CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

Sl No.	Title	Description	Policy clause number
1	Name of Insurance Product and Unique Identification Number (UIN)	IndusInd Nippon Life Nishchit Pension 121N158V04	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	Annuity Option: <<Annuity Option>> Instalment Premium (in Rs): <<1st year Instalment Premium (with GST)>> Mode of premium payment: <<Mode>> Base Sum Assured (in Rs): Not applicable Sum Assured on Maturity (in Rs): Not applicable Premium Payment Term (in Years): <<Premium Payment Term>> 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 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.	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	**Survival Benefit:** Survival Benefit depends on the Annuity Option chosen by the Policyholder at the inception of the Policy. o For Single Life Annuity options: Annuity amount as specified in the Policy Schedule shall be payable till the Annuitant survives starting after the completion of applicable Deferment Period. o For Joint Life Annuity options: Annuity amount as specified in the Policy Schedule shall be payable as long as either of the Primary and/or the Secondary Annuitant is alive starting after	Part C (Clause 3.1.1)

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		the completion of applicable Deferment Period. **<u>Death Benefit:</u>** ○ **Single Life Annuity** ▪ 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** ▪ 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 Return of Balance of Premium** ▪ 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 less sum of all the Annuity payments paid to the Annuitant shall be payable, subject to minimum of zero. 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 with payment of due Premium, if any. 100% of the Annuity shall be payable as long as any one of the Annuitants is alive. On death of the last surviving Annuitant, following benefit shall be payable: ○ **Joint Life Annuity** ▪ 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. ○ **Joint Life Annuity with ROP plus CI/TPD Benefit** ▪ 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. The Annuity payment shall cease immediately, and the Policy will terminate.	Part C (Clause 3.1.2)

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		CI/TPD Benefit This benefit is only applicable to 'Single Life Annuity with Return of Premium plus CI/TPD benefit' and 'Joint Life Annuity with Return of Premium plus CI/TPD Benefit' Annuity Options. In the event of diagnosis of any one of the covered Critical Illness (CI) or on occurrence of Total Permanent Disability (TPD) to either Primary Annuitant or Secondary Annuitant (if applicable), before the attainment of the age of 80 years, the Policyholder shall have an option to continue the Policy or terminate the policy by taking the following CI/TPD benefit: o Higher of Surrender Value or Total Premiums Paid up to the date of diagnosis of CI/date of occurrence of TPD. The Policy shall terminate on payment of CI/TPD benefit. Please refer to Annexure A of the Policy Document for a comprehensive list of definitions of each Critical Illness (CI) and Total Permanent Disability (TPD) covered under the plan. **Maturity Benefit:** No Maturity Benefit is payable under the plan. **Surrender Benefit:** The Policy shall acquire a Guaranteed Surrender Value if all due premiums have been paid for first two consecutive Policy Years in full. Guaranteed Surrender Value is applicable only till Deferment Period. For Premium Payment Term 5 years and above, Special Surrender Value shall become payable after completion of first Policy Year provided one full year premium has been paid. For Premium Payment Term of 2 years and 3 years, Special Surrender Value shall become payable immediately after receipt of first full year premium On surrendering the policy, the policy shall terminate. Surrender Value is higher of: ▪ Guaranteed Surrender Value (GSV) and ▪ Special Surrender Value (SSV)	Part C (Clause 3.1.3) Part C (Clause 3.1.4) Part D (Clause 4.2)

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6	Options available	**Annuity Options:** 1. Single Life Annuity 2. Single Life Annuity with Return of Premium plus CI/TPD benefit 3. Single Life Annuity Return of Balance of Premium 4. Joint Life Annuity 5. Joint Life Annuity with ROP 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.	**Critical Illness (CI) and Total Permanent Disability (TPD) exclusions:** There are specific exclusions related to each CI and TPD, please refer Annexure A of the Policy Document for the same. **Suicide Exclusion:** 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 or from the date of revival of the Policy during the Deferment Period, the nominee 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. In case of death due to suicide after the Deferment Period, the above suicide clause is not applicable and Death Benefit will be payable.	(Annexure A) Part F (Clause 6.4)
9	Waiting period	Not Applicable	Not Applicable
10	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	Part C (Clause 3.1.5.5)
11	Free Look Period	30 days	Part D (Clause 4.1)
12	Lapse, paid-up and revival of the Policy	**Lapse:** The Policy shall lapse at the end of the Grace Period if all due Premium have not been paid for one Policy Year in full. **Paid-Up:** If all due premiums have been paid for at least first Policy Year in full, and no future Premiums are paid, the Policy may continue as Reduced Paid-up Policy. Please refer the Policy Document for detailed information. **Revival:** 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. The Policy can be revived by paying the arrears of Premiums along with applicable interest. On revival, the Policy will be eligible for its complete Benefits as per the original contract. If a Lapsed Policy is not revived within the Revival	Part D (Clause 4.3.1) Part D (Clause 4.3.2) Part D (Clause 4.4)

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		Period, then the Policy will be terminated.	
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 granted is 70% of Surrender Value.	Part D (Clause 4.5)
14	Claims / Claims Procedure	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 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) • 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	• 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 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

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16	Grievances / Complaints	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. 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 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 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/	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.

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