

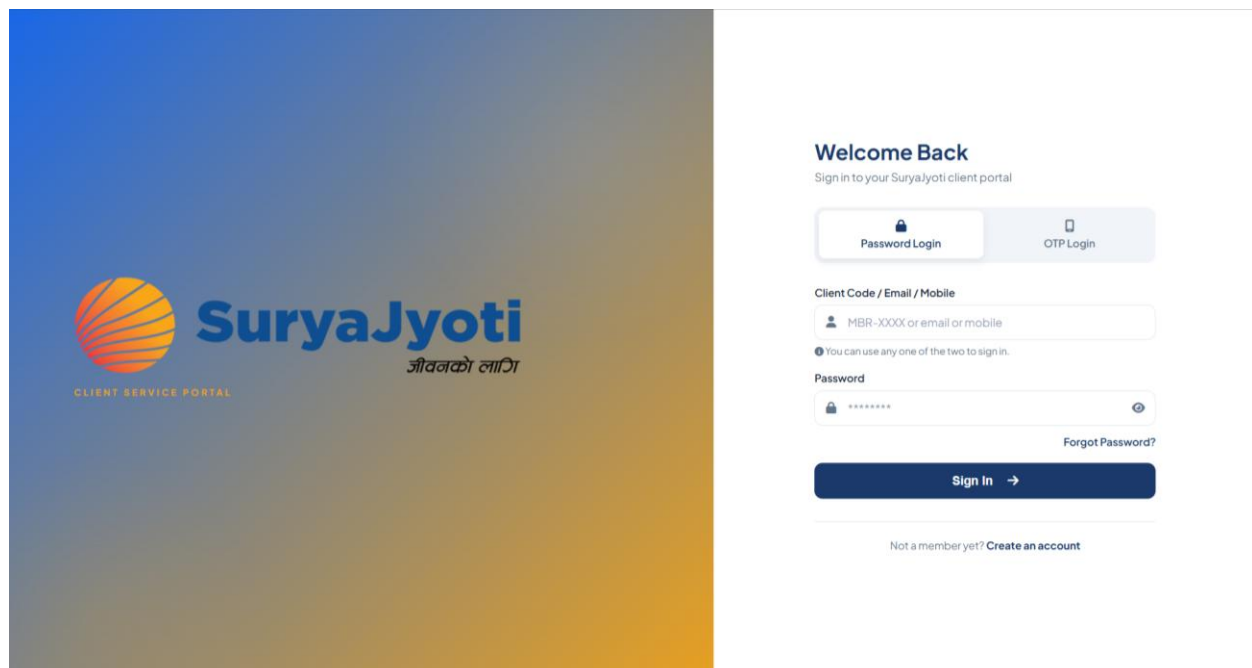
SuryaJyoti Customer Portal - सूर्यज्योति ग्राहक पोर्टल

Customer can now view their KYC, Policies & Track Claims and apply for other services.
ग्राहकहरूले अब आफ्नो KYC, बीमा पोलिसी, दाबी (Claim) को स्थिति हेर्न तथा अन्य सेवाका लागि आवेदन दिन सक्नुहुन्छ।

How to login into the portal to check the Claim status ? दाबी (Claim) को स्थिति हेर्न पोर्टलमा कसरी लगइन गर्ने ?

1. When proceeding to the claim, the claimant details must enter correctly and will receive a SMS after your claim is registered in the system. (दाबी प्रक्रिया अघि बढाउँदा दाबीकर्ताको विवरण सही रूपमा प्रविष्ट गर्नुहोस्। दाबी प्रणालीमा दर्ता भएपछि तपाईंले एसएमएसमार्फत जानकारी प्राप्त गर्नुहुनेछ।)
2. In SMS you will receive a Member ID and portal link to check the claim status.

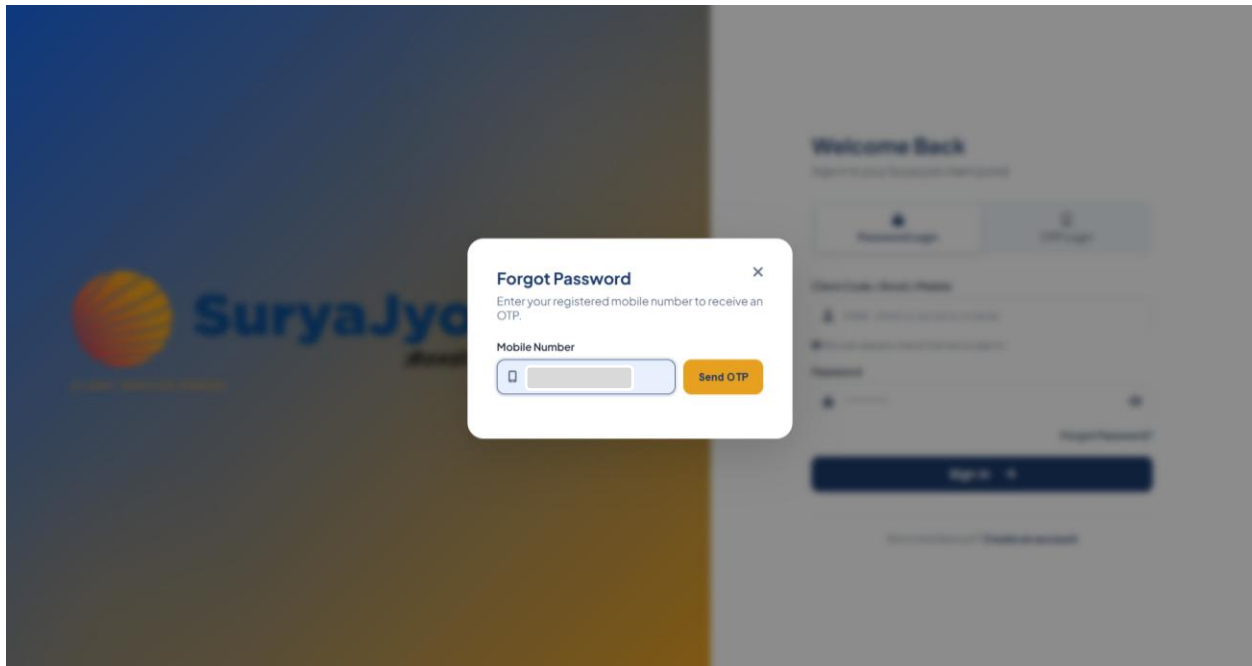
(एसएमएसमा दाबीको स्थिति हेर्नका लागि सदस्य परिचय नम्बर (Member ID) र पोर्टलको लिङ्क प्राप्त हुनेछ।)



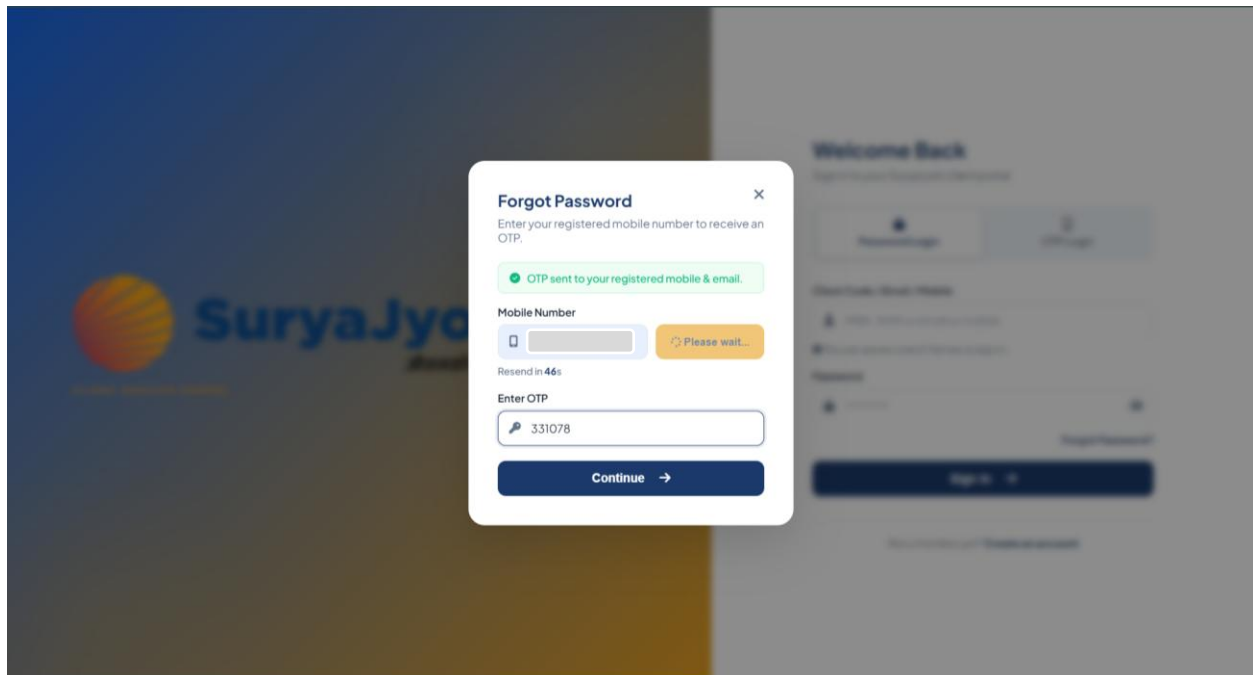
3. After getting the Member ID and link in the SMS, simply click on the portal link or you can directly visit SuryaJyoti website and click on **Login button** or simply use this link <https://compass.suryajyotilife.com/Portal/Auth/Login> (एसएमएसमा प्राप्त **Member ID** र पोर्टलको लिङ्कमा क्लिक गर्नुहोस्। अथवा, सूर्यज्योति लाइफको वेबसाइटमा गई **Login** बटनमा क्लिक गर्नुहोस्। तपाईंले तलको लिङ्कमार्फत पनि सिधै पोर्टलमा प्रवेश गर्न सक्नुहुन्छ: <https://compass.suryajyotilife.com/Portal/Auth/Login>)
4. Now you need to enter the Member ID, Email or mobile and click on forget password to setup the password for login. (लगइनका लागि सदस्य परिचय नम्बर, ईमेल वा मोबाइल नम्बर प्रविष्ट गरी 'पासवर्ड बिर्सनुभयो?' विकल्पमा क्लिक गरेर पासवर्ड सेट गर्नुहोस्।)

Note: Email and Mobile number must be registered while entering the Claim Claimant's detail. (नोट: दाबीकर्ताको विवरण प्रविष्ट गर्दा ईमेल ठेगाना र मोबाइल नम्बर दर्ता गरिएको हुनुपर्छ।)

5. Next Click on Forget Password (**'Forget Password'** मा क्लिक गर्नुहोस्।)
6. Enter your registered Claimant Mobile number and enter your OTP. (दाबीकर्ताको दर्ता गरिएको मोबाइल नम्बर प्रविष्ट गरी प्राप्त ओटीपी प्रविष्ट गर्नुहोस्।)



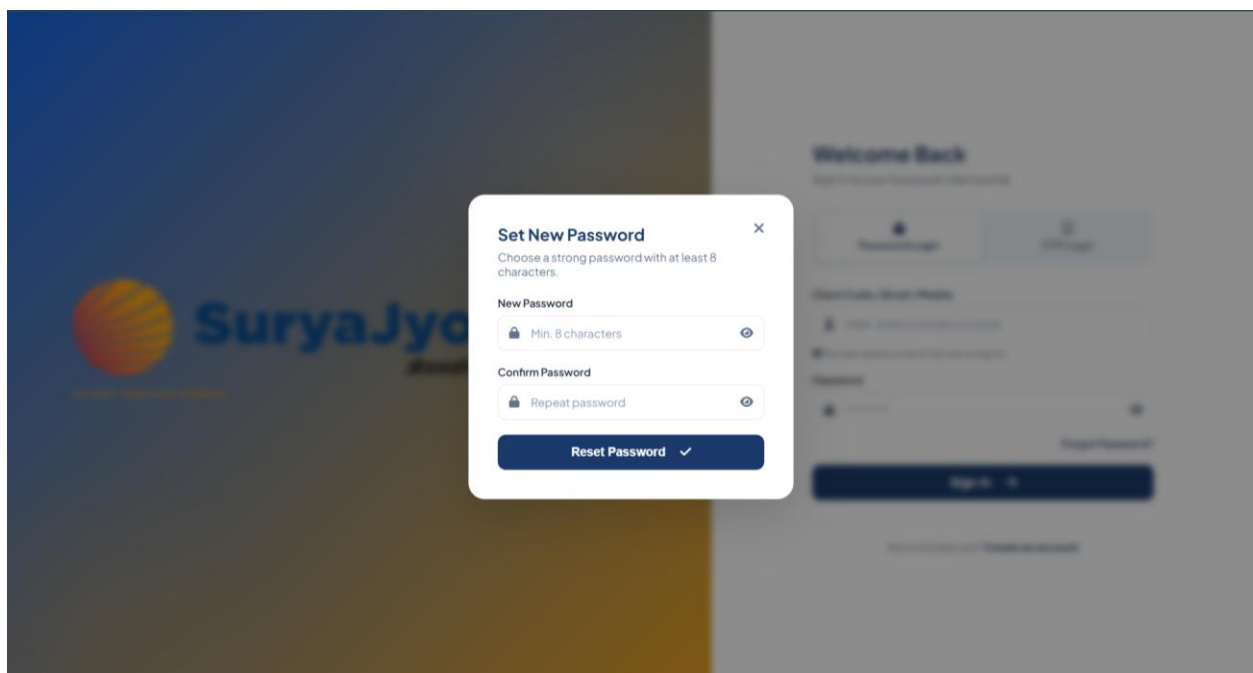
7. After the OTP is validated click on Continue Button. (ओटीपी प्रमाणीकरण भएपछि 'जारी राख्नुहोस्' बटनमा क्लिक गर्नुहोस्।)



8. Here set a new password and Confirm password and click on Reset password button.

(यहाँ नयाँ पासवर्ड सेट गर्नुहोस्, पासवर्ड पुनः प्रविष्ट गरी 'पासवर्ड रिसेट गर्नुहोस्' बटनमा क्लिक गर्नुहोस्।)

Note: Password should be strong with at least 8 characters and do not share password to anyone. (नोट: पासवर्ड कम्तीमा ८ अक्षरको बलियो हुनुपर्छ। आफ्नो पासवर्ड कसैसँग पनि साझा नगर्नुहोस्।)





9. After setting the password, simply enter the Member ID, Email or Mobile and Password.
(पासवर्ड सेट गरेपछि सदस्य परिचय नम्बर, इमेल वा मोबाइल नम्बर र पासवर्ड प्रविष्ट गर्नुहोस्।)
10. Next Click on Sign In button to login. (लगइन गर्न 'साइन इन' बटनमा क्लिक गर्नुहोस्।)

11. Alternatively, you can also login with OTP Login. (वैकल्पिक रूपमा, तपाईं ओटीपीमार्फत पनि लगइन गर्न सक्नुहुन्छ।)



Welcome Back
Sign in to your SuryaJyoti client portal

[Password Login](#) [OTP Login](#)

Mobile Number
 [Send OTP](#)

Not a member yet? [Create an account](#)

12. Simply enter the registered claimant's mobile number and click on Send OTP button.
(दाबीकर्ताको दर्ता गरिएको मोबाइल नम्बर प्रविष्ट गरी 'Send OTP' बटनमा क्लिक गर्नुहोस्।)



Welcome Back
Sign in to your SuryaJyoti client portal

[Password Login](#) [OTP Login](#)

✔ OTP sent to your registered mobile & email.

Mobile Number
 [Please wait...](#)

Resend in 55s

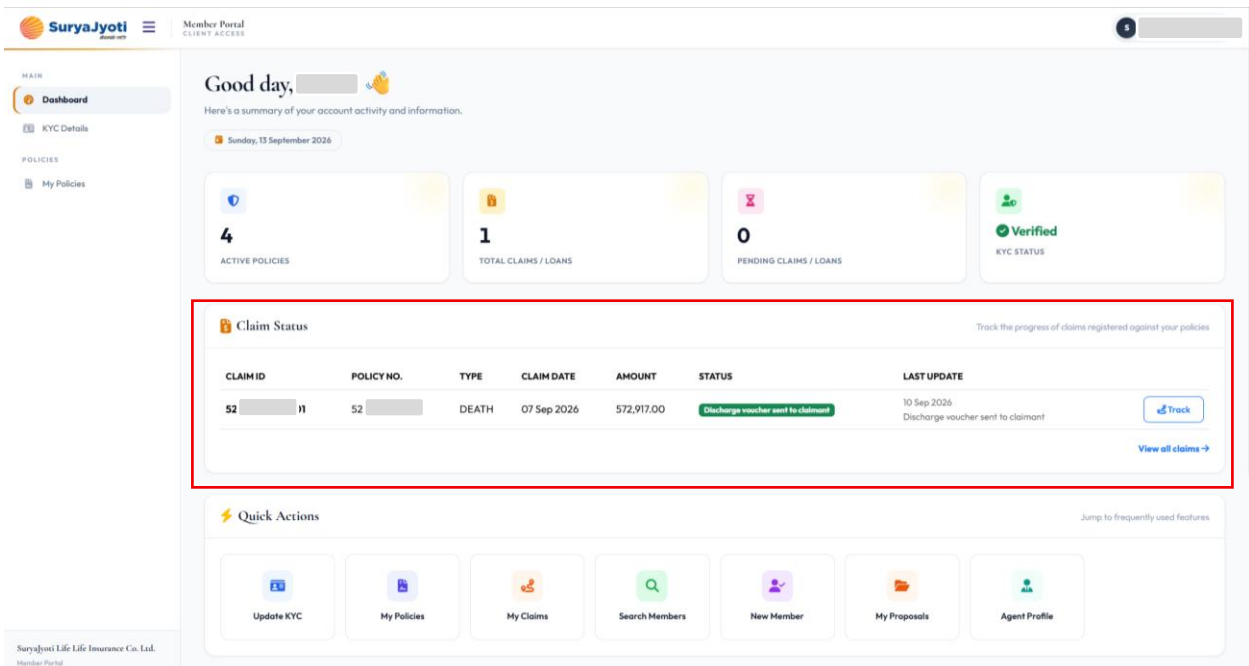
Enter 6-Digit OTP

[Sign In](#) →

Not a member yet? [Create an account](#)

13. You will receive the **OTP** via SMS and enter the OTP and click on Sign in button to proceed. (तपाईंले एसएमएसमार्फत ओटीपी प्राप्त गर्नुहुनेछ। ओटीपी प्रविष्ट गरी 'साइन इन' बटनमा क्लिक गर्नुहोस्।)

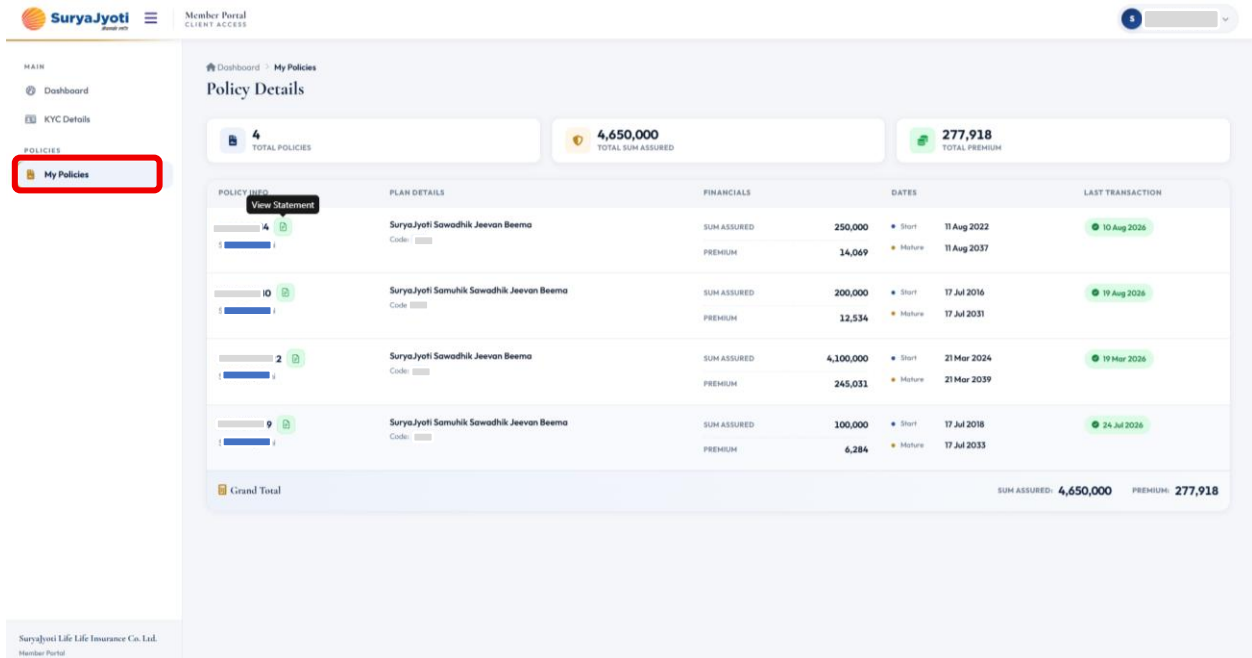
14. After signing in you will see the **Dashboard** and detail overview of your policy. (साइन इन गरेपछि तपाईंले ड्यासबोर्डमा आफ्नो पोलिसीको विस्तृत विवरण र संक्षिप्त जानकारी हेर्न सक्नुहुन्छ।)



The screenshot shows the SuryaJyoti Member Portal Dashboard. The header includes the SuryaJyoti logo and 'Member Portal CLIENT ACCESS'. The left sidebar has a 'MAIN' menu with 'Dashboard', 'KYC Details', 'POLICIES', and 'My Policies'. The main content area starts with a greeting 'Good day, [User Name]' and a summary of account activity. Below this are four summary cards: '4 ACTIVE POLICIES', '1 TOTAL CLAIMS / LOANS', '0 PENDING CLAIMS / LOANS', and 'Verified KYC STATUS'. A red box highlights the 'Claim Status' section, which includes a table of claims and a 'Track' button. Below the table is a 'Quick Actions' section with buttons for 'Update KYC', 'My Policies', 'My Claims', 'Search Members', 'New Member', 'My Proposals', and 'Agent Profile'.

CLAIM ID	POLICY NO.	TYPE	CLAIM DATE	AMOUNT	STATUS	LAST UPDATE
52	52	DEATH	07 Sep 2026	572,917.00	Discharge voucher sent to claimant	10 Sep 2026 Discharge voucher sent to claimant

- Here you can see your all-active policies, policy details, claims and KYC details. (यहाँ तपाईंले आफ्ना सबै सक्रिय पोलिसी, पोलिसी विवरण, दाबी तथा केवाईसी विवरण हेर्न सक्नुहुन्छ।)
- Click on the **My Policies** to check the policy details and full statement.(पोलिसीको विवरण तथा पूर्ण विवरण हेर्न 'मेरो पोलिसी' मा क्लिक गर्नुहोस्।)
- Click on **View Statement** to view detail of the Policy.(पोलिसीको विस्तृत विवरण हेर्न 'विवरण हेर्नुहोस्' मा क्लिक गर्नुहोस्।)



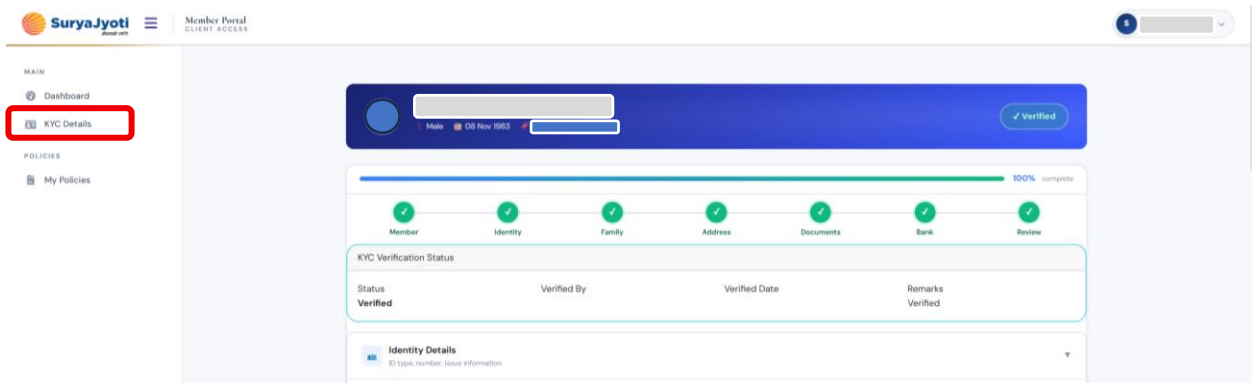
Policy Details

4 TOTAL POLICIES 4,650,000 TOTAL SUM ASSURED 277,918 TOTAL PREMIUM

POLICY INFO	PLAN DETAILS	FINANCIALS	DATES	LAST TRANSACTION
View Statement 14	SuryaJyoti Sawadhik Jeevan Beema Code: [REDACTED]	SUM ASSURED: 250,000 PREMIUM: 14,069	Start: 11 Aug 2022 Mature: 11 Aug 2037	10 Aug 2026
10	SuryaJyoti Samuhik Sawadhik Jeevan Beema Code: [REDACTED]	SUM ASSURED: 200,000 PREMIUM: 12,534	Start: 17 Jul 2016 Mature: 17 Jul 2031	19 Aug 2026
2	SuryaJyoti Sawadhik Jeevan Beema Code: [REDACTED]	SUM ASSURED: 4,100,000 PREMIUM: 245,031	Start: 21 Mar 2024 Mature: 21 Mar 2039	19 Mar 2026
9	SuryaJyoti Samuhik Sawadhik Jeevan Beema Code: [REDACTED]	SUM ASSURED: 100,000 PREMIUM: 6,284	Start: 17 Jul 2018 Mature: 17 Jul 2033	24 Jul 2026
Grand Total		SUM ASSURED: 4,650,000 PREMIUM: 277,918		

SuryaJyoti Life Insurance Co. Ltd.
Member Portal

- Also to update and view your **KYC detail**, click on KYC details. (आफ्नो केवाईसी विवरण हेर्न वा अद्यावधिक गर्न 'केवाईसी विवरण' मा क्लिक गर्नुहोस्।)



KYC Details

Male 08 Nov 1983 **Verified**

100% complete

Member	Identity	Family	Address	Documents	Bank	Review
Verified	Verified	Verified	Verified	Verified	Verified	Verified

KYC Verification Status

Status	Verified By	Verified Date	Remarks
Verified	Verified	Verified	Verified

Identity Details
ID type, number, issue information

15. Likewise, if there is a CLAIM then you can see the claim status section as shown in the screenshot which is full tracking system of your claim that you have requested. (दाबी र त्यससँग सम्बन्धित सबै अवस्थाको जानकारी प्राप्त गर्न Claim Status सेक्सनमा जानुहोस्। यहाँबाट तपाईंले आफ्नो दाबीको सम्पूर्ण प्रगति तथा हालको स्थिति हेर्न सक्नुहुन्छ।)

SuryaJyoti Member Portal CLIENT ACCESS

Good day, [User Name]

Here's a summary of your account activity and information.

Sunday, 13 September 2026

4 ACTIVE POLICIES

1 TOTAL CLAIMS / LOANS

0 PENDING CLAIMS / LOANS

Verified KYC STATUS

Claim Status

Track the progress of claims registered against your policies

CLAIM ID	POLICY NO.	TYPE	CLAIM DATE	AMOUNT	STATUS	LAST UPDATE
5	1	5	DEATH	07 Sep 2026	572,917.00	Discharge voucher sent to claimant

[Track](#)

[View all claims →](#)

Quick Actions

Jump to frequently used features

[Update KYC](#)
[My Policies](#)
[My Claims](#)
[Search Members](#)
[New Member](#)
[My Proposals](#)
[Agent Profile](#)

Suryajyoti Life Life Insurance Co. Ltd.

a) Click on Track button to check every status detail of the Claim. (दाबीको प्रत्येक अवस्थाको विस्तृत जानकारी हेर्न 'ट्र्याक' बटनमा क्लिक गर्नुहोस्।)

SuryaJyoti Member Portal CLIENT ACCESS

← Back to My Claims

Claim : [Policy Number]

Discharge voucher sent to claimant

POLICY NUMBER: [Policy Number]

CLAIM TYPE: DEATH

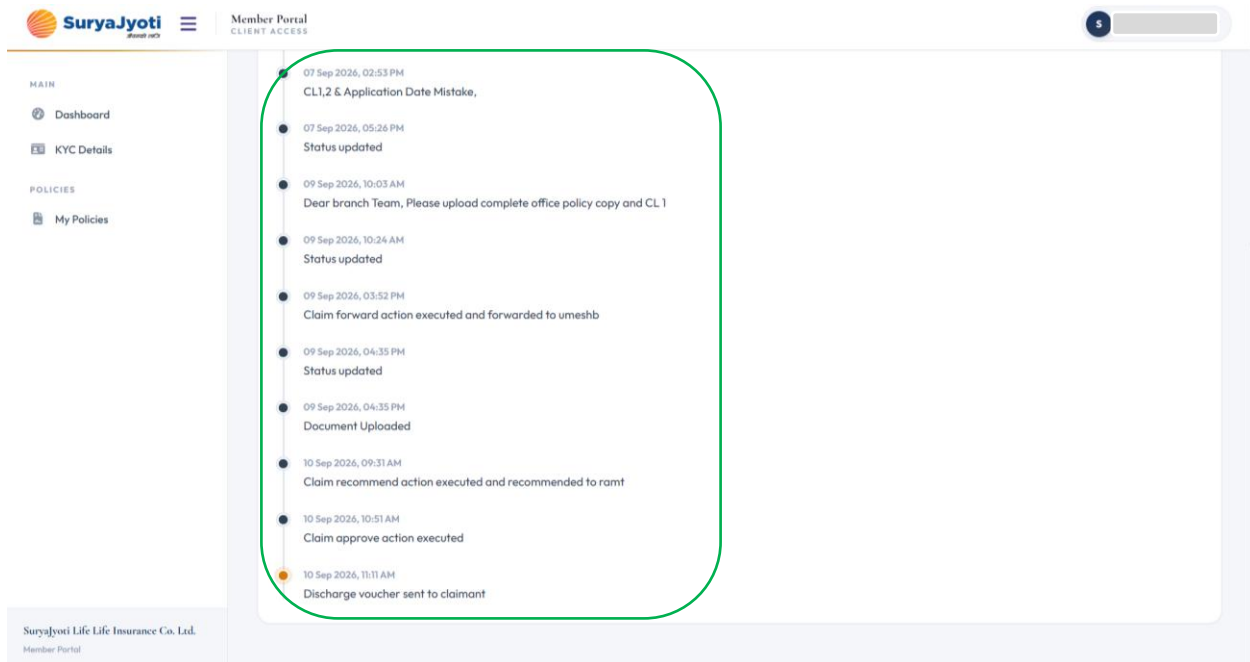
CLAIM DATE: 07 Sep 2026

CLAIM AMOUNT: 572,917.00

Progress

- 07 Sep 2026
Claim registered
- 07 Sep 2026, 02:53 PM
CL1,2 & Application Date Mistake,
- 07 Sep 2026, 05:26 PM
Status updated
- 09 Sep 2026, 10:03 AM
Dear branch Team, Please upload complete office policy copy and CL 1
- 09 Sep 2026, 10:24 AM
Status updated

Suryajyoti Life Life Insurance Co. Ltd.
Member Portal



SuryaJyoti Member Portal
CLIENT ACCESS

MAIN

- Dashboard
- KYC Details

POLICIES

- My Policies

07 Sep 2026, 02:53 PM
CL1,2 & Application Date Mistake,

07 Sep 2026, 05:26 PM
Status updated

09 Sep 2026, 10:03 AM
Dear branch Team, Please upload complete office policy copy and CL 1

09 Sep 2026, 10:24 AM
Status updated

09 Sep 2026, 03:52 PM
Claim forward action executed and forwarded to umeshb

09 Sep 2026, 04:35 PM
Status updated

09 Sep 2026, 04:35 PM
Document Uploaded

10 Sep 2026, 09:31 AM
Claim recommend action executed and recommended to ramt

10 Sep 2026, 10:51 AM
Claim approve action executed

10 Sep 2026, 11:11 AM
Discharge voucher sent to claimant

SuryaJyoti Life Insurance Co. Ltd.
Member Portal

b) The status highlight in **Green** is the Actual Status of your Claim. You will see the actual status of your claim till payment like Registered, Claim Forwarded, Claim Recommended, Claim Approve, Discharge Voucher sent and then Final Payment. (हरियो रङमा देखाइएको अवस्था तपाईंको दाबीको वास्तविक वर्तमान स्थिति हो। भुक्तानी सम्पन्न नभएसम्म दाबी दर्ता, दाबी पठाइएको, दाबी सिफारिस गरिएको, दाबी स्वीकृत, डिस्चार्ज भौचर पठाइएको र अन्तिम भुक्तानी जस्ता अवस्थाहरू हेर्न सक्नुहुन्छ।)

****** With this tracking system you can easily track you claim status till payment. For any queries, please contact Branch or Claim department for further detail. (यस ट्र्याकिङ प्रणालीमार्फत तपाईंले भुक्तानी सम्पन्न नभएसम्म आफ्नो दाबीको स्थिति सजिलै हेर्न सक्नुहुन्छ। थप जानकारी वा कुनै जिज्ञासाका लागि सम्बन्धित शाखा वा दाबी विभागमा सम्पर्क गर्नुहोस्।)

धन्यवाद ।