

ए. वी. गिरिजाकुमार  
अध्यक्ष एवं प्रबन्ध निदेशक  
**A. V. GIRIAKUMAR**  
Chairman-cum-Managing Director



दि ओरिएण्टल इश्योरेंस कम्पनी लिमिटेड  
"ओरिएण्टल हाउस" ए-25/27, आसफ अली रोड, नई दिल्ली-110002  
**THE ORIENTAL INSURANCE COMPANY LIMITED**  
"Oriental House" A-25/27, Asaf Ali Road, New Delhi - 110002  
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Dear OICians,

18<sup>th</sup> June, 2018

With the combined efforts of all our Operating Offices, we have registered a Growth Rate of **17.32%** up to the month of **May, 2018**. This apart, our performance in some of the other areas as mentioned hereunder, have also been appreciable:-

- **Policy Bazaar** has ranked our Company as the '**First**' amongst '**Top Ten Insurers in Claims Settlement**'
- Our '**On Line Sales**' have shown an increase of **162.14%** in the month of **May, 2018** with a premium of **Rs.260.70 crores** upto **May, 2018**
- The inflow of Grievances being registered by clients has also reduced, indicating an improvement in our Services towards customers.

With the renewed confidence that we could inspire in our customers, we must strive hard to increase our retail business in a big way, through our competitive edge.

During the recently concluded Regional Heads' Conference, a call was given to all Regional Incharges to communicate to the employees the '**Triple-Pillar Overarching Corporate Objective**' of our Company for the current Financial Year, as mentioned hereunder:-

- Increase in number of policies by 5%
- Combined Ratio to be capped at 110%
- Growth of 20%

I would like to stress that following strategy be adopted very strictly so that our Solvency Margin is further improved:-

- Focus on increasing number of policies for better retail spread (specially in **Retail Health, Small & Medium Fire, Two Wheelers, Misc. D Class vehicles e.g. Trailers, Tractors and Private Cars, GCVs upto 12.5 mt, PCVs such as Taxi**).
- **Effective monitoring towards expeditious Claims Settlement and overall Claims Management.**
- ➔ Cutting down on Growth in Unproductive Group (Commercial) Health Insurance and declining renewals of loss making GPAs & GMCs and other unviable accounts.
- ➔ Careful monitoring and control of Management Expenses.

In this context, our conduct—at the workplace as well as Market Conduct assumes utmost importance **Let us uphold the esteem and dignity of each other by creating a culture conducive for each other's growth and prosperity.** By fostering a diverse workplace where each one respects his or her colleague, we will be able to instill a sense of belonging which is fundamental for our existence in the Competitive environment.

With best wishes,

Yours sincerely,

( A.V. Girijakumar )

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