



WITH YOU ALWAYS

How TATA AIG's legal team is making document execution simpler, easier and faster

Case Study



About TATA AIG General Insurance

Tata AIG General Insurance Company Limited is a joint venture company between Tata Group and American International Group (AIG). In 2020, Tata AIG General Insurance Company Limited celebrated completion of 20 years of service in India.

The Company offers a comprehensive range of general insurance products for businesses and individuals. This is the story of how and why TATA AIG decided to go paperless – and how this journey has been so far for them.



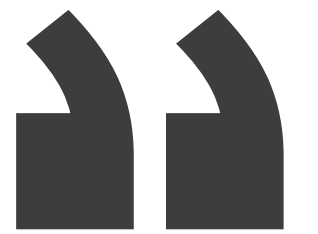
The role of paperwork at TATA AIG

During the normal course of business, TATA AIG enters into thousands of agreements, spanning different verticals of the company – I.T., Operations, Finance, H.R., Business, Marketing, Digital and Innovation.

And ALL these agreements need to be mandatorily executed



Unless it is signed, it's not valid, to be precise. Signature is important, that goes without saying. There are no two ways whether an agreement should be signed, or not. Otherwise it's not valid



Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance

This means that TATA AIG has thousands of agreements that routinely need to get stamped and signed.



We caught up with **Sunil Khichar**, DVP - Legal & Secretarial at TATA AIG and **Jyotsna H.**, Deputy Manager - Legal & Secretarial at TATA AIG to understand the problems they faced in executing their documents and how they solved those problems.

TATA AIG's old document execution process

“All of them were physical signatures. This involved buying stamp papers or franking, printing the agreements, and then sending them with a person. If we have printed [then] it has to go to the other party. If other parties are printing, then other parties that are all over the world and everywhere in India have to do the franking, printing and signing. Then it has to come [to us] and then we sign.”

Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance

“The best case scenario is two weeks. Nothing less than this.”

Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance



Print the agreements upon finalisation



Buy stamp papers or get the agreements franked



Send the agreement to the other signatories spread across India and abroad, either through courier or through an employee



Keep tracking the document till the agreement reaches the TATA AIG office for their final signature

However, this process was riddled with serious problems

High TAT

“Signatures used to take 10 working days to two weeks. So after the agreement is closed, you tell the opposite party, “you're supposed to print, you're supposed to pay stamp duty.” Then they'll go around hunting for stamp papers and pay stamp duty. They'll do the printing, they'll take signature, and that will be couriered and will be sent across to us. Then you take signatures from your own signing authority. The best case scenario is two weeks. Nothing less than this”

Prone to mistakes

“There are discrepancies. People don't know where to sign, what to sign. People leave blanks”

Spend valuable resources to just keep track of all agreements

“There are resources deployed to do all this. You have to wait. There are no controls around there. You have to keep hunting. What happened? Where is the paper? Again keep tracking”

Wastage

“And [in] this whole bargain, there are papers and stamp duty that are wasted”

Sunil Khichar, DVP - Legal
& Secretarial, TATA AIG
General Insurance

The COVID pandemic put a halt to this physical process

“Because of this pandemic, we were struggling to get the documents signed. In the physical world things were okay, but when it went like this, there was a challenge.”

To keep business flowing, the legal team came up with a stopgap solution: Emails

“So all over the world, everybody has done it in the same way. You agree on a document over e-mail between two signing authorities. That was when everything was standstill, nothing was working.”

But contract formation over email presented a new set of problems

“There's no payment of stamp duty. So stamp duty is not paid. And the second part is, at the end, you have to execute it. But this is not execution. Now today you might have accepted, but tomorrow those mails go haywire. There is always a chance of, this getting questioned”

Sunil Khichar, DVP - Legal
& Secretarial, TATA AIG
General Insurance

To solve these problems, TATA AIG started looking for digital solutions to their paper problem

They needed a solution which would:

Be User friendly

“So when you implement [a digital solution] company wide and you expect other parties to also use it, then for people who are using the digital solution for the first time it is a challenge. The whole thing is about user-friendliness.”

Provide digital stamping solutions

“It should be digital so that you don't have to roam around searching for people, searching for stamp papers”

Help track agreements

“A replacement is simply to take it to a digital mode where you can be in complete control of the process. In a digital scenario what do you do? You have control. You simply turn it into PDF, upload it in the tool, it goes to the opposite party. You have a track. Simple.”

With these parameters in mind, TATA AIG onboarded an e-sign and e-stamping vendor in 2020.

Sunil Khichar, DVP - Legal
& Secretarial, TATA AIG
General Insurance

However, TATA AIG was not impressed with the quality of their digital solution

Signers had to create an account even for a single signature

“It was not user friendly. Different signers had to make an account, then they get it verified. And if they're not able to do the account system account verification, then we have to wait again for few days to get their accounts verified. So it was creating a problem. It was taking a lot of time. It was supposed to be easy and simple and quick. But in reality, it was taking more time. So that's why we wanted to switch to a different simple solution”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Aadhaar eSign was not available

“They had DSC and equivalent to DSC. For them, if you don't have the DSC dongle, you have to go with that other option where you have to do the video KYC. They don't have the option of Aadhaar eSign.”

Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance

The user experience was not smooth

“Whenever I used to upload anything into the system, the system, it logged out immediately, There was no time span in between. And then I had to redo it again. And suddenly there was an error which I was not aware of, and to treat that error, I have to contact to the individual department”

Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance

No custom signature coordinates

“Once it is uploaded into the dashboard, I had to go page wise and figure out which pages need a signature. There was a solution to add signatures to all the pages, but it was not customizable - I could not customise the signing portion on each page. I have to do it one by one if I have to do it. So that was creating problems”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Tracking the status of agreements was difficult

“The major problem that I faced was after the agreement had been sent a lot of my signers stated that they had never received it. So that was a problem. It was available in our system, we could see that it had been sent to so and so party. But the other parties said that we haven't received it. So then I had to get in touch with their customer team, all those things.”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Within just one year of usage TATA AIG decided to switch and onboarded Leegality as their digital document execution partner.



TATA AIG's new Leegality powered document execution flow



We don't allow anyone else other than the legal department to handle agreements. Just the discussion or the business discussion is handled by the respective department. Other than that, everything from preparing an agreement, from sharing the standard formats, revising it, preparing it for signatures, formatting it, everything is done by the legal department through the Leegality dashboard only.



Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance



No more printing.
Simply upload the
agreement to the
Leegality Dashboard



Place the signature
coordinates so that
there are no errors
while signing



Send the
document to all
parties for signing
at the click of
a button



All parties
instantly receive the signed
document along with a
comprehensive audit trail

This new process has resulted in **several benefits for TATA AIG and its employees**

Drastically reduce TAT and keep track of your agreements in real time

“In a digital scenario what do you do? You have control. You simply turn it into PDF, upload it in the tool, it goes to the opposite party. You have a track. Simple. Many of the times it is signed in half a day. You don't have to bother”

Sunil Khichar, DVP - Legal & Secretarial, TATA AIG General Insurance

Extremely user friendly

“The fact that now we can send individual links for signatures has solved a lot of our problems. And that was the main ask from all our different clients who were signing different agreements. So that has really made it quick, made it smooth. It has been helpful for all our invitees, signers - the fact that signers they don't have to create a separate account”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Accelerate your workflows using Leegality's template engine

“Now we have a few agreements which are in standard format and saved as templates in Leegality. So we have different people who are trained to just initiate [the signing journey] using the stamp papers. Just 2-3 clicks and they're good to go. And they just add a few details which are required and then send it across.”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Simple digital stamping solution

“We found the stamp paper solution quite convenient for us. Now we can just make a request and it will come to us. Also, If I need to cancel some agreement, my stamp papers will be sent to the inventory unused and I can reuse them any time”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

...Contd.

Edit your signing journey based on real world updates

“The good feature that I that I most liked is eliminating signers. If they are not signing, then I can just remove their invitation. And also to reactivate or remove the invitation link. I can reactivate it if it gets expired. That is a very nice feature.”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Sign thousands of documents instantly

“Few of our signers are using the bulk sign option. They are signing 1000 to 2000 to 5000 agreements on a weekly basis. So this has helped to make it quicker”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Increased efficiency

“Previously we were able to just send two to three agreements per day. Today I can send five to six more agreements. And since the other departments are also very well versed with the system, then we can have more than 5 to 6 agreements easily in a day. That has increased our frequency and efficiency.”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

Free up your employees' time and let them focus on their core tasks

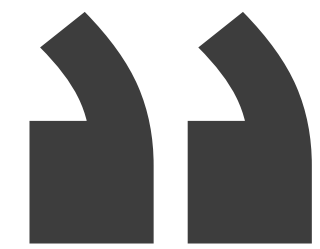
“Of course, since we are not giving much time to the agreement part, we can focus on other departmental work, like review other agreements, all those things.”

Jyotsna H., Deputy Manager - Legal & Secretarial, TATA AIG General Insurance

So what's next for TATA AIG x Leegality?



Since we work together and we propose to work together for a long, long time, that's the reason why we have taken a call of getting Leegality overnight. This time we have taken Leegality overnight because we made up our minds that we will work together a long, long way. Not only this, you would see [the volumes] coming up this year. I am just waiting for this to get stabilized for the legal department, then we are going to do much more. We will go live on some 10-20 thousand of agreements in one, two months.



Sunil Khichar, DVP - Legal
& Secretarial, TATA AIG
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More than 1000+ Clients are using Leegality to go paperless



Want to digitize your paperwork like TATA AIG did?

Book a call with our Document Experts, you'll get:

- A customized demo of the Leegality Document Execution Platform
 - The opportunity to ask us anything you want
- A free sandbox account – for you to test Leegality Document Execution Platform as much as you want

Book a call!



Or email us - enquiry@leegality.com

Leegality