

Citizen Charter

Life Insurance Corporation (Nepal) Ltd. - CITTZEN CHARTER

LIC (N) Services :

Providing excellent Life Insurance quality services in order to promote national socio-economy.

S.no.	JOB	TIME SCHEDULE	REMARKS
1	Underwriting	Same Day	
2	Claim Settlement	15days after the receipt of application along with duly filled up forms & discharge voucher	
3	Survival Benefit	45days prior to due date	
4	Maturity	45days prior to due date	
5	Revival	Within 3days	
6	Policy Loans	Same Day with complete document	
7.	Policy Surrender	Within a week	
8.	Policy Servicing	Same Day	
9.	SSS Scheme	Same Day	
10.	Agent Commission	Each Month of 1 st Week	
11.	MR Incentive	Each Quarter within 7days after ending of the quarter	
12.	Agency Loan	Within 3days	
13.	Agent Club Loan	Within 3days	
14.	Agency Appointment	Same Day	
15.	Senior Agent & MR Appointment	Same Day	
16.	AGM	Within 6months after closing fiscal year	
17.	Quarterly Financial Reports	Published on National Daily Newspapers as per Directive of Beema Samiti & NESB	

Comlaining Authority: Any complaint relating to the Policy servicing to the company shall be addressed to the Office in charge of Policy Servicing Department, Ms. Geranium Shrestha.