

Information Technology 2 Improving Efficiency and Enhancing Benefits

(Cash Receipting and Operations process Outsourcing)

Vijay.S.Athreye

VP & Head (Rural/social/Micro Insurance)

TATA AIG Life Insurance Company India

at

Micro Insurance Conference 2007

Mumbai

15th November 2007



Information Technology

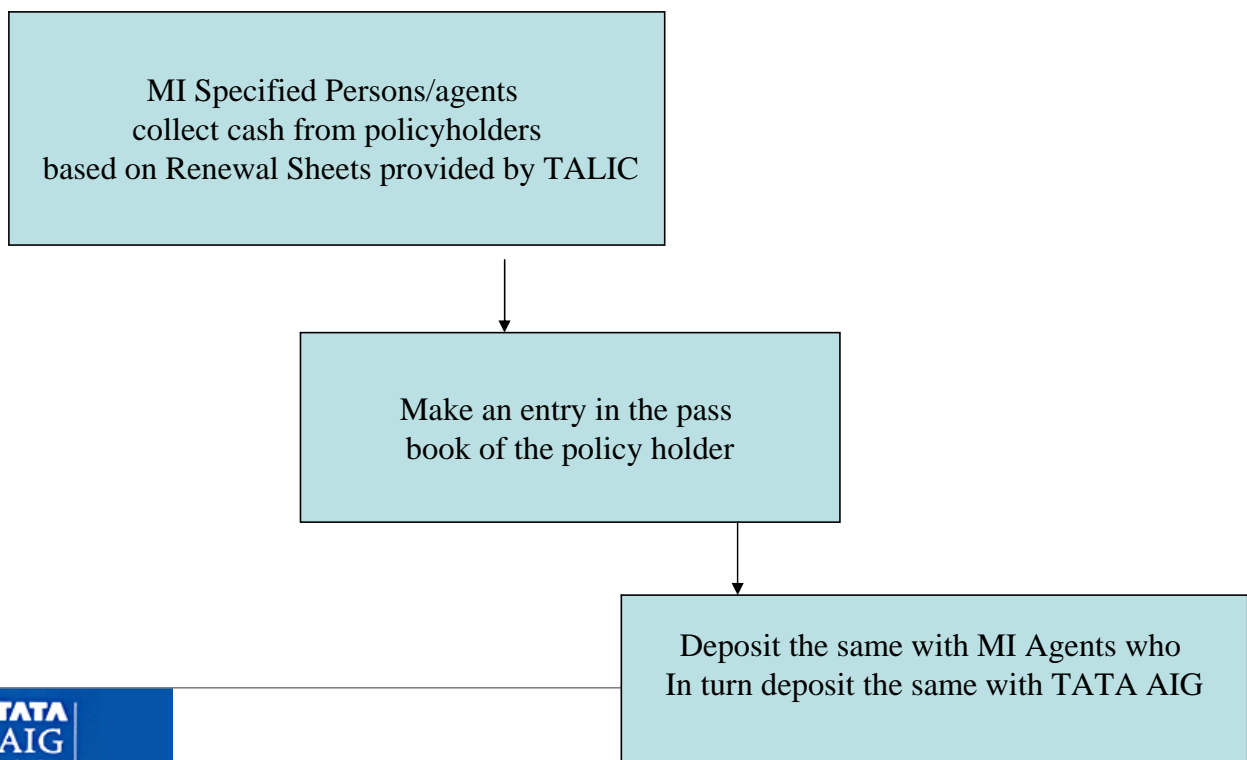
- Impact on revenue
 - MI in 1960 ?
- Impact on Costs – Efficiency
 - The operations process outsourcing (OPO)
- Impact on controls
 - Cash Receipting System (CRSMI)



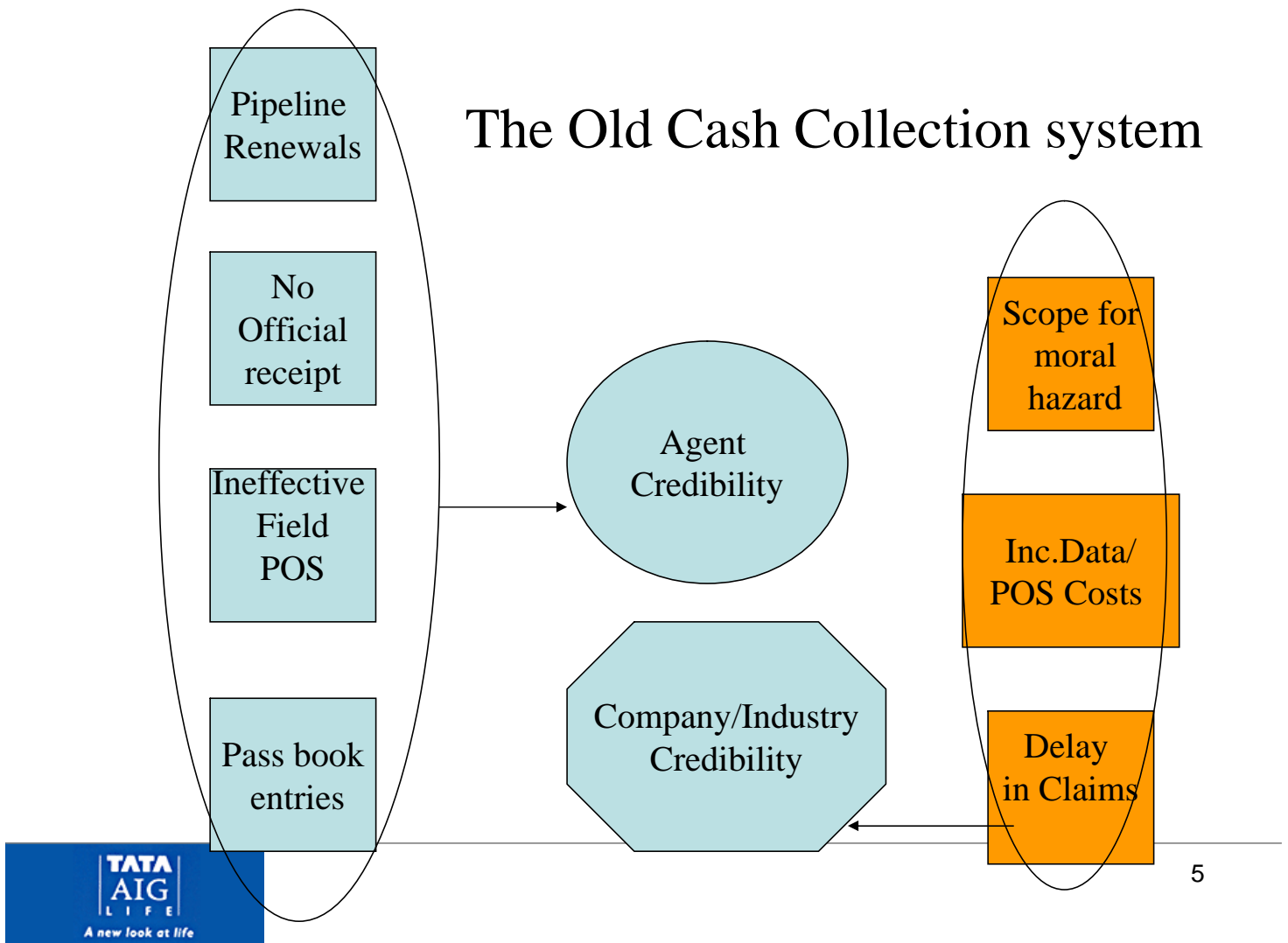
CRSMI Objective

Using Information Technology to enhance internal controls vide better and compliant front-end processes for receipting in the cash collection system being deployed in Micro Insurance business

Old Cash Collection System



The Old Cash Collection system



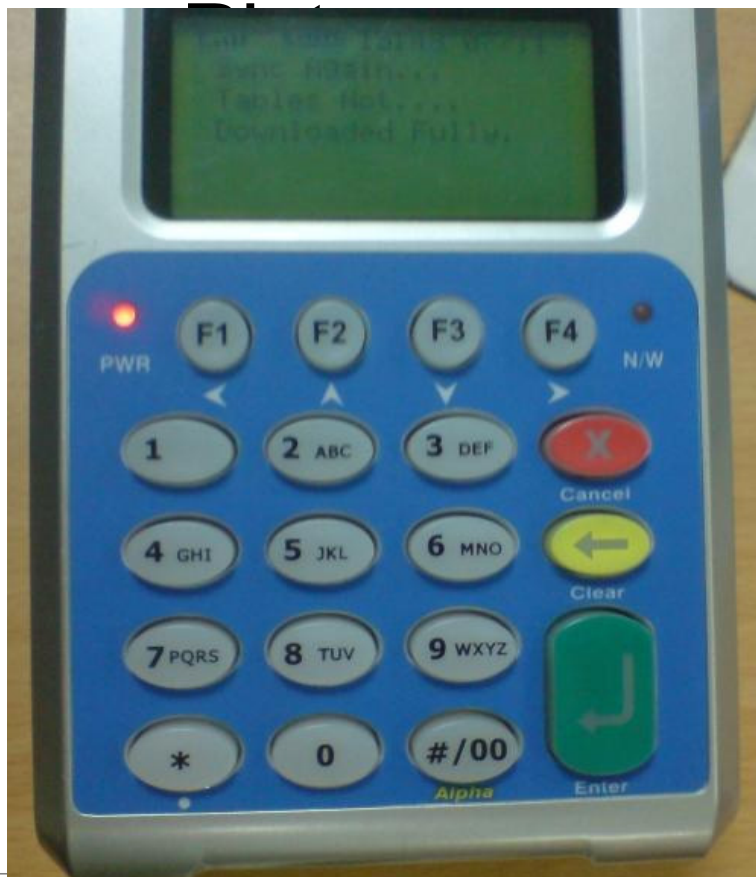
Cash receipting System (CRSMI)

- Handhelds used by MI SPs to issue receipts on the field
- MI SPs can download their relevant data into the device through GPRS technology and also can upload the transactions in the reverse direction
- Web page to facilitate tracking of the cash transactions through various reports

The Device



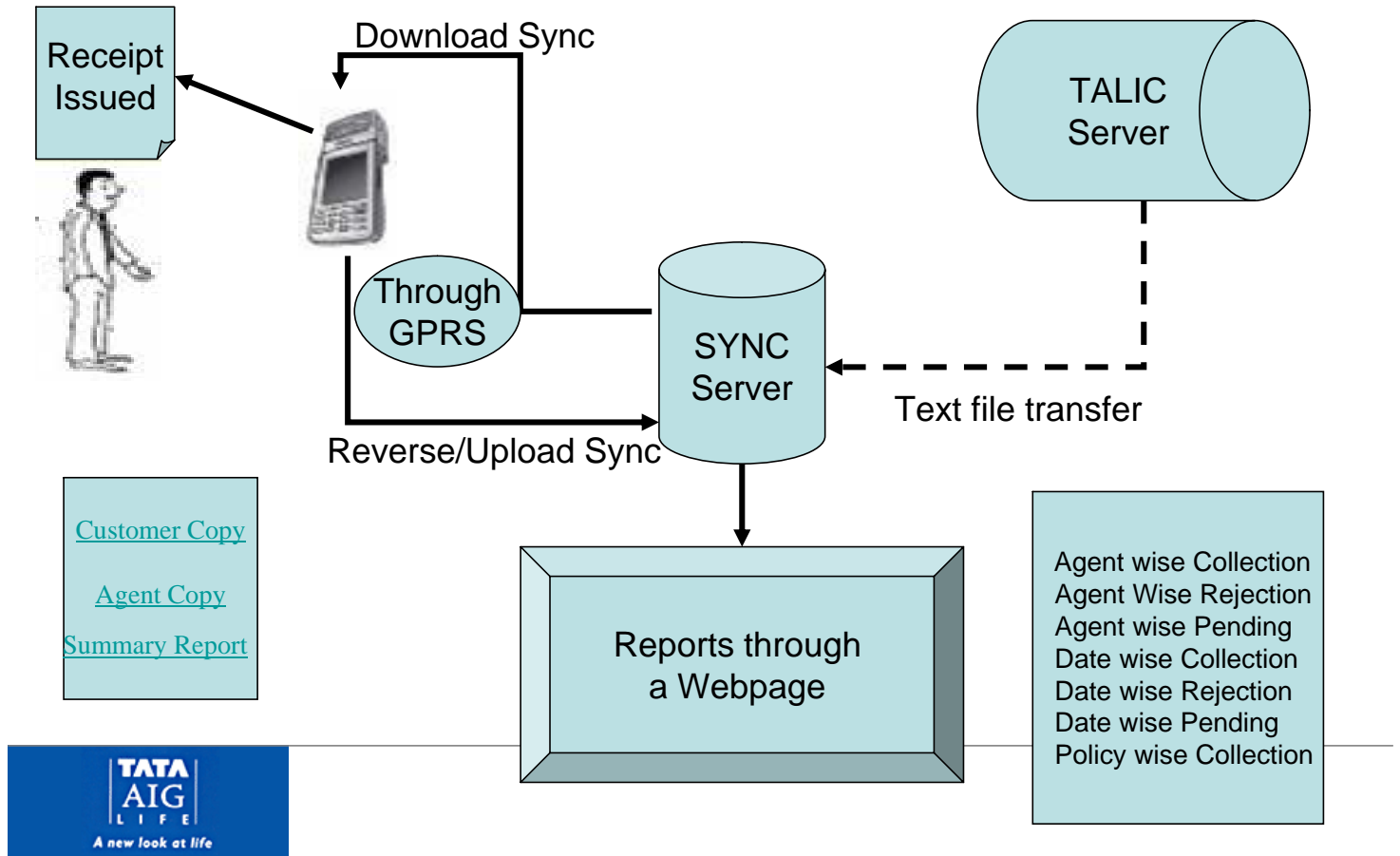
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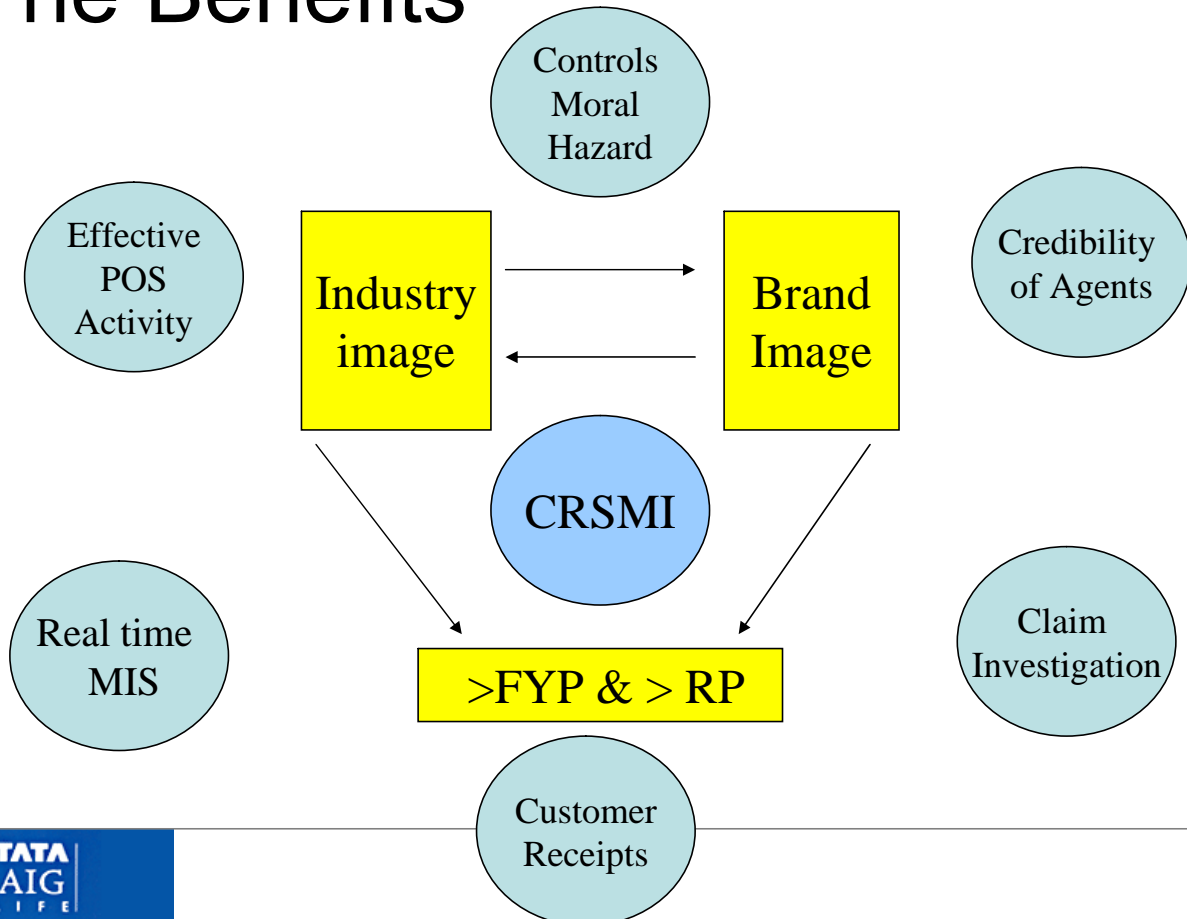
Key Pad and the VDU of the Handheld

8

How CRSMI Works ?



The Benefits





A new look at life

Renewal Receipt

AGENT CODE : 524117
 AGENT NAME : SAMIR BISWAS
 Bill No : 1 Date : 11/06/2007
 Pol. No. : C202841342
 Pol. Holder Name : MANDAL SULATA
 Issued Date : 05/28/2005
 Plan Code : G115TROPN1
 Pol. Mode : ANNUALLY
 Pol. Status : Lapse
 HC Status : Required
 Tot Prn. Appl. :
 To Account : 720.00
 Suspense Amt : 42.00
 Prn. Due Dt : 05/28/2006
 Premium Req. :
 To Pay : 888.00
 Service Tax : 7.00
 Total to be Colltd. Now : 895.00
 Tot Amt Col : 1.00
 Addr. Of Pol. Holder : VILL KUCHIA MORA
 PO PANCHBERIA
 PS GOPAL NAGAR

Customer Copy

Hand Written Data

Policy No.
 Amount Paid
 Date collected



Receipt



A new look at life

Renewal Receipt

AGENT CODE : 524117
 AGENT NAME : SAMIR BISWAS
 Bill No : 1 Date : 11/06/2007
 Pol. No. : C202841342
 Pol. Holder Name : MANDAL SULATA
 HC Status : Required
 Tot Amt Col : 1.00

Agent Copy

*This Receipt is valid subject to payment recieved by TATA-AIG





A new look at life

SUMMARY REPORT

From Date: 10/15/2007 To Date: 10/31/2007

Agent Code : 524117
Date Collected : 10/26/2007

Pol. No.	Bill. #	Ant. Coll.
C202841342	5	1.00

Total Premium Collected 1.00

Date Collected : 10/30/2007

Pol. No.	Bill. #	Ant. Coll.
C202841342	1	1.00
C203060258	2	1.00
C203060368	3	1.00
C203060258	4	1.00
C203202252	6	1.00
C203060313	7	1.00

Total Premium Collected 6.00

Summary Report



http://www.italic.co.in/crsmi/home.jsp - Microsoft Internet Explorer

File Edit View Favorites Tools Help

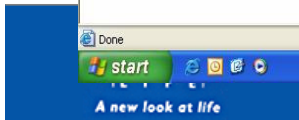
Address http://www.italic.co.in/crsmi/home.jsp

TATA AIG LIFE Tata AIG Life Insurance Company Ltd.

Module : Create/Assign | Hold | Crig Mapping | MISP Mapping | User Creation | Approve | Upload File

Reports : AgentWiseCollection | AgentWiseRejection | AgentWisePending | DateWiseCollection | DateWiseRejection | DateWisePending | PolicyWiseCollection

Utilities : Http Download | Logout



Pictures...



Issue of the receipt by an MI specified person using the Device

Pictures...



TALIC MD at the inauguration of the CRSMI ...

Thank You