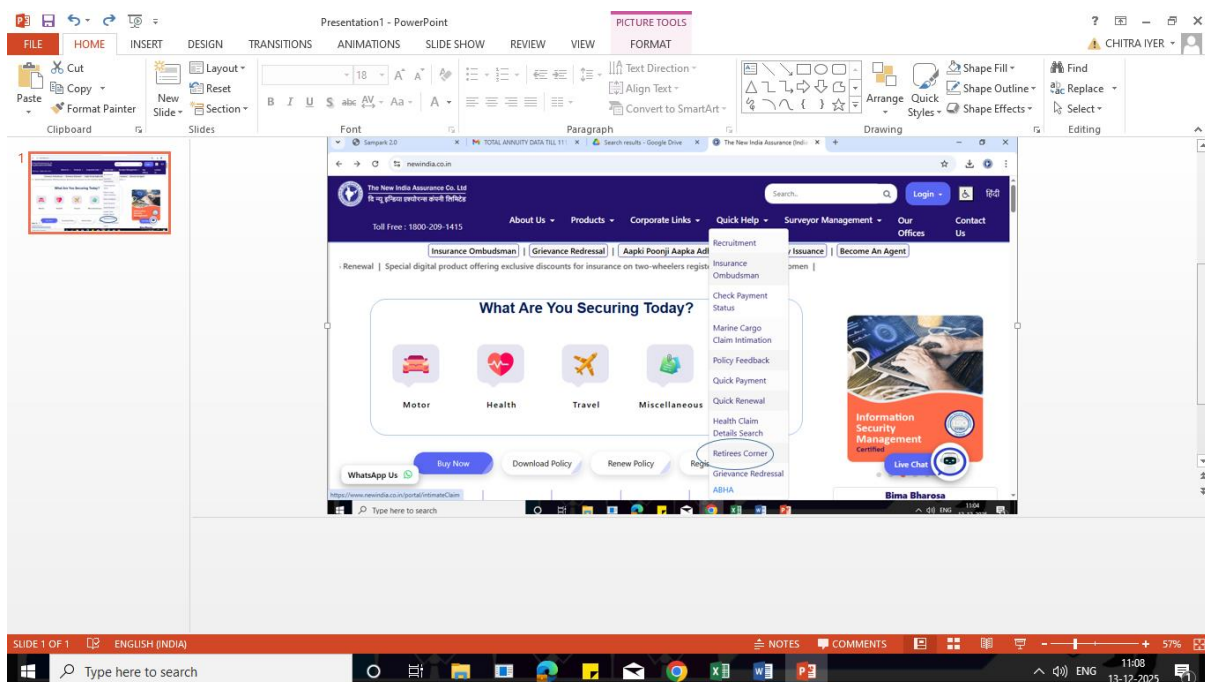


DETAILED PROCEDURE FOR SUBMISSION OF ONLINE LIFE CERTIFICATE

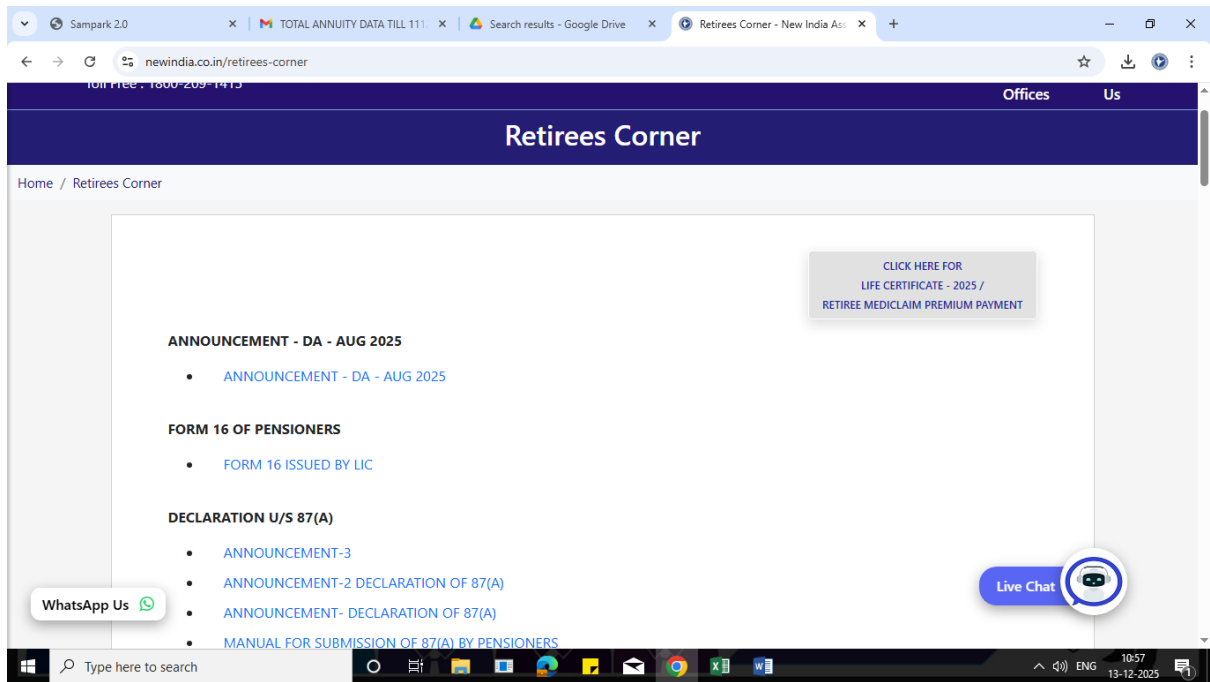
➤ Prerequisites for submission of Life Certificate Online:

- 1) PAN NUMBER, MOBILE NUMBER AND E-MAIL ID SHOULD BE AVAILABLE IN OUR RECORDS.
- 2) Camera enabled smart phones or laptops / desktops.
- 3) NIA WEBSITE IS COMPATIBLE WITH THE FOLLOWING BROWSERS:
 - INTERNET EXPLORER 11 AND ABOVE
 - MOZILLA FIREFOX 50.X AND ABOVE
 - GOOGLE CHROME 45.X AND ABOVE
 - SAFARI 5.X AND ABOVE

To submit the life certificate online, Please select Retirees' Corner from Quick help provided on the website as below (Circled):



Once you click on Retirees' corner, you will be redirected to the Retiree's Corner page on the website, where you will find a link, " CLICK HERE FOR LIFE CERTIFICATE 2026/ RETIREE MEDICLAIM PREMIUM PAYMENT"

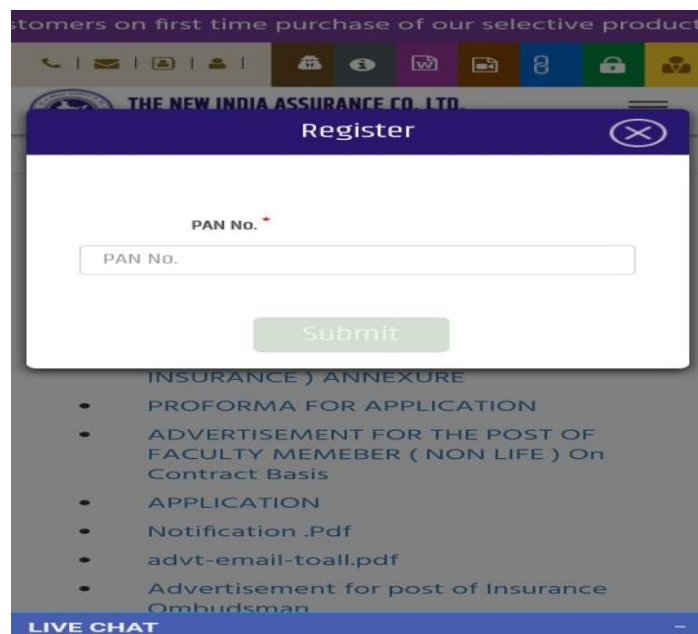


To submit your application process of Registration and Login has to be followed.

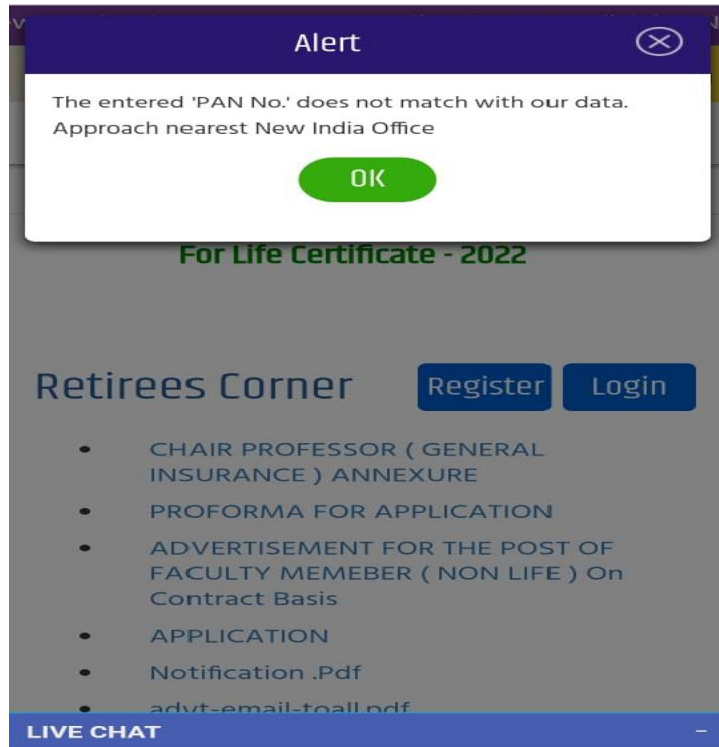
➤ **TO REGISTER:**

Click on the “Register” button under title as shown above.

Once you click on register, you will be required to enter your PAN no. for Registration.

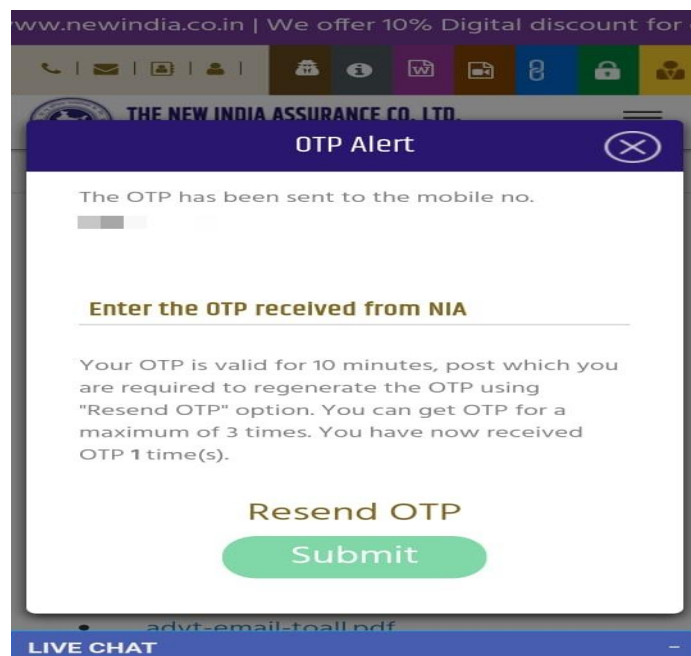


If your PAN No. is not available in our records, you will receive a pop up as below. In that case, kindly submit your life certificate offline.



If your mobile no. is not available in our records, you will not be able to receive OTP for verification and a message will pop up mentioning that your mobile number is not available in our records. Kindly update your mobile number with your respective RO.

If your PAN number and mobile number is available in our records, you will receive an OTP on your registered Mobile Number and registered your e-mail id.



On entering the same, you will be able to see your details such as Name, Annuity No, DOB, and PAN No. e-mail id etc. You can mention / change and update your email id if required.

The screenshot shows the registration page for The New India Assurance Co. Ltd. The header includes the company logo and name, along with the tagline "India's Premier Multinational General Insurance Company". Below the header, there is a breadcrumb trail: "Home > Retirees Corner > Register". A warning message states: "In case of mismatch in any of the details displayed, please e-mail us at nia.lifecertificate@newindia.co.in." The form contains the following fields:

- Name: RAVI
- SR Number: XXXXXX
- Annuity Number: N-0006054
- PAN Number: AGYBPXXXXN
- Date of Birth: 00/00/0000
- Mobile Number: XXXXXXXXXX
- Email ID: abcde@gmail.com

There is an "Edit/Update" link next to the Email ID field. Below the form, there is a declaration box with a checked checkbox and the text: "I hereby declare that the above provided details are correct." A green "Submit" button is located at the bottom of the form.

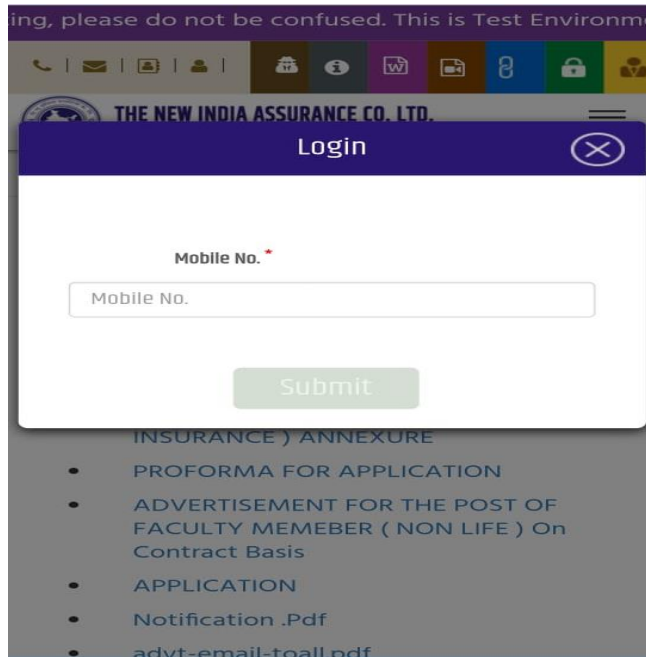
If you find the same in order, please check the declaration box and proceed further to complete the Registration.

You will receive an SMS on your registered mobile number and an e-mail on your email id regarding successful registration.

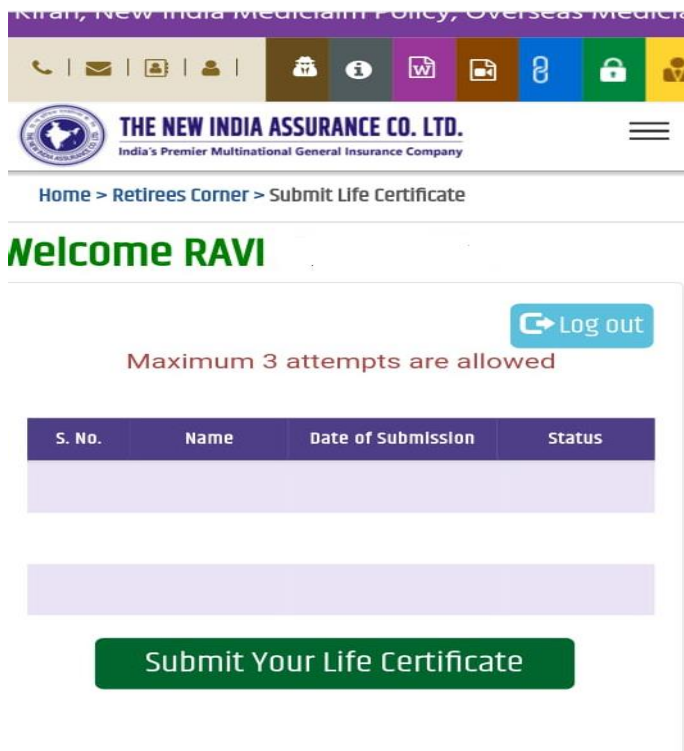
After successful registration, proceed to login as under:

➤ **TO LOGIN:**

Click on the login button beside the register button and a pop will appear to enter your same mobile number that was used during registration as below:



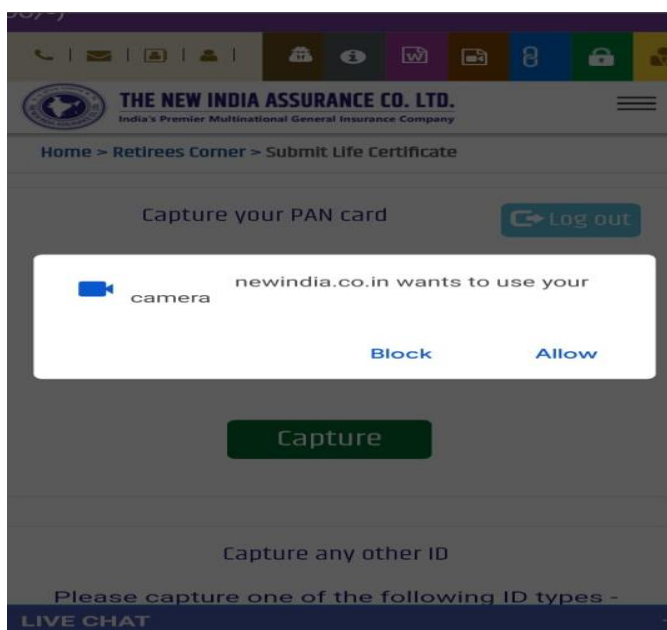
OTP will be sent to your mobile number and your registered email id. On entering the same, you will find a dashboard as below:



As mentioned, “Maximum 3 Attempts are allowed”, every Annuitant, will be allowed to submit online application only 3 times.

After you click on “Submit your Life Certificate”, a normal pensioner will be directed to the next page whereas a family pensioner will be asked to select and submit declaration(s) pertaining to the type of family pensioner before proceeding to the next page.

Before proceeding to next step, your device will ask for permission to use camera and microphone. The message will pop up as below:



You will have to allow permissions on your instrument to click picture and video.

- 1) Capture the picture of your PAN CARD.



- 2) Capture the picture of any other ID proof viz. Driving Licence, Voter ID, Passport, NIA Pension ID Card.



Capture

3) Capture your Selfie.



Capture your Photo (selfie)



Capture

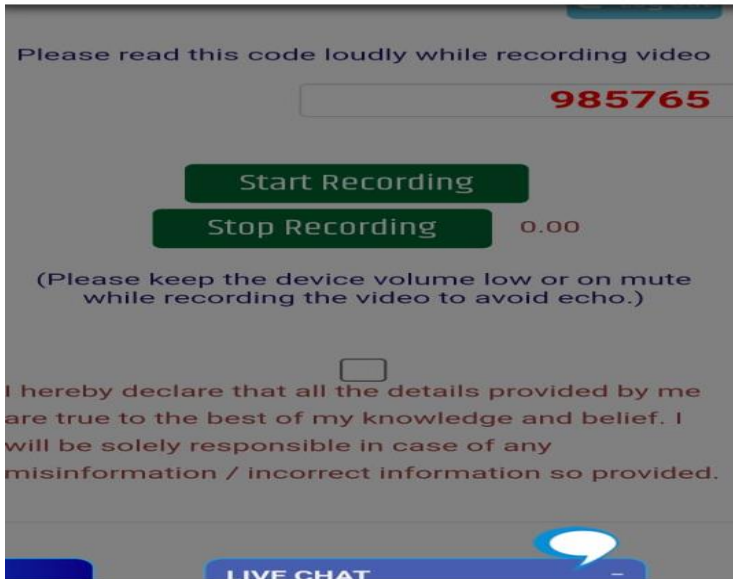
Next

Click on next.

After you click next, you will receive a pop with instructions for self-video recording as under:

Captured video should have duration between 15 sec to 30 sec and please read the six digit number which will be displayed while capturing the video loudly.

OK



- 4) Click on OK. Then Click on start Recording. Record a Self-Video of duration 15 to 30 secs reading the six-digit number displayed on your screen along with your name loud and clear.

THE NEW INDIA ASSURANCE CO. LTD.
India's Premier Multinational General Insurance Company

Home > Retirees Corner > Submit Life Certificate

Record Video [Log out](#)

Please read this code loudly while recording video

985765

Start Recording

Stop Recording 0.00

(Please keep the device volume low or on mute while recording the video to avoid echo.)

hereby declare that all the details provided by me are true to the best of my knowledge and belief. I will be solely responsible in case of any misinformation / incorrect information so provided.

If you have finished recording the video of yourself mentioning your name and 6-digit number, then click on stop recording only after 16 sec. The recording stopped before 16 sec, will not be captured and you will have to re-record. The recording will get auto-submitted after completion of 30 sec.

NOTE: ALL THE PICTURES AND / OR VIDEO SHOULD BE CLEAR OTHERWISE IT WILL BE REJECTED.

Kindly read the declaration carefully and check the declaration checkbox. Then, click on submit button.

Once you submit the application, you will receive a SMS and an e-mail that your application has been successfully submitted and pending for approval. The same status will reflect on your dashboard. The application will float to your respective RO for approval.

On approval of your application, you will receive a confirmatory SMS and an e-mail.

In case your application is rejected by RO, you will receive a SMS and an e-mail stating the reason for rejection. Kindly login once again and follow the same procedure to re-submit your application keeping in mind the reason for earlier rejection. In case of rejections, maximum three attempts are allowed for submission. In case your application is rejected thrice, please submit your life certificate offline.

For any further query, e-mail us at nia.lifecertificate@newindia.co.in or contact us at 022-22708598/285/294/254