ABBREVIATIONS USED

1. LIC  Life Insurance Corporation
2. IRDA  Insurance Regulatory and Development authority
3. ICICI  Industrial credit and Investment Corporation of India
4. HDFC  Housing Development Finance Corporation
5. SWOT  Strength Weakness opportunity threat
6. Man  Metro Area Network
7. WAN  Wide Area Network
8. IVRS  Interactive voice Response System
9. GIC  General Insurance company
10. H.S.  Highly satisfied
11. S  Satisfied
12. NOP  No opinion
13. NS  Not Satisfied
14. NAS  Nat At all Satisfied