

**SERVICE LEVEL AGREEMENT**

This Service Level Agreement is made at **Mumbai** on \_\_ day of \_\_\_\_\_ 20\_\_ between

**SBI Life Insurance Co. Ltd.** hereinafter referred to as “**Service Receiver**”, a company registered under companies Act 1956, having its registered office & corporate office at “Natraj”, M.V. Road & Western Express Highway Junction, Andheri (East), Mumbai- 400069 of the one part

And

**(Vendor Name)** hereinafter referred to as “**Service Provider**” a company registered under Companies Act 1956, having its office at – (complete postal address), of the other part.

NOW IT IS HEREBY AGREED BY AND BETWEEN THE PARTIES AS FOLLOWS

## 1. LINKAGE WITH AGREEMENT

This Service Level Agreement forms an integral part of the Agreement executed between Service Receiver and Service Provider on \_\_\_\_\_ at \_\_\_\_\_.

The period of empanelment of the Service Provider for the activities listed under Clause 2 of this SLA shall be for a period of 3 years starting from \_\_\_\_\_ and valid up to \_\_\_\_\_.

While the Agreement defines the broad Terms and Conditions of empanelment of Service Provider by Service Receiver, Service Level Agreement specifies the following -

- 1.1. Activities entrusted by Service Receiver to Service Provider hereinafter referred to as "Scope"
- 1.2. Standards of service and quality including but not limited to Turn Around Time (TAT), permissible errors in processing etc as mutually agreed between the parties and specific to the activities entrusted by Service Receiver to Service Provider.
- 1.3. Liquidated damages applicable for not meeting the desired service and quality standards for the entrusted activities.
- 1.4. Touch points and escalation matrix for coordination, monitoring and control of activities entrusted to Service Provider
- 1.5. Responsibilities and commitments by Service Provider for uninterrupted business support to Service Receiver.
- 1.6. Purging policy for the activities entrusted to Service Provider.
- 1.7. Charges payable for the activities entrusted to Service Provider

## 2. SCOPE

This SLA shall be in accordance with the Scope of Activities defined in the Agreement.

### 2.1. End to end comprehensive printing of Policy/COI document:

- 2.1.1. Comprehensive printing of Policy/COI documents means the complete process of Printing to dispatch.
- 2.1.2. It is a complete cycle of Policy/COI printing, quality check of policies, rectification of errors, tracking of dispatch details, and digital conversion of policy pdf
- 2.1.3. This activity is carried out by the Service Provider at their location.
- 2.1.4. The Service Provider will receive the data in spool format and service provider to ensure downloading of the encrypted spool data along with proposal images from FTP. Service provider need to download and decrypt the data through Secured DRM Seclore Platform **within 5 hours** for further process of printing of policy document and COI.
- 2.1.5. The service provider should inward the data on the same day in their application.
- 2.1.6. The TAT for printing and dispatch of policy document and COI will be calculated from the time of receipt of print files from service receiver.
- 2.1.7. Cases where XML is shared by 11 am Inwarding of spool file, printing and dispatch of the said data should be completed same day and for the cases received after 11 am to 4 PM the QC to be initiated on the same data and policies to be dispatched on next working day. Cases received after 4 PM to be dispatched next day.
- 2.1.8. As per the requirement of the service receiver exceptional cases to be handled separately.
- 2.1.9. If the dispatch details are not provided by 6.00 pm for the cases dispatched on same day then the penalty will be imposed as mentioned in clause 4.1.1 of this SLA.
- 2.1.10. The information available in the spool file should be as per the details mentioned in the proposal form. The quality check is to be done in all aspects completely as per the fields defined by the service receiver. The vendor shall evaluate the policy and COI printing based on the completeness of the spool data and proposal images and shall ascertain the purity of the data printed.

- 2.1.11. Quality check for all predefined fields by the service receiver should be done thoroughly. Any omission of fields, spelling mistakes, validation failure, any additional entry and mistakes in any value will be termed as omission in quality check process and shall attract penalty as per the mentioned in clause 4.1.1 of this SLA. The field list for quality check may get changed from time to time based on the Service Receiver's requirement.
- 2.1.12. On the basis of spool file the service provider to carry out the image based and data based pre-printing quality check for data accuracy.
- 2.1.13. The data based pre-printing quality check will be carried out based on images of the proposal forms and on the requirement of service receiver.
- 2.1.14. For reprint cases the service provider will receive the file through secured FTP in periodic intervals by service receiver and these documents to be printed dispatched on the same day. The reprint files received post 4.00 pm to be reprinted and dispatched on next working days.
- 2.1.15. In case of identified discrepancy/errors (non critical) service provider to make necessary corrections/rectifications in their application. The service provider to print the policy document of these cases post corrections. The quality check and rectification activity to be carried out on the same day of the receipt of inward.
- 2.1.16. In case of critical errors identified the list of such cases to be sent to service receiver without any modification in the document on the same day.
- 2.1.17. The service provider to carry out the preparation of policy document and pdf based on the streaming data provided by the service receiver.
- 2.1.18. The service provider needs to ensure that after printing proper binding of policy document is done and requirement document of only one policy is attached in the policy document. In case any discrepancy observed penalty will be imposed.
- 2.1.19. The service provider to design the product wise template and subsequent changes based on the specifications provided by the service receiver. The version control for the same to be maintained by the service provider.
- 2.1.20. The template designed by the service provider will be exclusively for the service receiver. The service receiver will have the copyright on all the templates designed.
- 2.1.21. To ensure the differential packaging for HNI & non HNI documents with GSM quality paper sheets within the booklet as per specification provided by the service receiver.
- 2.1.22. The service provider should ensure that every policy pdf/COI pdf to be digitally signed and should get uploaded on secured ftp of service receiver.
- 2.1.23. Insertion of any standard literature/template will be provided separately by the service receiver for incorporation into policy envelope/booklet.
- 2.1.24. The service provider to carryout preparation of policy for final dispatch as approved by the service receiver. This involves stuffing of policy documents and other standard communications, pamphlets into the policy envelope and handover the same to final dispatch to designated dispatch agency i.e. Speed post/Courier in the required format.
- 2.1.25. The dispatch series consisting of electronic POD number will be provided by service receiver for dispatch agencies (Speed Post and Courier).
- 2.1.26. The service provider to print barcode on policy documents which will be dispatched through Speed posts/Couriers.
- 2.1.27. The service provider shall coordinate with dispatch agencies for day to day activities.
- 2.1.28. Barcode printing will include:
  - (a) Printing the EMS bar code on the policy document
  - (b) Sticking EMS number barcode in case electronic series is not available or in case policies have to be re dispatched.
  - (c) Reading the barcode through scanner and updating the EMS number against the policy number in the database.
  - (d) Managing the EMS series and informing service receiver for getting the new series in case of series stock level goes down.
  - (e) Soft copy generation and Mailing the soft copy to speed post as per the requirement of postal department.
- 2.1.29. The service provider to adhere to all the formalities/process required by the postal/courier or any other dispatch agency for handing the consignments to them.

The service provider may be required to modify their process in case of any changes after due approval from service receiver.

- 2.1.30. For all reports and MIS service provider will provide the access to their system. Where in automated reports are made available there by reducing the dependency on the service provider. The formats shall be as per requirements of service receiver.
- 2.1.31. The service provider will manage logistics for movement of printed policy documents from printing facility to the service receiver's location and vice versa (if required).
- 2.1.32. TAT for dispatch of policy documents to be 2 days from the receipt of data from service receiver.
- 2.1.33. Service provider needs to ensure that proper reconciliation is done for the policy bond handed over to the Speed post / courier agency. Proper acknowledgment to be taken from the Speed post / courier agency. In case any document is lost / not found penalty will be imposed.
- 2.1.34. Service Provider needs to ensure that correct AWB number is communicated to the service receiver. Communication of incorrect AWB number will impose penalty.
- 2.1.35. Service provider needs to follow up with courier agency for the cases where document is returned due to reason "No service". In case of any policy document is not traceable or missed, penalty will be imposed on Service Provider.
- 2.1.36. Service provider needs to reconcile the discrepant report received from the courier agency post dispatch of the document.

**2.2. End to end Non policy printing and dispatch process :**

- 2.2.1. Printing of non policy documents like premium notices, receipts, account statements, refund letters, miscellaneous correspondences to customers in inland/normal stationery as per Service Receiver's requirements.
- 2.2.2. Data shall be uploaded in FTP server by Service Receiver. An email will be sent by service receiver to service provider once the data is uploaded in FTP.
- 2.2.3. Service Provider to process both spool based or non spool based jobs as per Service Receiver's requirements.
- 2.2.4. Service Provider should arrange to send the MIS and PDF files within 24 hours from the time of data sharing for every spool file.
- 2.2.5. In case of any discrepancy noticed during sample checking, service provider should arrange for correction and submission of revised file and MIS within 24 hours from the time the discrepancy was communicated by service receiver.
- 2.2.6. Once the sample checking is done and samples are as per the specifications and latest templates, approval to be provided by service receiver for printing and dispatch of non policy documents.
- 2.2.7. Service Provider to ensure printing the communications as per service receiver specifications and handover to designated dispatch agency.
- 2.2.8. In case of non-inland communications, Service Provider to ensure printing, stuffing of the printed document(s) into the window envelope along with any additional inserts as per Service Receiver's requirement. Further Service Provider to ensure pasting of envelop and handover to designated dispatch agency after postal franking. The postal franking to be carried out by the Service Provider.
- 2.2.9. Service Provider should arrange for printing and dispatch of non policy communication within 48 hours from the time of approval provided by the Service Receiver.
- 2.2.10. The printing & dispatches to happen through multiple locations as per Service Receiver requirements.
- 2.2.11. The data to be segregated based on the pincode of the communication.
- 2.2.12. Service Provider to ensure reporting of process status and other MIS on daily basis as per Service Receiver's requirements.
- 2.2.13. Service Provider to arrange for logistics from the printing location of the Service Provider to the location of Service Receiver and vice versa (if required). This is required wherever printing documents is required by the Service Receiver.

- 2.2.14. Service Provider to arrange for stationery required for printing of non policy document including inland letter and window envelop as per Service Receiver's request.
- 2.2.15. Sufficient stocks to be maintained by Service Provider to avoid any delay.
- 2.2.16. Service Provider should inform Service Receiver before getting the base stationery printed for any changes in design etc. Service Provider shall ensure that the latest templates/designs are used at all time and no violation or deviation is acceptable.
- 2.2.17. Service Provider is responsible for design of new template within 3 days from the date of sharing the template by Service Receiver. All creation/ modification of templates will be approved by service receiver. All templates and formats will have version controls. Service Provider will maintain such version controls.
- 2.2.18. Service Provider is responsible for changes in the existing template within 2 days from the date of sharing the changes by Service Receiver.
- 2.2.19. Service Provider is responsible for providing soft copy of settlements within first 5 day of the month and get the same approved from Service Receiver within 5 days from the submission.
- 2.2.20. Service provider is responsible for the franking balance monitoring so that sufficient balance is maintained and raising requirement with the Service Receiver accordingly
- 2.2.21. Service Provider is responsible for providing soft copy of Invoice for the settlement approved and get the invoice details approved within 5 days from Service Receiver and provide the hard copy for payments accordingly.
- 2.2.22. Service Provider is responsible for franking balance lying at various post office locations for more than 3 months and to submit summary report to service receiver on monthly basis.
- 2.2.23. Service Provider should release monthly MIS such as Stock in Hand within first 5 days without request of Service Receiver.

**2.3. End to end Email communication to policyholders :**

- 2.3.1. Emailing of non policy documents like receipts, notices, miscellaneous correspondences, refund letters, soft copy of policy document to customer email id as per Service Receiver's requirement.
- 2.3.2. Data shall be uploaded in FTP server by Service Receiver. An email will be sent by Service Receiver to Service Provider for the activity.
- 2.3.3. Processing the data by creating individual PDFs (wherever required) and run the Email blast with attachments (wherever required) to the email ids provided in the pool file
- 2.3.4. The soft copy of the policy bond to be emailed once the pdf conversion is done.
- 2.3.5. Multiple email attempts to be made for soft bounce cases as per requirements of service receiver.
- 2.3.6. Service Provider to provide the consolidated MIS for final success, hard and soft bounce cases every next month within 5 days as per Service Receiver's requirement. Entire process of emailing, MIS and reprocessing etc should be automated including dispatch of physical copy in case of failures.
- 2.3.7. Template for email should be developed by service provider and will vary based on type of communication. The templates may vary from time to time and need to be developed as per service receiver's requirements.
- 2.3.8. Service Provider is responsible for reprocessing of bounced emails or dispatch of physical copy in inland letters and provide separate Invoice with detailed MIS as per the request of Service Receiver.
- 2.3.9. Service Provider should have the necessary infrastructure to avoid the bulk mails being sent as spam. The prerequisites to avoid classification as Spam are given below –
  - 2.3.9.1. Need proper domain names & IP address. Domain as well as IP address should not be blacklisted.
  - 2.3.9.2. Domain names should have proper MX record, Domain names should have proper Reverse DNS record, Domain names should have proper SPF record,
  - 2.3.9.3. Email gateway should have configured for TLS communication with proper certificate. Valid email address through which email will be sent.



#### **2.4. Handling of Undelivered Policy Documents:**

- 2.4.1. The Service Provider will receive the undelivered policy bond either through Speed post or Courier agency. Service provider needs to ensure that reconciliation acknowledgment copy is signed after receipt of undelivered bonds from speed post / courier agency and scan copy of acknowledgment is shared with service receiver along with the MIS. Proper checking to be done at the time of handing over of policy bond.
- 2.4.2. The Service Provider to inward the date of undelivered bond. The service provider should maintain the reason for undelivered.
- 2.4.3. MIS is to be maintained and shared on daily basis by the Service Provider to the Service Receiver.
- 2.4.4. An email communication/inland letter has to be sent to the customers by the Service Provider on the undelivered document received along with the reason for undelivered.
- 2.4.5. The communication (email / inland letter etc) to the customer has to be sent on the same day of the receipt of inward of undelivered policy by the Service Provider.
- 2.4.6. The letter format for undelivered will be provided by the Service Receiver and the template of the same to be developed by the Service Provider.
- 2.4.7. A copy of the intimation letters / email to be uploaded on secured FTP on daily basis along with MIS of the same.
- 2.4.8. The Service Provider will make telephone calls to the customer and recheck for the accuracy of address. Call recordings to be kept at service provider's location for future reference.
- 2.4.9. The Service Provide to make minimum 4 calls in consecutive 2 days depending upon the earlier calling remarks and the remarks to be updated in the calling MIS based on the conversation with the policyholder and the address available on the proposal form.
- 2.4.10. Sample data will be verified by the Service Receiver and penalty will be levied for any discrepancies observed.
- 2.4.11. The additional details obtained by the Service Provider to be shared in CSV/excel format to the Service Receiver.
- 2.4.12. For documents where the policies are received as undelivered even after redispach, the Service Provider will inform the Service Receiver on daily basis.
- 2.4.13. The Service Provider to redispach the policy bond after confirmation from the Service Receiver. Proper acknowledgment to be received from speed post or courier agency after the policy bond is handed over and to be kept with service provider for future reference.
- 2.4.14. The MIS for the list of undelivered policies after multiple attempts of redispach and on the instruction from Service Receiver to be provided to the Service Provider.
- 2.4.15. These documents to be retained and stored at the service provider's premises till further instructions from service receiver.
- 2.4.16. The Service Provider shall dispatch the policy documents for merging to RMS vendor for the list shared by the Service Receiver.
- 2.4.17. For all reports and MIS service provider will provide the access to their system. Where in automated reports are made available there by reducing the dependency on the service provider. The formats shall be as per requirements of service receiver.

#### **2.5. Recording of delivery date of Policy Documents :**

- 2.5.1. The Service Provider shall record the date of delivery and track the delivery details from Speed Post/Courier agency on daily basis for the policies dispatched.
- 2.5.2. The status of details should contain all details like delivery of destination, date of return to origin, deliver location-Customer/Service Receiver's office (if it's undelivered).
- 2.5.3. The proof of delivery shall be provided in MIS format defined by the Service Receiver with user ID & password shared by Service Receiver to Service Provider. The delivery details should be provided after every 15<sup>th</sup> day (Fortnightly) from the

policy dispatch. Wherever the delivery details are not available for a particular case shall be provided in the subsequent days when available.

2.5.4. The MIS should be shared on daily basis.

2.5.5. The pdf of proof of delivery to be shared on secured FTP on daily basis. (Individual / COI).

2.5.6. An auto emailer for the pdf shared on secured FTP to be sent to the Service Receiver on daily basis.

- The procedure to be followed by the Service Provider for carrying out the entrusted activities shall be governed by Standard Operating Procedures as prescribed and amended from time to time by the Service Receiver.
- Relevant Standard Operating Procedures will be shared by Service Receiver to enable the Service Provider to gain adequate understanding of the process, train its resources and carry out the activity with desired quality.
- The Service Receiver shall communicate any change in the SOPs arising on account of business need, planned or otherwise, to the Service Provider, within reasonable time frame before such changes are made effective.

### 3. SERVICE STANDARDS AND QUALITY

3.1. The service & quality standards to be maintained by the Service Provider while carrying out the entrusted activity (ies) shall as prescribed and amended from time to time by the Service Receiver. The details of activities and Turn Around Time (TAT) along with desired accuracy level are as tabulated below -

Sl. No	Activity	Activity Turn Around Time (TAT)	Accuracy Percentage	Activity Location
1	Policy Dispatch	Within 2 days from the date of receipt of data	100%	Service Providers location
2	Quality check of policies for the fields predefined by the Service Receiver	On the same date of receipt of data.inward	100%	Service Providers location
3	Policy Error correction (Non Critical)	T+1 day	100%	Service Providers location
4	New template design (Policy and Non Policy)	Within 2 days from the date of sharing the data for template	100%	Service Providers location
5	Existing Template Change (Policy and Non Policy)	Within 2 days from the date of sharing the data for template	100%	Service Providers location
6	Recording pdf proof of delivery of document	Within 15 days from the date of dispatch.	100%	Service Providers location
7	Non policy dispatch	Within 2 days from the date of inward and sample approval.	100%	Service Providers location
8	MIS for all the above activities	Daily basis and frequency set on other reports.	100%	Service Providers location
9	Acknowledgment of undelivered policies	On same day of receipt of policy bond from speed post / courier agency.	100%	Service providers location.
10	Reconciliation of policy bond handed over to Speed post / courier agency.	On same day of receipt of policy bond handed over to the speed post / courier agency.	100%	Service providers location.
11	PDF Generation	Next day of Dispatch of policy bond	100%	Service providers location.
12	Providing Samples for every spool shared (Non Policy)	0-1 days	100%	Service providers location.
13	Dispatch of communications (Inland & Non Inland ) and email blast.	0-1 day from the date of approval received from service receiver.	100%	Service providers location.

### 4. LIQUIDATED DAMAGES FOR NOT MEETING DESIRED SERVICE STANDARDS AND QUALITY

4.1. The extent of liquidated damages shall be limited to the amount mentioned in this clause.



**Agreement  
between  
SBI Life Insurance Co. Ltd. and \_\_\_\_\_(Vendor Name)**

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4.1.1. The failure to deliver the output as mentioned in Clause 3 of this SLA would attract penalties in following manner -

Sl No	Category	Penalty Amount
1	Monthly dispatch of policy & Non policy if < 98% in 2 days from date of receipt of data / approval / receipt of data.	1% of Invoice amount
2	Monthly quality check error if >10 policies (Calculation could be the number of policies reported by the customer for which quality check is done for the past 12 months and not for the policies for which quality check is done during the month)	Quality check charges*no. of policies for which error is reported + 1% of Invoice Amount(total invoice is the invoice amount of quality check and invoice amount of policy printing for the month).
3	Delay in inwarding in error free data	<b>1% of invoice amount ( If number of policies affected is 1% or more )</b>
4	Policy & non policy template not designed and production move not happening within 2days from the date of Service Receiver sharing the data depending on nature of criticality of requirement of change	<b>1% of invoice amount (Invoice of printing charges)</b>
5	Non submission of proof of delivery within 1 month from date of dispatch	<b>1% of invoice amount (Invoice of printing charges)</b>
6	Undelivered calling not done within 3 days from the date of 1 <sup>st</sup> undelivered date.	<b>.50% of calling charges of undelivered policies for such policies where the undelivered calling is done beyond 3 days.</b>
7	Misplace / delay in booking of consignment > 1% policy bond per month if misplace or delay is from Vendor end	<b>1% of invoice amount (Invoice of printing charges)</b>
8	Wrong Binding of policy document. If any cases where incorrect binding is found penalty will be imposed.	Rs. 1000/- per case with incorrect binding.
9.	Error in Processing Non-Policy Jobs (Print Error, Dispatch Error, Email Error)	2 instances in FY – Nil More than 2 instances – 1% of invoice amount per instance

\*Policies include individual policies and COI

- 4.1.2. The Service Provider shall ensure strict adherence to the timelines and accuracy as specified in Clause 3 of this SLA.
- 4.1.3. The liquidated damages will be applicable during the tenure of the empanelment and beyond.
- 4.1.4. The Service Receiver will have the right to seek reimbursement at any time even after the expiry of the period of empanelment for any financial loss and / or reputation loss suffered on account of error (s) committed by The Service Provider or work done by The Service Provider during the currency of the empanelment/Master Agreement/SLA whichever is later in contravention of procedure prescribed by The Service Receiver.
- 4.1.5. Liquidated damages will not be imposed in cases where delays or non-delivery are caused by delays/non-adherence to commitments made in master agreement by The

Service Receiver and delay or non-delivery is not solely attributable to The Service Provider.

- 4.1.6. Notwithstanding anything contained in master agreement, the liquidated damages payable by The Service Provider shall not exceed the cumulative amount paid/payable over Twelve (12) Months immediately preceding the month in which the penalty(ies) is applied. During the first 12 months of the empanelment, the Service Receiver reserves the right to recover the penalties from future amount payable for providing the services.
- 4.2. Any information that The Service Provider generates/ collects as a part of the services being provided, is extremely confidential and The Service Provider shall not disclose, part with, use or store the said data in any manner contrary to written instructions issued by The Service Receiver from time to time. In case such information is lost or leaked out to any person or persons willfully or even by oversight; The Service Provider shall be responsible for token liquidated damages to the tune of Rs 1,00,000 (Rupees One Lakh) besides other legal consequences.
- 4.3. Independent audit/assessment can be taken up by The Service Receiver's Information Security Team or Internal Audit Department or by another independent auditor appointed by The Service Receiver. If the compliance score of The Service Provider in the audit is found less than 90%, The Service Provider shall be subjected to a penalty of up to 5% of the annual billing amount, due to the non adherence to The Service Receiver's information security requirements.
- 4.4. The Service Provider shall be liable to pay a penalty of Rs 10,000.00 per day on each default as mentioned below:
- 4.4.1. there is a failure on the part of The Service Provider to comply with the terms and conditions of master agreement excluding Force Major situations covered above, or
- 4.4.2. there is a breach of any of the terms and conditions of the Master agreement on the part of The Service Provider or
- 4.4.3. if The Service Provider is not carrying out the activities as mentioned in Scope of Work due to negligence on the part of The Service Provider and its employees or otherwise, excluding Force Majeure situations as covered in master agreement
- 4.5. The Parties agree that this amount is reasonable and a genuine pre-estimate of loss and damages that will be suffered by The Service Receiver in the event The Service Provider's failure to provide the services to The Service Receiver as mentioned in master agreement.

## **5. PURGING POLICY**

- 5.1.1. The service provider shall arrange exclusive hardware for processing the information & storing files and data of the service receiver. The hardware dedicated for this purpose shall not be used by the service provider for any other purpose/client.
- 5.1.2. Any hardware used in processing the information, storing the data, files of the service receiver shall be retired by the service provider strictly in accordance with the data protection & hardware retirement guidelines prescribed by the service receiver.
- 5.1.3. The Service Provider shall submit a certificate to the service receiver before 10<sup>th</sup> of every calendar month mentioning the total data downloaded from the service receiver database system or servers during the preceding calendar month & total data permanently deleted from its system by the service provider.
- 5.1.4. The service provider shall ensure that all the data/images downloaded from service receiver's server or folders or website for processing as mentioned in scope of the activities shall be permanently deleted from all types of the storage media, electronic or otherwise available at the service provider processing centre, within three (03) days after mandatory thirty day (30) storage period or as communicated by the service receivers from time to time.

**6. TOUCH POINTS AND ESCALATION MATRIX**

- 6.1 The Service Provider shall identify 2-3 persons for interaction on any aspect of the work entrusted. The Service Provider will ensure that the identified person/s will be available during the business hours of Service Receiver for attending to any query from The Service Receiver.
- 6.2 The Service Receiver will also identify 2-3 persons for interacting with The Service Provider. The Service Provider will interact with the identified persons only, in regards to work carried out by them and not with any other person.
- 6.1. The Service Receiver shall establish contact with the representatives of The Service Provider and vice versa as per the escalation matrix mentioned below -

6.1.1. **Escalation Matrix for Service Provider**

**The Service Receiver** shall establish contact with the representatives of **The Service Provider** as below.

**Level – I**

**Designation :**  
**Telephone No :**

If in the opinion of **The Service Receiver**, it is necessary to escalate the matter considering the gravity of the issue to higher levels at the establishment of **The Service Provider**, **The Service Receiver** in such cases, may contact the below mentioned person.

**Level – II**

**Designation :           Unit Head Operations**  
**Telephone No :           022 6738 2341**

The designations mentioned under clause 5.3.1 of SLA are chaired by following persons as on date of signing of this SLA.

**Level – I**

**Name :**  
**Designation :**  
**Telephone No :**  
**Mobile No. :**  
**E mail Id :**

**Level – II**

**Name :**  
**Designation :**  
**Telephone No :**  
**Mobile No. :**  
**E mail Id :**

6.1.2. **Escalation Matrix for Service Receiver**

The Service Provider shall establish contact with the representatives of The Service Receiver as below

**Level – I**

Name :  
Designation :  
Telephone No :

If in the opinion of The Service Provider, it is necessary to escalate the matter considering the gravity of the issue to higher levels at the establishment of The Service Receiver, The Service Provider in such cases, may contact the below mentioned person.

**Level – II**

Name :  
Designation :  
Telephone No :

The designations mentioned under clause 5.3.2 of SLA are chaired by following persons as on date of signing of this SLA.

**Level – I**

Name :  
Designation :  
Telephone No :  
Mobile No. :  
E mail Id :

**Level – II**

Name :  
Designation :  
Telephone No :  
Mobile No. :  
E mail Id :

**7. RESPONSIBILITIES AND COMMITMENTS**

- 7.1. The Service Receiver depending upon its business needs may prioritize processing of certain segment of its business. The Service Provider shall process such business as per the priority of The Service Receiver. The Service Receiver may also require categorization of business into certain classes for effective monitoring and control.
- 7.2. The Service Provider shall use and ensure strict adherence to the service and information security standard as specified by The Service Receiver.
- 7.3. The Service Receiver will allow access to its software to The Service Provider for processing of the assigned activities as per its requirement. The Service Receiver assumes responsibility for the proper functioning of software and undertakes to resolve all software issues. The Service Provider shall make necessary arrangements at its own cost to get the required bandwidth/server to access The Service Receiver software and take necessary advice from The Service Receiver in this regard including security considerations.

**8. SCHEDULE OF CHARGES**

The charges for the services to be offered shall be based on the prices agreed to by The Service Receiver. The agreed charges are given below:

[illegible]

[illegible]

➤ **Note –**

1. All prices mentioned above are in Indian rupees.
2. Prices mentioned above are exclusive of applicable taxes.
3. There shall be no minimum charges for any activity.
4. The responsibility and cost of logistics for the completing the above activities shall be borne by The Service Provider.

IN WITNESS WHEREOF THE PARTIES SIGN THIS AGREEMENT ON  
THE \_\_\_\_\_ day of \_\_\_\_\_ 2021.

**For SBI Life Insurance Company Ltd.**

### For Vendor

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