



बीमा विनियामक और विकास प्राधिकरण
**INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY**

Ref: 72/IRDA/Life/ AVIVA/Inspection/08-09

15 September 2009

DFA

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Mr. T.R.Ramachandran
CEO & Managing Director
M/S AVIVA LIFE INSURANCE CO. INDIA PVT. LTD.,
Aviva Tower,
Sector Road, Opposite Golf Course,
DLF - Phase V, Sector - 43,
Gurgaon - 122 003
Dear Sir,

Re: Inspection of your Corporate Office

This has reference to your letter dated 6th February, 2009 in response to our final show-cause notice issued on 15th January, 2009.

The following issues have been examined by the Authority:-

- I. Violation of the provisions of Section 33(3) of Insurance act, 1938: We have observed that you have not ensured that the information was provided to the investigating officers during the inspection period. This is a serious violation to the provision under this section. You are cautioned against recurrence of such acts.
- II. Violation of the circular Ref.no.IRDA/Cir./004/2003 dated 14th February, 2003 regarding referral arrangements: Based on your confirmation that the Company will not organize contests for referral partners in future and assurance that the Bank staff will not be entertained for promoting the business of the Company, you are advised to strictly adhere to the above guidelines and to desist from such activities which violate the spirit of the above circular.

You are advised to strictly adhere to the provisions of Insurance Act, 1938 and any lapse shall be seriously viewed in future.

Yours Faithfully,

S. M. Pradeep
Member (Life Insurance)