

Streamlining The Branch Office Processes

THE CLIENT

One of India's largest and fastest growing insurance companies, having PAN India reach spanning more than 100+ branches.

BUSINESS CHALLENGE

The client was facing challenges with respect to streamlining the branch functioning especially compliance with the standard operating procedures and the IRDAI guidelines.

The tasks were:

- 1** Reviewing the customer complaints handling process.
- 2** Reviewing the branch functions including:
 - Cash Management
 - Fixed assets controls
 - Walk-in Customer handling
 - Receipt and processing of premium renewals etc.

OUR SOLUTIONS

-  Ensured SOP compliance across cash management, premium processing, banking, policy servicing, and marketing.
-  Identified process gaps and recommended corrective actions.
-  Reviewed IT controls including access, security, data protection, and asset tagging.



✓ Verified compliance with applicable regulatory requirements.

✓ Conducted branch risk assessments (High/Medium/Low).

✓ Assessed reputational risk and established improvement benchmarks.

✓ Submitted consolidated monthly branch reports to the client.

BUSINESS IMPACT DELIVERED

Established a strong control environment with focus on compliance with SOPs by all departments and partners. Identified inefficiencies, control gaps, or areas for improvement which contributed to streamlined operations, reduced costs and enhanced the overall effectiveness of the Branch activities.

THE ROAD AHEAD

After successful assessment of pilot branch review, the company ran similar assessment activities for other branches as well.

ABOUT US

Valueonshore ("VOS") Advisors is a global business advisory firm of Big 4 alumni and industry leaders, supporting financial executives on complex, high-impact matters across accounting, M&A, risk, and managed services. Founded in 2009, the firm has grown to ~400 professionals across the U.S., India, and the UAE, serving mid-cap and high-growth companies as a trusted partner in navigating complexity and driving value.

Krupa Ruparel

Vice President

krupa.ruparel@valueonshore.com



Shashank Agarwal

Vice President

shashank.agarwal@valueonshore.com

