

## 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 Saral Jeevan Bima 121N140V01	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	Pure Risk	Not Applicable
4	Basic Policy details	Instalment Premium (in Rs): <<1 <sup>st</sup> year Instalment Premium (with GST)>> Mode of premium payment: <<Mode>> Sum Assured on Death (in Rs): <<Sum Assured on Death>> Sum Assured on Maturity (in Rs): Not applicable Premium Payment Term (in Years): <<Premium Payment Term>> Policy Term (in Years): <<Policy Term>> Policy Renewal Date: Refer to Policy Anniversary Date in Policy Schedule  In case of any change to the Sum Assured / 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	<b><u>Death Benefit:</u></b> <u>Death of the Life Assured during the Waiting Period:</u> <ul style="list-style-type: none"> <li>○ In case of Accidental Death, for regular or limited pay policy, Sum Assured on Death is payable which is higher of:           <ul style="list-style-type: none"> <li>a) 10 times the Annualized Premium;</li> <li>b) Absolute Amount Assured to be paid on Death;</li> <li>c) 105% of the Total Premiums Paid as on date of death of Life Assured .</li> </ul> </li> <li>○ In case of Accidental Death, for single pay policy, Sum Assured on Death is payable which is higher of:           <ul style="list-style-type: none"> <li>a) Absolute Amount Assured to be paid on Death;</li> <li>b) 125% of single premium.</li> </ul> </li> </ul>	Part C (Clause 3.1.1)

	<ul style="list-style-type: none"> <li>○ In case of death due to other than accident, the Death Benefit equal to 100% of Total Premiums Paid is payable.</li> </ul> <p><b><u>Death of the Life Assured after the expiry of the Waiting Period:</u></b></p> <ul style="list-style-type: none"> <li>○ For regular or limited pay policy, Sum Assured on Death is payable which is higher of: <ul style="list-style-type: none"> <li>a) 10 times of Annualized Premium;</li> <li>b) Absolute Amount Assured to be paid on Death;</li> <li>c) 105% of the Total Premiums Paid as on date of death of Life Assured.</li> </ul> </li> <li>○ For single pay policy, Sum Assured on Death is payable which is higher of: <ul style="list-style-type: none"> <li>a) Absolute Amount Assured to be paid on Death;</li> <li>b) 125% of single premium.</li> </ul> </li> </ul> <p><b><u>Maturity Benefit:</u></b> No Maturity Benefit is payable under the plan.</p> <p><b><u>Policy Cancellation Value:</u></b></p> <p><b><u>Single Pay Policy:</u></b> Policy Cancellation Value is acquired immediately after the receipt of single premium. Policy Cancellation Value is equal to 70% multiplied by (single premium paid plus extra premiums, if any) multiplied by (Unexpired Policy Term divided by original Policy term)</p> <p><b><u>Limited pay policy: 5 years or 10 years</u></b> The Policy Cancellation Value is payable if at least first two consecutive full years' premium have been paid. Policy Cancellation Value is equal to 70% multiplied by (Total Premiums Paid plus extra premiums if any) multiplied by (Unexpired Policy Term divided by original Policy term)</p> <p><b><u>Regular Pay:</u></b> No Policy Cancellation Value is payable.</p>	Part C (Clause 3.1.2)	
6	Rider opted	Riders are not available under the policy	Not Applicable
7	Exclusions (events where insurance coverage is not payable), if any.	<p><b><u>Suicide Exclusion:</u></b></p> <p><b><u>Under regular/limited pay policy:</u></b> In case of Life Assured's death due to suicide within 12 months from the Date of Commencement of Risk under a premium paying 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 provided the Policy is In-force.</p> <p><b><u>Under single pay policy:</u></b></p>	Part F (Clause 6.4)

		In case of Life Assured's death 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 90% of the single premium paid (excluding any underwriting extra premium, taxes and cess, if any).	
8	Waiting period	45 days from the Date of Commencement of Risk	Part A (Forwarding Letter)
9	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	Part C (Clause 3.2.5)
10	Free Look Period	30 days	Part D (Clause 4.1)
11	Lapse, paid-up and revival of the Policy	<p><b><u>Lapse:</u></b> In case of regular and limited pay policy, if the premium has not been paid and any subsequent premium is not duly paid, the policy shall lapse. For a regular pay policy, no Benefits shall be paid on Life Assured's death when the Policy is in Lapsed status. For a limited pay policy if at least first two consecutive full years' premium have been paid and all due premium have not been paid Policy Cancellation Value, shall be paid on Life Assured's death when the Policy is in Lapsed status.</p> <p><b><u>Paid-Up:</u></b> Paid-Up benefit is not applicable under this Policy.</p> <p><b><u>Revival:</u></b> 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 Period, then the Policy will be terminated.</p>	Part D (Clause 4.3)  Part D (Clause 4.4)  Part D (Clause 4.7)
12	Policy Loan	Not Applicable	Not Applicable
13	Claims / Claims Procedure	<ul style="list-style-type: none"> <li>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.</li> <li>Claim Procedure -           <p>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</p> </li> </ul>	PART F (Clause 6.2)

		<p>Reliance Nippon Life Insurance Company Limited) Office no. 701 &amp; 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 <a href="mailto:claims@indusindnipponlife.com">claims@indusindnipponlife.com</a></p> <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"> <li>Link for downloading claim form and list of documents required: Click on <a href="https://www.indusindnipponlife.com/claims">https://www.indusindnipponlife.com/claims</a> to know the documents required and to download claim forms</li> </ul>	
14	Policy Servicing	<ul style="list-style-type: none"> <li>Turn Around Time (TAT)– 7 days from request received date</li> <li>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:<a href="mailto:customerservice@indusindnipponlife.com">customerservice@indusindnipponlife.com</a> or Chat with us on WhatsApp number (+91) 7208852700</li> <li>Link for downloading forms: Click on <a href="https://www.indusindnipponlife.com/downloads">https://www.indusindnipponlife.com/downloads</a> &gt; Select Policy Servicing Request forms</li> </ul>	Part G
15	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:</p> <p>Step 1: contact Our Service Branch Manager, who is also the Local Grievance Redressal Officer at Your nearest branch.</p> <p>Step 2: Write to Head of Customer Care at <a href="mailto:headcustomercare@indusindnipponlife.com">headcustomercare@indusindnipponlife.com</a></p> <p>Step 3: Write to Our Grievance Redressal Officer at <a href="mailto:gro@indusindnipponlife.com">gro@indusindnipponlife.com</a></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: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a></p>	Part G (Clause 7.3 & 7.4)

	<p>You can also register Your complaint online at  <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a></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 <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a> or our website <a href="https://www.indusindnipponlife.com/">https://www.indusindnipponlife.com/</a></p>	
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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 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.

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