

40TH MEETING OF THE BOARD OF DIRECTORS

HELD AT	ON	TIME
Karachi	Saturdays, 8th/15th May 1976	10.00 A.M.

rate of growth, but for purpose of budget estimates a realistic figure should be adopted, say 20% with a renewal expense ratio of 27.5%. To achieve the above objective, a close watch be kept on expenses with a view to cut all unproductive expenditure without in any way affecting production.

5. The following further observations were made:

- (1) In order to achieve economy every effort should be made to fill up the vacancies by re-adjustments, except in technical areas where grave shortages have occurred, or where higher positions are required to be opened up for deserving persons as a result of restructuring of the various departments in the Corporation.
- (2) Allowance should be made, by way of adjustment in this year's budget, for the financial impact of the recommendations and decisions of the Wage Commission, which would be deemed to have been approved by the Board.
- (3) A six monthly review of the budget be taken up by 1st September and if it appears that the expected increase in premium income is not materialising, the expenditure should be scaled down accordingly.
- (4) To reduce the expenditure on transport, a Committee comprising E.D.(R&A), E.D.(S&D) and Mr. S. Hasan, Director and Consulting Actuary will lay down limits on petrol expenditure for State Life cars till a new car plan is formulated. The Committee will also prepare a new car plan and put it up to the Board for consideration. Mr. S. Hasan, will be the Convener of the Committee.
- (5) Training programme for the field and the office be geared to the objectives and financial resources of the Corporation. Budget provision made in this regard should be subject to further adjustments, after examining the training strategy of the Corporation as a whole in order to make it more meaningful.
- (6) In order to enable the Corporation to file returns to DOT in time and to help in the finalisation of the Corporation's accounts by 30th June, 1976, E.D.(PHS) would ensure that figures for valuation are available latest by 15th June 1976.
- (7) For 1977 budget, actual figures for 9 months ending 30th September 1976 should be taken as a base to enable the budget for the year 1977 being prepared and approved by the Board before the end of the year 1976.

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6. Subject to the above observations, the Board approved the budget for 1976, as follows:

REVENUE BUDGET 1976All Rs. in 000sI. ORDINARY LIFE OPERATIONS.

F.Y. Premium	Rs. 60700
Renewal Premium	<u>Rs. 247800</u>
Total Premium Income	<u>Rs. 308500</u>
F.Y. Commission/O.R. Commission	Rs. 21245
Renewal Commission/O.R. Commission	Rs. 13629
Death Claims	Rs. 26223
Maturity Claims	Rs. 77125
Surrender	Rs. 37020

II. GROUP OPERATIONS.

F.Y. Premium	Rs. 7000
Renewal Premium	<u>Rs. 58600</u>
Total Premium Income	<u>Rs. 65600</u>
Commission expenses	Rs. 4804
Claim expenses	Rs. 41000
Profit commission	Rs. 2000

III. INVESTMENT OPERATIONS.

Gross Investment Income	Rs. 145300
Gross Real Estate Income	<u>Rs. 19800</u>
Total	<u>Rs. 165100</u>

IV. MANAGEMENT EXPENSES.

Ordinary life Management Expenses	Rs. 67715
Group Management Expenses	Rs. 3155
Total Life Management Expenses	Rs. 70876
(including P.O. expenses amounting to	Rs. 19508 thousand)
Investment Expenses	Rs. 870
Real Estate Expenses	<u>Rs. 12643</u>
Total Investment Expenses	<u>Rs. 13513</u>

V. Expected increase in life fund	Rs. 231771
Expected Group expense Ratio	8.18%
Expected expense Ratio (Renewal)	27.21%

The meeting then adjourned to meet again on Saturday, the 15th May 1976 at 10.00 A.M..

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The meeting re-assembled on Saturday 15th May at 10.00 A.M. The following were present:

Mr. D.M. Quraishi Chairman
 Mr. M.G. Hasan
 Mr. S. Hasan
 Mr. P. Sequeira
 Mr. S.A. Walajahi
 Mr. M. Zulqarnain

Mr. M. Sadiq Khan, Secretary-Board was also present.

The following business was transacted:

ITEM IV: - INVESTMENT

- (1) Purchase of plot No.7/8-8/1 at Lackie Road, Karachi (Memo No, Inv-16/76).

The Board was informed that State Life had been offered to purchase plot No.7/8-8/1 measuring 9180 sq.yds. situated at Lackie Road, opposite City Circular Railway Station, parallel to I.I. Chundrigar Road. The plot is adjacent to State Life Square and is suitable for construction of a multi-storeyed commercial building. It, however, suffers from a dis-advantage viz., it has no opening in the front. But, if the State Life decides to purchase the plot, the said dis-advantage could be overcome by linking this plot with the Rally Square. Keeping the demands for commercial space around I.I. Chundrigar Road, - Principal business centre in Karachi - it would be advisable to purchase this plot. The owner M/s. Hashwani Sales/Services Limited have promised to give vacant possession with cleaning of structures etc. The price asked for the plot is Rs.800/- per sq.yd.

2. It was observed that the price should be negotiated since State Life happens to be the only possible buyer. Keeping in view the current rate of rent around this area, the price of Rs.700 to 800 would be a reasonable price.

3. The Board approved the purchase of the above plot and authorised the Chairman to negotiate the price.

- (2) Construction of an additional block at PGI Square Lahore (Memo No. Inv-17/76).

The Board was informed that State Life's Lahore Zone Offices were scattered in 5 different places at Lahore partly in State Life buildings and partly in rented space. This was affecting efficiency and was also inconvenient to the Field Workers and Policyholders. In order to locate the offices at one place with a view to bring about greater coordination, better control and efficiency as well as to save rent, it was proposed to construct an additional block at PGI Square with sufficient space to accommodate the entire staff.

2. The PGI Square consists of 4 blocks of 4 - 5 storeys each, with open space on the Northern and Eastern sides of the plot. Construction of an additional floor on the existing block was not feasible for structural reasons. However, the Northern side of the block could be utilised to construct a 4 storey building

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with a total built-up area of 37, 125 sq.ft. This compared favourably with the rented space (35,963 sq.ft) occupied at a total annual rental expenditure of Rs. 6 lacs.

3. The block would provide a centralised service area measuring 3,375 sq.ft., and office space measuring 33,750 sq.ft. The total cost of construction excluding land was estimated to be Rs.35 lac, giving a yield of annual rent of nearly 8%. The building would be designed by the Real Estate Department which would mean roughly a saving of Rs.85,000/- on Architect's fees etc.

4. It was observed that the office space proposed to be constructed in the new block was more or less the same, as was being presently occupied. There was thus no provision either for any possible shortages or for additional requirement in future. It would, therefore, be advisable to have a block consisting of 5 plus 1 floor.

5. The Board approved the construction of an additional block on the Northern side of PGI Square comprising ground plus 5 floors and authorised the Chairman to sanction the revised cost to be worked out by the Real Estate Department in due course.

- (3) Application of Pakistan Electric Agencies Limited for a temporary bridging loan of Rs. 3.88 crore (Memo No.Inv-18/76).

In view of the heavy concentration of State Life in Karachi Electric Supply Corporation shares, difficulties arising as a result of Insurance Act and further increase in the holdings following the exercise of right shares to be offered by the company, the Board did not consider it advisable to participate in the bridging loan facility being asked by the Pakistan Electric Agencies Limited.

- (4) Release of a portion of the land mortgaged to secure the National Refinery Limited debentures of Rs.6.10 crore - State Life's holding Rs. 75 lac (Memo No.Inv-19/76).

The Board was informed that National Refinery Limited had approached the debenture holders including State Life to release the charge of plot No.7D & E, which formed part of the security to its outstanding debenture loan of Rs.6.10 crore. The State Life has subscribed Rs. 75 lac to the additional convertible debentures on usual terms and conditions. The record of the Company with regard to servicing of loan has been satisfactory with the exception that they disputed the payment of commitment fee amounting to Rs. 1.34 lac, which had since been paid by them.

2. State Life had created a charge on the assets of the National Refinery including 6 vacant plots of land. The above plot was intended to be utilised for installation of proposed carbon black plant. They were raising money for this from the United Bank Limited, who would like to create a charge on this plot.

3. The National Refinery had been informed that State Life would release the plot on the condition that the book value of the land plus the interest from the date of purchase till the date of release from the assets of this Company @ 4% above bank rate be paid to the National Refinery by the State Petroleum Refining & Petrochemical Corporation Limited or a separate company formed by it to undertake the Project.

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4. The Board approved the release of the plot on the conditions suggested above.

(5) Application of Sui Northern Gas Pipeline Limited for a debenture loan of Rs. 1.50 crore (Memo No. Inv-20/76).

The Board was informed that the Sui Northern Gas Pipelines Limited, Lahore, a public limited company, had requested State Life to subscribe to its government guaranteed debentures of Rs. 14.50 crore in the amount of Rs. 1.50 crore. The proceeds of the debentures together with other funds from debt and equity sources would be utilised to finance the cost of the company's expansion project under which its existing gas transmission capacity of 297 million cubic feet per day (MMCFD) would be increased to 415 MMCFD. The increased gas transmission capacity would meet the needs of the upcoming industrial projects in the northern region including Pak-Arab Fertilizer Factory and Refinery at Multan, WAPDA's new gas turbine powerstation at Lyallpur, fertilizer complex at Hazara, sugar mills at Khazana near Peshawar, cement plants at Dandot and Hattar etc.

2. The past performance of the company has been fairly satisfactory and with the implementation of the expansion programme their operating position is expected to show a significant improvement due to higher volume of sales in the future. The company is expected to pay dividend @ Rs. 1.50 each in 1976 and 1977, and Rs. 1.00 in the succeeding years and also service its long-term debt. The debentures of the company are proposed to be guaranteed by Government of Pakistan and would qualify as 'a proved security' under the Insurance Act 1938.

3. The NDFC (leader of the consortium) along with other members of the consortium have agreed to confine the security of the debentures to the Federal Government guarantee. This would be a departure from State Life normal practice, which had been agreed to in other cases also like that of NSC debentures where we contented ourselves with government guarantee only. This was a safe type of operation and State Life need not insist on additional charge. The past record of the Company in servicing the loan has been quite satisfactory.

4. The Board approved State Life's subscription to the Company's government guaranteed debentures to the extent of Rs. 1.50 crore on the following terms and conditions:

1. Project Examination and Professional assistance fee @ $\frac{1}{2}\%$ of the nominal value of debentures to be taken up by State Life.
2. Commitment charge @ $1\frac{1}{2}\%$ per annum payable quarterly on the principal amount of debentures remaining undisbursed from time to time, commencing after 30 days from the date of sanction by State Life's Board of Directors.
3. Interest @ $2\frac{1}{2}\%$ above the Bank Rate, payable half-yearly.
4. Additional interest @ 2% over and above the rate of interest specified at (3) above on all sums remaining unpaid on due dates.
5. Debentures to be secured fully for payment of the amounts of principal and interest thereon and other dues by a continuing guarantee of the Government of Pakistan in form and substance acceptable to State Life. Among others, the guarantee should

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be backed by adequate budgetary provision to meet the obligations in respect of payment of interest and principal of loan in case of default by the company.

6. Redemption to be in sixteen (16) semi-annual instalments commencing after a grace period of two years from the date of issue of debentures.
 7. Prior to the disbursement of debenture loan:
 - a) The company to produce evidence that commitments have been obtained for the balance amount of debentures (Rs. 13 crore).
 - b) The company to produce Consent Order of the Controller of Capital Issues for the issue of debentures.
 - c) The company to appoint Trustee to the debenture trust deed with the prior approval of State Life.
 8. The company to furnish quarterly report on the implementation of its projects in hand and the information on its operations as and when required by State Life.
 9. Such other terms and conditions as State Life may prescribe.
- (6) Mortgage Loan Accounts - Request for Waiver of interest and other charges.
- i) Nasir Ahmad Sheikh.

The Board was informed that Mr. Nasir Ahmad Sheikh had approached State Life for waiver of total interest on the loan taken by him on the ground that he was paralytic and had no other source of income. In pursuance of the Executive Committee's decision dated 21.2.1976, the liability of interest as at 31.12.1975 at simple rate without penal interest and on the original basis was worked out, and it came to Rs. 37,851.42 and Rs. 42,799.93 respectively. There was no cogent reason or justification to allow total waiver of interest. However, in view of the physical condition of the borrower, it was suggested that interest on simple rate may be charged waiving other charges which would mean a concession of Rs.5,824.02 if the interest was frozen w.e.f. 1.1.1976.

2. The Board approved the above suggestion and decided to recover Rs.36,975.91 allowing a waiver of interest of Rs.5,824.02.

- ii) Mrs. Shams Khaleeli, wife of late Brig. Ahmad Khaleeli.

3. The Board was informed that a loan of Rs. 1,19,442.50 was advanced to Brig. Ahmad Khaleeli by the former Eastern Federal Union in 1964, against mortgage of property No.43/P-6, P.E.C.H.S. Karachi. In 1971, due to the death of Brig. Ahmad Khaleeli, his legal heirs were brought on record.

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Brig. Khaleeli had life insurance policies of the value of Rs. 1 lac assigned to EFU. The entire death claim amounting to Rs. 1,10,880.75 was adjusted in January 1972 towards the mortgage loan, leaving an amount of Rs. 82,283.56 still outstanding towards the principal amount.

4. In January 1974, Mrs. Shams Khaleeli requested for waiver of outstanding interest on compassionate grounds. The Executive Committee acceded to the request and agreed that subject to Mrs. Khaleeli paying Rs. 16,714.80 out of the then outstanding amount of Rs. 26,714.80 State Life would allow the following relaxations:

- (a) Documents in respect of her property would be released upon her signing a demand promissory note in respect of Rs. 10,000/-, being the balance of the loan.
- (b) The balance of Rs. 10,000/-, would be free of interest.
- (c) The amount would be repaid in three years in suitable instalments.

5. Mrs. Khaleeli has again requested that the balance of Rs. 10,000/- against promissory note be written off on the ground that she is a widow with two daughters to support, no male issues and no substantial source of income.

6. The Board considered the matter and in view of the hard nature of the case decided to write off the balance of loan of Rs. 10,000/- and release the promissory note.

(iii) Commodore Khalid Jamil, P.N. (Retd).

7. The Board was informed that in March 1965, the former Eastern Federal Union had advanced a loan of Rs. 1.25 lac to Commodore Khalid Jamil, P.N. (Retd). Since the mortgagor had made only some token payments towards interest and overdues were substantial, a suit was filed by the former Eastern Federal Union for recovery of dues. The suit was decreed and the court directed Commodore Khalid Jamil to pay a sum of Rs. 1,73,846 (Rs. 1,70,390.50 being decretal amount inclusive of interest upto August 8, 1970 and Rs. 3,455.50 as cost of suit). In case of default, we were allowed to charge interest @ 8% p.a. compound with monthly rests.

8. On the aforesaid basis the amount of loan outstanding as at April 30, 1976 was as follows:

(i) Decretal amount (inclusive of interest upto August 4, 1970)	Rs. 1,70,390.50
(ii) Interest at 8% p.a. compound convertible monthly from August 5, 1970 to April 30, 1976	Rs. 1,00,966.87
(iii) Cost of suit	<u>Rs. 3,455.50</u>
	<u>Rs. 2,74,812.87</u>

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9. The mortgagor now intends to sell the mortgaged property to pay off the loan and has requested for waiver of interest on the loan altogether or at least a substantial part thereof.

10. It was proposed not to forego our claim for payment of outstanding interest. However, the Board could consider allowing the mortgagor to pay simple interest at the rate of 8% p.a. as was stipulated on the original amount of loan of Rs. 1,25,000/- payable half-yearly and waive the cost of suit. On this basis, the total liability would come to :-

(i) Amount of loan advanced on 13.3.1965	Rs.1,25,000.00
(ii) Interest at 8% p.a. from 13.3.1965 to 30.4.1976	Rs.1,02,847.00
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	Rs.2,27,847.00

11. The Board declined the request of the mortgagor for complete waiver of interest or to forego any part of the claim, and decided that full amount be recovered from the mortgagor.

(iv) Mr. A. Sattar Memon and Mr. Mushtaq A. Memon

12. The Board was informed that the former Ilaco in 1966-67 advanced a loan of Rs. 2 lac to the mortgagor at 7% per annum with half-yearly rests. The loan was re-payable in 4 equal annual instalments of Rs. 40,000/- each from September 1967 to September 1971.

13. In April, 1974 when the balance of loan was Rs.79,792.02 the mortgagors offered to pay Rs.3,000/- per month but did not accept the liability of enhanced rate of interest. However, they agreed that if the loan was not cleared by them in full by June 30, 1975 we could apply the enhanced rate of interest at 3½% above the Bank Rate retrospectively from January 1, 1974. In the books, the enhanced rate of interest had been applied with effect from 1.1.1974.

14. The mortgagors have now offered to clear the loan in lumpsum provided the original rate of interest at 7% with half-yearly rests was charged to them instead of the enhanced rate. This would mean that State Life would have to forego the enhanced rate of interest amounting to Rs.5,508.46 as at April 30, 1976, as computed below:

Loan liability at 3½% p.a. above Bank Rate on 30.4.1976	Rs.33,975.58
Loan liability at 7% p.a. convertible half-yearly	Rs.28,467.12
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Difference:	Rs. 5,508.46

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15. The Board approved the suggestion to forego an amount of Rs.5,508.46 on account of enhanced rate of interest as at April 30, 1976 provided the mortgagor cleared the loan in lumpsum.

16. Mr. P. Sequeira with the permission of Chairman did not participate in the discussion and decision, with regard to this item.

(v) Brigadier Hamed Shah.

17. The Board was informed that in 1960 the former Muslim Insurance Company had advanced a sum of Rs.50,000/- to Brigadier Hamed Shah against promissory note only. Out of this amount the borrower repaid a sum of Rs.31,659.94. To receive the balance amount, suit was filed and a decree obtained in October 20, 1967, according to which the loan liability worked out to Rs. 35,757.07, inclusive of cost of suit.

18. The borrower has settled down in the U.K. and has been delinquent since 1961. The only security available is a promissory note. It would be difficult to execute the decree for recovery of dues, which would involve additional expenditure also.

19. Brigadier Hamed Shah has now offered to pay an amount of Rs.25,000/- in full and final settlement of the loan which would mean waiver of interest and cost of suit totalling Rs.10,757.07.

20. The Board approved the acceptance of Rs.25,000/- in full and final settlement of the loan and the waiver of Rs.10,757.07 - on account of interest and cost of suit.

(7) Application of Pakistan Industrial Development Corporation for debenture loan of Rs.25 lac for Shahdadkot Textile Mills Limited (Memo No. Inv-22/76).

The Board was informed that Pakistan Industrial Development Corporation, a statutory corporation, had requested State Life to participate in the purchase of government guaranteed debentures of Rs.6.07 crore, of which Rs.2.04 crore would be issued by the Pakistan Industrial Development

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5. Debentures to be secured fully for payment of the amounts of principal and interest thereon and other dues by a continuing guarantee of the Government of Pakistan. The guarantee of the Government of Pakistan should be backed by sufficient budgetary provisions for servicing the interest during the grace period and the interest and repayment of loan as long as the project suffers from a cash deficit. In addition to the government guarantee, the debentures shall be secured by a mortgage on the present and future immovable assets of the company and a floating charge on its moveable properties.
6. Redemption to be in 16 half-yearly instalments commencing after a grace period of 2 years from the date of issue of debentures.
7. Prior to the disbursement of the debenture loan:
 - (a) the sponsors/company to produce evidence that commitments have been received for the balance amount of debentures (Rs.5.82 crore).
 - (b) the sponsors/company to obtain consent order of the Controller of Capital Issues for issue of debentures.
 - (c) the sponsors/company to appoint trustee to the debenture trust deed with the prior approval of State Life.
8. The sponsors/company to furnish quarterly Progress report on the implementation of its project and information on its operations as and when required by State Life.
9. Such other terms and conditions as State Life may prescribe.
- (8) Statutory Investments of the life fund under Section 27 of Insurance Act, 1938 (Memo No. Inv-23/76).

The Board was apprised of the status of the statutory investments of life fund as at 31.12.1975 and the measures proposed to be taken to bring the investments in conformity with the requirements of the Insurance Act 1938. The investments in government securities excluding GTDRs amounting to Rs.36.08 crore denoted a shortfall of approximately Rs.3.40 crore in relation to Section 27 requirements. It was pointed out that although GTDRs form part of the government securities the Ministry of Finance's permission for the preferential rate of interest from 6.5% to 9% is contingent on State Life's investments being over

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and above the 30% statutory limit for investments in government securities, The Corporation was already in touch with the Ministry of Finance to waive this embargo.

Our total investments in government and approved securities and approved investments as at 31.12.1975 were Rs. 130.13 crores, showing a shortfall of Rs. 1.44 crore. This is mainly attributable to our investments in bank deposits being in excess of the permissible limit of 10%. Although free deposits were well below the 10% limit, we swapped government securities of the face value of Rs. 17.98 crore with bank deposits with a view to improve our return on the life fund. As a consequence, the return has improved from 5.8% to 8.94% giving an additional income of Rs. 74.79 lac per year for a period of 3 to 5 years. But this has pushed up the deposits further to Rs. 29.63 crore or 22.53% of Section 27(1) liabilities. During the first quarter of 1976, bank deposits amounting to Rs. 68.48 lac matured and were reinvested in GTDRs, while new funds amounting to Rs. 1.48 crore were placed in deposits in pursuance of our Policy of allowing the banks to retain 25% of the new fund collected by them in 3 months deposits @ 8% per annum and invest the balance of 75% in GTDRs. During the year 1976 total bank deposits amounting to Rs. 10.51 crore, including Rs. 3.25 crore on account of buy-back arrangements will mature.

In order to correct the situation the following measures were proposed to be adopted:

- i) The entire maturity proceeds of deposits with the banks will be invested in GTDRs/other approved securities/investments. Neither the existing deposits will be renewed on maturity nor any new deposits will be created except as in (ii) below.
- ii) The proportion of the investments of surplus funds in GTDRs and fixed deposits will be revised to 80/20. Necessary instructions have already been issued to the banks to this effect.
- iii) The Government will be requested to make suitable amendments in the laws governing the investments of the life fund in order to overcome the restriction on the placement of deposits in the nationalised banks beyond the stipulated percentage.

The Board noted the above position and approved the measures proposed to be taken in this regard.

ITEM V: TO CONSIDER ACTUARIAL DEPARTMENT'S PROPOSAL REGARDING HOUSE PURCHASE LENDING.

The Board took up for consideration the House Purchase Lending Scheme prepared by the Actuarial Department. The scheme envisages advancing of loans for house purchase against policies to be issued by State Life for the purpose. It was pointed out that in the pre-nationalisation days some companies made house purchase loans but the repayment of these loans was not satisfactory and many of the borrowers defaulted. Therefore, no house purchase loans were made after nationalisation in view of this unsatisfactory experience.

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2. The salient features of the present scheme are as follows:

- (1) The borrower must be sponsored by his employer and must join the scheme. The employer must undertake to deduct the instalments from the borrower's salary and remit them to State Life. The employer must also have a Provident Fund and a Gratuity Scheme and must guarantee the loan to the extent of the employer's contribution with accumulated interest to the Provident Fund and Gratuity.
- (2) The loan instalment including interest must not exceed 25% of the borrower's salary, but this may be relaxed upto 30% if the borrower can establish that he has been paying rent upto 33 $\frac{1}{3}$ % of his salary for at least 6 months, which rent will be replaced by the loan instalment.
- (3) The loan will be for the purchase or construction of a house to be occupied by the borrower himself.
- (4) The loan should not exceed 75% of the value of the property. In this connection, proper arrangement must be made for valuation, satisfactory to State Life, at the borrower's cost and Government must be approached to modify the statutory notification governing approved investments under Section 27 of the Insurance Act, 1938.
- (5) The concessional rate of interest may be allowed to the borrower whose loan is less than Rs.60,000/-, say 11 $\frac{1}{2}$ %; other borrowers may be charged interest at the rate of 13%.
- (6) The entire loan interest and capital should be met by a Deferred Annuity Policy, as prescribed in the Actuarial Departments Scheme qualifying for Incometax relief under Section 15 of the Incometax Act.

3. For fuller details reference may be made to the Actuarial Department's note on the subject.

4. After due consideration, the Board approved the House Purchase Lending Scheme and decided that in the case of borrowers having an insurance policy, the existing policy, with proper modifications would also be eligible for being used for the purpose of a house purchase loan under the scheme, if necessary, together with a new policy.

5. It was also decided that the implementation of the Scheme should be done by the Sales & Development and the Investment Departments, and for this purpose the Board constituted a Committee consisting of the following:

Ch. M. Anwar, AGM (Actuary) . . . (Convener)
 Mr. N.A. Jajvi, AGM (Inv)
 Mr. H.R. Siddiqi, IM (S&D)

The Committee would work out the details of the Scheme and attend to other related matters pertaining to the drafting of policy documents, application forms, pamphlets and other documents.

