User Guide

Envoy - Self-Deactivation

https://envoy.iib.gov.in

Introduction

The aim of this guide is to give a quick walk-through of Self -Deactivation system available in ENVOY Portal and to take the user through the steps involved in the process. Currently, the feature is available for licensed insurance salespersons other than Individual Agents and Specified Persons of Corporate Agents.

Following are the steps involved in self-deactivation of a licensed insurance salesperson:

1. Type https://Envoy.iib.gov.in on the browser. On the screen shown below, click on the "*ENVOY Self Deactivation portal*" link at the bottom right of the screen.

Envoy
Database of Licensed
Insurance Sales Persons

Licensed Insurance Salespersons Repository

Welcome to ENVOY - The Industry-level Licensed Insurance Salespersons Repository.

ENVOY enables authorised users from among Insurers and Intermediaries to upload data and also to search/query the database for deduplication before issuing license to a fresh applicant

Sign In here:

User ID

Password

Enter Code

JZKR1

Submit   Clear   Close

Click Here-->ENVOY Self-Deactivation portal

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2. On "Self-Deactivation portal" screen shown below, enter PAN
   & registered Mobile Number of the salesperson and click Submit.

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Welcome To ENVOY Self-Deactivation Portal

PAN

Mobile Number

Enter Code

1R2?6

| Submit | Clear | Close |

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Note: In case the salesperson's Mobile number is not registered over ENVOY, he/she can approach employer concerned to get the correct number registered before they can request for self-deactivation.

3. After entering the PAN & Mobile number, an OTP will be sent to the registered mobile number.

Insurance Sales Persons

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Welcome To ENVOY Self-Deactivation Portal

An OTP Has Been Sent To Your Registered Number, Please Enter Below The Same OTP

PAN	CQNPS7215A
Mobile Number	9032723168
Enter Code	VL#TD
	T$FVD
Enter OTP	

Submit OTP

Clear   Close

Disclaimer: System Requirements for ENVOY- Operating System: Windows OS, Chrome, IE, Mozilla

4. Enter the OTP and click submit for verifying the OTP.

The system will verify the PAN & registered mobile number using OTP based mechanism.

Database of Licensed Insurance Sales Persons

INSURANCE INFORMATION BUREAU OF INDIA **india**

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Welcome To ENVOY Self-Deactivation Portal

PAN   CQNPS7215A

Mobile Number   9032723168

Enter Code   VL#TD

CY3#@

PAN	Name	Company Name	Details Upload Date	Channel Type	De-Activate
CQNPS7215A	SRINIVAS SANKAR SETHI	Life Insurance Corporation of India	2022-05-06	Licensed Agent	Click Here To De-Activate

Clear   Close

Disclaimer: System Requirements for ENVOY- Operating System: Windows OS, Chrome, IE, Mozilla This site is best viewed with a screen

5. Post OTP verification, the list of distribution channel types will be displayed. Select the distribution channel/company from which the salesperson seeks to be deactivated by clicking on "Click Here to Deactivate" as shown below.

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Welcome To ENVOY Self-Deactivation Portal

PAN	CQNPS7215A
Mobile Number	9032723168
Enter Code	VL#TD

CY3#@

PAN	Name	Company Name	Details Upload Date	Channel Type	De-Activate
CQNPS7215A	SRINIVAS SANKAR SETHI	Life Insurance Corporation of India	2022-05-06	Licensed Agent	Click Here To De-Activate

Clear   Close

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6. After clicking on "Click Here to Deactivate" a request will be triggered to the respective Insurer/ Intermediaries for approval.

Note: An SMS notification will be triggered to the registered Mobile Number once the request for deactivation has been accepted or rejected by the Insurer/ Intermediary within 30 days of waiting period.

7. For accepting/rejecting the salesperson's request for deactivation, the Insurer/ Intermediary concerned needs to login to the Envoy portal at https://Envoy.iib.gov.in with secure login credentials. After login, Insurer/ Intermediary needs to click on "Agent Deactivation Request" as shown below.

8. After clicking on "Agent Deactivation Request" tab, all the requests pertaining to the company will be shown as below

9. Once the Insurer/Intermediary takes any action such as "Accept" or "Reject", the record gets updated accordingly and a notification to the agent will be sent via SMS.

Note: If no action is taken on the deactivation request of the salesperson by the respective Insurer/Intermediary, the system will deactivate the status automatically at the end of 30 days from the date of request for deactivation.

Please email to selfdeactivation@iib.gov.in for any clarifications related to deactivation of salespersons over ENVOY.