

IRDA Circular No: **IRDA/SDD/GDL/CIR/020/02/2013** Date: 08-02-2013 Effective from 1st April 2013

As per the above Circular we are required to carry out **KYC (Know Your Customer) Norms** as below:

- a) To comply with the KYC norms we should mandatorily obtain Patient Identity Proof as well as the Residential Proof at the time of claim settlement
- b) This has to be followed both at the stage of Pre-auth approval & settlement of Reimbursement claim
- c) The **ID Proof** to be obtained are:
 - i. Passport
 - ii. PAN Card
 - iii. Voter's Identity Card
 - iv. Driving License
 - v. Letter from a recognized Public Authority (as defined under Section 2 (h) of the RTI Act, 2005) or Public Servant (as defined in Section 2(c) of the 'The Prevention of Corruption Act, 1988') verifying the identity and residence of the customer
 - vi. Personal identification and certification of the employees of the insurer for identity of the prospective policyholder.
 - vii. Letter issued by UID Authority of India containing details of name, address and Aadhar number
- d) The **Address Proof** to be obtained are:
 - i. Job card issued by NREGA duly signed by an officer of the State Government
 - ii. Telephone bill pertaining to any kind of telephone connection like, mobile, landline, wireless, etc. provided it is not older than six months from the date of insurance contract
 - iii. Current Passbook with details of permanent/present residence address (updated up to the previous month)
 - iv. Current statement of bank account with details of permanent/present residence address (as downloaded)
 - v. Letter from any recognized public authority
 - vi. Electricity bill
 - vii. Ration card
 - viii. Valid lease agreement along with rent receipt, which is not more than three months old as a residence proof
- f) ***No further documentation is necessary for proof of residence where the document of identity submitted also gives the proof of residence.***
- g) Where an Insured person does not have any of the above ID/ Address Proof, we can accept the following documents as the Proof of Identity as well as Residence:
 - i. Employer's certificate as a proof of residence (Certificates of employers who have in place systematic procedures for recruitment along with maintenance of mandatory records of its employees are generally reliable)
 - ii. Written confirmation from the banks where the prospect is a customer, regarding identification and proof of residence.
 - iii. The above need not be insisted upon in case of micro insurance products. Instead the following documents are sufficient proofs of identity and address:
 - i. Current Passbook with details of permanent/present residence address (updated up to the previous month)
 - ii. Current statement of bank account with details of permanent/present residence address (as downloaded)
- h) Any name change has to be substantiated by valid documents & /or can be referred to the Insurer for suitable endorsement where ever required