

Ref:CO/CRM/764/23

5.12.09

To  
**All Zonal Managers Incharge,  
ALL Regional Managers (CRM),  
All Sr.Divisional Managers,  
MDC, Audit & Inspection**

**Re: Implementation of AML/KYC norms for existing customers.**

This is further to our circulars dated 12.8.2006 and 10.1.2007 on the above subject. We have adopted Anti Money Laundering policy w.e.f 1.8.2006 as a part of AML Program for the Corporation according to Para 3.1 of IRDA circulars ref:043/IRDA/LIFE/AML/MAR-06 dated 31.3.2006. IRDA has revised and updated the AML guidelines vide Circular No.022/IRDA/MasterAML/Nov08 dated 21.11.08. Combating Financial Terrorism (CFT) measures were introduced vide circular no.30/IRDA/AML/Jan-09 dated 13.1.2009.

Accordingly, the AML Policy of the Corporation has been revised and a detailed circular issued by CO/F&A dept. vide their circular no.CO/F&A/CC/A-23A/EDA/ZDB/925 dated 12.10.2009. You are requested to go through the above circular.

As per these guidelines, we are required to determine the true identity of all existing customers. To determine the same,

1. **Identity proof and residence proof** is to be called for from all existing customers paying a premium of Rs.1 lac and above under all existing policies inforce as on 1.1.2006.

For calling for the above documents from existing customers, it has been decided to send letters to the customers from our MASH centers. The list of customers, the text of the letter to the customer with

annexure-I(giving nature of documents to be submitted by the customer) along with addresses will be **supplied by Data Warehouse to the MASH centers by 9.12.09.**

**You are requested to instruct the MASH center under your zone to print the letter on their letter head and dispatch the same by ordinary post before 15.12.09 positively.**

The customer has been informed to submit the documents to the concerned Manager(CRM) whose address is mentioned in the letter. The Manager(CRM) in turn will arrange for the data entry of the nature of documents submitted, for which a data entry screen will be provided by CO/IT Department.

After data entry, the M(CRM) has to arrange for the scanning of these documents and ensure that the same are linked to the concerned digitized policy.

This will enable us to follow up with only those customers who have not responded. Necessary instructions regarding the same may be sent to Managers(CRM) under your Zone immediately.

**Zonal Offices to monitor this activity closely and ensure that the data of documents received are captured immediately.**

**Confirmation regarding the dispatch of letters from MASH by 15.12.09 may be sent to the undersigned by 17.12.09.**

For any clarifications/guidance in the matter, you may contact Smt.V.G.Sheelini, Secretary(CRM).



**EXECUTIVE DIRECTOR (CRM)**

