**FAQ - Corporate Agents**

1. IRDAI (Registration of Corporate Agents) Regulations, 2015 issued by the Authority on Registration of corporate agents will be effective from which date?
   
   Ans: These Regulations came into force with effect from 01-04-2016.

2. Corporate Agents – Fee Structure:
   
   Ans:
   
   - Non-Refundable Fee – Rs.10,000
   - Registration Fee for issue of Certificate of Registration (COR) – Rs. 25000
   - Renewal Fee for Renewal of COR – Rs. 25000
   - Fee for issue of Certificates for Principal Officer/Specified Person/Authorized Verifier – Rs. 500.
   - Late fee for renewal of CA COR - Rs. 750

3. Whether the application under New Regulations to obtain Certificate of Registration (COR) has to be made by the applicant directly to the Authority without any involvement of insurer?
   
   Ans: Yes. All applications made under IRDAI (Registration of Corporate Agents) Regulations, 2015 should be submitted directly to the Authority by the applicants the online mode.

4. Capital Requirement for a Corporate Agent exclusively doing insurance intermediation – How it will affect the existing CA exclusively doing insurance business?

   Ans: As per the New Regulations, a Corporate Agent exclusively doing insurance intermediation should have a minimum share capital or contribution and net worth of Rupees Fifty Lakh and it should be maintained a net worth of Rupees Fifty Lakh at all times.

   The Existing Corporate Agents exclusively doing insurance intermediation, also will have to be compliant with New Regulations before applying for obtaining Certificate of Registration in order to carry out their activities continuously w.e.f. 01.04.2016.

5. Whether submitting Board approved open architecture policy is mandatory even if the corporate agent wishes to have single tie-up or is required only for multiple tie-up?

   Ans: Yes. Every corporate agent shall file, at the time of seeking registration, with the Authority, a Board or its equivalent Approved Policy on the manner of soliciting and servicing insurance products. The Policy, amongst others, shall include the approach to be followed by the corporate agent in having single or multiple tie-ups, the partners in the tie-ups, the business mix, the type of products sold, grievance redressal mechanism and reporting requirements.
6. Who conducts the training and examination for Principal Officers/Specified Persons/Authorized Verifiers?

Ans: Online training will be conducted by the Insurance Institute of India, Mumbai and online examination will be conducted by NSEIT. Website of Insurance Institute of India (III) – www.insuranceinstituteofindia.com

7. What is the procedure of transfer of Specified Persons? How is such transfer to be effected on the IRDAI portal?

Ans: Every SP/PO desiring to transfer his/her certificate to the other corporate agent shall do so only after obtaining no objection certificate from the transferor corporate agent as per the procedure prescribed in the Regulation 7. In case the transferor corporate agent fails to issue NOC within 30 days of the date of application, it will be deemed that the NOC is issued and they do not have any objection for the proposed transfer.

8. Post 1\(^{st}\) April, 2016, is there any requirement for insurer to conduct onsite inspection of CAs?

Ans: NO. As per Regulation 27, the Authority has the power to inspect the records of a Corporate Agent and performance of its activities anytime and in case of any deficiency observed, the Authority may take appropriate disciplinary action. The procedure applicable for the Inspection and the Audit of a Corporate Agent are mentioned in Schedule IV of these Regulations.

9. What are all the things that should be provided in Board Approved Policy required under Reg. 20 (1)?

Ans: The Board or equivalent approved policy shall contain the approach to be followed by the corporate agent in having Single or Multiple tie-ups, the proposed partners in the tie-ups, the business mix, the type of products sold, grievance redressal mechanism and the reporting requirements. The corporate agents after registration can enter into agreement with insurers for solicitation and distribution of their products and this should be disclosed to the Authority within 30 days of entering into such agreements. However, the board approved policy can be exhaustive and contain all other matter which they deem fit and necessary for registration and functioning of corporate agency.

10. What type of registers shall be maintained by the Corporate Agents and the format of the same?

In accordance with Regulation 30, every corporate agent shall maintain following registers in the prescribed formats.

Register of Client Details:
Name of the Client; Contact Address; Mobile Number; Policy Type; Policy Number; Premium Amount; Date of Commencement; Plan and Term; Sum Assured; Renewal details

**Register of Complaints:**

Name of the Complainant; Nature of Complaint; Date of Complaint; Policy Number; SP details; Action taken details.

**Register of Specified Persons/Authorized Verifiers:**

Name; Address; Telephone NO.; Photograph; Date of Commencement of employment; Date of leaving service; Monthly Remuneration.

11. Can a specified person work for more than one insurer?

   **Ans:** Yes, as per Reg. 3, Corporate Agents may have arrangements with a maximum of three life, three general and three health insurers to solicit, procure and service their insurance products and the Specified Person can work for all the insurer/s with whom they have tied up, provided the Specified Person has certificate for the respective line of business (Life/General/Health). Eg.: Specified Person (SP) having certificate to act as SP for Life business can work for life insurers only with whom CA is tied up.

12. As per Reg. 14 (iv) the corporate agent has to take adequate steps for redressal of grievances of its clients within 14 days of receipt of such complaints and keep the Authority informed about the number, nature and other particulars of the complaint. Whether such complaints need to be logged in Insurer’s grievance redressal system as well which is integrated with IGMS?

   **Ans:** The complaints received by the Insurer should be logged in their grievance redressal system as well which is integrated with IGMS. However, both CA and the Insurer should have their internal mechanisms to consolidate all the complaints received at both ends & resolve the complaints with fair resolution to the Policyholder.

13. As the regulations requires mapping of all policies to SP’s for business sourced by them, how shall the mapping be done for cases wherein the policies are purchased directly by the Policyholders online?

   **Ans:** For the policies purchased by the policyholders through online will be treated as DIRECT BUSINESS and the corporate agency code can be tagged.

14. Is there any time frame within which the Corporate Agent needs to have tie up with the Insurer?

   **Ans:** As per Reg. 23 (a) Corporate Agents registered under these regulations shall have to enter into arrangements with insurers for distribution of their products. These
arrangements shall have to be disclosed to the Authority within 30 days of entering into such arrangements. The minimum period of such arrangement shall be for one year.

15. What are all the Returns/Certificates to be submitted to the Authority?

**By the Corporate Agent:**

As per Reg 20 (2), the corporate agents have to furnish **half-yearly** returns to the Authority insurer-wise business placed separately in respect of life, general and health insurance, in the formats specified by the Authority, before 31st October and 30th April every year.

As per Reg 21 (ii), where the insurance is sold as an ancillary product along with a principal business product, the corporate agent or its shareholder or its associates shall not compel the buyer of the principal business product to necessarily buy the insurance product through it. The Principal Officer and CFO (or its equivalent) of the corporate agent shall file with the Authority a certificate in the format given in the Schedule VIII on **half-yearly** basis, certifying that there is no forced selling of an insurance product to any prospect.

**By the Corporate Agent and Insurer:**

3) As per Reg 31 (3), every insurer who is engaging the services of a corporate agent shall file with the Authority a certificate, separately for all such corporate agents, in the format given in the Schedule VIA to be signed by the CEO and CFO. A similar certificate from the Principal Officer and CFO (or its equivalent) of the corporate agent specifying the commission/ remuneration received from the insurer shall be filed with the Authority as given in Schedule VIB.

16. List of Corporate Agents – Where is it available?

Ans: The list of corporate agents registered with the Authority is available on the Authority’s official website “www.irda.gov.in”.