + line rent	Rs: 1 crore to 1.5 crore	750 calls + line rent	Rs: 1.5 crore to 2 crore	800 calls + line rent	Rs: 2 crore to 3 crore	850 calls + line rent	Rs: 3 crore to 4 crore	900 calls + line rent	Rs: 4 crore to 5 crore	950 calls + line rent	Rs: 5 crore or more	1000 calls + line rent	If direct cost in more than 5% <
upto Rs: 40 lac	400 calls + line rent																							
Rs: 40 lac to 50 lac	550 calls + line rent																							
Rs: 50 lac to 60 lac	600 calls + line rent																							
Rs: 60 lac to 75 lac	650 calls + line rent																							
Rs: 75 lac to 1 crore	700 calls + line rent																							
Rs: 1 crore to 1.5 crore	750 calls + line rent																							
Rs: 1.5 crore to 2 crore	800 calls + line rent																							
Rs: 2 crore to 3 crore	850 calls + line rent																							
Rs: 3 crore to 4 crore	900 calls + line rent																							
Rs: 4 crore to 5 crore	950 calls + line rent																							
Rs: 5 crore or more	1000 calls + line rent																							

Continue.....

INITIAL FIXATION OF ENTITLEMENT AT THE BEGINNING OF THE YEAR

Head of perks	In case where total Cost is within limits (including payments of better performance if any)	In case where total Cost exceeds 10% (including payments of better performance if any)														
Office Telephone	At the discretion of the Zonal Head keeping in view the business performance of Area Manager. Zonal Head may review the expenses on office telephone on quarterly basis. Not linked with cost & 2 nd year Persistency															
Agency Meeting	Direct Cost within 5% and 75% 2nd year Persistency Blow Quota = Rs: 500/- On completion of Annual FYP quota = Rs: 2000 For additional Rs: 50 lac over FYP quota = Rs: 1000 (Max. Rs: 20,000) Limit would be enhanced, on achieving Renewal Persistency instead of Volume of Renewal premium subject to completion of annual FYP quota as per following slab. <table><tr><td>Renewal Persistency</td><td>Entitlement enhanced by</td></tr><tr><td>85%</td><td>10%</td></tr><tr><td>86%</td><td>15%</td></tr><tr><td>87%</td><td>20%</td></tr><tr><td>88%</td><td>30%</td></tr><tr><td>89%</td><td>40%</td></tr><tr><td>90% and above</td><td>50%</td></tr></table>		Renewal Persistency	Entitlement enhanced by	85%	10%	86%	15%	87%	20%	88%	30%	89%	40%	90% and above	50%
Renewal Persistency	Entitlement enhanced by															
85%	10%															
86%	15%															
87%	20%															
88%	30%															
89%	40%															
90% and above	50%															
Staff Salaries	Based on the preceding year performance, reimbursements of salary of staff would be fixed as per P.O Circular # Marketing/A-20/108 dt: November 27,2015 provided total cost of Area Manager remains within 10% & minimum 75% 2 nd year Persistency in achieved. FYP Slab wise Details are on next page:	1) In cases where total cost exceeds 10% (including payment of better performance, if any), and / or 2 nd Year Persistency is less than 75% and / or not completed annual FYP quota, payment under initial slab can be released. (i.e One Clerk & One Naib Qasid only) 2)In case where Area Manager producing more than FYP quota but fails to maintain condition of 10% total cost, will be entitled to receive following under the head of reimbursement of staff salary: Two (02) Clerks Rs: 1875/= (each) Two (02) Naib Qasid Rs: 1500/= (each) Note: Renewal persistency based increase will also given if Renewal persistency is 86% or over.														

48.1 REVISION IN REIMBURSEMENT OF STAFF SALARY FOR AREA MANAGER

Marketing/A-20/108 dt: November 27, 2015

Slab No.	FYP Slab (Quota)	Staff Allowed		Monthly Limit
		Nos.	Cadre	
1	Below FYP Quota (Initial)	1	Clerk	1875
		1	Naib Qasid	1500
2	100% To 149.99%	4	Clerk	2400
		4	Naib Qasid	1800
		1	Driver (for "A" cat.)	3000
		1	Private Secretary	3000
		1	PC Operator	3300
3	150% To 199.99%	4	Clerk	2560
		4	Naib Qasid	1920
		1	Driver (for "A" cat.)	3200
		1	Private Secretary	3200
		1	PC Operator	3520
4	200% To 299.99%	4	Clerk	2720
		4	Naib Qasid	2040
		1	Driver (for "A" cat.)	3400
		1	Private Secretary	3400
		1	PC Operator	3740
5	300% To 399.99%	4	Clerk	2880
		4	Naib Qasid	2160
		1	Driver (for "A" cat.)	3600
		1	Private Secretary	3600
		1	PC Operator	3960
6	400% To 499.99%	4	Clerk	3040
		4	Naib Qasid	2280
		1	Driver (for "A" cat.)	3800
		1	Private Secretary	3800
		1	PC Operator	4180
7	More than 500%	4	Clerk	3200
		4	Naib Qasid	2400
		1	Driver (for "A" cat.)	4000
		1	Private Secretary	4000
		1	PC Operator	4400

Note:

- i) In cases where total cost exceeds 10% (including payment of better performance, if any), and/or 2nd Year Persistency is less than 75%, payment under initial slab can be released.

One (01) Clerk Rs: 1875/= (each)

One (01) Naib Qasid Rs: 1500/= (each)

- iii) In case where Area Manager producing more than FYP quota but fails to maintain condition of 10% total cost, will be entitled to receive following under the head of reimbursement of staff salary: (Ref: Marketing/A-20/728 dt: 15/4/2016)

Two (02) Clerks Rs: 1,875/= (each)
Two (02) Naib Qasid Rs: 1,500/= (each)

The following percentage increase is based on Renewal Persistency in a Calendar Year. The increase percentage rate to be applied on salary reimbursement limit would be determined every year on the basis of Renewal Persistency of preceding year and in event of decrease in Renewal Persistency, it will be reduced or withdrawn depending upon Renewal Persistency:

Percentage of Renewal Persistency	Percentage increase in Salary Reimbursement Limit.
86%	10%
87%	20%
88%	30%
89%	40%
90%	50%

Note:

Renewal persistency based increase on salary will be allowed on all above FYP slabs (if applicable), rather than Cost% and 2nd Year persistency.

48.2 OFFICE PHONE FOR AREA MANAGER:

At the discretion of the Zonal Head keeping in view the business performance of Area Manager. Zonal Head may review the expenses on office telephone on quarterly basis

48.3 MOBILE PHONE + INTERNET BILL FOR AREA MANAGER:

Reimbursement of mobile telephone bill of Area Managers on their own mobile phone along with their office telephone limit subject to the total telephone expense remains within allowed limit for office telephone already fixed. No additional financial burden will borne by State Life. DSL/Internet facility can also be availed within the allowable limits of office telephone.

48.4 RESIDENTIAL TELEPHONE

The residential telephone limits of the Area Manager will be fixed within the overall 5% of the direct cost but in no case shall exceed the following limits applicable from 1.1.1996. Only actual expenses will be reimbursed:

S#	FYP Slab	Limit per month
1	Upto Rs: 40 lac	400 calls + line rent
2	Rs: 40 lac but below 50 lac	550 calls + line rent
3	Rs: 50 lac but below 60 lac	600 calls + line rent
4	Rs: 60 lac but below 75 lac	650 calls + line rent
5	Rs: 75 lac but below Rs: 1.00 crore	700 calls + line rent
6	Rs: 1.00 crore but below Rs: 1.50 crore	750 calls + line rent
7	Rs: 1.50 crore but below Rs: 2.00 crore	800 calls + line rent
8	Rs: 2.00 crore but below Rs: 3.00 crore	850 calls + line rent
9	Rs: 3.00 crore but below Rs: 4.00 crore	900 calls + line rent
10	Rs: 4.00 crore but below Rs: 5.00 crore	950 calls + line rent
11	Rs: 5.00 crore or more	1000 calls + line rent

48.5 Car Rental for “A” Category Area Managers.

Marketing Division dt:25th March 2014

- 1- The car rental is allowed to “A” Category Area Manager if any one of the following conditions is met by him/her.
 - a. He/she use a car hired by him/her
 - b. He/she uses the car owned by him/her or by his spouse.
 - c. He/she uses a car which he/she has agreed to purchase from State Life on conditions that the agreed price will be paid by him/her in installments and that under the agreement of purchase the title of car will be transferred to him/her after the payment of all due installments.
 - d. If he/she purchases a car through bank loan, which is registered on his/her or spouse's name and that of the bank jointly.
- 2- All Area Managers, who are availing the car rental are required to submit photocopy of their car registration book in the month of January each year to become eligible for the car rental as per entitlement.
- 3- The executives who are maintaining cars more than 12 years old model, the car rental would be admissible @2/3rd of the revised limit.
- 4- For the purpose of grant the facility of car rental and consumption of petrol, a certificate would be obtained from Area Managers that he/she is using the car and the same is under his custody for his/her official use.

The entitlement limits for “Car Rental” (for ‘A’ Category Area Manager) are revised as under subject to achievement of 75% 2nd Year Persistency.

S#	F.Y.P Slab (on completion of)	Entitlement per month
1	Annual FYP Quota	Rs.1,500/-
2	For every Rs: 50 lac over FYP quota	Rs.750/- (maximum Rs.15,000/-)

The entitlement for 50% Car Rental will be treated as Direct Cost and remaining 50% as indirect Cost.

48.6 Car Petrol for “A” Category Area Managers.

Marketing Division dt:25th March 2014

Subject to completion annual FYP quota, 75% 2nd year persistency & direct cost being within 5%, the following slabs of petrol expenses will be reimbursed as per FYP slabs mentioned below:

S#	FYP Slab (on completion of)	Petrol Limit per month
1	Annual FYP Quota	350 Liters
2	For every Rs.100,000/- FYP over annual FYP Quota.	One Liter
3	For every additional Rs.4,000,000 FYP over Annual FYP Quota.	Additional 45 Liters

The initial perks under the head of petrol (upto 200 liters p.m.) and car rental to “A” category Area Manager is allowed on completion of annual FYP quota and requirement of 75% 2nd year persistency is not applicable. (Ref: Marketing/A-20/14 dt: 17th Feb. 2015.)

The entitlement for 50% Car petrol will be treated as Direct Cost and remaining 50% as Indirect Cost.

If the Direct cost for the preceding year (including difference under better performance, if any) is more than 5% the petrol limit is restricted to 200 liters per month. Newly Selected Area Manager will be allowed to reimburse petrol as per above slab subject to completion of Annual FYP quota as Area Manager with 75% 2nd year persistency in previous cadre.

Note:

- 1- In case, direct cost of A.M. is over 5%, the initial perks under the head of Petrol (upto 200 liters per month) and car rental to ‘A’ category Area Manager is allowed on completion of annual FYP quota while requirement of 75% 2nd Year Persistency is not applicable.
- 2- The newly selected ‘A’ Category Area Manager are allowed to get initial perks under the head of petrol (upto 200 liters per month plus car rental) in the 2nd year of their selection on completion of pro-rata FYP quota, if the annual FYP quota and/or 75% 2nd Year Persistency is not achieved.

48.7 Agency Meetings & Conference Limits:

Marketing Division dt:25th March 2014

The Agency Meeting/Entertainment/Meeting & Conference Expenses entitlement slab is as under provided the direct cost remains within 5% with 75% 2nd year persistency:

S#	F.Y.P Slab (on completion of)	Entitlement per month
1	Below Quota	RS.500/-
2	On completion of Annual FYP quota	Rs.2,000/-
3	For additional Rs.50 lac over FYP quota	Rs.1,000/- (maximum Rs.20,000/-)

Limit would be enhanced, on achieving Renewal Persistency instead of volume of Renewal premium subject to completion of annual FYP quota as per following slab:

Renewal Persistency	Entitlement enhanced by
85%	10%
86%	15%
87%	20%
88%	30%
89%	40%
90% and above	50%

Minutes of the meeting must be furnished to the Sector Head and Zonal Head within one week. Expenses for maximum of 3 months can be clubbed together for a function/meeting, provided the Zonal Head has attended the meeting/function.

48.8 Reimbursement of expenses for Daily Newspapers.

Only “A” Category Area Manager are allowed reimbursement of cost of Daily Newspapers on following basis:-

Completion of annual FYP quota and overall cost remains within allowable limit.

48.9 Repair & Maintenance (miscellaneous expenses):

For ‘A’ category Area Manager	Rs.500/- per month
For ‘B’ category Area Manager	Rs.400/- per month
For ‘C’ category Area Manager	Rs.300/- per month

49- ENTITLEMENTS ON LPR

LPR may be allowed subject to no excess cost recovery during the period of LPR. On proceeding on LPR, the AMs team will be detached and he/she shall be paid only basic salary during the LPR period. During LPR he/she will be allowed medical benefits as per rules, Provident Fund/Pension/Gratuity benefits as per rules.

50- ENTITLEMENT OF AREA MANAGER DURING DISABILITY/LONG LEAVE.

Area Managers are eligible to receive business perks as per their entitlement. However, 50% of Car rental and petrol reimbursement (in entitled) are allowed during disability/long leave period, subject to satisfactory business performance of the concerned Area.

Note:

Same rules will also be applicable on long leave period for whole one month and over.

51- ENTITLEMENT OF AREA MANAGER FOR THE PERIOD DURING SUSPENSION.

Area Managers are eligible to receive business perks as per their entitlement if exonerated from all charges, subject to satisfactory business performance of the concerned Area.

52- DIFFERENCE OF PERKS IN CASE OF BETTER PERFORMANCE

Payment of difference of perks in case of better performance is payable at year end on completion of the following, as at 31st December:

- 1. Completion of annual FYP quota of respective category**
- 2. Showing increase over preceding year's FYP.**
- 3. 75% or more 2nd year Persistency.**

In case Area Manager qualify for difference of perks under better performance, his/her expenses will be re-casted/recalculated w.e.f. 1st January on the basis of FYP completed as at 31st December irrespective of the cost constraints and the difference will be paid.

Note: Preceding year's FYP means FYP on which incentive bonuses were paid.

52.1 BETTER PERFORMANCE TO THE AREA MANAGERS IN THE FIRST YEAR OF THEIR SELECTION.

Ref: Marketing/A-20/16 dt: 10th Oct. 2017

In order to encourage and motivate newly promoted Area Managers, the Board of Directors in its 254 Meeting approved difference of perks under the scheme of Batter Performance, which are allowed to newly promoted Area Managers from the first year of their selection in line with the other Area Managers entitled under the scheme for Better Performance.

The newly selected Area Manager will be eligible to receive difference of perks under the scheme, on completion of annual FYP quota of their respective category in the first Year of their selection and on showing increase over their Sales Manager's whole year base (whichever is higher) along with 75% 2nd Year persistency of their previous cadre.

Illustration - 1:

For example, a Sales Manager promoted as "A" category Area Manager in May 2019, his/her FYP 2018 as SM was Rs.9,500,000/- . If he/she completed annual FYP quota of respective category (i.e. Rs.15,140,533/- for the year 2019) along with minimum 75% 2nd year Persistency of their previous cadre as on 31st December 2019, his/her expenses will be re-casted/recalculated w.e.f. date of promotion on the basis of FYP completed as AM as at 31st December irrespective of the cost constraints and the difference will be paid.

Illustration - 2:

For example, a Sales Manager promoted as Area Manager in May 2019, his/her FYP 2018 as SM was Rs.18,500,000/-. If he/she will be eligible for difference of perks on showing increase over their Sales Manager's whole year base, i.e. Rs.1,8500,000/- (because annual FYP quota is less then SM's FYP base) along with minimum 75% 2nd year persistency of their previous cadre, his/her expenses will be re-casted/recalculated w.e.f. date of promotion on the basis of FYP completed as AM as at 31stDecember irrespective of the cost constraints and the difference will be paid.

53- **HEADS UNDER WHICH DIFFERENCE OF PERKS IS PAYABLE**

Ref: Marketing/SC/A-10/51 dated: 27/6/2003

i) Wages (Staff Salary):

The wages of additional staff will be reimbursed on submission of individual receipt of payments duly signed by the concerned staff of Area Manager with Revenue stamp.

ii) Entertainment:

The amount will be paid on submission of Agenda/Minutes and certificate of expenses and difference will be released subject to maximum entitlement as per slab or actual bills whichever is less.

iii) Car Rental:

The difference of car rental will be paid on submission of certificate subject to entitlement as per slab.

iv) Car Petrol:

The difference of car petrol will be paid on submission of certificate subject to entitlement as per slab.

v) Residential Telephone:

The difference under this head will be paid on the submission of the original/photocopies of paid telephone bills (in case may be), reimbursement will be made subject to entitlement as per slab or actual expenses whichever is less.

For Example: let an Area Manager has produced FYP 2018 Rs.13,000,000/- with all other conditions and entitled for 750 calls per month for the year 2019. At the end of 2019 he produced FYP Rs.17,500,000/- and qualified for better performance, he will submit the photocopies of paid bills for difference, if original paid bill was already submitted with monthly reimbursements.

Difference will be made as per revised entitlement or actual bill whichever is less.

In all other cases original paid bill would be required for reimbursement.

vi) Office Telephone:

The limit of the office telephone shall be determined /re-fixed uniformly strictly commensurating with the FYP and the difference will be paid as per revised entitlement or actual paid bill whichever is less

vii) Books & Periodicals, Postage & Telegram, Repair, Maintenance & Miscellaneous Expenses.

The difference under these heads will be paid as per revised entitlement or actual expenses, whichever are less.

53.1 IF TOTAL COST INCLUDING DIFFERENCE ON ACCOUNT OF BETTER PERFORMANCE IS MORE THAN 10% OF FYP.

Recoveries will be made according to the adjustment cost formula after giving due **Renewal Relief** only to those Area Managers who achieved minimum 75% 2nd year persistency and it must be noted that difference of perks at year end should only be paid after recovery of adjusted excess cost, as per formula, for the particular year and any previous/outstanding amount of excess cost will also be recovered from difference of perks.

Renewal Premium Relief:

Renewal Premium (Including SYP)	Proportion of un-adjusted total cost.
Less than 5 million	10%
At least 5 million , less than 10 million	11%
At least 10 million , less than 15 million	12%
At least 15 million , less than 20 million	13%
At least 20 million , less than 25 million	14%
At least 25 million , less than 30 million	15%
At least 30 million , less than 35 million	16%
At least 35 million , less than 40 million	17%
At least 40 million , less than 45 million	18%
At least 45 million , less than 50 million	19%
At least 50 million or more	20%

Note: Renewal premium means 2nd Year + 3rd year and over premium

53.2 RELIEF IN COST:

Ref: S&D/RAS/A-20 dt: 10th Oct. 1988

- If the Sales Manager(s) attached to an Area Manager is/are promoted and detached in a year and his/their contribution in total FYP of the Area Manager was 1/3rd or more in the year immediately preceding the year of promotion and because of this/these detachment(s) there was shortfall in FYP of the Area Manager for the year then while working out the cost of the Area Manager for the said year, a consideration to the extent of the FYP completed by the promoted Sales Manager(s) in the preceding year will be given.
- Area Manager who cost exceed the prescribed total adjusted cost of 10% because of their high medical expenses and therefore , a recovery of excess cost is to be made, the expenses incurred under this head will not be taken into consideration while working out their adjusted cost.
- If the direct cost of the Area Manager exceed 5% due to his /her or his/her dependent family members hospitalization as a result of which his facilities/incentives are curtailed , hospitalization expenses will be excluded from his/her direct cost.

54- DETERMINATION OF RENEWAL PREMIUM FIGURES FOR THE PURPOSE OF CALCULATING RENEWAL EXPENSES RELIEF TO AREA MANAGERS

Renewal Premium including Second Year Premium will be computed as per the figures of Commission statements or S&AF printout as 31st December on the following basis.

- Renewal Premiums collected through all SMs (including retired/hereditary) attached with the Area Manager as at 31st December of a Year.
- Renewal Premium collected through direct SOs attached with the Area Manager (subject to policies sold without SM in the hierarchy)
- Renewal Premium collected through Sales Executive attached with Area Manager.
- Renewal premium collected through personal S.M's code of the Area Manager.

If an Area Manager promoted, demoted, retired or God-forbid died during a year and for the purpose of computing excess cost upto that particular date, renewal premium of field worker defined as above, would be deducted from the annual renewal premium of the present Area Manager at the year-end as the credit was allowed upto that particular date to the previous Area Manager.

55- RECOVERY OF EXCESS COST FROM AREA MANAGER UNDER ADJUSTED COST FORMULA:

55.1 Determination of Rupee Cost:

The rupee cost of each Area Manager shall include:

- All his/her direct & in-direct cost
- Expenses paid to his/her SMs on reimbursement of office cost (in kind & 4.35%) shall be included only to the extent of their 1/3rd of such expenses or 2% of the Area Managers FYP whichever is less.

The rupee cost of each Area Manager shall not include:

- Incentive bonus paid to Area Manager.
- Hospitalization for self and dependent family members (if any).

55.2 Adjustment of % Cost:

Where the Area Manager's persistency rate is less than 65% or greater than 75% the unadjusted % cost will be adjust as follow to determine the adjusted % cost:

- **Persistency Less than 65%**

Adjusted % cost = (unadjusted % cost X 65%) divided by **Actual Persistency %**

- **Persistency greater than 75%**

Adjusted % cost = (unadjusted % cost X 75%) divided by **Actual Persistency %**

Where persistency is at least 65% but not more than 75% the adjusted % cost will be the same as the unadjusted % cost.

55.3 Recovery Schedule

The excess of adjusted % cost over 10% will be subject to recoveries as follows:

In respect of the 1 st 1% excess over 10%	No Recovery
In respect of the 2 nd 1% excess over 10%	Recovery of 15% of this excess
In respect of the next 3% excess over 10%	Recovery of 25% of this excess
In respect of the next 5% excess over 10%	Recovery of 33% of this excess
In respect remaining excess over 10%	Recovery of 50% of this excess

55.3.1 Monthly Installment of Excess Cost Recovery.

Recovery should be made on the following formula (minimum installment should be Rs.2,000/-).

Monthly Installment = Recoverable amount divided by remaining months of the calendar year.

Recoveries should be completed in any case by 31st December of current year.

Note:

Operating cost statement of Area Manager not qualified for better performance based on the performance as at 31st December, should be prepared on priority basis and audited copy must be provided to F&A department for recoveries (if any).

55.4 No Recovery of outstanding excess cost installment incase of death during service.

If an Area Manager died during service (Allah forbid) then only installment of excess cost recovery which fell due before death will be recovered from the dues. Installment falling due on or after his death will be forgiven.

No exemption in excess cost recovery in case of promotion/retirement/resigned or any other reason of leaving service in mid of the year.

55.5 Recovery of outstanding excess cost will NOT be forgiven

On resignation, termination, dismissal, superannuation, early retirement, ill-health retirement or cessation of service for any other cause.

In these cases recovery of excess cost should be made in lump-sum.

However, recovery of excess cost (if any) from Area Managers who are promoted in the next higher cadre should be made as per usual practice.

The excess cost recovery (if any) from those Area Managers who will be reverted back to Sales Managers shall also be made from his/her commission/overriding commission.

56- **INCENTIVE BONUS**

Ref: New package for Area Managers approved by Board on 10 Nov. 2001,

Payable to all Area Managers based on their Business performance i.e quarterly & Yearly.

56.1 **QUARTERLY BONUS**

Ref: New package for Area Managers approved by Board on 10 Nov. 2001 (SR # 4(a&b))

- Payable quarter by quarter.
- 1.5% of FYP produced in the quarter
- Additional 0.75% of FYP will be paid for any quarter in which at least 20% of the FYP quota for the year is completed.
(If the FYP in any quarter is less than 20% of the quota for the year, then this 0.75% is lost for that quarter)

Note:

Area Manager(s) retired during any quarter will be eligible for bonus on FYP produced during that quarter, i.e. if an Area Manager retired during 3rd quarter as on 13-8-2019, he will be eligible to get bonus on FYP business for the months of July & August 2019 @ 1.5% and 0.75% as case may be.

56.2 **ADDITIONAL INCENTIVE BONUS**

Ref: New package for Area Managers approved by Board on 10 Nov. 2001 (SR # 4(c))

If an Area Manager complete FYP quota for the year with at least 75% 2nd year persistency, then at the end of the year he will be paid a further 0.75% of the FYP produced in the year.

Incentive bonuses have been de-linked from cost. They will be payable to the Area Manager even if his adjusted total cost exceeds 10% of FYP.

Note:

- FYP includes deferred premiums, Group Insurance premiums @10%, Single Premium @6% if any.
- Income tax is recoverable on all incentive bonuses under the applicable law.

Clarification:

Additional incentive bonus will not be paid to the Area Managers retired, resigned, died, terminate, dismissed, superannuation, early retirement, ill-health retirement or cessation of service for any other cause during the year.

However, if an Area Manager retires in the mid of year and completed annual FYP quota with 75% 2nd Year Persistency (on whole year base) on the date of retirement, he will be entitled to receive annual incentive bonus.

No incentive bonus is payable on pro-rata Basis.

56.3 **PERSISTENCY BONUS**

Ref: QZ/Budg-2016/30/1 dt: 13/6/2017

Requirements for eligibility of Persistency Bonus.

- 1- Minimum 2nd year Persistency 75%
- 2- Completion of annual FYP quota

Persistency bonus will be allowed to the Area Manager(s) on SYP subject to completion of annual FYP quota of respective category with minimum 75% 2nd year persistency. (i.e. if SYP of 2019 is 75% or more, he/she should be completed annual FYP quota of his/her respective category in 2019).

Bonus will be calculated according to the following rates, provided Area Manager completed minimum FYP quota of preceding year:

Persistency	Bonus Rate	Persistency	Bonus Rate	Persistency	Bonus Rate
75%	0.25%	84%	0.34%	93%	0.43%
76%	0.26%	85%	0.35%	94%	0.44%
77%	0.27%	86%	0.36%	95%	0.45%
78%	0.28%	87%	0.37%	96%	0.46%
79%	0.29%	88%	0.38%	97%	0.47%
80%	0.30%	89%	0.39%	98%	0.48%
81%	0.31%	90%	0.40%	99%	0.49%
82%	0.32%	91%	0.41%	100%	0.50%
83%	0.33%	92%	0.42%	*****	*****

Note: In the first year of promotion, Area Manager will not entitled for persistency bonus as Persistency bonus will be payable to him on his/her SM's Code, subject to achieving at least 75% 2nd year persistency as SM.

57- **ANNUAL PRIZE DISTRIBUTION FUNCTION**

Marketing Division dt:25th March 2014

Area Managers completing FYP quota or more in a calendar Year with 75% 2nd year persistency would be allowed subsidy for holding the function, subject to maximum limit as prescribed below:

S#	FYP in a Calendar Year (on completion of)	Maximum Limit
1	FYP Quota	Rs.5,000/-
2	For every Rs.50 lac FYP over FYP quota	Rs.5,000/- (maximum Rs.50,000/-)

Requirements:

- Minutes of the Meeting duly approved by Zonal Head.
- Attendance sheet of the participants.
- Hotel bill (Lunch/Dinner/Refreshment) where meeting was held.
- Shop bill from where prizes were purchased (if applicable).

Note: Payment will be made from A/C 923 (Meeting and Conference), accrual should be booked.

58- ENTITLEMENT OF AREA MANAGER REGARDING OFFICE SPECE, RENT, FURNITURE AND FIXTURE (PROCESSED BY P&GS DEPARTMENT).

58.1 OFFICE SPACE

“A” Category	750 sq.ft covered area
“B” Category	500 sq.ft covered area

58.2 OFFICE RENT

Rent Ceiling Limits per month	Hiring & Approving authority
Upto Rs.5,000/-	Zonal Head
Over Rs.5,000/- upto Rs.10,000/-	Regional Chief
Over Rs.10,000/- upto Rs.25,000/-	Divisional Head (Marketing)
Above Rs.25,000/-	E.D. (Marketing)

58.3 FURNITURE (ALL CATEGORIES)

i)	Table 5’ X 3’ with 3 drawers	1
ii)	Revolving Chair	1
iii)	Cushioned Visitors Chairs	3
iv)	Sofa Set with Center Table	1
v)	Steel filing cabinet with 4 drawers	1
vi)	Side rack 4’X1 ½ ‘	1

The Area Managers are provided office furniture and fixtures as per State Life prescribed Criteria for Area Manger. It is agreed that if any Area Manager desires to have an extraordinary quality furniture or carpet etc. of bigger size or of better quality, he would be allowed to do so subject to bearing/paying the difference amount himself. Later on if the Area Manager promoted he will be allowed to purchase those articles or furniture on book value.

58.4 CONFERENCE ROOM FURNITURE:

Marketing Division dt:25th March 2014

The Area Manager procuring First Year Premium quota in a year and having a persistency of 80% or more will be entitled for Conference Room Furniture within the monetary ceiling of Rs.50,000/- once in whole tenure as Area Manager.

58.5 CARPET:

Wall to Wall Carper is allowed subject to direct cost within 5% and indirect Cost within 5%.

58.6 AIR – CONDITIONER FOR AREA MANAGERS:

Ref: Marketing/A-20/21 dt: 26th May 2017 & Marketing Division dt:25th March 2014

On completion of annual FYP quota with 75% 2nd year Persistency and maintaining cost prescribed limits (i.e. 5% + 5%), One (01) Air-Conditioner (1.5 ton window/split, whichever is economical) will be installed at the Area Office. Once Air Conditioner provided and installed at Area Office or previously installed, it will be replaced after every Ten (10) years from the date of provision subject his/her cost remains within prescribed limits.

Air- conditioner 1.5 ton (Window or Split whichever is economical)

It has been clarified that an Area Manager can be entitled for Air-condition in the 2nd Year of their selection (if nor provided as Sales Manager) subject to completion of annual FYP quota in the 1st year

of selection as Area Manager. However, 2nd Year persistency of previous cadre will be consider for A.C entitlement subject to cost remains in prescribed limits.

59- PERSONAL COMPUTER FOR AREA MANAGERS

Ref: Mktg/FSKA-20 dt: 28th Dec. 2004 & Ref: Mktg/FSK/A-20/3 dt: Jan. 6th 2005

Facility of personal Computer is allowed to outstanding Area Manager on achievement of the revised business criteria mentioned as follows:

- | | |
|-------------------------|---|
| a) Renewal premium | Rs.2.0 Crore or more |
| b) FYP | Rs.75 lacs |
| c) 2nd Year Persistency | 80% or more |
| d) Operating cost | within prescribed limits(6% + 6% =12% of FYP) |

Cost of Personal computer Maximum Rs.50,000/- with all accessories including printer.

Operating cost limit (6% + 6% = 12% of FYP) is only for the purpose of facility of personal computer to outstanding Area Managers.

Ref: Marketing/Sc/A-20 dt: 14th Dec. 2011; eligible Area Manger will be provided either “Personal computer” or “laptop Computer” at his/her own option subject to no chance in cost being maximum of Rs: 50,000/-

60- QUARTERLY REVIEW OF PERFORMANCE OF AREA MANAGES

The performance of Area Managers will be reviewed on quarterly basis on operating cost statement will be furnished to the Area Managers and Zonal Head. Where the Zonal Head observes that the operating cost of the Area Office is excessive or the business of Area Manager is lagging behind the target or is in deficit, the perquisites of Area Managers will be readjusted for subsequent quarter so that the need for recovery of excess cost may not arise in future.

However, if the performance of Area Manager is improved by the end of the year, the withheld/curtailed perks will be released to the Area Manager as per his entitlement, which was allowed at the beginning of the year.

61- **CRITERIA FOR PROMOTION FROM AREA MANAGER TO MANAGER (MARKETING)**

Marketing Division/SC/A-20/58 dt: 22/6/2015

Refer to board of Directors Meeting # 239 dated 30/5/2015, promotion criteria from AM to Manager (Marketing) has been changed from Year 2016 on the bases of performance as at 31/12/2015 onward as below:

1-	A minimum service of 4 years as "A" category Area Manager must be completed as at 31 st December of immediate preceding year.
2-	Must completed double FYP quota of "A" Category Area Manager in immediate preceding year.
3-	Must completed aggregate FYP quota of "A" Category Area Manager during last 3 years.
4-	Minimum 2 nd year persistency of 75% on an average last 3 years should be achieved, where in the immediate preceding year, the 2 nd year persistence should not be less than 80%
5-	At least 25% of total FYP in the immediate preceding year must be completed by new SRs.
6-	Minimum education must be Matriculation.
7-	At least one Area Manager must have been promoted from the Area of candidate during entire tenure (this condition will be applicable as "knockout" condition on the business year 2017 onward for promotion in the year 2018 onward.)

Eligibility:

- 1- Meeting above criteria will not constitute a right of promotion on the part of candidate and will be solo discretion of the management for selection on merit, availability of vacant post and passing interview conducted by Selection Committee.
- 2- Candidate securing less than 50% aggregate mark, i.e. 45 Marks out of 90 Marks (before interview) will not be eligible for consideration.
- 3- Candidate securing less then 5 marks in interview out of 10 Marks will be disqualified.

Allocation of Marks:

a- First Year Premium(max. 35 Marks):

- i) For every Rs.20 Lac FYP over aggregate quota of last 3 years 1 mark

b- 2nd Year Persistency(max. 20 marks):

- i) For each 1.00 % persistency over 75% average 2nd Year % in last 3 years. 1 mark

c- Seniority(max. 15 Marks):

- i) For minimum 4 years service as "A" Category Area Manager 5 marks
- ii) For every additional year of service "A" category. 2 mark

d- Field Promotion(max. 10 Marks):

- i) For each Area Manager promoted from his/her Area office / Team during his/her tenure 2 marks

e- Academic Qualification(max. 10 Marks):

- i) Matriculation 0 Mark
- ii) Intermediate 2 Marks
- iii) Graduation 5 marks
- ii) Post Graduate 10 marks

f- Interview/Suitability (Maximum 10 Marks):

62- ESTABLISHMENT OF SECTOR OFFICES AND ALLOCATION OF BUDGET:

Ref: Mktg/FSKA-20 dt: 28th Dec. 2004

Sector Heads are allowed to hire staff on reimbursement basis. The amount earmark for the hiring of staff may be directly linked with the total premium collection of the Sector Offices. Total premium includes FYP, Second Year premium and 3rd year and over premium collected through Area Managers and direct Sales Manages (if any) attached with the sector head as on 31st December as per following slab:

- | | | |
|----|--|-----------------------|
| a) | Total premium Rs.1 Crore to Rs.2 Crore | Rs.4,000/- per month. |
| b) | Total premium Rs.2 Crore to Rs.5 Crore | Rs.5,000/- per month |
| c) | Total premium Rs.5 Crore and above | Rs.6,000/- per month |

Specimen of Performa for hiring staff are as under:

DATA FORM FOR THE POST OF _____

Full Name : _____
(IN BLOCK LETTERS)

Father / Husband
Name : _____
(IN BLOCK LETTERS)

Pl. attach Two
photos

Address: Present _____

Permanent _____

Date of Birth: _____

CNIC # _____

Educational
Qualification:

Certificate/ Degree	Passing Year	Name of School / College	Subjects	Grade/ Division

Professional Qualification (if any) _____

Experience (if any) _____

Data: _____

Applicant's Signature:

Employer Signature: _____

Name: _____

Code : _____

Documents required: Original application, Attested copies of CNIC, Testimonials, Driving license (for Driver only)

STATE LIFE INSURANCE CORPORATION OF PAKISTAN
ZONE

Declaration by Sector Head for Hiring Staff on Reimbursement Basis

I Declare and confirm that I have engaged as my personal Staff as directed by the principal Office, Karachi
Monthly remuneration to be paid to them by me is mentioned against each.

S#	Namr (s)	Category	Monthly Remuneration	Hired w.e.f
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

I further submit that I shall communicate any change that may place in future with regard to continuation, disassociation or replacement.

Date: _____

Signature of Sector Head

Name : _____

Approved by Zonal Head
