

ABOUT FUTURE GENERALI INDIA LIFE INSURANCE COMPANY LTD.

Future Generali India Life Insurance is a joint venture between Future Group - a leading retailer of India, Generali Group - a global insurance group and one of the world's 50 largest companies and Industrial Investment Trust Ltd (IITL), a leading NBFC. It provides a complete range of life insurance solutions to customers and enterprises.

The Company was incorporated in September 2006 with the objective of catering to an under-insured country and provide financial security to people. The company offers a comprehensive range of products across savings, protection, unit linked policies, retirement plans as well as group products. The Company reaches out to customers through more than 17,000 advisors and FG Direct channels across the country.

In a span of 9 years, the Company has presence in over 80 locations across the country. The Company has sourced over 11 lakh policies since inception, and today insures over 450 marquee corporates in India and internationally such as Cadbury, Coca-Cola, Intel, Philips, DuPont, Reebok, Jet Airways, Morgan Stanley to name a few.

The Company is managed under the principles of good corporate governance with overall superintendence of the board of directors. The Company's investment team received the ISO 9001:2008 certification for its investment processes in January 2014, which validates our compliance with global best standards and its commitment towards providing best-in-class services to its valued customers.

FAST FACTS	
Headquarters	Mumbai
Business Line	Life Insurance
Employees	Over 1800
Locations	Over 80 locations across the country
Business Channels	Agency, Direct & Online, Partnership Distribution and Corporate Sales
Number of Policies since inception	Over 11 lakhs
Capital Infused till date	Over INR 1400 crore
Assets Under Management (AUM) as at April 2016	Over INR 2700 crore
Claim Settlement Ratio (FY2015-16)	90.61%
Average Ticket Size	Over 40,000
Overall Business Growth in FY2015-16	45% growth over last fiscal
Digital Platforms	Facebook – 50,000 fans LinkedIn – 1700 followers Twitter – Over 500 followers
Target Markets	Top 12 metros followed by State Capitals

AWARDS & RECOGNITIONS

CIO Awards	Received the Seclore Security Supremos Special Award for its outstanding IT implementation and stellar transformative leadership.
ISO 10002:2014 Certification	Received ISO 10002:2014 certification for addressing grievances in a responsive, systematic and consistent manner.
The Asian Leadership Awards	The Company received the Best Twitter Campaign award in the Digital and Social Media category across sectors for its Independence Day campaign #LifeInIndia in October 2015.
CIO100 Awards	The Company was honoured as one of the Versatile 100 companies across India for IT innovation and the Sourcing Shogun Special Award for defining, implementing and managing relationships with service providers in September 2015.
Top CISO Award	The Company received the TOP 100 CISO Award in May 2015 that felicitates the top Influencers and community contributors in the field of Information Security.
ISO 27001:2013 Certification	The Information Technology team of Future Generali Life Insurance received the ISO 27001:2013 certification in 2014 for its IT Processes which include IT Application Development and Support, IT Infrastructure Management, IT Project Management and IT Security Management.
ISO 9001:2008 Certification	The Company received the ISO 9001:2008 certification in 2014 for its Investment processes.
EFFIE Awards	The Company received the Silver EFFIE award in the financial services category in 2011 for marketing effectiveness during the Future Generali Insurance Week.
Guinness Book of World Records	The Company entered the Guinness Book of World Records for creating the longest balloon chain in the world during the Future Generali Insurance Week between January 29 and February 6, 2011.
Impresa Awards	The Company received the Impresa award in 2s10 (organized by the Indo-Italian Chamber of Commerce) for Market Presence for bridging the last distribution mile and increasing consumer awareness about financial and insurance needs through their strong network in 2009.
CIO 100 Awards	The Company received the CIO "Ingenious 100" award and the CIO 100 "Smart Infrastructure" award for the highest level of operational and strategic excellence in Information Technology in 2008.

SPOKESPERSONS

Munish Sharda	Managing Director & CEO
Jyoti Vaswani	Chief Investment Officer

Rakesh Wadhwa	Head of Strategy & Special Projects
Ruchira Bhardwaja	Chief Human Resources Officer
Subhasish Acharya	EVP & Head - Agency

KEY MESSAGES

Future Generali Life Insurance believes in the philosophy of being Simpler, Smarter and Faster and this is validated through its simple yet unique products, simplified communication across all channels, and a seamless customer engagement across different touchpoints.

The company aims to be an insurer of choice and has taken several steps to reach out to its customers through various touch points and to enhance customer experience.

Initiated new lines of business through online products and credit life; and has launched two new lines of distribution – Insurance Marketing Firms and Corporate to Retail.

Forayed into its first bancassurance partnership with Saraswat Bank and Bajaj Finserv. It has also tied-up with India Nivesh and Andromeda. For the credit life business, the company has entered into a partnership with GIC Housing Finance and Religare; and for Retail Assurance with Big Bazaar.

WHAT FGLI HAS DONE IN THE LAST TWO YEARS

Customer Connect

1. Launched 10 unique products keeping in mind the customer's requirements during different stages of their lifecycle.
2. Automation of processes and redefining frameworks.
3. Significant focus on digital
 - a. Best-in-class website – Simplified and responsive; Easy to understand, Secure, robust, scalable; Unique Future Ready Calculator
 - b. Customer-friendly portal – Easy to use with simple UI, Integrated front and back end, Majority (90%) self serviced capabilities
 - c. Simplified communication – Easy to understand, customer friendly proposal forms and policy literature, **first talking policy document**
 - d. Group Customer Portal – View Fund performance/NAV, Facilitates claims process and can add/delete customer details
4. Improved claim settlement ratio as well as claim settlement TAT through a seamless process.
5. Stringent processes and protocols to avoid misselling.
6. Implemented the Net Promoter Score (NPS) framework, is one of the most recognised methods of measuring customer loyalty based on their 'Likelihood to Recommend'.

People First

1. The company has created platforms to ensure that all our employees get to engage regularly with the leadership team to ask questions and better understand the company's strategic priorities as well as actions being taken in that direction.
2. The company has also redefined the way in which various departments work as one team with each other to deliver effectively to our customers with a well-defined operating rhythm and project management framework.



3. There are recognition programmes and strong L&D + mentorship programmes across the organisation.
4. The company has also initiated its first CSR project on solar lighting in some villages of Maharashtra.

OUR SHAREHOLDERS

ABOUT GENERALI

The Generali Group is one of the largest global insurance providers with 2014 total premium income exceeding €70 billion. With 78,000 employees worldwide serving 72 million insured persons in more than 60 countries, the Group occupies a leadership position on West European markets and an increasingly important place on markets in Central Eastern Europe and Asia. In Asia, the Group operates in 10 markets: China, Hong Kong, India, Indonesia, Japan, Malaysia, Philippines, Singapore, Thailand and Vietnam. Generali ranked among the world's 50 smartest companies in 2015 according to the MIT Technology Review. Generali is the only insurer to be listed.

ABOUT FUTURE GROUP

Future Group operates some of India's most popular retail chains including Central, Big Bazaar, Food Bazaar, Home Town and eZone. Apart from its allied businesses in Life and General insurance, the Group is also present in the domain of logistics infrastructure and supply chain and brand development. The group operates over 17 million square feet of retail space in over 90 cities and towns and 60 rural locations across India. The group's retail formats connect over 300 million customers to over 30,000 small, medium and large enterprises that supply products and services to its retail chains. Future Group believes in developing strong insights on Indian consumers and building businesses based on Indian ideas, as espoused in the group's core value of 'Indianness.' The group's corporate credo is, 'Rewrite rules, Retain values'.

Registered Office: Future Generali Life Insurance Company Limited. Indiabulls Finance Centre, Tower 3, 6th Floor, Senapati Bapat Marg, Elphinstone (W), Mumbai - 400 013