

MEDIA RELEASE

RELIANCE GENERAL INSURANCE (RGI) OFFERS FIRST-OF-ITS-KIND ONLINE 'SELF-ENDORSEMENT' FACILITY FOR CUSTOMER CONVENIENCE

RELIANCE GENERAL INSURANCE IS THE 1ST INSURER TO INTRODUCE ONLINE 'SELF-ENDORSEMENT' FACILITY

CUSTOMERS CAN NOW MAKE CHANGES TO THEIR POLICY DIGITALLY AND TAKE INSTANT COPIES OF THE REVISED DOCUMENTS

Mumbai, October 16, 2017: Reliance General Insurance Company Limited (RGI), a subsidiary of Reliance Capital Limited introduces first-of-its-kind 'Self Endorsement' feature on its website & agent portal. RGI is the first insurer in the general insurance industry to introduce self-endorsement facility. The new service will add to customer convenience, as a part of its product suite.

For customers, making changes in policy documents after purchase can be a time-consuming process. With the introduction of self-endorsement facility these limitations will be met with just a few clicks. On an average 20,000 customers either visit policy branch or call their respective agents for endorsement related changes in a month. With self-endorsement, customers and agents can conveniently make such changes online and take instant prints of the revised documents.

This feature is aimed at improving customer experience; it will not only add convenience but also reduce branch walk-ins, thus empowering them to make the changes anytime. For instance, change of vehicle details which may impact the registration of the vehicle, can be resolved with just a few clicks. On an average, for motor endorsements, 50% customers contact their agents or visit the branch to make necessary changes. Customers can now make these changes digitally by using Reliance General Insurance's 'Self Endorsement' feature.

Commenting on the introduction of this unique feature, Mr. Rakesh Jain, ED & CEO, Reliance General Insurance said, "Technology led disruptive ideas are crucial for delivering customer centricity and retaining customers. Our Self-endorsement facility is in line with new and emerging technologies. This feature reiterates our commitment on constantly reinventing ourselves and adding convenience in our services that our customers rightfully deserve."

About Reliance Capital Limited
www.reliancecapital.co.in

Reliance Capital Limited, a part of the Reliance Group, is one of India's leading private sector financial services companies. It ranks amongst the top private sector financial services and banking groups, in terms of net worth. The Company is a constituent of MSCI Global Small Cap Index.

Reliance Group is amongst India's leading business houses with over 250 million customers. The Group has a strong presence across a wide array of high growth consumer-facing businesses of financial services, telecom, energy, power, infrastructure, and Defence.



Reliance Capital has interests in asset management and mutual funds; life and general insurance; commercial and home finance; stock broking; wealth management services; distribution of financial products; asset reconstruction; proprietary investments and other activities in financial services.

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About Reliance General Insurance

www.reliancegeneral.co.in

Reliance General Insurance, a part of Reliance Capital, is one of the leading general insurance companies of India.

The Company offers a well-rounded and comprehensive bouquet of products including Motor Insurance, Health Insurance, Travel Insurance, Home Insurance and also offers customized solutions to meet the protection needs of each customer.

Reliance General Insurance offers has a wide network of more than 20,000 intermediaries across 500 locations across India for offering its products and services to retail, corporates and SME clients.

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