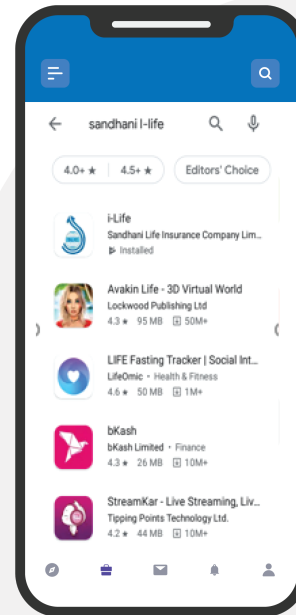## USER MANUAL FOR
"i-Life"

Sandhani Life Insurance Company Ltd.

Table of Contents

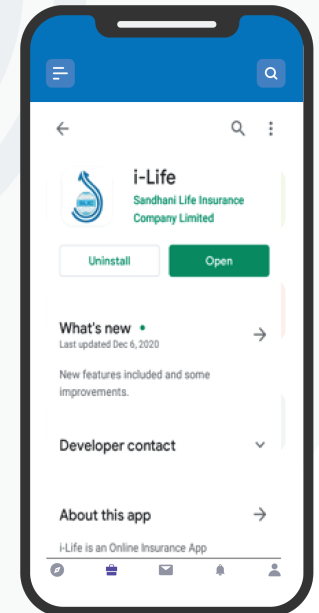How to Download and install the "i-Life" mobile Apps in your Mobile.

On your mobile phone, open the Google Play Store application and in the search bar type in "Sandhani i-Life" and select "i-Life: Life Insurance Bangladesh" application developed by Sandhani Life Insurance Company Limited
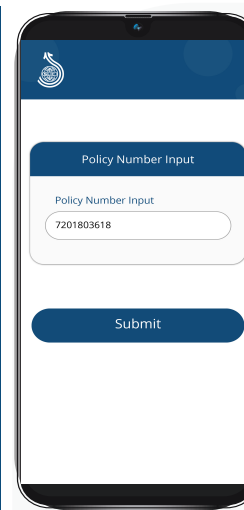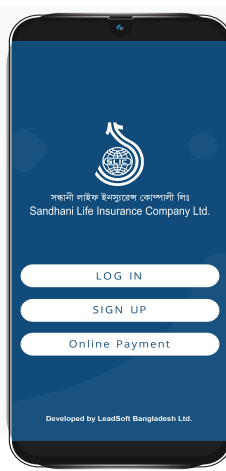
Click on Install button and allow all access.

After installation is complete, click on the Open button to open the application

Launching the App

1. Click on "LOG IN" if you already have an i-life account
2. Click on "SIGN UP" to create a new i-life account
3. Click on "Online Payment" to pay a renewal premium on an existing policy

সন্ধানী লাইফ ইন্স্যুরেন্স কোম্পানী লিঃ
Sandhani Life Insurance Company Ltd.

LOG IN
SIGN UP
Online Payment

Developed by LeadSoft Bangladesh Ltd.

Create an Account

For new users you must create an account in order to login to i-life:

1. Name: Enter your name according to your NID
2. Date of Birth: Enter your Date of Birth according to your NID
3. NID Number: Enter your NID number
4. Email Address: Enter your email address
5. Password: Enter a password with a mix of lower and uppercase and between 6 and 15 characters – when the smile icon turns green the password is acceptable
6. Confirm Password: Re-type the same password as above to confirm your password
7. If you are a Sandhani Life FA tick the "Are you an FA?" checkbox and input your FA ID and License Number
8. Click "Register" after filling up all the above information to create your account
9. An OTP Code will be sent to your phone messages, copy the OTP Code from your phone messages and paste in i-life to complete your account registration

Name*
Date of Birth*
DD-MM-YYYY
NID Number*
NID Number
Mobile Number*
01XXXXXXXX
Email Address
Email Address
Password
Make Password minimum of 6 characters and maximum of 15 characters.
Password
Confirm Password
Password

Log In

If you have already created an i-life account to login:

1. Input the Mobile Number that was used create your account
2. Input the Password that was used to create your account

Incase you have forgotten your password click "Forget password?" and follow the steps to create a new password for your account

Mobile Number
01XXXXXXXX
I agree to Terms and Privacy
Continue

Password
Password
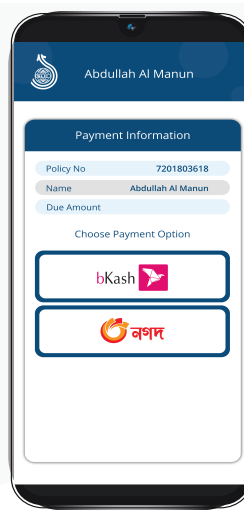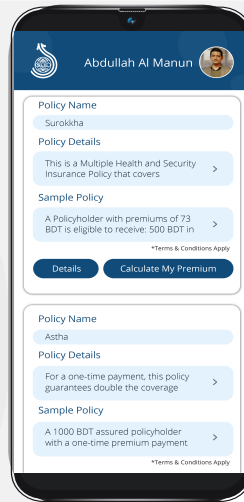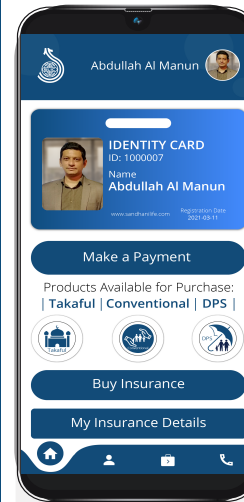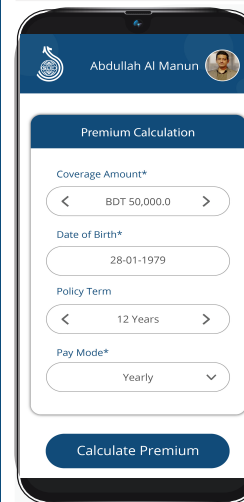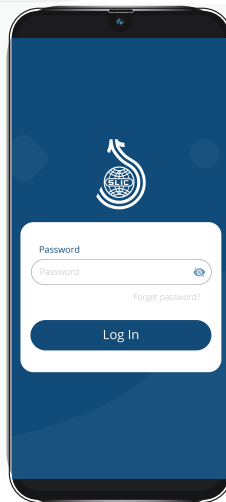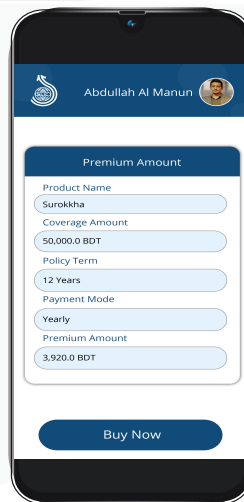Forget password?
Log In

Renewal Premium Payment

For i-life account holders:

1. From the homepage click "Make a Payment"
2. Input Policy Number
3. Select Payment Mode

For non i-life account holders:
1. On the launch screen click "Online Payment"
2. View Existing Information

Policy Number Input
Policy Number Input
7201803618
Submit

Abdullah Al Manun

Payment Information
Policy No   7201803618
Name   Abdullah Al Manun
Due Amount
Choose Payment Option
bKash
নগদ

Buy A New Insurance Policy

To view and purchase a new insurance policy click on one of the categories for specific products available or click "Buy Insurance" to see all available products

To learn more about a policy click "Details" on that policy:
Policy details page shows information related to that policy

Abdullah Al Manun

IDENTITY CARD
ID: 1000007
Name
Abdullah Al Manun
www.sandhanilife.com   Registration Date
2021-05-11

Make a Payment
Products Available for Purchase:
| Takaful | Conventional | DPS |
Takaful   DPS
Buy Insurance
My Insurance Details

Abdullah Al Manun

Policy Name
Surokkha
Policy Details
This is a Multiple Health and Security Insurance Policy that covers
Sample Policy
A Policyholder with premiums of 73 BDT is eligible to receive: 500 BDT in
*Terms & Conditions Apply
Details   Calculate My Premium

Policy Name
Astha
Policy Details
For a one-time payment, this policy guarantees double the coverage
Sample Policy
A 1000 BDT assured policyholder with a one-time premium payment
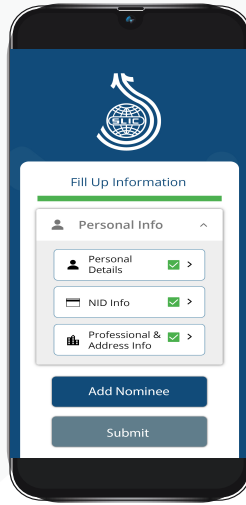*Terms & Conditions Apply

Premium Calculator

To get a quote click "Calculate my Premium":

1. Input the coverage amount
2. Ensure the Date of Birth is correct
3. Select the Policy Term
4. Select the Pay Mode
5. Click "Calculate Premium"
6. To Purchase the policy click "Buy Now"

Abdullah Al Manun

Premium Calculation
Coverage Amount*
‹ BDT 50,000.0 ›
Date of Birth*
28-01-1979
Policy Term
‹ 12 Years ›
Pay Mode*
Yearly
Calculate Premium

Abdullah Al Manun

Premium Amount
Product Name
Surokkha
Coverage Amount
50,000.0 BDT
Policy Term
12 Years
Payment Mode
Yearly
Premium Amount
3,920.0 BDT
Buy Now

Fill Up Information:

1. To successfully purchase a new policy ensure that all fields and sections are filled in accurately according to NID information. The green check mark confirms that you have filled in all the fields correctly

2. Make sure to add nominee information according to their NID – if this information is not available the policy purchase cannot be completed

3. After filling in all the required information click "Submit" – an SMS will be sent to your phone when the proposal is successfully submitted, and you will be directed to the payment page to pay your first premium amount

4. Choose a payment option from the payments available and complete the steps.

5. After successfully receiving the payment an SMS will be sent to your phone with a confirmation of the payment made and a Proposal Number will be generated

6. Once your Proposal has been submitted and underwritten your Policy Document will be generated and you will receive an SMS confirmation.

My Insurance Details

To view existing policy information or proposal information click "My Insurance Details" from the homepage or alternatively click the briefcase icon.

Proposal Information

Information Regarding Proposals submitted can be found here: Proposal Number and Status of Submission is showed on this page, if payment has not been made click "Make Payment".

Policy Information

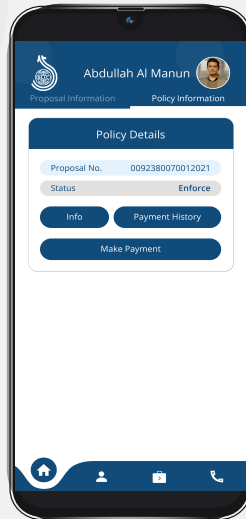Policy's that have been underwritten are showed here.

Info: shows detailed policy information

a. To view your policy document click "View Policy Document" – this can also be downloaded onto your phone.

b. Policy Documents that have been downloaded can be found by clicking on your profile icon and then clicking on "Downloaded PDF"

c. Downloaded Policy Documents are also saved to files on your mobile phone.

Payment History: shows premium payment history details

a. Only payments made through i-Life are shown here

Make Payment: Make a premium payment for that policy
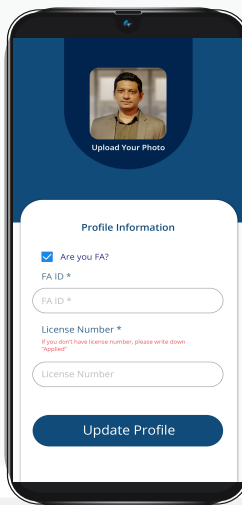

FA Related Options

If you are an existing Sandhani FA ensure that your FA ID is linked to your i-Life account so that Policies and Premiums made through i-Life are linked to your account. During registration this option is made available.

If you have not already included your FA ID during registration go to Update Profile:

1. On your Profile Information Page, scroll down and tick "Are you an FA?"

2. Input your FA ID

3. Input your License Number

   a. If you do not have a license number please input "Applied" (this is case sensitive)

4. Click Update Profile and save changes using the OTP verification Process
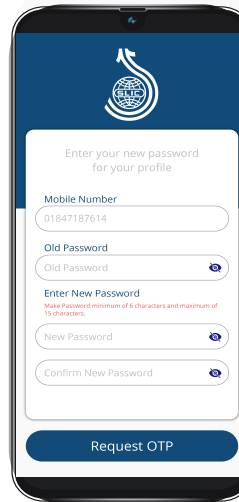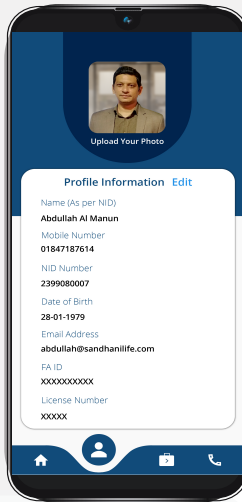
* Any policies purchased or premiums page prior to linking your FA ID cannot be claimed for commission

** SMS confirmations for payment will be sent to the mobile number registered to that policy ONLY

Update Profile

1. To update profile information click on the profile icon and click on "Update Profile"

2. Edit the fields that need to be changed

3. Click "Update Profile"

4. Enter OTP Code send to your registered mobile number

5. Click "Update Profile" to successfully update your profile

Change Password

1. To change your password information click on the profile icon and click on "Change Password"

2. Enter your old password

3. Enter the new password and confirm that password

4. Click "Request OTP"

5. Enter OTP Code send to your registered mobile number

Contact Us

For any further questions or concerns please contact us for more information