

# Mail Order Business (MOB)

Cir: Actl /1923 dated 19/12/2003, U&R/66 dated 03/02/2012, U&R/78 dated 13/09/2012, NB&R/145 dated 23/11/2016 and NB&R/314 dated 11/10/2021

1. **Allowed to NRIs and FNIOs registered as Overseas Citizen of India (OCI)** under section 7A of the Citizenship Act 1955 (Having valid OCI Card) of Group V countries only.
2. **Also allowed to Minor Children** of Group V countries (who are FNIOs by virtue of their birth in foreign country) provided the proposer is Resident Indian / NRI / FNIO with valid OCI card. In all such proposals Juvenile FMR and Video MHR by the Branch Manager is mandatory.
3. Minimum Sum Assured is 10 lakhs and Maximum 3 Crores. Including Multiple Policies proposed simultaneously.
4. Maximum SA allowed under Term Plan or Term Rider (Both Inclusive) is ₹ 25 lakhs only. (Not Allowed at Present due to Covid-19 Guidelines)
5. Mail Order Business (MOB) can be completed by the Agent on his visit to country of residence of proposer either under Non-Medical or Medical. (At present Non-Medical is not allowed due to Covid-19 Guidelines). He can get all the medical examinations done and bring the completed proposals.
6. MOB can also be completed if business is canvassed from India and proposer completes all the formalities in the country of his/her residence.

**In this case the Procedure for completion of MOB will be as under:**

1. Agent must send mail to branch about the proposal canvassed along with mail-id of the proposer. Branch/Division office will send the required forms to the proposer via e-mail.
2. Proposal form must be filled completely and precisely leaving no question unanswered.
3. The proposal form must be witnessed by one of the following authorities or persons:
  - i. Designated Official of the local Indian Embassy
  - ii. Other Indian Diplomatic Representative
  - iii. Notary Public or Justice of Peace
  - iv. Medical Examiner
  - v. Employer in respect of employed person
  - vi. Banker where the proposer is having his/her bank account
  - vii. In case of students, by the Dean/Principal of his/her college or Medical Examiner.
  - viii. NRI or FNIO known to the proposer (other than blood relations) and living in the same country as the life proposed and who will be able to give his/her valid passport and residence proof.
4. The witness must affix his Office Seal below his signature, wherever applicable.
5. Special Medical Reports (if required must be completed first):
  - i. Applicable Special Reports must be done from reputed Hospitals / Diagnostic Centres.
  - ii. The identity of the proposer must be established based on his photo id and copy of the photo id with stamp of the Hospital / Diagnostic Centre must be submitted along with the proposal.
  - iii. The Special Reports need not be in LIC prescribed format but must contain all the test values and normal ranges as per LIC Guidelines and formats.
  - iv. The soft copy of the reports sent by Hospital / Diagnostic Centre to the proposer are acceptable.
6. Medical Examination Report (MER):
  - i. MER can be done by Registered Medical Practitioner in Allopathy.
  - ii. Female lives should be examined by a lady doctor only. If lady doctor is not available MER can be done by male doctor provided female proposer has no objection.
  - iii. The medical examiner must mention his/her Registration or License Number on MER.
  - iv. The details of photo id by which the identity of the proposer is established must be clearly mentioned in the MER.
  - v. Self-attested copy of the photo id must be submitted along with the proposal.

7. The proposer would approach the Medical Examiner for medical examination along with:
  - a. Completed proposal form with MER form.
  - b. NRI Questionnaire
  - c. Photo Id and one copy self-attested / attested by Hospital or Diagnostic Centre where special reports are conducted.
  - d. Special Reports collected from Hospital / Diagnostic center in closed envelope. (Not required if soft copies are provided)
  - e. A stamped envelope with the address of the LIC Branch Office in India.

The Medical Examiner would examine the proposer, obtain signature of the proposer on MER form. Witness the proposal form (if not witnessed earlier), sign the MER form and mention his/her registration or license number, photo id of proposer verified and forward all papers directly to LIC Branch Office.

8. MHR is prescribed format to be completed through Video Call by the Agent or by the Development officer if SUC is beyond the limit of the Agent.
9. As per current Covid-19 underwriting Guidelines as per circular NB&R/310 dated 27/09/2021:
  - i. Pure Term Plans and Plan -906 Arogya Rakshak are not allowed.
  - ii. Non-Medical not Allowed.
  - iii. Video MHR is Mandatory.

#### **Reimbursement of MER and Special Reports will be as under:**

1. MER	: ₹ 400	7. Elisa for HIV	: ₹ 800
2. ECG	: ₹ 400	8. X-Ray of Chest	: ₹ 350
3. CTMT	: ₹ 3000	9. FBS	: ₹ 160
4. Haemogram	: ₹ 300	10. SBT-13	: ₹ 4000
5. Lipidogram	: ₹ 600	11. HBA1C	: ₹ 1000
6. RUA	: ₹ 100	12. Hb%	: ₹ 120

Maximum reimbursement will be restricted to ₹4 per 1000 Sum Under Consideration.

#### **Exemption from GST for NRIs / FNIOs / OCI:**

(Cir: NB&R/313 dated 07/10/2021)

NRIs/FNIOs/OCI living in the foreign country only are eligible for exemption from payment of GST as per Sec 2(6)(iv) of IGST Act,2017 provided premiums are paid in convertible foreign currency.

**Exemption from GST is not allowed if Premiums are collected in Cash or by cheques drawn on Resident Bank a/c.**

#### **Following documents are required for New Business Proposals:**

1. **In Respect of Cheques drawn on NRE A/c**
  - i. Application cum declaration form in prescribed format.
  - ii. Proof of Residence (Outside India): Anyone of
    - a. Current utility bill
    - b. Driving Licence
    - c. Certificate from Govt / Embassy
    - d. Latest Foreign Bank Statement with address.
  - iii. In case of NRIs / FNIOs – Copy of Visa
  - iv. In case of FNIOs and FNIOs who are OCI – Unique ID Card of that country.
  - v. Copy of Passport with pages of latest immigration stamp.
  - vi. Photocopy of NRE A/c cheque or Front page of the passbook.

**2. In Respect of Foreign Currency Instrument or Direct Credit to Bank A/c No. III of the LIC Branch:**

- i. Application cum declaration form in prescribed format.
- ii. Proof of Residence (Outside India): Anyone of
  - a. Current utility bill
  - b. Driving Licence
  - c. Certificate from Govt / Embassy
  - d. Latest Foreign Bank Statement with address.
- iii. In case of NRIs / FNIOs – Copy of Visa
- iv. In case of FNIOs & FNIOs who are OCI – Unique ID Card of country.
- v. Copy of Passport with pages of latest immigration stamp.

**Other Guidelines:**

1. Proposals will not be completed under Green Channel.
2. GST exemption will not be allowed for proposals received online and under proposals with NACH mode of payment.
3. Mobile Number and E-mail id is compulsory.
4. NB department will create NRI master with Unique Reference Number (URN) for given bank account.
5. URN will be valid for 90 days only.
6. URN will be reflected at cash counter and proposal deposit will be collected based on URN. Any balance amount payable towards the proposal must be from the same account against same URN. Maximum 5 BOCs can be created under the same URN.