



भारतीय जीवन बीमा निगम
LIFE INSURANCE CORPORATION OF INDIA

Ref: CO/CRM/PS/1295/23

CRM/PS Department, Central Office
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Date: 04.03.2022

To,
All Zonal Managers,
All Regional Managers (CRM)
All Sr/Divisional Managers,
M.D.C., Audit & Inspection

Re: Anywhere Revival at Branch Offices using LICdocQ App

Revival using LICdocQ App has been introduced at all Branches for policies where Sum Assured is more than 5 lakh. This is applicable for own branch as well as other branch policies. The process is as below:

1. Revival should be done at BOs using LICdocQ App for eligible policies with Sum Assured > 5 lakh with a maker/checker concept.
2. Officials from BOs will have to download the LICdocQ App (latest version) on their registered mobile phones.
3. The revival documents should be checked and scanned through LICdocQ App, where the mobile and S.R. Number of the employees will be auto populated for every transaction.
4. Scanned images of KYC, FMR, DGH, Request Letter, COVID Questionnaire, Others – will be displayed through eFEAP in Branch Office in **Single Window** → **Main menu** → **P.S. Menu** → **B.O. Menu** → **Revival/Reinstatement** → **MobileApp Document View**
5. The official who has captured the image should ensure correctness of the policy number, proper clarity, readability of information on the image and proper tagging of the images.
6. A second official will validate the correctness of the policy number and also confirm the clarity and readability of the image and that proper tagging is done.
7. Signature of the policyholder on the Revival papers should be tallied with the signature in EDMS image by the dealing officials.
8. Revival Underwriting to be done as per FPSO and payment for revival to be done at cash counter of BO.
9. BOs to check the applicability of revival as per Revival Circulars issued by CO/CRM/PS from time to time.
10. Policies with Sum Assured > 5 lakh will be allowed to be revived only through the LICdocQ App and not through any other eFEAP option.
11. Other Branch policies which cannot be revived as per 'Anywhere Revival' rules to be referred to the Servicing Branch as per the existing practice.
12. Images for uploaded documents will be auto-archived in EDMS and these documents are to be sent for storage at RMF.
13. SMS intimation will be sent to the policyholder after revival as per the existing practice.
14. For own Branch policies, special reports received if any, to be sent for incremental scanning as the same will not be scanned and uploaded through App on date.
15. All cases revived at BOs using the LICdocQ App will be audited.
16. **There is no change to the existing process of 'Anywhere Revival at SO using LICdocQ App.**
17. **There is no change in process for policies having Sum Assured less than 5 lakh.**

Kindly bring this to the notice of all the operating offices under your jurisdiction.

Executive Director (CRM/PS)