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Life Insurance Agents' Federation of India (LIAFI)

President :
S.B. Sreenivasa Chary

Secretary General :
Shyamal Chakraborty

To
The Executive Director (Mktg)
LIC of India, Central Office
Yogakshema,
MUMBAI.

Dated 23-06-2011

Respected Sir,

Subject: Grievances of Agents and Policy Holders Particularly LIC tied up with the New Software E-FEAP to improve efficiency of the organization.

The Life Insurance Agents Federation of India humbly submits the Following grievances of the policy holders and Agents particularly with the introduction of new Software which is known as E Feap for your kind attention and necessary action.

LIAFI is glad and appreciates the way Corporation is upgrading technology to keep up with times, by way of adopting new technology with an intention to extend efficient and prompt services to its Policy Holders,

It has been noticed that there are serious drawbacks in the newly introduced E-Feap programme which has become a serious hurdle in the conduct of day to day business for the employees and is creating avoidable issues between corporation employees and policy holders as well as agents.

SOME OF THE PROBLEMS IN E-FEAP

1. ECS transactions are not being updated particularly in Health Policies
2. Policyholders policy loans, Revival of Policies, Surrenders processing has become very difficult as compared to earlier process more particularly with whole life and Jeevan Anand Policies.
3. Abnormal delay in data keying in NB. FEAP has become a time consuming programme without results.
4. FUP Updation in SSS policies and accounts Mismatch
5. SSS policy commissions are not being processed.
5. Invoices generated at Premium Points run by Agents' Offices could not be updated in LIC's Systems, even after remitting cash and submitting relevant papers to Servicing branches.
6. Club roasters menu for the year 2010-11 option not available.
7. Inordinate delay in payment of Commissions to Agents is caused. Some of the branches are unable to Generate commission invoice and bills till date



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8. The New Program does not identify the Advances sanctioned to the agents and hence Vouchers are not generated even after two months

9. Policy Refunds during Free Look Period or Agents' Bulk Deposit refunds are not processable.

10. Agency Code Correction wherever required could not be done. At NB stage even if a typographic error takes place, officials are unable to correct the same.

We have quoted only few problems but there are many other flaws in the new software which cannot be solved. We apprehend many more unfriendly features and snags in the programme.

We came to know that the concerned incumbents at departments, are unable to get the proper support either from the Higher offices concerned or from the WIPRO servicing company in solving the said problems even after sending repeated e-mails.

We are also receiving lot of complaints from the customers and the field force with regard to the servicing aspects at branch level. There is a need to set up a mechanism to solve the problems to rectify these issues immediately and not to repeat such kind of defects in future.

Keeping in view of the above and in the interest of the customers and reputation of our esteemed organization, we humbly request your immediate intervention in handling such kind of grievances and enable the policy holders and agents enjoy with the services of LIC at an early date.

Yours faithfully

S.B.SREENIVASA CHARY

SHYAMAL CHAKRABORTY

Copy to

The Chairman, LIC of India, Central Office, Yogakshema, MUMBAI, for necessary action