

# Frequently Asked Questions

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## Important Links:

**Simplified Portal OR JAVA Portal: (Recommended Portal – will work in all browsers).**

<https://portal.uiic.in/polclaim/html/app1/home.html>

<https://www.uiic.in/polclaim/html/app1/home.html>

**To check payment status:**

<https://portal.uiic.in/QueryAPI/SearchDealerTxn.do>

## 1. How to configure **CD code** to use my portal?

If you are a new user then CD code may not be configured to your portal account, in such case

**Contact Operating Office** and configure CD code.

## 2. What to do if I forget my password or would I like to reset my password?

Please click [GC Portal unlock/reset](#) and give your **Agent Code(Intermediary Code)** and **E-mail Id** (Which you already registered in office).

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Registered & Head Office: 24, Whites Road, Chennai-600 014.

Welcome to the Home of **United India Insurance Company Limited**. Log in below to avail the services we provide to you...

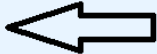
**Agent/Dealer Portal helpline :044-28330424**  
**Please collect AADHAAR NO and PAN/FORM 60 from customers for linking to ci**  
**Agent portal user Mobile App(Android Version 6 and above) has launched. App can be downloaded to the mobile number from the portal home page.**

**GI council IDV master for Private Cars has been enabled in Production from 20th**

Registered Users Log In Below...

User Id

Password

[GC Portal unlock/reset](#)  Click here to reset your Password.


www.unitedindiainsurance.in/Configurator/CnfgrMenu/CnfgrMenuPages/db\_Logon.aspx

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**UNITED INDIA INSURANCE CO. LTD.**

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United India Insurance is an institution you can implicitly trust both for personal and corporate insurance solutions.

- Ownership**  
Wholly Owned by Govt. Of India
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Solvency margin of 2.63 (as on 30.9.2014) against the minimum requirement of 1.5 IRDA Regulations
- Experience**  
75 Years of handling insurance

[To Reset Password](#) 

Username

User Role

Password

[Portal unlock/reset](#)

## GENISYS Configurator

| Unlock/Reset Password   |  |
|---|--|
| Intermediary Code *   | <input type="text" value="Your Agent Code"/>                   |
| Email id *  | <input type="text" value="Your Register E-Mail ID in office"/> |
| <input type="button" value="Submit"/> <input type="button" value="Cancel"/> |  |
| * Fields are mandatory.   |  |

Reset password will be sent to your registered mail.

### 3. How to check status of CD Replenishment transaction in portal?

Please go to **ACCOUNTING ACTIVITIES-> CD balance Replenish report**.

If status shows:

- **FAILURE:** Contact Bank
- **ATTEMPT:** Please wait up to 72 hrs (3 Business days).
- **SUCCESS:** Amount credited to the CD account.

### 4. How to check policy payment status online?

Please go to **VIEW REPORTS AND QUERIES->Payment Gateway Report**

Please enter from date and to date to check the payment status of policies.

### 5. What to do when user needs to underwrite a product, not already available to him in portal?

Please **Contact your Operating Office** if User requires to underwrite a product not available to him in the portal.

### 6. How to get Cheque/Payment gateway as a mode of payment option in portal?

**Contact Your Regional Office** to get Cheque/Payment gateway mode of payment on portal.

### 7. What to do when user unable to give more than 60%OD discount?

Agents are allowed for OD **discount up to 70%**.

60-70% OD discount proposals will be escalate to Office In-charge approval workbench in GC. Once office-in-charge approves the proposal in GC, the same can be tagged in portal either with CD OR Cheque under the offline tagging options available under **ACCOUNTING ACTIVITIES** menu.

## 8. How to renew Break-In Insurance policy in portal with photo upload?

Agent can renew break-in insurance policy of **two wheeler and private car (liability & Package)** alone in their portal.

Agent can now upload photos while renewing break-in insurance policy of two wheeler and private car in their portal as shown below:.

Policy Transaction → **Make New/Renewal Policy** → Motor package policy

Business Type → Renewal (Enter Past policy details)

**INSURED DETAILS**

Do You Want To Proceed With Existing Customer?  Yes  No

Proposal date: 19/04/2018

Previous Policy No \*:

Previous Company Name: UNITED INDIA INSUR

Insured Type\*: Individual

Business Type: Renewal

Previous Policy Expiry Date \*:

Any Previous Claim: No

Previous NCB:

For uploading of required images button will get populated automatically in case of break-in policy

Towing Charges: 0

**AAI MEMBERSHIP / FINANCIER / POLICY PERIOD**

AA membership  Financier

OD Discount %: 0 Max: 60

Discount between 60% and 70% will be escalated for approval. Discount above 70% is not allowed

Policy Start Date: 14/08/2018 0:00 Policy Expiry Date: 13/08/2019 23:59

Total IDV: 50000.0 OD Premium: 710 TP Premium: 985 Service Tax/GST: 305.0

Stamp Duty: 1.0 Net Premium: 1695.0 TOTAL: 2000.0

**Document Upload For Break-In Policy**

**Click To Upload Document**

As previous policy is expired Collect Premium Option will be enabled after Successful uploading of required documents.

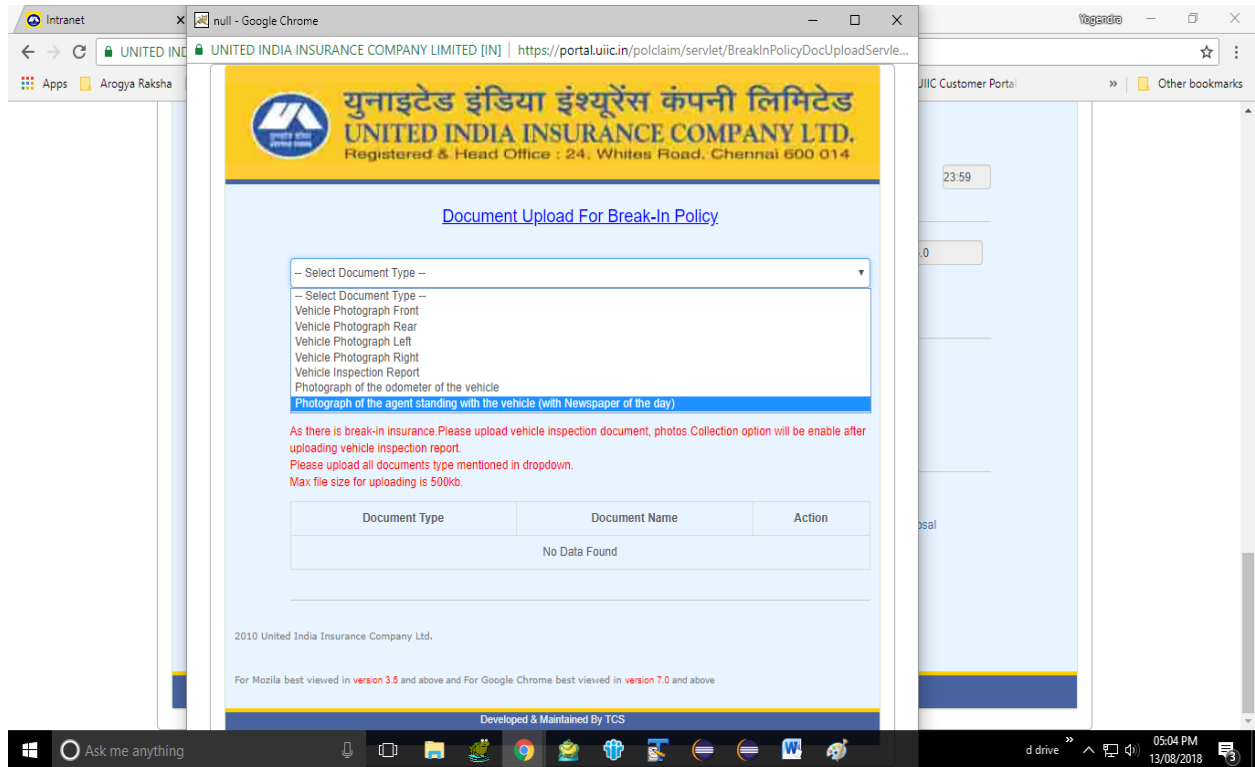
Payment Mode: CD

**COLLECT PREMIUM** View Proposal

Back to Home

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Following images can be uploaded. All are mandatory.



In case of break – in policy system will not allow to proceed for premium collection.

Note: Kindly ensure that the size of the image/file is not more than 500kb. If the size of the image is more than 500 kb, then adjust the settings of your mobile camera accordingly or use such applications (i.e. Photo Director, ) available freely in Google play store for clicking less size photographs.

### 9. How to check and verify the online payment status?

1. Once payment has been initiated through payment gateway(Bill desk) , transaction status can be seen using link <https://portal.uiic.in/QueryAPI/SearchDealerTxn.do>
2. whenever there is 300 , Agent also need to see the refund status
3. If Status = "300" and Refund status =NA (policy should be generated/CD should be credited)  
If Status = "300" and Refund status = 699(auto refunded)  
If Status = "300" and Refund status = 799 (manual refund)  
If Status = "300" and Refund status =899(Charge back cases)
4. Policy Generation/ CD credit will happen only when Status ="300" and Refund Status ="NA"  
If in above case Policy Generation/ CD credit still pending kindly mail us at support.portal@uiic.co.in along with 20 digit alphanumeric Transaction ID.
5. All other cases where amount debited, Customer/Agents/Dealers to contact their bank for refund.

6. Transaction status report is also available in Agents/Dealers login  
View reports and Queries → Payment Gateway Report  
Accounting Activities → CD Balance replenish Report

**Note: Since auto cancellation is enabled, Customers/Agents/Dealers are allowed to reattempt policy renewal in portal after 2 hours (earlier it was 72 hours)**

#### **10. How to underwrite multiple proposals with same customer cheque?**

1. First underwrite non-motor proposal (like Health or PA) and save proposal only (do not proceed with collection)
2. Note down the generated customer id
3. Underwrite motor proposal with same customer id (Only motor products have customer id entry option as of now). Just save this proposal. Do not proceed with collection.
4. Go To accounting activities -> pending for premium collection through Cheque
5. Choose the customer id and click next.
6. Both the pending proposals will be shown. Proceed with collection by providing the common customer cheque details. Both the proposals will be converted to policies.

**Note: Please note that signatory name given in cheque details and the customer name should match exactly.**