

## Canara HSBC Oriental Bank of Commerce Life Insurance gets ISO 9001: 2015 Certification

### **Highlights:**

- Operate to global standards
- Strengthen controls within the processes
- Demonstrates commitment to do the right thing for the customers

**25th April 2018, Gurgaon:** Canara HSBC Oriental Bank of Commerce Life Insurance Company announced that it has been accorded the ISO 9001: 2015 certification for establishing quality management standards within the company, a feat achieved by very few life insurers.

ISO 9001: 2015 is designed to help companies ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to a product or services.

Aligned to the Company's vision of keeping customer first and in its constant endeavor to enhance servicing capabilities, multiple initiatives have been taken. The Company has inducted internal processes to establish quality management system in its product design and development, customer service and operations.

Speaking about this achievement, **Mr. Anuj Mathur, Chief Executive Officer, Canara HSBC Oriental Bank of Commerce Life Insurance** said, *“Customer centricity is embedded in our corporate culture and we are committed to provide best in class services to our customers. We have integrated our systems*

*and processes; strengthened internal controls and continue to rely upon the global standards to enhance customer experience."*

The Company has access to pan-India network of over 10,000 branches of bank partners. The formidable distribution strength and in-depth knowledge of Canara Bank, HSBC and Oriental Bank of Commerce make Canara HSBC Oriental Bank of Commerce Life Insurance an unparalleled union of financial strength, expertise and most importantly "Trust".

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#### **About Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited**

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited was launched in June 2008 and is jointly owned by two of leading public sector banks – Canara Bank (holding 51%) and Oriental Bank of Commerce (23%) – and HSBC Insurance (Asia Pacific) Holdings Limited (26%), the Asian insurance arm of one of the world's largest banking and financial services groups – HSBC. The Company has a pan-India network of over 10,000 branches of Canara Bank, HSBC and Oriental Bank of Commerce and its other partners. The vast infrastructure of all the banks enables distribution and accessibility of insurance products across the entire country, leading to greater convenience for customers and increasing insurance penetration across the markets (urban, semi urban, rural) of the country thus, contributing to the protection needs of the country. By selling through the banks' branches and through seamlessly integrated systems and processes to reduce costs, Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited aims to pass on the savings to customers through lower charges thus making the Company's products among the most competitive and accessible in the market.