

Clarification / Explanatory Statement for Scope of Audit

Following are indicative parameters for Management Audit Scope to be covered. These are only indicative and not exhaustive.

| Sr No | Area | Indicative Parameters |
|--------------|----------------------------|---|
| 1 | Business Performance | <ul style="list-style-type: none">• New Business (budget vs actual)• Protection Business (budget vs actual)• Channel mix (target vs actual)• Product mix (target vs actual)• Dashboards |
| 2 | Cost & Quality parameters | <ul style="list-style-type: none">• Opex (budget vs actual)• Persistency ratio (target vs actual)• NPS (target vs actual)• Complaint Ratio (trend) |
| 3 | Risk Management | <ul style="list-style-type: none">• Mis-selling ratio• Free look Ratio• Death Claim Ratio (VEDC)• Fraud, Data leakage, Business Continuity, & Information security related events observed.• Manpower – Planning / Staffing / Attrition / Training |
| 4 | Compliance | <ul style="list-style-type: none">• No of branches with IRDAI non-compliances• No of branches with labour and other local law related non-compliances• No of cases in various courts, consumer forums• Ratio of legal cases lost |
| 5 | Governance & Oversight | <ul style="list-style-type: none">• Adherence to Company's Brand Purpose and Brand Values• Ratio of branches rated 'B' or below• CFIC & DPC actions (trend)• Reputation risk events (POSH, Social media, etc.,) |
| 6 | Common for all departments | <ul style="list-style-type: none">• Governance (Team structure - Manpower – Planning / Staffing / Attrition / Training; Policies & Procedures; Adherence to Company's Brand Purpose and Brand Values; synergies with other departments, Behavioral complaints)• Risk Management (Results of RCSA testing, other risk related practices)• Compliance (Non-compliances noted)• Cost control (budgeted vs actual expenses)• Internal Controls (Operational efficiencies – audit observations, Operational incidents, income leakage, etc.,)• Proper Root Cause Analysis (RCA), Corrective & Preventive actions for audit observations and timely closure of audit report including treatment for financial leakage. |
| 7 | Department specific | <ul style="list-style-type: none">• Activities specific to the department (as per the KPAs / Goal Sheets of the departmental personnel) from minimum second line onwards to give overview of complete activities of the department. |

Template for Commercial

RFP for Management Audit

The Price in the commercial bid has to be quoted inclusive of all taxes (excluding GST), levies and other taxes if any and also out of pocket expenses.

| Particulars | Amount in Rupees (Excl GST) |
|---|--------------------------------|
| Total Fees for Management Audit covering all 54 units / departments including Regional Offices as per the Scope detailed in RFP | XXX |

Note -

Fees amount will be All inclusive and covering All expenses. No other reimbursement of expenses for travel / stay / OPE whatsoever will be paid by SBI Life for the Management Audit.

Amount to be mentioned in words (in English) and Figures in (Numerals and rounded to next rupee).

In case of difference in Words and Figures the Amount mentioned in Words will prevail.