

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

SI No.	Title	Description	Policy clause number
1	Name of Insurance Product and Unique Identification Number (UIN)	IndusInd Nippon Life Nishchit Pension Pro 121N184V01	Part A (Forwarding Letter)
2	Policy / Quotation number	Quotation number: << Quotation no.>> For policy number, please refer to the Policy Schedule.	Part A (Clause 1.2)
3	Type of Insurance Policy	Deferred Annuity	Not Applicable
4	Basic Policy details	<p>Annuity Option: <<Annuity Option>> Single Premium (in Rs): <<Total Premium (with GST)>> Mode of premium payment: Single Base Sum Assured (in Rs): Not applicable Sum Assured on Maturity (in Rs): Not applicable Premium Payment Term (in Years): Single Pay Deferment Period (in Years): <<Deferment Period>> Annuity Payment Frequency: <<Annuity Payment Frequency>> Annuity Amount (in Rs): <<Annuity amount>> Policy Renewal Date: Refer to Policy Anniversary Date in Policy Schedule</p> <p>In case of any change to the Annuity Amount / Premium after submission of the proposal, the details as mentioned in the Policy Schedule would be applicable.</p>	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><u>Survival Benefit:</u> Survival Benefit depends on the Annuity Option chosen by the Policyholder at the inception of the Policy.</p> <p>For Single Life Annuity options: Annuity amount as specified in the Policy Schedule shall be payable starting from the completion of Deferment Period till the survival of the Annuitant.</p> <ul style="list-style-type: none"> ○ For Single Life Annuity with Certain Period Options: Annuity amount as specified in the Policy Schedule shall be payable starting from the completion of the Deferment Period till the survival of Annuitant or completion of the Certain Period (10/15) whichever is later. ○ For Joint Life Annuity options: Annuity amount as specified in 	Part C (Clause 3.1.1)

		<p>the Policy Schedule shall be payable as long as either of the Primary or the Secondary Annuitant is alive starting after the completion of applicable Deferment Period.</p> <p><u>Death Benefit:</u></p> <ul style="list-style-type: none"> ○ Single Life Annuity <ul style="list-style-type: none"> ▪ During Deferment Period: Higher of 110% of Total Premiums Paid and Surrender Value as on the date of death shall be payable ▪ After Deferment Period: No death benefit is payable. ○ Single Life Annuity with Return of Premium plus CI/TPD benefit <ul style="list-style-type: none"> ▪ During Deferment Period: Higher of 110% of Total Premiums Paid and Surrender Value as on the date of death shall be payable ▪ After Deferment Period: Total Premiums Paid shall be payable ○ Single Life Annuity with certain period of 10 years <ul style="list-style-type: none"> ▪ During Deferment Period: Higher of 110% of Total Premiums Paid and Surrender Value as on the date of death shall be payable ▪ After Deferment Period: <ul style="list-style-type: none"> • During Certain Period: No death benefit shall be payable; however, policy will continue till the end of the Certain Period of 10 years, and the nominee/claimant will continue to receive the annuity payments for the remaining duration. • After Certain Period: No death benefit shall be payable ○ Single Life Annuity with certain period of 15 years <ul style="list-style-type: none"> ▪ During Deferment Period: Higher of 110% of Total Premiums Paid and Surrender Value as on the date of death shall be payable ▪ After Deferment Period: <ul style="list-style-type: none"> • During Certain Period: No death benefit shall be payable; however, policy will continue till the end of the Certain Period of 15 years, and the nominee/claimant will continue to receive the annuity payments for the remaining duration. • After Certain Period: No death benefit shall be payable <p>In case of Joint Life options, on death of, either the Primary Annuitant or the Secondary Annuitant provided one of them is surviving, no death benefit is payable and the Policy shall continue to be in In-force status. 100% of the Annuity shall be payable as long as any one of the Annuitants is alive.</p> <p>On death of the last surviving Annuitant, following benefit shall be</p>	<p>Part C (Clause 3.1.2)</p>
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6	Options available	<p><u>Annuity Options:</u></p> <ol style="list-style-type: none"> 1. Single Life Annuity 2. Single Life Annuity with Return of Premium plus CI/TPD benefit 3. Single Life Annuity with Certain Period of 10 years 4. Single Life Annuity with Certain Period of 15 years 5. Joint Life Annuity 6. Joint Life Annuity with Return Of Premium plus CI/TPD Benefit 	Not Applicable
7	Rider opted	Riders not available under the policy	Not Applicable
8	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Critical Illness (CI) and Total Permanent Disability (TPD) exclusions:</u> There are specific exclusions related to each CI and TPD, please refer Annexure A of the Policy Document for the same.</p> <p><u>Suicide Exclusion:</u> In case of death of the Annuitant or the last surviving Annuitant (in case of Joint Life) due to suicide within 12 months from the Date of Commencement of Risk under the Policy, the nominee or beneficiary of the Policyholder shall be entitled to at least 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death, whichever is higher, provided the policy is in-force and the policy will terminate.</p>	Part F (Clause 6.4)
9	Waiting period	Not Applicable	Not Applicable
10	Grace Period	Not Applicable	Not Applicable

11	Free Look Period	30 days	Part D (Clause 4.1)
12	Lapse, paid-up and revival of the Policy	Not Applicable	Not Applicable
13	Policy Loan	Loan facility shall be available under 'Single Life Annuity with Return of Premium and CI/TPD Benefit' option and 'Joint Life Annuity with Return of Premium and CI/TPD Benefit' option. The maximum loan amount that can be availed is up to 70% of Surrender Value any time before end of Deferment Period provided the policy has acquired surrender value.	Part D (Clause 4.3)
14	Claims / Claims Procedure	<p>Turn Around Time (TAT) for claims settlement – 15 days from the date of receipt of request in case of claims not requiring investigation and 45 days from the date of receipt of request in case of claims requiring investigation.</p> <ul style="list-style-type: none"> Claim Procedure - To intimate a claim please submit the required documents at your nearest INLIC Branch office OR You can send the documents via courier to: The Claims Department IndusInd Nippon Life Insurance Company Limited (Formerly Reliance Nippon Life Insurance Company Limited) Office no. 701 & 702, 7th floor Silver Metropolis, Off Western Express Highway Goregaon East, Mumbai – 400063 OR You can email us the scanned copies of duly filled claims forms and other mandatory documents at claims@indusindnipponlife.com <p>Helpline no: For any assistance on claim, call us on our helpline number 1800 102 3330 (Monday to Saturday, from 8:00 AM to 8:00 PM, excluding public holidays)</p> <ul style="list-style-type: none"> Link for downloading claim form and list of documents required: Click on https://www.indusindnipponlife.com/claims to know the documents required and to download claim forms 	PART F (Clause 6.2)
15	Policy Servicing	<ul style="list-style-type: none"> Turn Around Time (TAT)– 7 days from request received date Contact Details: Call Us between 8am to 8pm, Monday to Saturday (except business holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or Email Us at: customerservice@indusindnipponlife.com or 	Part G

		<p>Chat with us on WhatsApp number (+91) 7208852700</p> <ul style="list-style-type: none"> • Link for downloading forms: Click on https://www.indusindnipponlife.com/downloads > Select Policy Servicing Request forms 	
16	Grievances / Complaints	<p>If You are dissatisfied with any of our services, please feel free to contact Us through any of the mode mentioned above under Policy Servicing.</p> <p>If your complaint is unresolved, you can escalate in the following manner: Step 1: contact Our Service Branch Manager, who is also the Local Grievance Redressal Officer at Your nearest branch. Step 2: Write to Head of Customer Care at headcustomercare@indusindnipponlife.com Step 3: Write to Our Grievance Redressal Officer at gro@indusindnipponlife.com</p> <p>Where the complaint is unresolved or the redressal is unsatisfactory, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details: IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255 Bima Bharosa TOLL FREE NO: 1800 4254 732 Email ID: complaints@irdai.gov.in You can also register Your complaint online at https://bimabharosa.irdai.gov.in</p> <p>While we expect to satisfactorily resolve your grievances, you may also at any time approach the Insurance Ombudsman. For contact details, contact number and email of the relevant Ombudsman office, kindly refer the policy document or the website https://www.ciains.co.in/ombudsman or our website https://www.indusindnipponlife.com/</p>	Part G (Clause 7.3 & 7.4)

Declaration by the Policy Holder:

I have read the above and confirm having noted the details. I am aware that on request I can avail the CIS in local language.

Place:

Date: (Signature of the Policyholder)

Please Note:

In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

Kindly visit www.indusindnipponlife.com/downloads for accessing product related documents.