

LIC AGENTS' ORGANISATION OF INDIA

Regn.No.1-7of 2009 (Affiliated to CITU)

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Revised Charter of Demands as on 27.5.2017

1. A Diamond Jubilee Year Gift to be given to all Agents.
2. (a) Consultative committees with representatives of LICA OI should be constituted at all levels. Circulate the minutes of the meeting.
(b) LICA OI should be recognised as the agents' organisation and circulars concerning LIC agents should be sent to central committee office of LICA OI.
3. (a) LIC should start real pension consisting of contribution from government, LIC and agents.
(b) LIC should introduce a welfare fund and Provident Fund for the Agents
(c) The upper age limit for mediclaim should be fixed at 85 years.
(d) Group Insurance Scheme age limit to be enhanced from 69 to 85.
(e) LIC should give D.A.B to group insurance scheme.
4. LIC should send a proposal to the Govt. of India to increase gratuity and to amend agents Gratuity rule by taking into account the entire service of the agent and to take the full commission earned during the service of the agent (first year commission, bonus commission and the renewal commission); and not to have any ceiling on it. LIC should recommend to Govt. our demand to give IT exemption on gratuity.
5. LIC should recommend to Central Government:-
 - (a) to withdraw service tax on LIC premium and to withdraw service tax on agency commission as has been done in the case of Mutual Fund Agents.
 - (b) Grant vehicle advance to all agents
 - (c) Consider two year's full commission (first year + bonus + renewal commission) for granting vehicle advance
 - (d) allow conveyance allowance
 - (e) vehicle maintenance loan should be enhanced periodically.

6. G.S.L.I scheme should be introduced for agents. Extend Productivity Linked Incentive to Agents also
7. Give equal rate of commission to all type of policies and increase commission for single premium policies
8. (a) L & HP should give loan to all agents for purchase of land and house
(b) House Maintenance Loan may be given to those who have taken housing loan from L & HP
9. LIC should protect the CLIA Agents as discussed, based on our letter dated 31.7.08 containing the following points:
 - a) CLIA Agents should be treated as life members
 - b) Monthly stipend must be given to CLIA Agents.
 - c) Monthly Office allowance must be given
 - d) Monthly Telephonic allowance must be given.
 - e) Monthly Fuel Allowance must be given.
 - f) Monthly allowance for staff should be given
 - g) Training and Mentorship allowance must be given.
11. *(1) Degree - eligible holders - appointment of DO*
 - (a) Grant interest free computer / laptop advance to all eligible agents.
 - (b) Provide a computer terminal in agents' room with password for EDMS.
 - (c) Resume distribution of LIC software. (d) LIC portal should be monitored to be available 24 hours.
12. a) LIC should remove section [16] of Agents' Regulation-1972.
b) The sub-regulation [8] of the Insurance Agents' Regulation-2000 should not be misused c) The clause of 12 policies for getting bonus commission should be removed d) The terminated and re-instated Agents of 5 years service should be made eligible for renewal commission for the past service.
13. a) Agents who have completed two years satisfactory work should be given renewal commission. (b) The remuneration for premium point should be enhanced to Rs.15/- per receipt.
14. Arrange deduction of Re-payment of co-operative societies dues from agents' commission.
15. The diary of LIC should be of better quality

16. Restore the earlier system of re-investing the survival benefit and sending intimation for premium payment through SMS
17. LIC should pay a minimum wage of Rs.18,000 per month for LIC agents,(they having been included in the unorganized sector workers bill) — *COLLUSION*
18. LIC - *Increase*
 - a. should not issue policies directly
 - b. should share direct enquiries to LIC with Agents.
 - c. should stop over-supporting of corporate agents and banks
 - d. should re-designate Agents as Sales Executives

19. Problems related to the Club Member Agents and prospective CM Agents

- (a) Avoid interview for Club Membership.
- (b) Avoid all types of lapsation criteria for Club membership including 15%.
- (c) Bring back the old rule that a Club Member for 15 years automatically becomes a Life Member.
- (d) Remove the anomalies in the revised club rule. Sum assured clause should be retained. Escalation clause in the club rule to be abolished. Ceiling limit of 7.5% should be increased to 15% of the total earnings of the agents for the sanction of office allowance.
- (e) Resume payment of allowance for club member agents for meetings other than club convention.
- (f) Ensure strict implementation of the circular on the draught and festival advances for agents as the Zonal authorities are not adhering to the Central Office Circular.
- (g) Revival of lapsed policies to be allowed upto 31st May of every year and such revived policies to be included in the agents' account for preparing the roaster for entry/continuation in the clubs.
- (h) Increase club members allowances periodically such as office maintenance, out of pocket expenses for attending the club conventions, in lieu of club conventions daily allowances, telephone and mobile call charge re-imburement for both C.Ms and Z.Ms club member agents and increase number of calls periodically.
- (i) ZM's club members to be allowed air travel facility for attending ZM's club Convention. Telephone rent to be reimbursed to the ZM's and DM's club members. Actual cost of purchase of second hand car to be paid to the CM's and ZM's club members and repayment period to be 48 months. Monitor and ensure that the mediclaims are settled by the TPA promptly.
- (j) In order to be eligible for club membership the business of the past three years was taken into account. However, in case there was no sufficient business in the

second or third year, the business of the immediate next year used to be considered. This practice has been stopped from this year. This may be continued.

- (k) Restore the remittance period of premium to 48 hours of collection.
- (l) The Old system of booking tickets for Chairman's convention should be restored. This is because it will help interested Agents to take their families also.
- (m) The computer hardware expenses should be allowed to be included in the computer allowance.

22. Points for attracting policy holders and prospective clients.

- (a) Policy requirements must be simplified & liberalized
- (b) Reduce interest rate on policy loan.
- (c) Date back interest to be dropped
- (d) Revival condition for the lapsed policies to be further simplified.
- (e) LIC should persuade the Govt. of India to restore 100% tax exemption for only LIC premium.
- (f) Full special medical report fees to be re-imbursed to the policy holder if the proposal is accepted.
- (g) The system of paying advance premium for five years should be re-introduced.
- (h) ULIP policy holders do not get back at least the money they invested. LIC should ensure that proper return is given back to these investors, which will boost up the image of LIC. This is because it is found that even if the sensex is rising the NAV is not increasing in ULIP policies.
- (j) Introduce new attractive policies with lower premium.
- (k) Stop collection of income tax from the interest of Bhema Nivesh policies.
- (l) The Jeevan Saral policy does not give even the premium paid on maturity 10 of years. They should get at least the money paid with a reasonable interest.
- (m) There is a serious defect in the software for the revival of lapsed policies. As of now, a policy which is lapsed for one year can be revived. But a policy lapsed for two, three, or four years cannot be revived. Strangely enough a policy lapsed for five or more years can be revived. This has to be immediately corrected and one should be able to revive a lapsed policy at any time. Whenever or wherever there is a defect in the software directions should be given to do the revival on manual basis. The problem appears to have cropped up when the special revival campaign was introduced to revive policies which are lapsed for five or more years. This has to be seriously looked into and corrected.



LIC AGENTS' ORGANISATION OF INDIA

South Central Zone Committee

Regd. NO.1-7/09

(Affiliated to CITU)

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DEMANDS

1. Premium due list agent wise monthly not given with fully address. E-mail and Hard copy as to give.
2. Agent portal not properly working password comes always error complaint. Sallow the issue at the Branch Office. Kindly programme down load.
3. Policy Status are with print not given in the branches. Kindly issue at branch level.
4. Mini offices convert to premium empower counter and that facilities continue to counter.
5. Agent as a insurance advisor can declare and printing the visiting cards and other stationeries to permit to print.
6. Bio metric install early bases at all branches include rental building also.
7. CC-TV extend in policy holder services area CRM, NB and other required hall also to install.
8. Government Salary Deduction (GSD) Scheme with draw in Karnataka South Central Zone and Kerala also.
9. Pending new zones in Karnataka and Gujarth offices start separately as early.
10. NB Competition prizes are not in quality. This will lose our brand image kindly in cash award every quarterly or convenient mode introduce.
11. Orphen policies revival credits to give to along with commission witnessed agent with the consent of policy holder.
12. Medi claim schemes along with wife and children also for the all club members and non club members who are complete 5 Years eligible ERC for them also introduce minimum 3 Lakh medi claim schemes at LIC.
13. Policies special revival campaign term expend the whole financial year like last year.

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14. New club members entry year allow to participate convention to all club members.
15. Premium notice regarding service tax printing not added from corporation this will must printing in the notice like bonus.
16. Witness to allow for policies holder service even 5 Years completed agents also non club members consider.
17. Policies loan interest and dating back rate as to reduce in the interest of customers.
18. MDRT eligible qualified agents convention at country level to conduct.
19. Samavaradhana Scheme cash prize not to inclusive of share market policy without consent of prizing winner agent.
20. Swalambana Pension Scheme introduced all branches but without consent to all agents kindly who are not interested those agents for surrender or withdrawal request consider and further premium require to stop.
21. Diamond jubilee year incentive gift to all eligible ERC agent to consider.
22. Housing Loan recovery through commission to allow and loan sanction in HFL office with service to start.
23. Tax exemption to education advance Under Section 80(e) to consider to agents and loan quantum also enhance all eligible agents.
24. 5 Days week office working as to if introduce it is loss to corporation and losing the faith of policy holder it is not advisable.