

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 Guaranteed Earnings for Milestone 121N183V01	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	Non-Linked other than Pure Risk and Pension	Not Applicable
4	Basic Policy details	Instalment Premium (in Rs): <<1 st year Instalment Premium >> Plan Variant: <<Plan Variant>> Premium Payment Frequency: Yearly Sum Assured on Death (in Rs): <<Sum Assured on Death>> Sum Assured on Maturity (in Rs): <<Sum Assured on Maturity>> Premium Payment Term (in Years): <<Premium Payment Term>> Policy Term (in Years): <<Policy Term>> Loyalty Income (in Rs.): <<Loyalty Income>> Guaranteed Income (in Rs): << Guaranteed Income>> Moneyback (in Rs): << Moneyback>> Income Payout Frequency: Yearly Flexi Wallet opted at inception: <<Yes/No>> Policy Renewal Date: Refer to Policy Anniversary Date in Policy Schedule In case of any change to the proposed Premium after submission of the proposal, the details as mentioned in the Policy Schedule would be applicable.	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><u>Plan Variant: Income Option</u></p> <p><u>Death Benefit:</u> In case of the unfortunate death of the Life Assured during the Policy Term provided the Policy is In-force i.e. all due premiums have been paid, the following Benefits shall be payable to the Claimant(s) as a lumpsum:</p> <p>Higher of the following:</p> <ul style="list-style-type: none"> • Sum Assured on Death • 105% of Total Premiums Paid as on the date of death of the Life Assured <p>Where, Sum Assured on Death is higher of Sum Assured on Maturity or 11 times the Annualized Premium. The Death Benefit as derived above shall not be less than Surrender Value as on date of death of the Life Assured.</p>	Part C (Clause 3.1.1.1)

Death Benefit for Minor Life:

If Age at Entry of the Life Assured is greater than or equal to 8 years, the risk will commence immediately from the Date of Commencement of Policy. If Age at entry of the Life Assured is less than 8 years, the risk under the Policy will commence either from the last day of the second Policy Year or from the Policy Anniversary date falling immediately after attainment of 8 years of age, whichever is earlier. If the Age at entry of the Life Assured is less than 8 years and the death happens before the Date of Commencement of Risk, the Death Benefit shall be restricted to the Total Premiums Paid

In addition to the above Death Benefit, the Claimant(s) shall also receive outstanding balance, if any, in the Flexi Wallet.
The Policy will terminate on payment of the Death Benefit to the Claimant(s).

Survival Benefit:

The following Survival Benefit shall be payable at the beginning of each Policy Year, as mentioned below, on survival of the Life Assured, provided all due premiums have been paid.

- **Loyalty Income:** The Policyholder will receive Loyalty Income, equal to 100% of annualized premium, within 7 working days from the date of realization of Premium for the corresponding Policy Year by the Company. The Loyalty Income shall be payable starting from the Loyalty Income Start Year and continuing for the remaining Premium Payment Term, as per the details below:

Premium Payment Term	Loyalty Income start year	Loyalty Income paid for
7 years	6 th Policy Year	2 Policy Years
8 years	7 th Policy Year	2 Policy Years
10 years	8 th Policy Year	3 Policy Years
11 years	9 th Policy Year	3 Policy Years
13 years	11 th Policy Year	3 Policy Years

- **Guaranteed Income:** The Policyholder will receive guaranteed income starting from the Policy Year following completion of the Premium Payment Term and shall be payable every Policy Year, till the Policy Term. The Guaranteed Income shall be payable as a percentage of the Annualized Premium.

Maturity Benefit:

On survival of the Life Assured till the end of the Policy Term, provided the Policy is In-force and all due premiums have been paid, Sum Assured on Maturity shall be payable, plus outstanding balance, if any, in the Flexi Wallet.

Part C
(Clause
3.1.1.2)

Part C
(Clause
3.1.1.3)

Plan Variant: Moneyback Option

Part C
(Clause
3.1.2.1)

Death Benefit:

In case of the unfortunate death of the Life Assured during the Policy Term provided the Policy is In-force i.e. all due premiums have been paid, the following Benefits shall be payable to the Claimant(s) as a lumpsum:

Higher of the following:

- Sum Assured on Death
- 105% of Total Premiums Paid as on the date of death of the Life Assured

Where, Sum Assured on Death is higher of Sum Assured on Maturity or 11 times the Annualized Premium.

In case Monthly Income Payout Frequency is chosen, the Death Benefit shall reduce by Survival Benefit already paid during the policy year of death, if any.

The Death Benefit as derived above shall not be less than Surrender Value as on date of death of the Life Assured.

Death Benefit for Minor Life:

If Age at entry of the Life Assured is greater than or equal to 8 years, the risk will commence immediately from the Date of Commencement of Policy. If Age at entry of the Life Assured is less than 8 years, the risk under the Policy will commence either from the last day of the second Policy Year or from the Policy Anniversary date falling immediately after attainment of 8 years of age, whichever is earlier. If the Age at entry of the Life Assured is less than 8 years and the death happens before the Date of Commencement of Risk, the Death Benefit shall be restricted to the Total Premiums Paid

In addition to the above Death Benefit, the Claimant(s) shall also receive outstanding balance, if any, in the Flexi Wallet.

The Policy will terminate on payment of the Death Benefit to the Claimant(s).

Survival Benefit:

The following Survival Benefit shall be payable at the beginning of the respective Policy Year, as mentioned below, on survival of the Life Assured, provided all due premiums have been paid.

- **Loyalty Income:** The Policyholder will receive Loyalty Income, equal to 100% of annualized premium, within 7 working days from the date of realization of Premium for the corresponding Policy Year by the Company. The Loyalty Income shall be payable starting from the Loyalty Income Start Year and continuing for the remaining Premium Payment Term, as per the details below:

Premium Payment Term	Loyalty Income start year	Loyalty Income paid for
5 years	4 th Policy Year	2 Policy Years
6 years	5 th Policy Year	2 Policy Years
7 years	6 th Policy Year	2 Policy Years
8 years	7 th Policy Year	2 Policy Years
10 years	8 th Policy Year	3 Policy Years

Part C
(Clause
3.1.2.2)

		<ul style="list-style-type: none"> Moneyback: The Policyholder will receive Moneyback at the beginning of each Policy Year specified below. Moneyback is equal to 100% of the Annualized Premium. <table border="1"> <thead> <tr> <th>Policy Term</th> <th>Moneyback Policy Year</th> </tr> </thead> <tbody> <tr> <td>20 years</td> <td>15th and 20th Policy Year</td> </tr> <tr> <td>25 years</td> <td>15th, 20th and 25th Policy Year</td> </tr> </tbody> </table> <p><u>Maturity Benefit:</u> On survival of the Life Assured till the end of the Policy Term, provided the Policy is In-force and all due premiums have been paid, Sum Assured on Maturity shall be payable, plus outstanding balance, if any, in the Flexi Wallet.</p> <p><u>Surrender Benefit (Applicable for both Plan Variants):</u> The Surrender Value for the Policy is available after completion of the first Policy Year provided one full year premium has been paid. The Surrender Value payable during the Policy Term is higher of [Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV)], plus outstanding balance, if any, in Flexi Wallet.</p>	Policy Term	Moneyback Policy Year	20 years	15 th and 20 th Policy Year	25 years	15 th , 20 th and 25 th Policy Year	<p>Part C (Clause 3.1.2.3)</p> <p>Part D (Clause 4.2)</p>
Policy Term	Moneyback Policy Year								
20 years	15 th and 20 th Policy Year								
25 years	15 th , 20 th and 25 th Policy Year								
6	Options Available	<p><u>Flexi Wallet:</u> Policyholder has an option to accumulate the Survival Benefit payable in Flexi Wallet, instead of taking the same as a periodic payment during the Policy Term. If this option is selected the Survival Benefit as and when due will be transferred to the Flexi Wallet. The amount in the Flexi Wallet will earn interest at prevailing interest rate provided herein and the same will be credited at the end of each month. Policyholder also has an option to withdraw, completely or partially, the balance in the Flexi Wallet. For details, please refer to the Policy document.</p>	Part C (Clause 3.2.6.1)						
7	Rider opted	<p><<No rider opted under the Policy>> if no rider opted << The following riders have been opted 1. <<Name of the rider>> - <<Base Sum Assured is Rs.____>> 2. <<Name of the rider>> - <<Base Sum Assured is Rs.____>> >> If rider opted under the Policy</p>	Part A (Clause 1.2)						
8	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Suicide Exclusion:</u> In case of death due to suicide within 12 months from the Date of Commencement of Risk under the Policy or from the date of Revival of the Policy, as applicable, the Nominee or beneficiary of the Policyholder shall be entitled to 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	30 days	Part C (Clause 3.2.5)						
11	Free Look Period	30 days	Part D (Clause 4.1)						
12	Lapse, paid-up and revival of the Policy	<p><u>Lapse:</u> If any Premium remains unpaid after the expiry of the Grace Period and premiums have not been paid in full for first Policy Year, the Policy status will be altered to Lapse and the Death Benefit and Rider Benefit, if any, will cease immediately. No Benefits will be paid when the Policy is in Lapse status.</p>	Part D (Clause 4.3.)						

		<p><u>Paid-Up:</u> If the premium had been paid in full for at least first Policy Year and the Policy has acquired a Surrender Value, and no future Premiums are paid, the Policy may continue as Reduced Paid-up Policy. Please refer to the Policy document for detailed information on Paid Up Benefits.</p> <p><u>Revival:</u> A Policy in Lapsed or Paid-up condition can be revived within the Revival Period of five years from the due date of first unpaid premium by paying the arrears of premiums along with applicable interest.</p>	<p>Part D (Clause 4.3)</p> <p>Part D (Clause 4.5)</p>
13	Policy Loan	Loan will be available up to 70% of the applicable surrender value under the base plan as per terms & conditions of the Policy.	Part D (Clause 4.4)
14	Claims / Claims Procedure	<ul style="list-style-type: none"> • 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. • 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 Toll-Free 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 6.3)
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 public holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or Email Us at: customerservice@indusindnipponlife.com or Chat with us on WhatsApp number (+91) 7208852700 • Link for downloading forms: Click on https://www.indusindnipponlife.com/downloads > Select Policy Servicing Request forms 	Part G

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.cioins.co.in/ombudsman or our website https://www.indusindnipponlife.com/</p>	Part G (Clause 7.3 & 7.4)
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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 of 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.