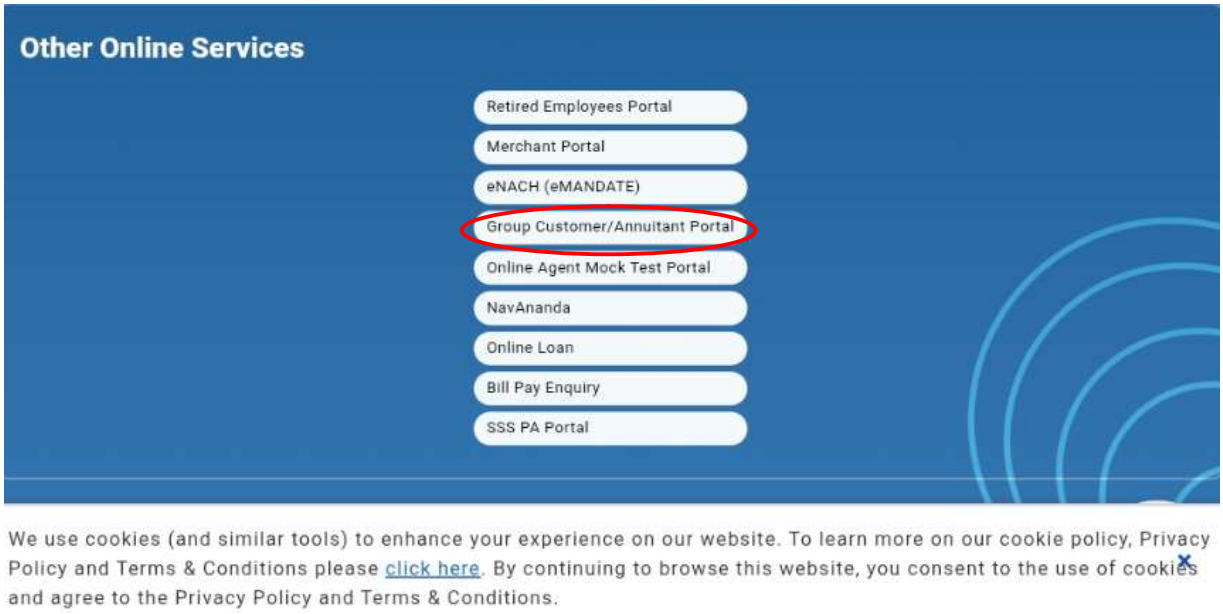
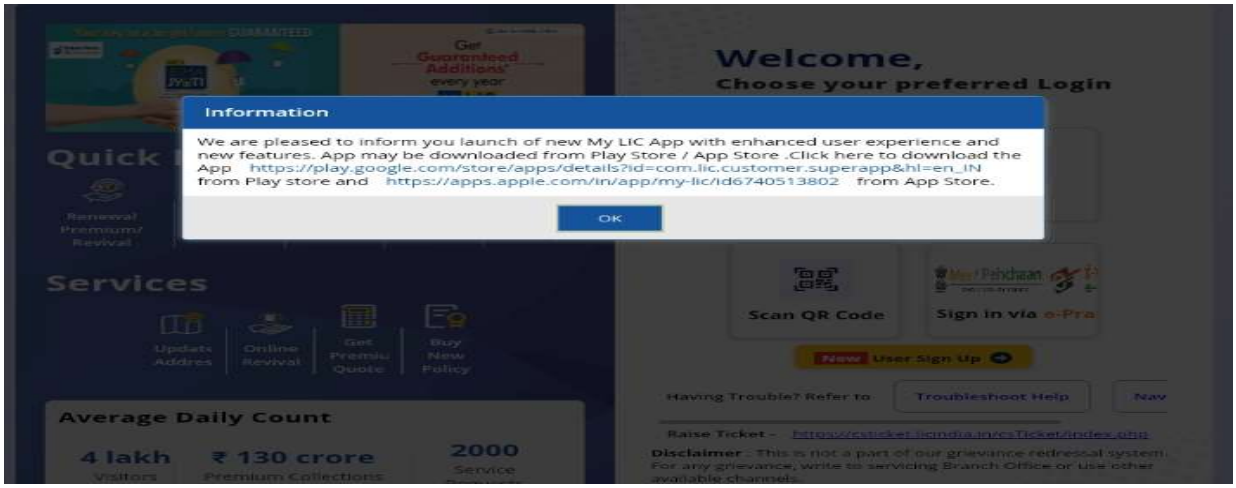
SOP FOR LOGGING INTO NEW CUSTOMER PORTAL- LIC of India



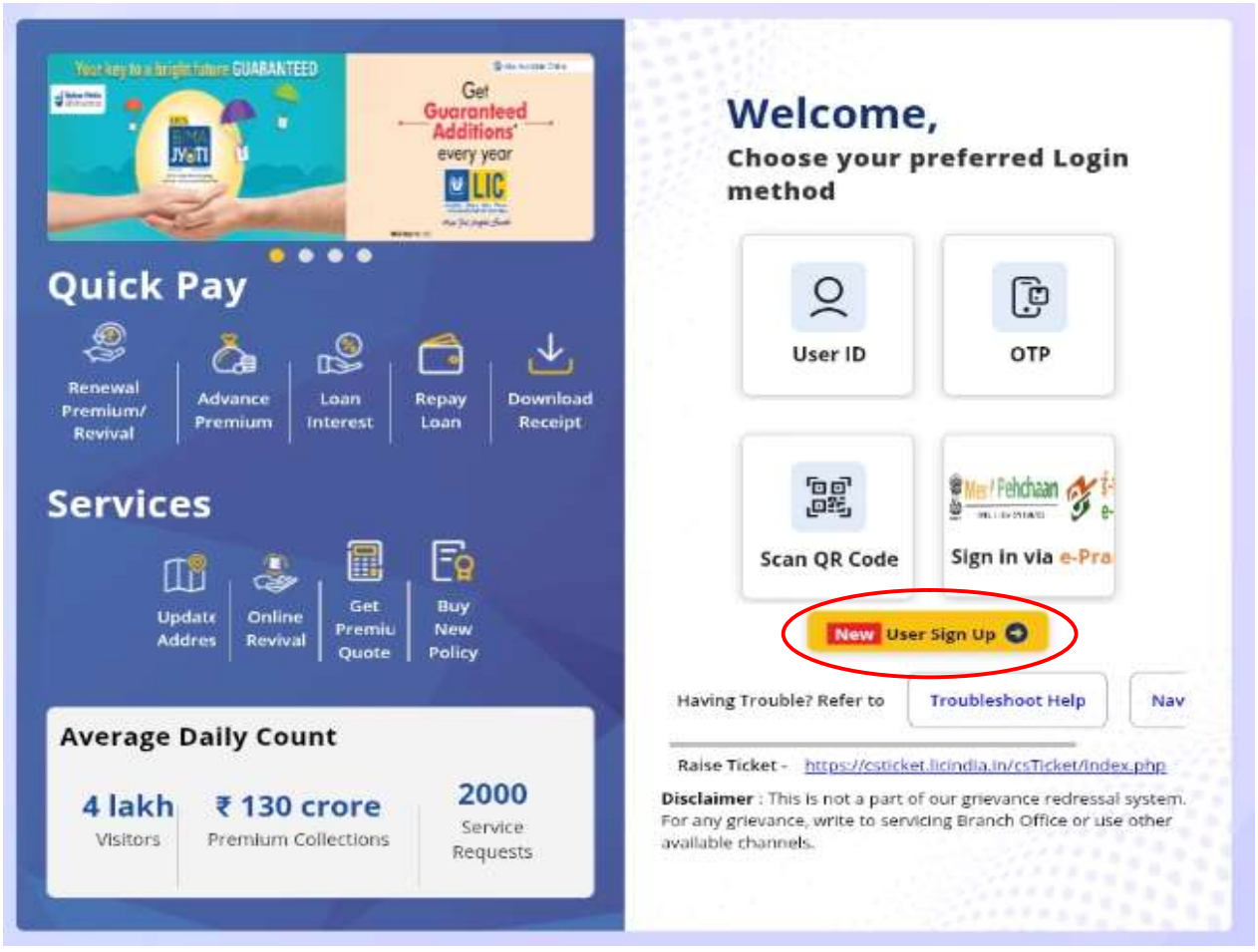
Visit the website → https://licindia.in/

Scroll to the bottom of the page and click on Group Customer/Annuitant Portal





Click on OK to proceed.



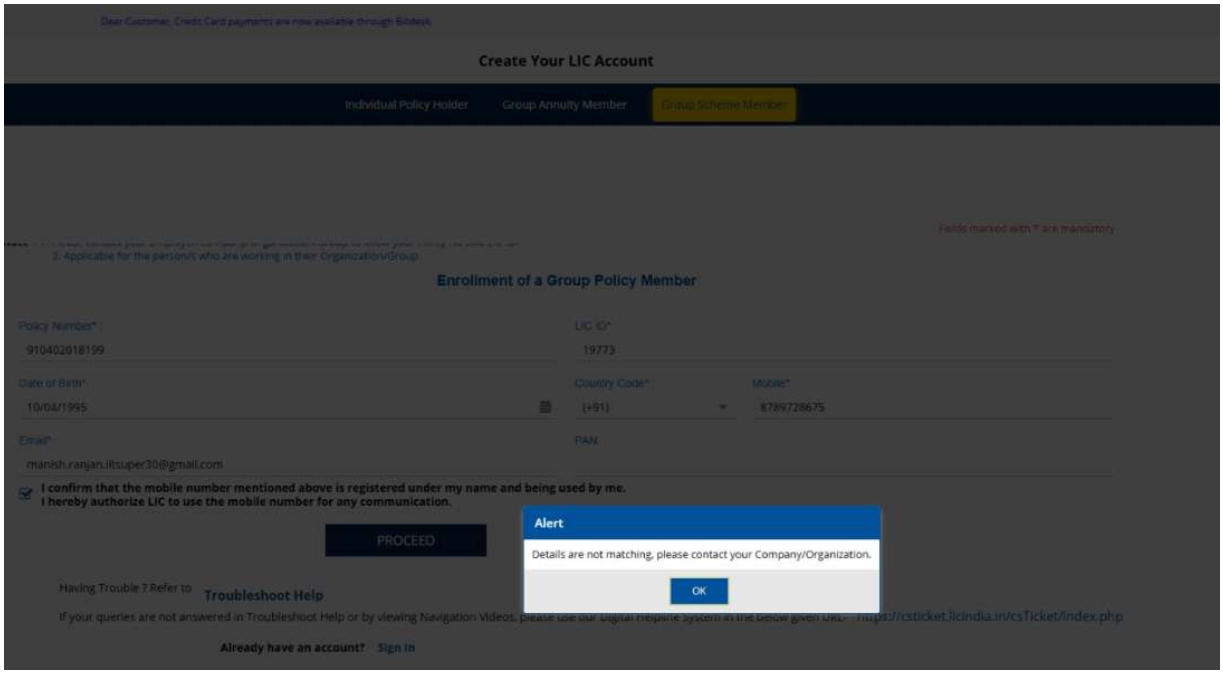
Next Click on New User Sign Up



Now Click on Group Scheme Member.

Here the fields marked with * are mandatory fields of which Policy No should be : **910402018199**

User to confirm his/her **LIC ID** against his EIS No from Coal India Ltd/LIC of India

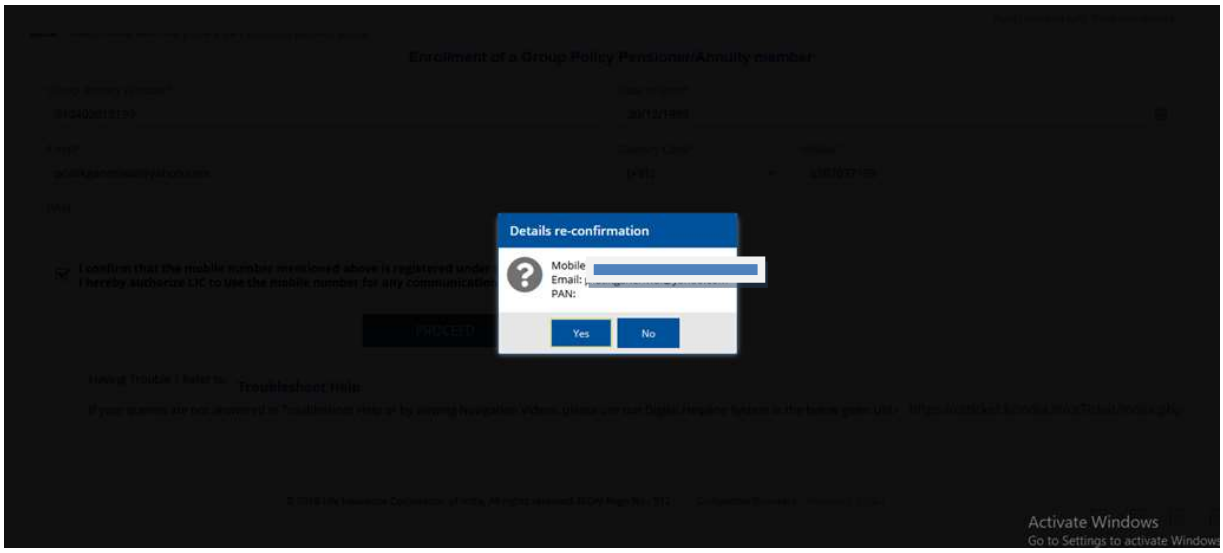


If at the time of registration, the above error message appears drop a mail at bo_g402@licindia.com mentioning your **EIS No, Email ID, Mobile No and DOB.**

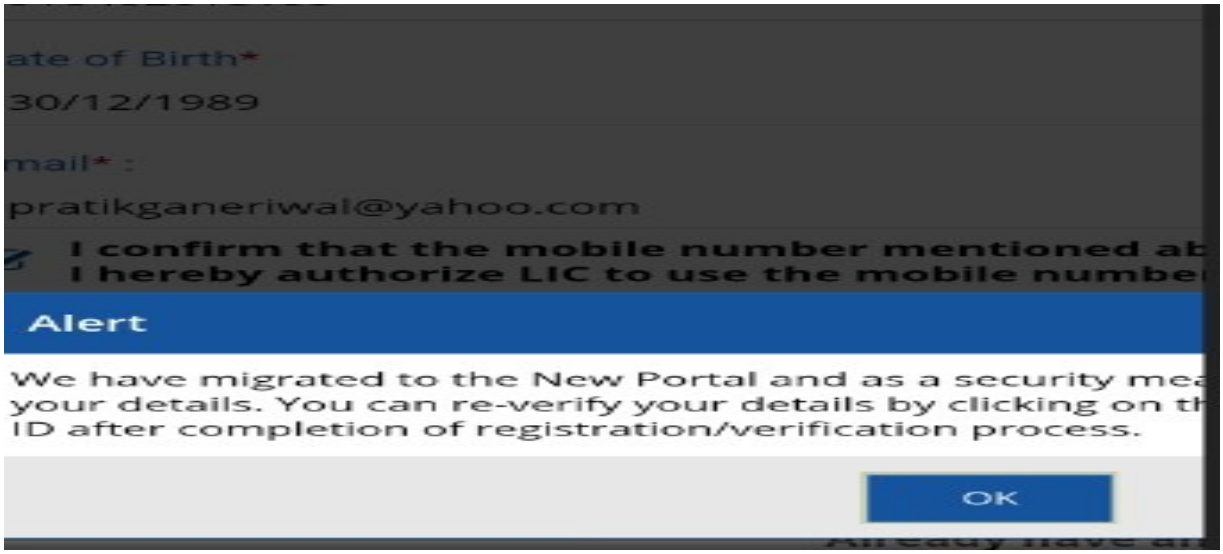
Once after you receive a response from "bo_g402@licindia.com" you may proceed further

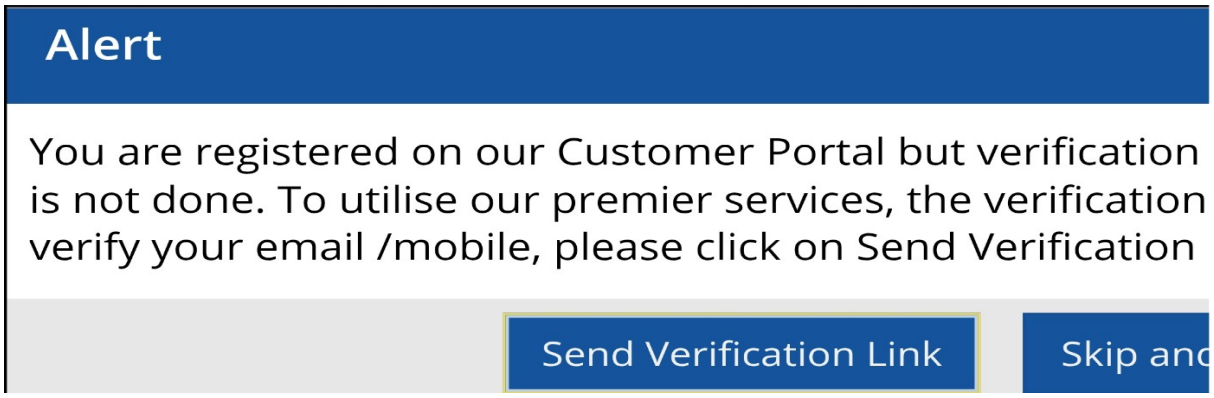


After the confirmation Email is received, now proceed with your credentials .



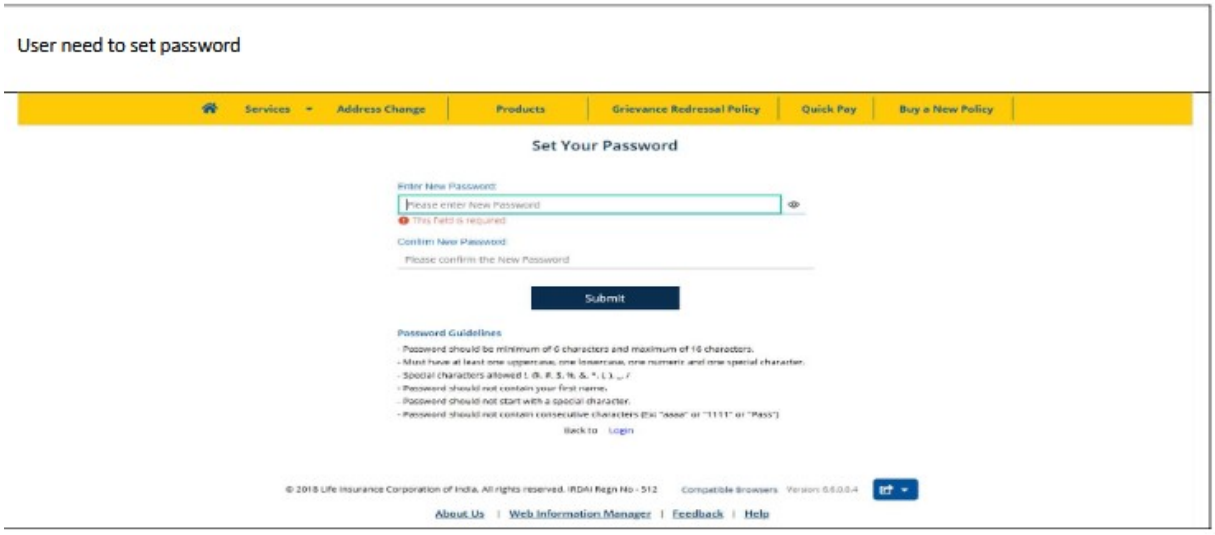
If OK Click on Yes



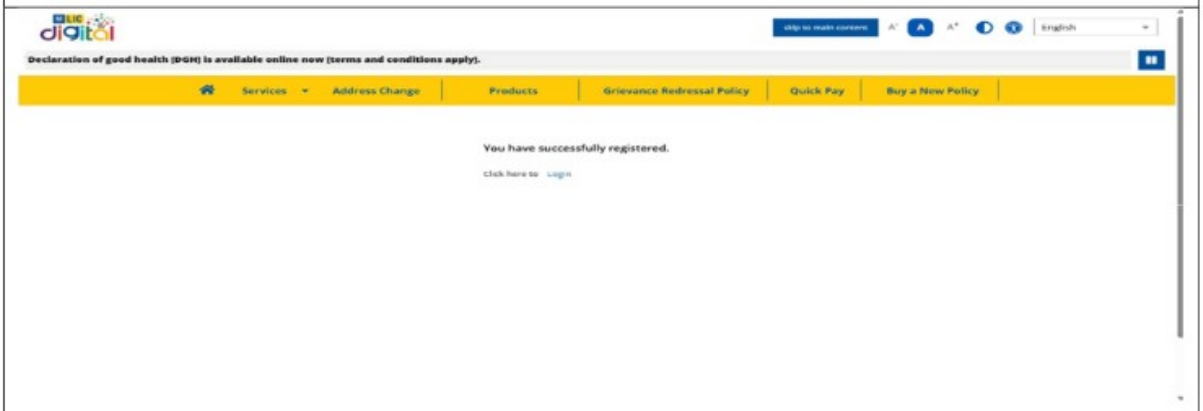


You may skip and proceed

Next it will prompt for change/set of Password



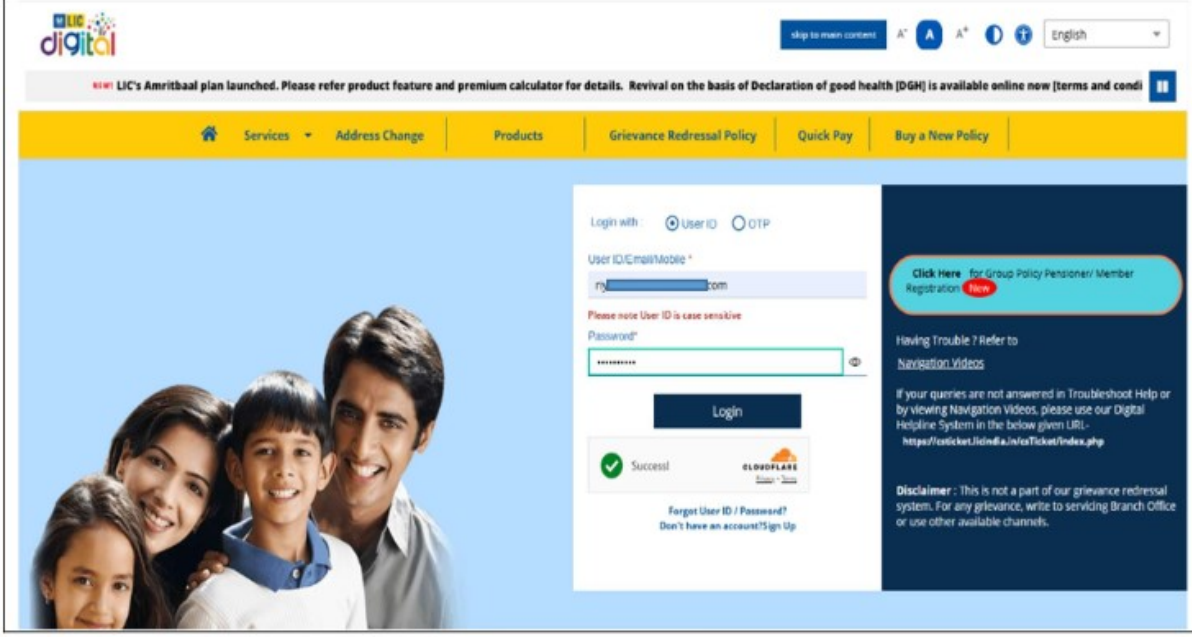
Email Id and Mobile Number can be validated via Email Link sent his emailid and OTP sent to his mobile number respectively.



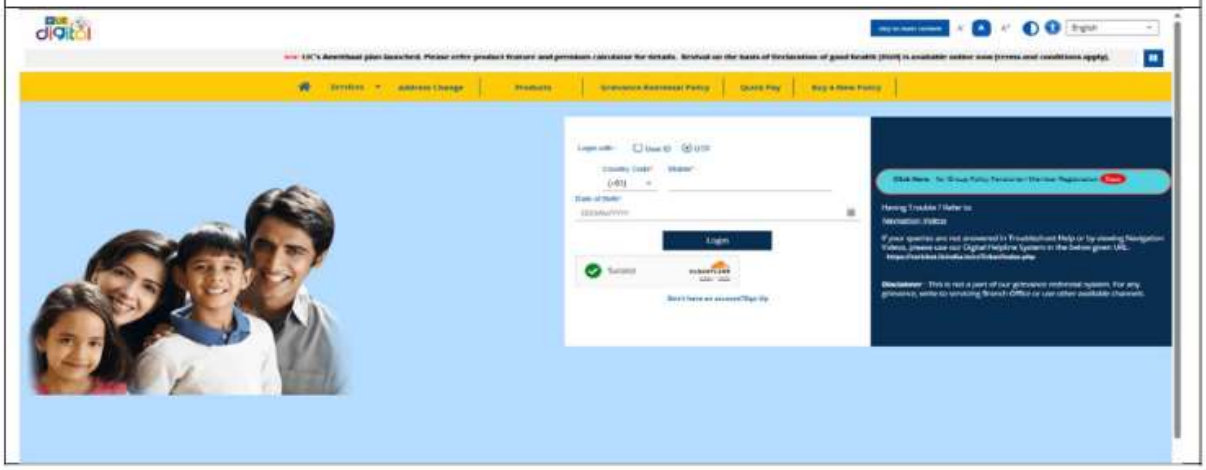
Sign In

User can sign in using customer Portal Login screen and can navigate to Policy listing page

1.Using user ID(Email Id) and password



2.Using Mobile number and OTP





View of Contribution Details

Contribution History

Policy Details

Master Policy No:
910402018199

Master Policy Holder:
The Trustees, CIL EXECUTIVE DEFINED CONTRIBUTION PENSION TRUST

LIC Office Contact Details:
JEEVAN PRAKASH 16 CHITTA RANJAN AVENUE 7th & 8th FLOOR KOLKATA 700072

LIC Servicing Unit:
KOLKATA

Phone No:
0332-2126151

Email Id:
bo_G402@licindia.com

Accumulation Details

Member Name:
[redacted]

LIC ID:
11096

Accumulation Value:
₹ 16,11,400.52

Accumulation as on:
31/03/2026

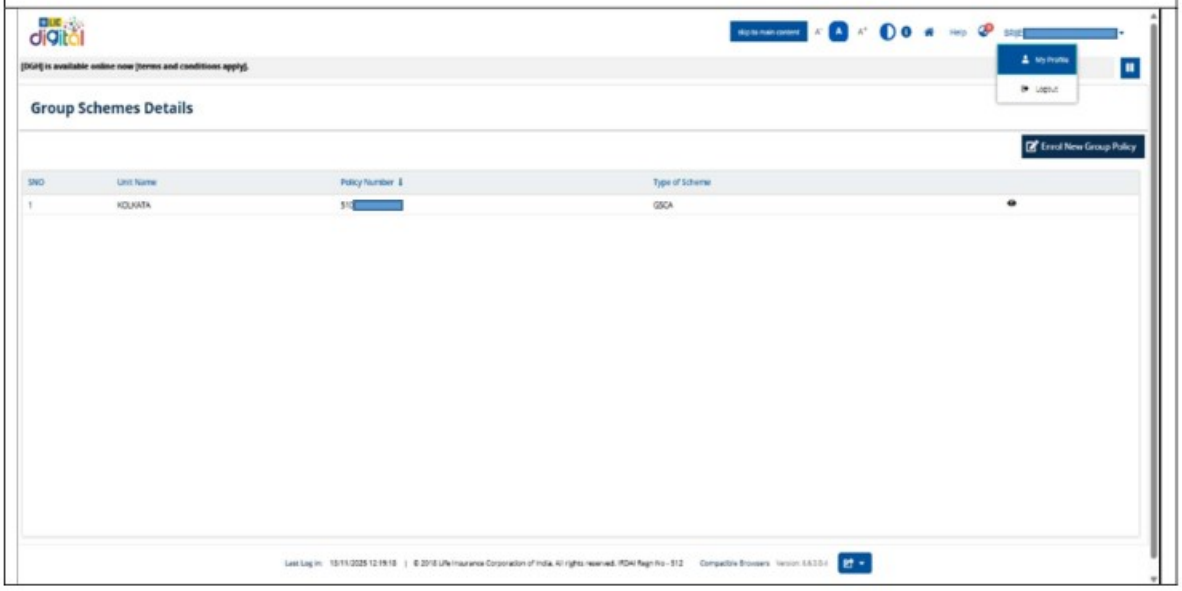
Contribution Received after 31/03/2026 :

Contribution No	Deposit Date	Employer Contributions	Employee Contributions	Total Contributions
Receipt No : 456104	03/09/2026	₹ 13,144.13	₹ 0.00	₹ 13,144.13
Receipt No : 439893	07/08/2026	₹ 13,144.13	₹ 0.00	₹ 13,144.13
Receipt No : 418982	03/07/2026	₹ 13,006.78	₹ 0.00	₹ 13,006.78
Receipt No : 406183	12/06/2026	₹ 13,006.91	₹ 0.00	₹ 13,006.91

No of Contributions Value : 4 Total Amount Value : ₹ 78,106.48

At the top right user can see 2 options

1.My profile
2.Logout



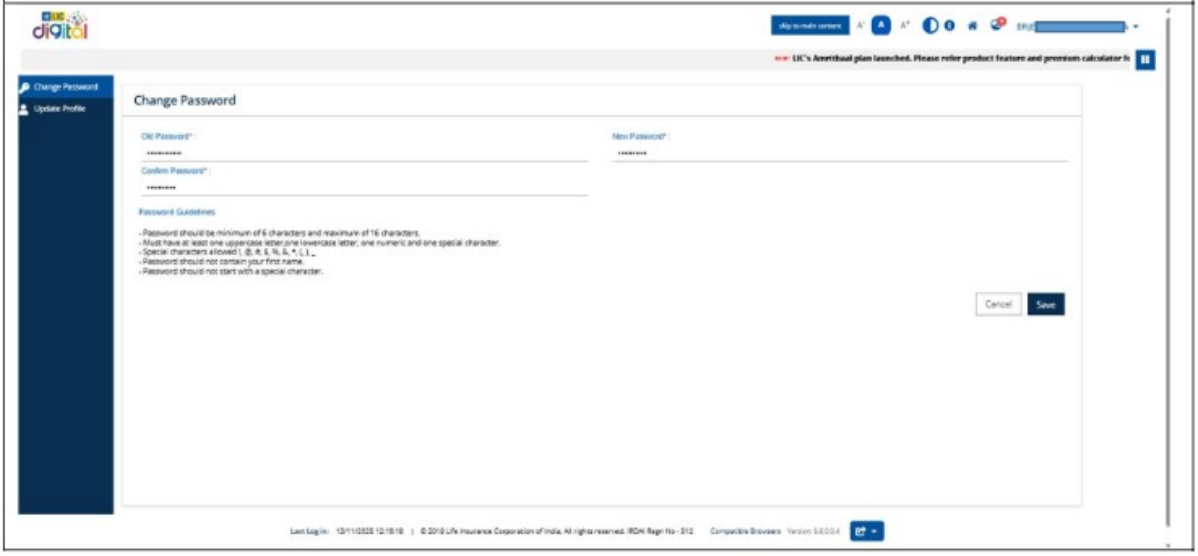
1.My profile

Here user profile will be displayed.

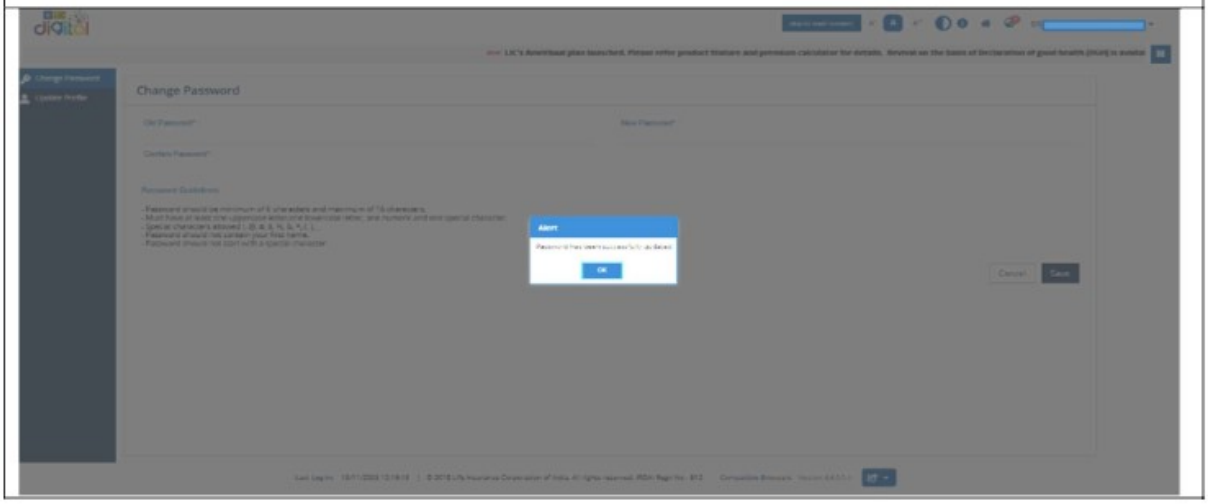
At the left side 2 options are there:

A. Change password:

Option can be used when user wants to change his password.

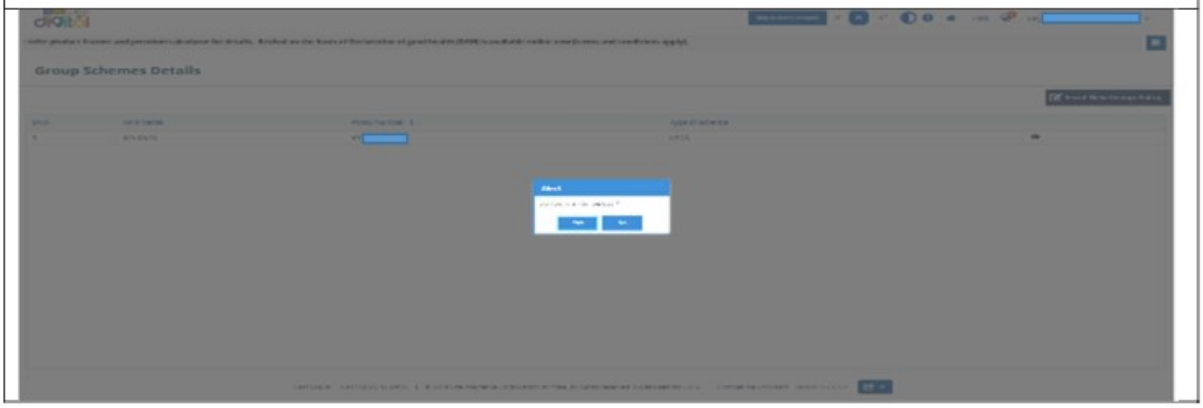


User can see here that password has been successfully updated as per his request



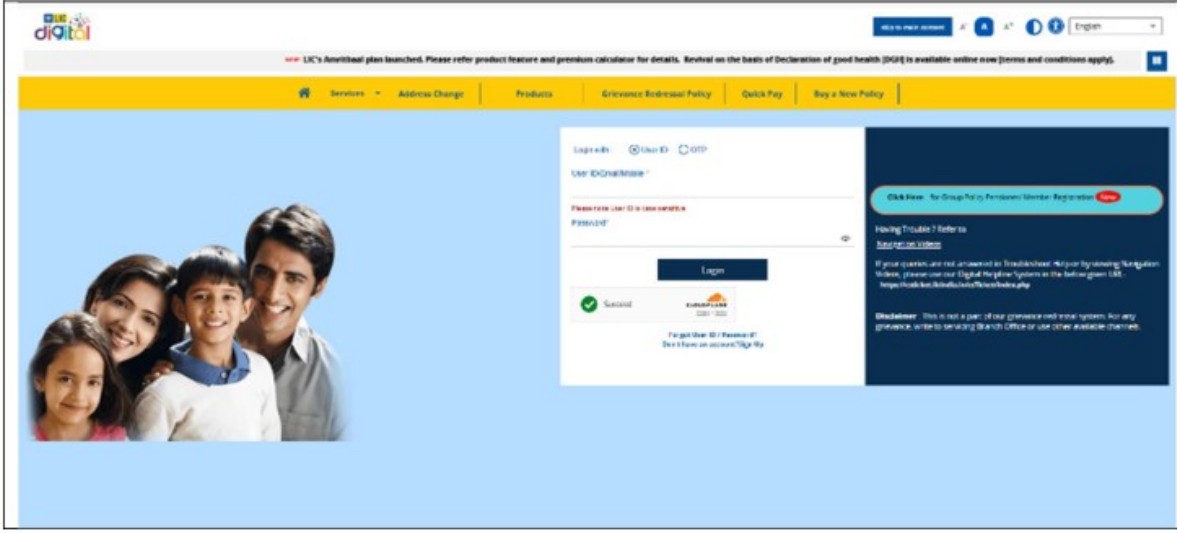
2. Log out

User can perform logout action here

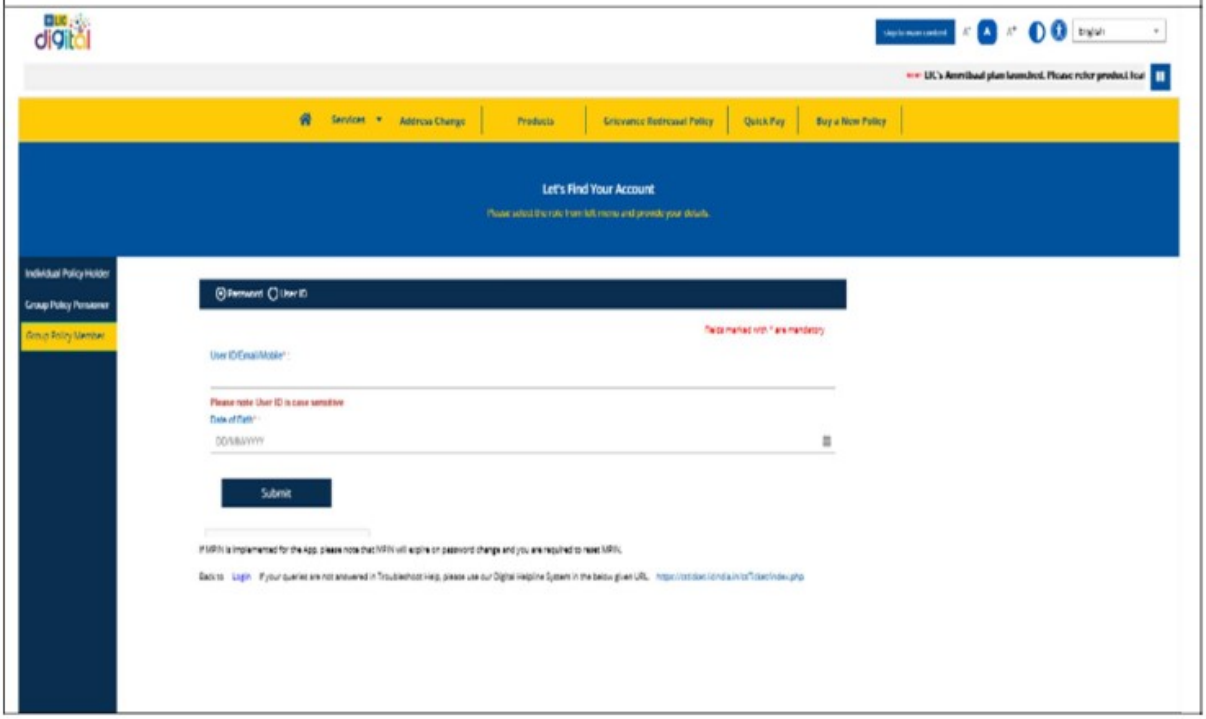


Forgot User ID/Password

This feature enables the user to retrieve his user ID and reset his password. User can select the radio button of the option



1. If user has forgotten the password



2. If user has forgotten USER ID:

