

2020-21



## Annexure I

[ BANCASSURANCE POLICY 2020-21 ]

**DOCUMENT VERSION CONTROL:**

|                                 |                                      |
|---------------------------------|--------------------------------------|
| <b>Document Title</b>           | Bancassurance Policy 2020-21         |
| <b>Prepared and Verified By</b> | Chief Manager, Bancassurance Cell.   |
| <b>Verified By</b>              | General Manager, Bancassurance Cell. |
| <b>Recommended By</b>           | General Manager, Bancassurance Cell. |
| <b>Approved By</b>              | Board                                |
| <b>Board Approval Date</b>      |                                      |
| <b>Effective Date</b>           |                                      |

**Document History:**

| <b>Version No.</b> | <b>Date of Approval</b> | <b>Brief Description of Changes</b> |
|--------------------|-------------------------|-------------------------------------|
| 1.0                | 24.06.2015              | Newly Developed                     |
| 2.0                | 23.01.2017              | No change                           |
| 3.0                | 03.02.2018              | No Change                           |
| 4.0                | 22.01.2019              | No Change                           |
| 5.0                |                         | No Change                           |

Next Review Date: The document should be reviewed every year.

## **Bancassurance Policy.**

### **1. Introduction**

This policy document provides the information about the Corporate Agency model business activity under taken by the bank for distributing the insurance product for both life and non-life insurance. Insurance policies are offered to customers in accordance with this policy. Banks are allowed to market insurance products of maximum of three life insurance companies and maximum of three non-life insurance companies as per the new guidelines for Corporate Agency under IRDAI (Registration of Corporate Agents) Regulations dated 20/08/2015.

Our Bank in principle, is engaging LIC of India for life insurance products and United India Insurance Company Ltd for non-life insurance products.

### **2. Compliance with IRDAI guidelines**

We will abide by the IRDAI Regulations, with regard to Corporate Agent and the code of conduct prescribed by IRDAI, as amended from time to time, as applicable, while undertaking insurance activities.

### **3. Ensuring Customer Appropriateness and Suitability**

- a) We are undertaking insurance distribution business in our branches which are posted with qualified persons.
- b) While canvassing the insurance business, we are assessing the suitability of products for the customers depending upon their personal profiles like age, annual income saving capacity and insurance needs. Pure risk term insurance products and the policies that are simple and easy for the customer to understand will be generally recommended.
- c) We will treat the customers fairly, honestly and transparently, with regard to suitability and appropriateness of the insurance product sold.

### **4. Prohibition on Payment of Commission/Incentive directly to Bank Staff by vendors:**

The commission eligible for the bank will be directly paid by the insurance company to the bank only. And there will be no incentive (cash or non-cash) paid to the staff engaged in insurance corporate agency services by the insurance company.

### **5. Adherence to KYC Guidelines**

The instructions / guidelines on KYC/AML/CFT applicable to banks, issued by RBI from time to time, will be adhered to, in respect of customers (both existing and walk-in) to whom the services of insurance under corporate agency is being provided.

### **6. Role of branches:** Branches shall,

- a) obtain the requisite documents at the time of filing the proposal form with the insured; and other documents subsequently sought for by the insurer for the completion of the proposal and issuance of the cover note/policy.
- b) inform the customers/applicants of the policy, the prospect about the acceptance or rejection of the proposal by the insurer
- c) advise every individual policy holder to effect nomination / assignment and or change of address or exercise of options, as the case may be, and offer necessary assistance in this regard wherever sought for.
- d) offer necessary assistance/advisory services to all the existing and future policy holders / claimants and/or beneficiary in complying with the various requirements for settlement of claim by the insurer and /or renewal of their policies before the expiry date.
- e) As insurance is a matter of solicitation, TMB as a matter of good banking practice shall ensure that no customer is forced to buy insurance products of its channel partners.

## **7. Transparency and Disclosures**

- a) The bank will not follow any restrictive practices of compelling a customer to opt for products of a specific insurance company. It will be prominently stated in all publicity material distributed by the bank that buying any insurance products by our customers are purely voluntary, and are not linked to availment of any other facility from the bank.
- b) Further, the details of commission received in respect of insurance corporate agency business undertaken by the bank will be disclosed in the 'Notes to Accounts' in our Balance Sheet.

## **8. Customer Grievance Redressal Mechanism**

Insurance customers can contact directly the insurance company in case of any grievances for both life and non-life. The bank will also facilitate the redressal of grievances.

### For Life Insurance

The Regional Manager and NRM (MBAC),  
Life Insurance Corporation of India, Southern Zonal Office,  
LIC Building 10<sup>th</sup> Floor,  
153, Anna Salai, Chennai - 600 002.  
Ph:+91 70458 18418 / 044 – 28604143,  
E-mail – [sz\\_bac@licindia.com](mailto:sz_bac@licindia.com). Web site: [www.licindia.com](http://www.licindia.com).

### For General Insurance

The Senior Divisional Manager,  
United India Insurance Company Ltd.,  
457, V.E.Road, Thoothukudi – 628 002.  
E-mail – [gkrkumar@uiic.co.in](mailto:gkrkumar@uiic.co.in) Web site: [www.uiic.co.in](http://www.uiic.co.in).  
Mobile- 9444018500, 0461-2336053.

### Further Clarification

The Chief Manager,  
Bancassurance Cell,  
Tamilnad Mercantile Bank Ltd.,  
No:458 V E Road, First Floor,  
Head Office Annex, Thoothukudi – 628 002.  
Ph:+91 95241 47264/0461-2337800  
E-mail : [insurance@tmbank.in](mailto:insurance@tmbank.in) Web site : [www.tmb.in](http://www.tmb.in).  
Toll Free No.:180 0425 0426

## **9. Validity Period of Policy**

The policy is valid for 1 year from 01.04.2020 to 31.03.2021 and it will be reviewed thereafter.

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2020-21



**Annexure II**

**[ BANCASSURANCE OPEN ARCHITECTURE POLICY 2020-21 ]**

**DOCUMENT VERSION CONTROL:**

|                                 |  |
|---------------------------------|--|
| <b>Document Title</b>           | Bancassurance Open Architecture Policy 2020-21 |
| <b>Prepared and Verified By</b> | Chief Manager, Bancassurance Cell.             |
| <b>Verified By</b>              | General Manager, Bancassurance Cell.           |
| <b>Recommended By</b>           | General Manager, Bancassurance Cell.           |
| <b>Approved By</b>              | Board  |
| <b>Board Approval Date</b>      |  |
| <b>Effective Date</b>           |  |

**Document History:**

| <b>Version No.</b> | <b>Date of Approval</b> | <b>Brief Description of Changes</b> |
|--------------------|-------------------------|-------------------------------------|
| 1.0                | 17.10.2015              | Newly Developed                     |
| 2.0                | 26.05.2016              | No change                           |
| 3.0                | 07.02.2017              | No Change                           |
| 4.0                | 03.02.2018              | No Change                           |
| 5.0                | 22.01.2019              | No Change                           |
| 6.0                |                         | No Change                           |

Next Review Date: The document should be reviewed every year.

## **Bancassurance Open Architecture Policy**

### **1. Introduction**

This policy document provides the information about the Bancassurance Open Architecture Policy for the activities under taken by the Bank (Corporate Agents) for distributing the insurance products for both life and non-life insurance. Insurance policies are offered to customers in accordance with this policy. As per the new guidelines for Corporate Agency under the Insurance Regulatory and Development Authority of India (Registration of Corporate Agents) Regulations 2015 (IRDAI), dated 20.08.2015, Corporate Agents may have arrangements with a maximum of three insurers to solicit, procure and service their insurance products.

### **2. Adopting the philosophy of open architecture**

Under this open architecture model, we as a Corporate Agent (Composite) will be Marketing the general insurance products of one general insurance company namely United India Insurance Company (UIIC) and marketing all the life insurance products of Life Insurance Corporation of India (LIC), since we are having a valid Corporate Agency Certificate already obtained for 3 years from 01.04.2019 to 31.03.2022 issued by IRDAI. We will follow the single insurance company tie up for both life and non-life.

### **3. Compliance with IRDAI guidelines**

We will abide by the IRDAI Regulations, with regard to Corporate Agent and the code of conduct prescribed by IRDAI, as amended from time to time, as applicable, while undertaking insurance activities.

We shall furnish the returns to the Authority if any called for life and general insurance, in the formats specified by them.

### **4. Ensuring Customer Appropriateness and Suitability**

- a) We are undertaking insurance distribution business in our branches which are posted with qualified Persons.
- b) While canvassing the insurance business, we are assessing the suitability of products for the customers depending upon their Personal Profiles like age, annual income & Saving Capacity and Insurance needs. Pure risk term insurance products and the policies that are simple and easy for the customer to understand will be generally recommended.
- c) We will treat the customers fairly, honestly and transparently, with regard to suitability and appropriateness of the insurance product sold.

### **5. Adherence to KYC Guidelines**

The instructions / guidelines on KYC/AML/CFT applicable to banks, issued by RBI from time to time, will be adhered to, in respect of customers (both existing and walk-in) to whom the services of insurance under corporate agency is being provided.

### **6. Role of branches**

- a) Branches shall obtain the requisite documents at the time of filing the proposal form with the insurer; and other documents subsequently sought for by the insurer for the completion of the proposal and issuance of the cover note/policy.
- b) Branches shall inform the customers/applicants of the policy, the prospect about the acceptance or rejection of the proposal by the insurer
- c) Branches shall advise every individual policy holder to effect nomination / assignment and / or change of address or exercise of options, as the case may be, and offer necessary assistance in this regard wherever sought for.

- d) Branches shall offer necessary assistance/advisory services to all the existing and future policy holder / claimants and/or beneficiary in complying with the various requirements for settlement of claim by the insurer and / or renewal of their policies before the expiry date.
- e) As insurance is a matter of solicitation, TMB a matter of good banking practice shall ensure that no customer is forced to buy insurance products of its channel partners.

#### **7. Transparency and Disclosures**

- a) The bank will not follow any restrictive practices of compelling a customer to opt for products of a specific insurance company. It will be prominently stated in all publicity material distributed by the bank that the buying any insurance products by our customers are purely voluntary, and are not linked to avilment of any other facility from the bank.
- b) Further, the details of commission received in respect of insurance corporate agency business undertaken by the Bank will be disclosed in the 'Notes to Accounts' in our Balance Sheet.

#### **8. Customer Grievance Redressal Mechanism**

Insurance Customers can contact directly the insurance company in case of any grievances for both life and non-life. The Bank will also facilitate the redressal of grievances.

##### **For Life Insurance:-**

The Regional Manager, B & AC,  
Life Insurance Corporation of India, Southern Zone,  
153, Anna Salai, LIC Building, Chennai - 600 002.  
Ph:+91 91760 – 00517 / 044 – 28604143.  
E-mail – [sz\\_bac@licindia.com](mailto:sz_bac@licindia.com). Web site: [www.licindia.com](http://www.licindia.com).

##### **For General Insurance:-**

The Senior Divisional Manager,  
United India Insurance Company Ltd.,  
457, V.E. Road, Thoothukudi – 628 002.  
Mobile – 94440 – 18500 / 0461-2321275.  
E-mail – [gkrkumar@uiic.co.in](mailto:gkrkumar@uiic.co.in) Web site: [www.uiic.co.in](http://www.uiic.co.in).

##### **Further Clarification:-**

The Chief Manager, Bancassurance Cell,  
Tamilnad Mercantile Bank Ltd.,  
No:458 V E Road, First Floor,  
Head Office Annex, Thoothukudi – 628 002.  
Ph:+91 95241 – 47264 / 0461-2337800.  
E-mail : [insurance@tmbank.in](mailto:insurance@tmbank.in).  
Toll Free : 180 0425 0426. Web site : [www.tmb.in](http://www.tmb.in).

#### **9. Validity Period of Policy**

The policy is valid for 1 year from 01.04.2020 to 31.03.2021 and it will be reviewed thereafter.

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