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Indicative Process flow for EMK Machine

1. At the time of payment at EMK, depositor will key in the policy number, his email-id and Mobile number. Details will be fetched from ODS through internet.
2. Depositor after confirming the basic details displayed like Name, Sum Assured and Premium will be asked to continue or reject and re-enter.
3. Payment Options allowed will be:
   - Cash
   - Cheque Only /Cheque and Cash
   - Credit & Debit Cards.
4. **Payment by Cash**
   i. On Selection of Cash as per point 3 above, the message as follows will be displayed –

   Confirm availability of exact amount in Currency notes.

   Only exact amount as required will be accepted. Please Confirm.

   Important: If Currency Notes deposited are less than the Amount required, the Amount already inserted will be ejected back. Ensure collection of amount

   Continuation for collection will be allowed only after depositor confirms.

   ii. Collected Currency will be displayed denomination wise.

   iii. While depositor is inserting currency notes, the following will be displayed updated with insertion of each Currency Note:

      a. Denomination wise amount collected;
      b. The total amount by then; and
      c. The remaining balance amount get updated, amount paid and balance displayed.

If the balance is not equal to Zero or the amount inserted is less than permitted lesser amount limit and the time limit to insert any more currency notes exceeds the permitted time limit, the following message will be displayed:

Incomplete amount inserted;

Press <Cancel> to take the amount back.

This message is to be conveyed (through Voice message also) to ensure that the person takes back the money ejected out by the machine. The amount inserted will be ejected and depositor will collect the amount and the transaction will get aborted.

Similarly, If balance not Zero and the amount inserted exceeds permitted excess amount limit, the following message will be displayed:

If Excess payment is more than <Rs. Limit>, Deposit will get created for the balance amount in your service branch and will be refunded to your account Registered with them. You can continue or cancel the payment.

If cancelled, Ensure collection of the ejected amount.

Press <Cancel> to take the amount back.

iv. This message is to be conveyed through Voice message also to ensure that the person takes back the money ejected out by the machine. If cancelled, amount inserted will be ejected and depositor will collect the amount and the transaction will get aborted.

v. If continued, Receipt will be issued showing as premium amount with or without interest and Balance amount as deposit.

5. Payment by Cheque:

i. "**Cheque**" means a Cheque or a Pay Order or a Demand Draft.

ii. "**Wrong/Invalid Cheque**" means either of the following:

   a. Amount mentioned on Cheque is different as compared to the amount entered by the depositor on the EMK
   b. Unsigned Cheque
   c. Cheque without Date
   d. Cheque with difference in amount mentioned in figures and words.
   e. Cheque not favouring "LIC of India".
   f. Cheques with Overwriting/cutting.
   g. Any other instrument which is not a valid Cheque or DD.

iii. On Selection of Cheque as per point 3 above, the message as follows will be displayed –

- ***Cheque amount must be exactly equal to the amount required to be paid.***
- ***If Cheque amount is less than the amount required, the balance amount can be paid in Cash, for this ensure availability of the balance amount in Cash, if balance in Cash is not paid then the transaction will be aborted.***
- ***If Cheque amount is more than the amount required, Deposit for the balance amount will get created in your service branch and will be refunded to your account Registered with them***
- ***If Cheque is found to be invalid, penalty on wrong Cheque will be levied.***

Receipt will be issued showing as premium amount with or without interest and Balance amount as deposit.

iv. If Cheque amount entered by the depositor is exactly same as required, the transaction will happen and receipt will be issued.

v. If Cheque amount entered by the depositor is of lesser amount, the machine will ask for balance in Cash. The following message will be displayed:

Balance required, want to pay the balance amount in Cash – Yes / No

a. If option selected is "Yes" Cash payment option as per point 4 as above will take over the collection of balance of Cash and if balance amount is deposited in Cash by the depositor is within acceptable limits, the transaction will be completed and receipt will be issued else both the Cheque and Cash will be ejected back with the message:

Total of Cheque & Cash is not within the acceptable limits;

If option selected is "No", transaction will be aborted and Cheque will be ejected back with the message:

Cheque amount is less than the amount required;

Press <Cancel> to take the Cheque back.

b. Depositor can retry if he thinks he had made some data entry mistake.

6. Payment by Card

System will be integrated with the Payment Gateway provided by LIC.

7. Vendor will undertake steps as often as necessary to ensure that the services at the EMK is not disrupted on account of vault being full, paper out, printer/scanner not working, or for any other reasons. The amount of Cheque deposited during a day must be reconciled and deposited during the next working day.

8. The CDS process, interalia, would include:

i. Collecting and depositing Cheques and Cash to the designated bank account of LIC.

ii. The tentative list of jobs on a particular day (T) is:

a. Sending of Servicing transactions of LIC on real-time basis through a reliable process to ODS of LIC

b. listing of EMK wise and Instrument wise transactions

c. reconciliation of transactions with the Cash/Cheques/Cards collected

d. Identifying & separating the Error/invalid Cheque.

iii. The tentative list of jobs on day T+1 (the next working day) is:

a. Sending the Electronic Journal to LIC.

b. Reporting the Details of Error/invalid Cheques to LIC for cancellation,

c. Depositing the correct Cheques &Cash to the designated LIC Bank Account.

d. Uploading of the softcopy of the original Pay-in Slips and the Electronic Journal to Central systems and LIC Systems.

e. Handing over of the Pay-in Slips in original and a hard copy of Electronic Journal to the designated LIC Branch.

f. Handing over instruments of the Error/Wrong Cases of the previous day (T)

g. Furnishing detailed MIS as required by LIC for both correct and error cases.

iv. Any other activity related to the process.

v. The Cash/Cheque pickup will be done using secured vehicles.

vi. Vendor should submit duly attested photo list, signatures of its representatives involved with EMK activities to LIC.

vii. The Service Provider would be required to submit a Comprehensive Cash/Cheque/Card Reconciliation report on a daily basis. Upon reconciliation, if any difference is observed, LIC's reconciliation team will intimate the same to the Vendor.

viii. Branch to which EMK will be attached will do the reconciliation of the transactions through EMK.

ix. Dishonour action will be taken by the branch for Cheque dishonours.

Note : Please note that this is a indicative process flow and it may undergo changes at the time of implementation.