### APPENDIX

#### QUESTIONNAIRE

**Part I**

<table>
<thead>
<tr>
<th>Name of the Policyholder</th>
<th>:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age</td>
<td>:</td>
</tr>
<tr>
<td>Policy No.</td>
<td>:</td>
</tr>
<tr>
<td>Sex</td>
<td>: Male/Female.</td>
</tr>
<tr>
<td>Marital Status</td>
<td>: Single/Married.</td>
</tr>
<tr>
<td>Qualification</td>
<td>: Illiterate/Non-matric/Matric/Graduate/Professionally qualified.</td>
</tr>
<tr>
<td>Occupation</td>
<td>: Employed/Self employed/Unemployed.</td>
</tr>
<tr>
<td>Annual Income in Rs.</td>
<td>: 5000 and below.</td>
</tr>
<tr>
<td></td>
<td>5001 to 10,000.</td>
</tr>
<tr>
<td></td>
<td>10,001 to 15,000</td>
</tr>
<tr>
<td></td>
<td>15,001 to 20,000</td>
</tr>
<tr>
<td></td>
<td>20,001 to 25,000</td>
</tr>
<tr>
<td></td>
<td>25,001 to 30,000</td>
</tr>
<tr>
<td></td>
<td>30,000 to 50,000</td>
</tr>
<tr>
<td></td>
<td>More than 50,000</td>
</tr>
</tbody>
</table>

**Part II**

Are you aware of the following particulars about your lapsed Policy.
Sum Assured :
Plan and Term :
Date of Commencement :
Premium amount :
Mode of Payment :

Part III

Details of the other Policies held by you:
No. of Policies held by you :
Condition of those Policies : Force/Lapsed.

Part IV.

Details of the other Savings by you:
Source of income :
Is the income regular? : Yes/No
Are you able to save out of your income : Yes/No
Contribution to other Savings Schemes :
% of Income spent on insurance:

Part V

Name of the Agent through whom the Policy was taken :
Has the agent explained about the plans before selling this policy to you? : Yes/No

Is he reminding you regarding the payment of premiums after this policy being taken? : Yes/No

When and how you came to know about your policy lapse? :

Has the Agent brought to your notice about the consequences of lapse? : Yes/No

Has be brought to your notice about the facilities of revival of policies? : Yes/No

Has he explained about the various revivals schemes such as ordinary, special, instalment and loan cum revivals? : Yes/No

Are you aware of the interest, to be paid for non-payment of premium? : Yes/No

Are you satisfied about the services of your agent? : Yes/No
Part VI

Are you in the habit of intimating to the Office about the change in your address, if any : Yes/No

Whether premium notices were received by you in time and promptly all the time, for the lapsed Policy. : Yes/No

Have you received the default notice for the lapsed Policy? : Yes/No

Are you willing to revive the policy? : Yes/No

What was the response and help received from Office? : Good/Fair/Poor/Very Poor

Are you satisfied with the services of the Office : Yes/No

Part VII

Reasons for the non-payment of Premium on the Policy or causes of Policy Lapse.

Rise in cost of living :

Consider investment in insurance not at all profitable. :

By mistake or oversight :

Lack of proper remittance facility :

Plan not suitable for the purpose for which it is taken :

Not able to pay due to financial incapacity or over insurance :
it is a savings account or a fixed deposit account, by giving due notice to the banker.

But in the case of life insurance the policyholder is obliged to pay the premiums on the policy through the mode of his choice, failing which his policy faces the situation of lapse. A small portion is refunded to him out of the premiums paid by him. Fearing such a loss the policyholder is compelled to pay or make regular payments and it becomes an essential and habitual item of expenditure for him. Thus it tends to bring out some compulsory savings for him.¹

¹. Life Insurance O.S. Gupta, (1972), P.98.
Sudden fall in business or regular salary income.

Sudden family expenses prevented from payment of premium on the Policy.

Any other Reason

Not reminded by Office by Prem.
Demand Notice.

Not reminded by Agent.

Part VIII

Reasons for going in for an Insurance Policy:

To cover risk on your Life.

Savings.

For Income-tax.

To oblige or to help the Agent for obtaining Housing Loan from LIC.

Part IX

Your Suggestions for reducing Lapses and early revivals.
<table>
<thead>
<tr>
<th>POLICY NO.</th>
<th>LIFE ASSURED'S NAME</th>
<th>DUE DATE</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notice is hereby given that this premium should be paid on the due date or within the days of grace to the above office or the authorised bank. If the premium is not so paid, the Policy will lapse subject however to such benefits as may have been acquired by the conditions thereof.

(P.T.O.)
NOTES & INSTRUCTIONS

(1) This notice is sent only as an act of courtesy and the Corporation is not bound to issue the same. Any omission to do so or delay in receipt/receipt of the notice will be no excuse for non-payment of the premium at any time.

(2) This notice is only in respect of the above noted premium. If any earlier premium/s is/are found to remain unpaid and Policy found to have lapsed by reason of non-payment thereof, this premium will not be adjusted unless payment is made towards such earlier premium/s and the policy allowed to be revived in accordance with the terms and conditions thereof.

(3) Days of Grace: One Calendar month but not less than 30 days for yearly, half-yearly or quarterly premiums and 15 days for monthly premiums.

(4) Validity of Receipt: Only the printed official receipts of the Corporation will be recognised as valid evidence of payment of the premium and no agent of the Corporation is authorised to collect the premium.

(5) Cheques or Drafts towards premium should be drawn in favour of “L.I.C. of India”. Please return this notice with your remittance. If premium is paid through collecting Bank or by M.O., Policy No. and Premium Payee Office may be mentioned while making payment.

(6) The Notice may be treated as cancelled if the Premium due herein has already been paid.

(7) Please intimate promptly in us the change, if any, in your address.
### Life Insurance Corporation of India

#### PREMIUM RECEIPT

### PREMIUM PAYING OFFICE

---

**POLICY NO.** | **LIFE ASSURED'S NAME** | **RISK DATE** | **PLAN & TERM** | **SUM ASSURED** | **DUE DATE** | **PAYMENT MODE** | **PREMIUM** | **Pl. No.**
--- | --- | --- | --- | --- | --- | --- | --- | ---

---

**RECEIVED ON** THE AMOUNT SHOWN ABOVE IN TERMS OF THE POLICY AND LATE FEE/INTEREST ON PREMIUM OF RS. BY CASH/CHEQUE/DD/M.O./COL BANK/ADJUSTMENT.

THIS RECEIPT IS VALID ONLY WHEN COUNTERSIGNED AND DATED BY AN AUTHORISED OFFICIAL OF THE CORPORATION AND SUBJECT TO REALISATION OF THE AMOUNT IN CASH

---

**Authorised Official**

---

**Cashier/Asst.**
1) Have you got your age admitted in the Policy? If not, kindly take steps to do so immediately.

2) Have you effected Nomination/Assignment?

3) Is your present Life Insurance cover adequate to get full benefit of tax remission?

4) Have you intimated to us the change if any, in your address?

5) Please quote your Policy Number in all correspondence with us.

6) If you have availed of Policy Loan, kindly pay Hly. Loan Interest on the due dates to avoid compound interest which is charged when 2 Hly. instalments are NOT paid.