

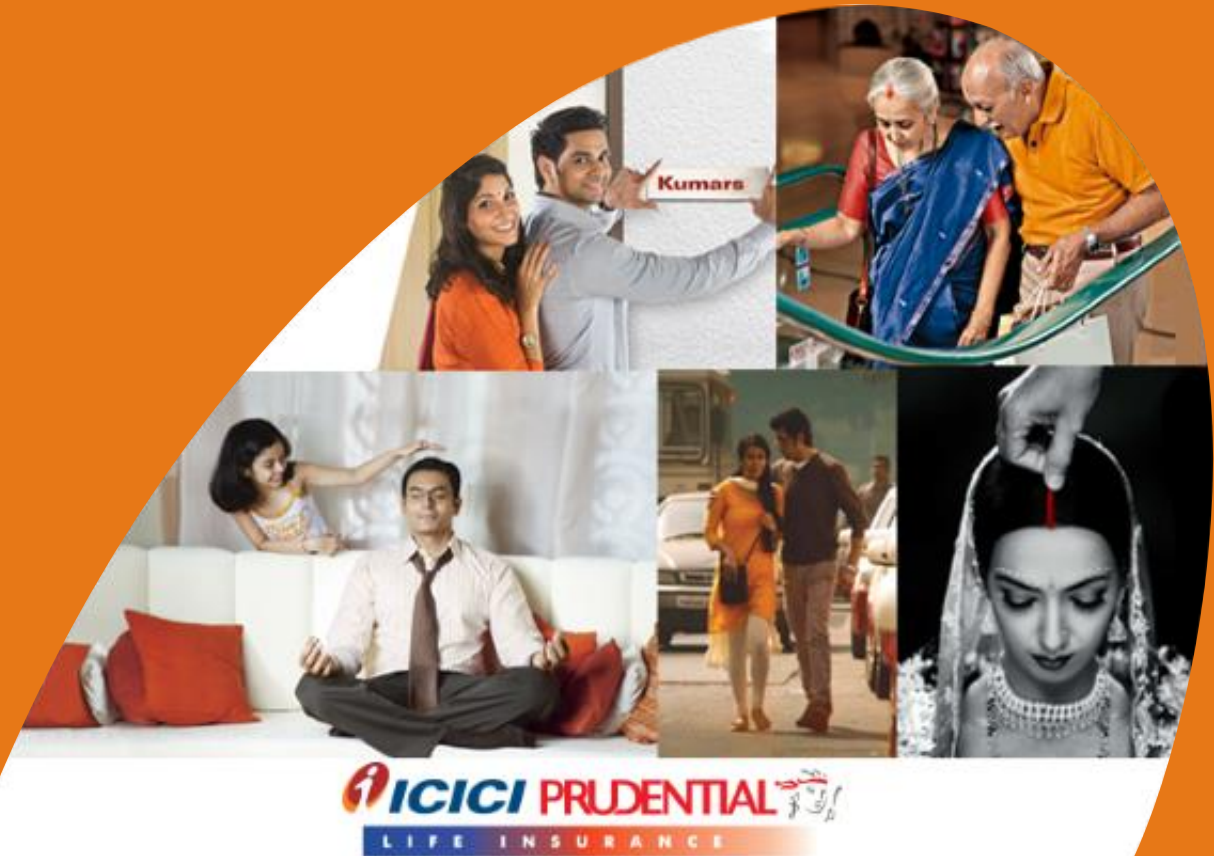


Pension For BPSCL Retirees

March 19, 2021

Agenda

- About ICICI Prudential Life
- Annuity Solutions from ICICI Prudential Life
- Our Current Annual Payout and Rates
- Process Flow
- Service Delivery and Structuring
- Our Clientele



Executive summary



₹ 33,430.70 Crs

Total Premium collected



97.8%

Claims Settlement Ratio



₹ 211,032 Crs

AUM as on 28 Feb 2021



₹ 12,487.52 Crs

New Business Premium



85.3%

Persistency Ratio



194%

Solvency Ratio



₹ 1,069 Crs

Profit After Tax



48

Grievances per 10,000 cases



99%

Auto-issuance through robotic processing

Awards and Accolades

Product Excellence



"Best Innovation and Diversification introduced by the Company in a Year" Emerging Asia Awards 2019.



ICICI Pru iProtect Smart voted "Product of the Year 2019" by Product of the Year (India) Private Limited



"Best Risk Management Strategy of the Year- Life Insurance" Emerging Asia Awards 2019.

Operational Excellence



Awarded the ICAI Award for Excellence in Financial Reporting for the FY2018-19 Annual Report



Ranked amongst the top 3 Companies in Indian Corporate Governance Scorecard



League of American Communications Professionals LLC (LACP) awarded ICICI Prudential Life Insurance Company Limited with Gold Award

Service Excellence



"Best Customer Orientation in Life Insurance" Emerging Asia insurance awards.



"Best Life Insurance co. of the year for having one of the best persistency and claims ratio" Money Control wealth Creators awards.



"Amiable insurer of the year for one of the best persistency and low grievance ratio" Economic Times Insurance Summit Awards

Corporate Excellence



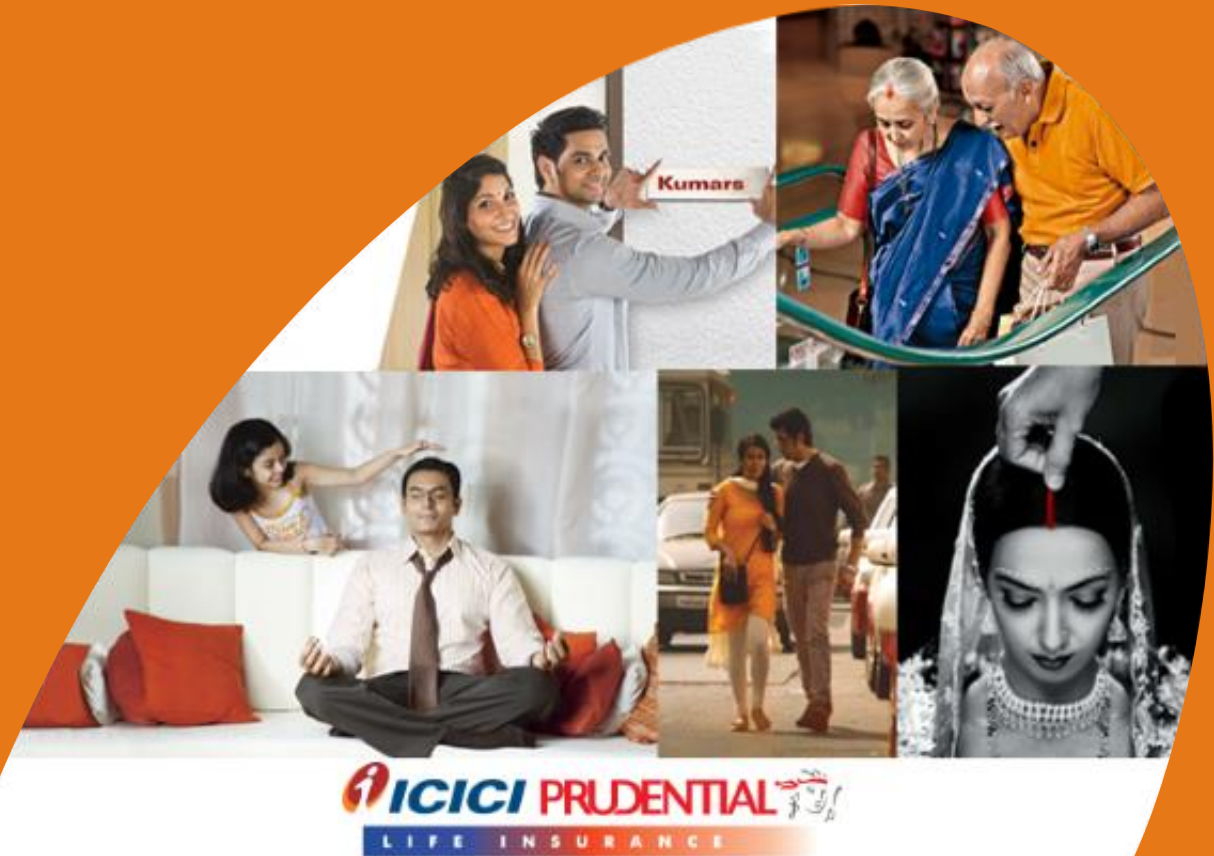
Ranked as one of the most valuable brands in India six times in a row by 'BrandZ Top 75 Most Valuable Brands 2019', a study conducted by Millward Brown and published by WPP.



"Life Insurance Company of the Year" Insurance India Summit & Awards

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Annuity Solutions from ICICI Prudential Life



Around 190 Corporate Annuity Policies with over 29000 active annuity members

ICICI Prudential Pension Fund Management appointed by PFRDA to manage Pension funds under NPS



Zero NPA since inception with assets under management of Rs 1527 billion as on March 2020.

Extensive multi channel distribution/service network across India for efficient service delivery



Annuity Solutions from ICICI Prudential Life

ICICI Prudential Immediate Annuity gives the financial security to live life on your own terms – a plan that assures a regular stream of income throughout your life

Life Annuity

Joint Life Last survivor

Life Annuity with return of Purchase Price

Joint Life Last survivor with return of purchase price



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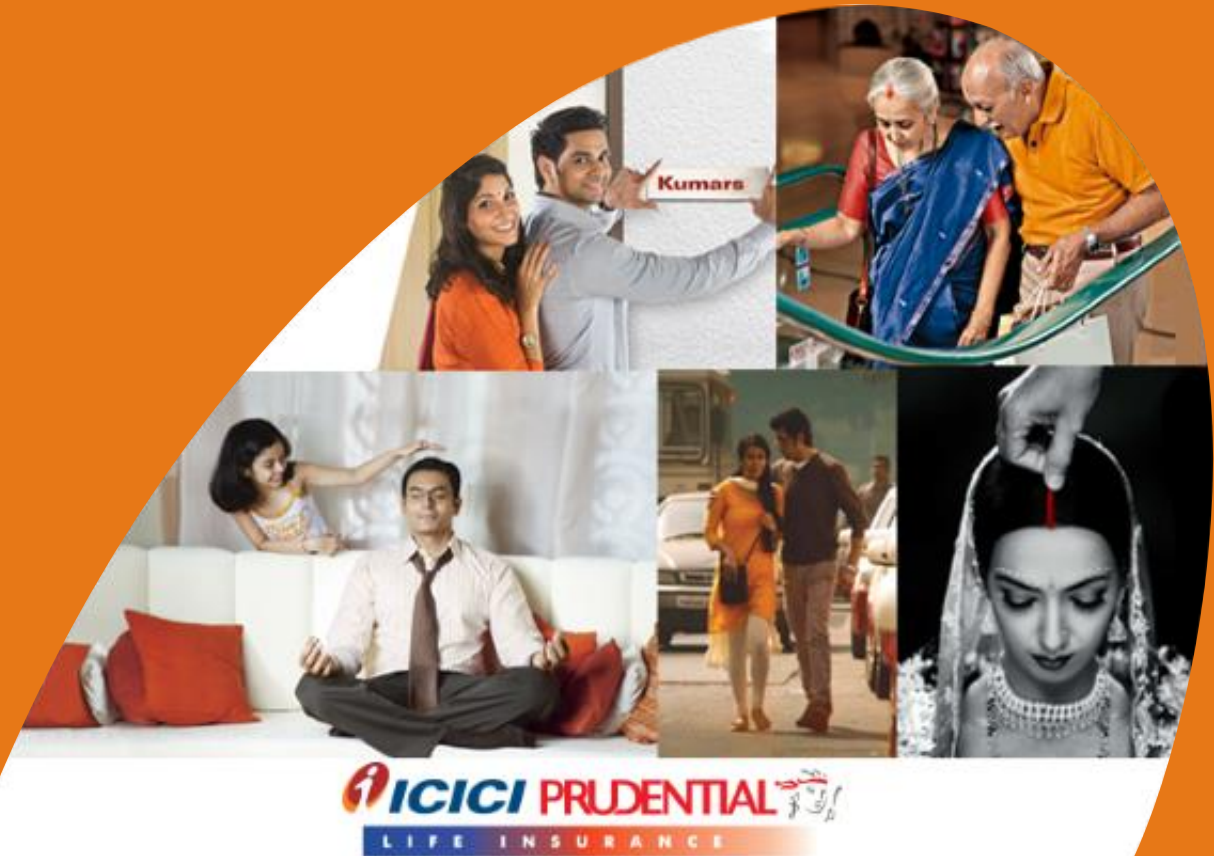
Our Current Annual Payouts and Rates

Annuity Option	Yearly Payout	Yearly Rate	Half-yearly Payout	Half-yearly Rate	Quarterly Payout	Quarterly Rate	Monthly Payout	Monthly Rate
Life Annuity	73532	7.49%	36113	7.35%	17894	7.29%	5929	7.24%
Life Annuity with Return of Purchase Price	61672	6.28%	30282	6.17%	15005	6.11%	4972	6.07%
Joint Life, Last Survivor without Return of Purchase Price	65603	6.68%	32266	6.57%	16002	6.52%	5305	6.48%
Joint Life, Last Survivor with Return of Purchase Price	61376	6.25%	30231	6.16%	15002	6.11%	4976	6.08%

- GST included @1.8%
- Employee Gender assumed as Male with Age as 60 years and Spouse age as 58 years, with a Purchase price of ₹ 1000000
- Annuity rates are subject to change. Please check it on the date of purchase. Rates displayed are valid till 10 April 2021

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Process Flow

What Annuitant/Pensioner needs to follow



➤ Organization sends communication to the retirees on their Intranet Portal/Notices

- Retirees to view Purchase price & Annuity payout using uploaded Calculator
- Retiree to confirm the choice of Annuity option & ASP

- Complete the form / Print/ Sign / Attach KYC/ Hand it over to Nodal officer.
- (List of Documents)



What Employer Does

- Employer sends a consolidated schedule along with the bulk contribution for processing

- Nodal officer to check the form and Hand over the original docs along with all supporting doc to the respective Annuity Service Provider. ✓

What ICICI Prudential Does

ICICI Prudential to process the forms and upload status on MIS portal.

Discrepancies if any shall be notified to the nodal officers.

Post processing, welcome message / letter to be sent to annuitant by ICICI Prudential



Pensioner receives his/her first Annuity after 30 days of Policy Issuance.



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ICICI Prudential – Pensioner support system



Dedicated Helpline

Dedicated service relationship team



Annuity Service Express

Digital/Offline Existence Verification Check



Enrollment assistance Camps and Communication programs for educating the Retiree on the benefits & process



Service architecture

PENSIONER CAMPS

- Enrollment assistance and Pensioner camps
- Communication programs will be conducted by ICICI Prudential for educating retirees about the process and the benefits of various annuity options to help them in making an informed choice



Awareness program at SAIL Scope Complex, Delhi



HELP DESKS FOR DOCUMENTATION ASSISTANCE



Service Express

- Help desks will be set up at various office locations of client
- Dedicated Resource to clarify the retirees' queries and assist them in documentation and form filling

Service architecture

DIGITAL VERIFICATION CHECK

- Annuitants will be able to generate Life Certificate in a fast and hassle-free way, just by uploading by their selfie
- Existence check through digital platform reduces hassle, especially for the elderly and those residing at remote locations



ICICI Prudential Life Insurance

Generate your
Life Certificate
in the comfort of your home
INSTANTLY!

Fast

Hassle-free

No further documentation required

The graphic features a sample Life Certificate document on the left. The central text promotes generating a Life Certificate at home instantly. To the right, a circular diagram illustrates the process: a hand holding a smartphone with a selfie, surrounded by icons for speed (a stopwatch), hassle-free service (a crossed-out 'HASSLE' sign), and no further documentation (a document icon with a checkmark).

ONE DAY CLAIM SETTLEMENT

- ICICI Prudential has one of the best Claim settlement services. Claims will be settled in a day's time provided all the necessary documents are in place
- ICRA has reaffirmed the iAAA rating for claims paying ability of ICICI Pru for 9th year in a row.



ONE DAY
LIFE CLAIM SETTLEMENT*

Because in times of need, every day matters

The banner features the text 'ONE DAY LIFE CLAIM SETTLEMENT*' in large white letters on a dark red background. Below it, the tagline 'Because in times of need, every day matters' is written in white on an orange background.



Service Touch Points

For Annuities

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Email Id-
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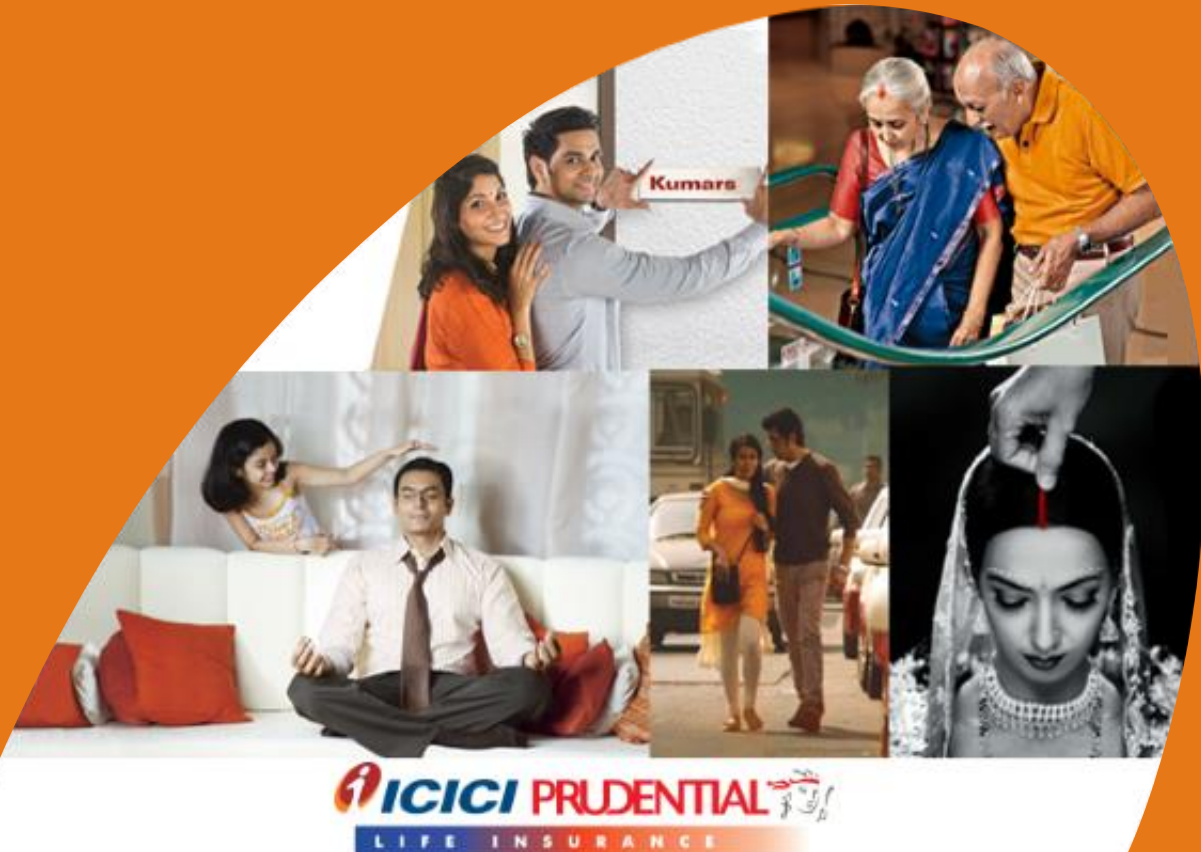


PROMPT, FIRST TIME RIGHT AND SECURED



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Our Clientele



स्टील अथॉरिटी ऑफ इण्डिया लिमिटेड
STEEL AUTHORITY OF INDIA LIMITED



GAIL (India) Limited



Central Warehousing Corporation



Power Grid Corporation of India



POLARIS
live your dream



ORACLE®

ACC
ACC LIMITED





Thank You

Annuity Options Definitions

Life Annuity	Annuity for life
Life Annuity with Return of Purchase Price	Life Annuity with return of purchase price to the nominee
Joint Life, Last Survivor without Return of Purchase Price	Life annuity paid to pensioner. On death, same amount paid to the spouse as pension for his/her life.
Joint Life, Last Survivor with Return of Purchase Price	Life annuity paid to pensioner. On death, same amount paid to the spouse as pension for his/her life. After death of the last survivor, the purchase price is returned to the nominee



DOCUMENTS REQUIRED FOR ISSUANCE OF ANNUITY POLICY



1
Duly filled Application form, signed & stamped



2
Date of Birth proof. (In case of Joint Life Option-Both ROP & without ROP, DOB proof of spouse also required)



3
Member's complete bank details required for electronic credit



4
Cancelled Cheque copy to be provided

Complete document set should be forwarded to ICICI Prudential Group Annuity team for issuance



DEATH CLAIM SETTLEMENT PROCESS

Annuity options without Return of Purchase Price (WROP)



Annuity option with Return of Purchase Price (ROP) (wherever nominee is not trust)

- All the above documents are to be submitted
- Original policy document shall be procured to settle the claim. In case of non-availability of original policy document, indemnity bond required for death claim settlements
- Nominee details if nominee is different from the CAMS, then affidavit from legal heir shall be additionally required as nominee proof



SERVICE OPTIONS

Contact updation

Critical Illness Claim Form

Death Claim Intimation Form

Life Verification Certificate

Nomination Form

Any servicing related document should be scanned and sent to ICICI Prudential through mail or physical copy to be sent to the address as given by ICICI Prudential. Annuitants will also have access to our call center helpline number

