**What is eIA?**

eIA stands for e-Insurance Account or "Electronic Insurance Account" which will safeguard the insurance policy documents of policyholders in electronic format. This e-Insurance account will facilitate the policyholder by providing access to the insurance portfolio at a click of a button through internet. IRDA has granted the Certificate of Registration to the following four entities to act as "Insurance repositories" that are authorized to open e-Insurance Accounts.

- M/s NSDL Database Management Limited
- M/s Central Insurance Repository Limited
- M/s Karvy Insurance Repository Limited
- M/s CAMS Repository Services Limited

Each e-Insurance Account will have a unique Account number and each account holder will be granted a unique Login ID and Password to access the electronic policies online.
(https://www.irdai.gov.in/ADMINCMS/cms/NormalData_Layout.aspx?page=PageNo2054&flag=1)

**How to open eIA account?**

- Choose any one of the appointed repositories

- Download the eIA form from the insurer's website or the repository's website.

- Fill the eIA form completely and submit along with the KYC documents like photo id , any valid address proof and your recent photograph to the Repository's or the Insurer.

- The repository/insurer will then authenticate the eIA form and process the application.

- The repository will open your eIA and send the login id and password on the contact number and email id provided while filling the form.

**Can Insurance repository sell/solicit Insurance policy?**
No, Insurance repositories cannot sell/solicit insurance policies. They are authorized only to maintain the policies in electronic form and provide a service record of all insurance policies.

**Do I need to pay for opening of e-Insurance Account or on periodic basis?**
**NO**. e-Insurance account is offered 'free of cost' to the applicants.

**Can any individual open more than one e-insurance account with any Insurance Repository?**
**NO**. As per the IRDA guidelines, an individual cannot open multiple e-Insurance accounts.

**Can I open an e-Insurance account without having a life or non life policy for my own self?**
Yes, an individual who is not having any insurance policy can open an e-Insurance account. After buying a policy, the policyholder can give a request for dematerialization to the Insurer or Insurance Repository or Approved Person.

**How many days does it take to open an e-Insurance account after all the necessary formalities are completed?**

An e-Insurance account will be opened within 7 days from the date of submission of application complete in all respects. Once, an account is opened, a welcome kit with the details of how to operate the same would be sent to the applicant/e-Insurance account holder.

**How will I come to know that my e-Insurance account has been opened & how will I receive my User ID & Password?**

Once e-Insurance account is created, you will receive a welcome kit. A pin mailer shall be sent separately. Using the login credentials and PIN, you can access and start using your e-Insurance account.

**Can I convert my existing paper polices into electronic policies?**

Yes, it is possible to convert the existing paper policies into electronic form. A service request may be made to the Insurance Repository or Insurer or the Approved person in this regard.

**Which are the insurance policies that can be held in electronic form?**

All Life insurance, Health insurance, General insurance & Annuity policies that are issued by registered insurance companies with IRDA and who have signed up with the Insurance Repositories are eligible to be held in the electronic form.

**What are the charges for maintaining policies in electronic form?**

All the services provided by Insurance repositories are FREE of charge.

**Is it possible to shift from one Insurance repository to the other?**

Yes, the e-Insurance account holder will have an option to shift from one Insurance Repository to the other. All the policy details and transaction history would then be transferred to the new Insurance repository.

**Is it possible to opt out of the Insurance repository system?**

Yes, the policyholder shall make a request to his insurer and upon completion of all formalities in respect of the same, the hard copy of the policy document shall be made available.