FAQ and Answers with regard to new "Policy by SMS" option

1) **Qus:** What is the prerequisites for "Policy by SMS"?

   Ans: Correct Mobile No of the Customer should be updated in Customer Details**.**

2) **Qus:** How this "Policy by SMS" URL differs from the earlier URL links which we are sending by SMS to the Customer

   Ans: We are sending the following URL Links to the Customers by SMS**.**

   a) Rate your experience with us @ **<URL Link>** – To get the Feedback from the Customer

   b) Please leave feedback @ **<URL Link>** – To get the Feedback from the Customer

   c) Verify policy @ **<URL Link>** – To verify the genuineness of the policy

   d) Kindly click **<URL Link>** to pay the Premium – To pay the premium through Payment Gateway option.

   and the new "Policy by SMS"

   e) Download policy @ **<URL Link>** – To download the Policy in Mobile

3) **Qus:** How and when the "Policy by SMS" is initiated?

   Ans: Whenever the Premium is Tagged and Policy is generated from GC, SMS will be triggered and sent it to the Registered Mobile No

4) **Qus:** Whether the "Policy by SMS" is only for Motor Policies or all the Policies?

   Ans: Not only for Motor, "Policy by SMS" is for all the Individual policies except Group Policies.

5) **Qus:** Whether the "Policy by SMS" is sent for all the Customers?

   Ans: No. "Policy by SMS" option is only for the Individual Customers and not for Corporate Clients.

6) **Qus:** Whether the "Policy by SMS" will be sent for the Policies issued from Agent/Broker/MISP Portals?

   Ans: Yes, whenever the policy is issued from any of our Online Portal the SMS will be initiated

7) **Qus:** Whether the Policy by SMS will be sent for the Policies issued from Customer Portal?

   Ans: Yes, whenever the policy is issued from Online Customer Portal the SMS will be initiated

8) **Qus:** Whether the Policy by SMS will be sent for the Tie up business (offline and online) like Maruti, Policy Bazar, Coverfox, Insurance Dekho?

   Ans: No, as of now the option is not enabled.

9) **Qus:** Whether the Policy by SMS will be sent if the Premium is paid by Cheque?

   Ans: No, the option is not enabled.

10) **Qus:** If a Policy is cancelled in GC whether any SMS will be sent to the Customers?

   Ans: Under development , very shortly it will be enabled.

11) **Qus:** If an Endorsement is passed under a policy whether the Endorsement Schedule will be sent to the Customer by SMS?

Ans: Presently this option is not available for Endorsements. The possibilities will be explored and implemented after successful feedback with regard to "Policy by SMS"

12) **Qus:** Whether the Arokya Raksha Customers will get the policy by "Policy by SMS" option?

Ans: Even though we are issuing individual Certificate/Policy, Arokya Raksha is a Group Policy. The individual Certificate/Policy is issued through in-house portal and not from GC, hence as of now "Policy by SMS" option is not enabled to Arokya Raksha policies.

Qus: Whether the Policy will be sent to the Customer Mail Ids?

Ans: Policy by SMS will be initiated if the correct mobile no is registered with us. Like that if the Email is registered with us the policy will be sent to the Registered E Mail simultaneously

13) **Qus:** Whether the Customer can update their KYC – Mobile No, E Mail Id, PAN No, Aadhaar No online through our Website?

Ans: Yes**.** Customer can update their KYC by entering the Policy No or Vehicle Registration No through the path Log on to www.uiic.co.in ➔ Select "Customer Services" ➔ Select "Update Aadhaar No in your Policy" ➔ Update Customer Details ➔ Enter Policy No or Vehicle Registration No ➔ Update KYC

14) **Qus:** Whether the Online KYC update option is only for Motor Policies or all the Policies

Ans: Customer can update their KYC for all the policies by entering the Policy No.

15) **Qus**: What are all the Initiatives taken by HO to popularise the "Policy by SMS"

Ans: Planning to send Posters with regard to "Policy by SMS" to all the operating offices to place it in the Office to create the awareness among the walking Customers and Intermediaries. Scrolling message will be given in Intranet and Intermediary Portals