

## 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 Bhavishya 121N145V02	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	<p>Plan Variant: &lt;&lt;Variant 1 / Variant 2&gt;&gt;  Instalment Premium (in Rs): &lt;&lt;1<sup>st</sup> year Instalment Premium (with GST)&gt;&gt;  Mode of premium payment: &lt;&lt;Mode&gt;&gt;  Sum Assured on Death (at Date of Commencement of Risk) (in Rs): &lt;&lt;Sum Assured on Death&gt;&gt;  Sum Assured on Maturity (in Rs): &lt;&lt;Sum Assured on Maturity&gt;&gt;  Premium Payment Term (in Years): &lt;&lt;Premium Payment Term&gt;&gt;  Policy Term (in Years): &lt;&lt;Policy Term&gt;&gt;  Policy Renewal Date: Refer to Policy Anniversary Date in Policy Schedule</p> <p>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.</p>	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><b><u>Death Benefit:</u></b></p> <p>In case of the unfortunate death of the Life Assured provided the Policy is In-force, the Claimant(s) shall receive a lump sum benefit under both the variants equal to:</p> <p>During PPT Higher of the following:</p> <ul style="list-style-type: none"> <li>Sum Assured on Death and</li> <li>132% of Total Premium Paid as on the date of death of the Life Assured</li> </ul> <p>Post PPT Higher of the following:</p> <ul style="list-style-type: none"> <li>Sum Assured on Death and</li> </ul>	Part C (Clause 3.1.1)

- 132% of Total Premium Paid as on the date of death of the Life Assured
- Base sum assured plus Fixed Loyalty addition.

The policy shall terminate on payment of death benefit.

Sum Assured on Death (SAD) is defined as  
During PPT:

Higher of

- 11 times the Annualized Premium and
- 2 times Base Sum Assured

Post PPT:

Higher of

- 11 times the Annualized Premium and
- Base Sum Assured

### **Survival Benefit:**

#### **Variant 1:**

Income Benefit:

On survival of the Life Assured, provided the Policy is In-force, Income Benefit shall be payable at the end of each Policy Year starting after the Premium Payment Term till one year prior to end of Policy Term. Income Benefit shall be a percentage of Annualized Premium, which increases every year at a simple rate of 5% every Policy Year.

#### **Variant 2:**

Income Benefit:

On survival of the Life Assured, provided the Policy is In-force, Income Benefit shall be payable at the end of each Policy Year starting from end of 12<sup>th</sup> Policy Year till one year prior to end of Policy Term. Income Benefit shall be a percentage of Annualized Premium, which increases every year at a simple rate of 5% every Policy Year.

#### **Money Back Benefit**

On survival of the Life Assured, provided the Policy is In-force, Money Back benefit, as a percentage of Annualized Premium, shall be payable at the end of 4<sup>th</sup> and 8<sup>th</sup> Policy Year.

Policy Year	Money Back Benefit (% of Annualized Premium)
4	75%
8	125%

Part C  
(Clause  
3.1.2)

Part C  
(Clause  
3.1.3)

		<p><b><u>Maturity Benefit:</u></b> On survival of the Life Assured till the end of the Policy Term, provided the Policy is In-force, the Policyholder shall receive the following lump sum benefit equal to:</p> <p>Sum Assured on Maturity + Fixed Loyalty Addition</p> <p>Where, Sum Assured on Maturity is defined as an amount equal to the Base Sum Assured under the Policy.</p> <p>Fixed Loyalty Addition (FLA) as percentage of Base Sum Assured is as follows:</p> <table><tr><th>Premium Payment Term (in years)</th><th>FLA (%BSA) – Variant 1</th><th>FLA (%BSA) – Variant 2</th></tr><tr><td>8</td><td>38%</td><td>34%</td></tr><tr><td>10</td><td>44%</td><td>40%</td></tr><tr><td>12</td><td>50%</td><td>46%</td></tr></table> <p>The policy shall terminate on payment of maturity benefit.</p> <p><b><u>Surrender Benefit:</u></b> The Surrender Value for the Policy is available after completion of first Policy Year provided one full year premium has been paid.</p> <p>The policy shall acquire a Guaranteed Surrender Value if all due premiums have been paid for at least first two consecutive policy years in full.</p> <p>Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received.</p> <p>Surrender Value is higher of:</p> <ul style="list-style-type: none"><li>▪ Guaranteed Surrender Value (GSV) and</li><li>▪ Special Surrender Value (SSV)</li></ul> <p>The Policy will be terminated once it is surrendered.</p>	Premium Payment Term (in years)	FLA (%BSA) – Variant 1	FLA (%BSA) – Variant 2	8	38%	34%	10	44%	40%	12	50%	46%	Part D (Clause 4.2)
Premium Payment Term (in years)	FLA (%BSA) – Variant 1	FLA (%BSA) – Variant 2													
8	38%	34%													
10	44%	40%													
12	50%	46%													
6	Rider opted	<p>&lt;&lt;No rider opted under the policy&gt;&gt; if no rider opted &lt;&lt;</p> <p>The following riders have been opted</p> <ol style="list-style-type: none"><li>1. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs.____&gt;&gt;</li><li>2. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs.____&gt;&gt;</li></ol> <p>&gt;&gt; If rider opted under the policy</p>	Part A (Clause 1.2)												

7	Exclusions (events where insurance coverage is not payable), if any.	<b><u>Suicide Exclusion:</u></b> 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 with full or reduced benefits and the policy will terminate.	Part F (Clause 6.3)
8	Waiting period	Not Applicable	Not Applicable
9	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	Part C (Clause 3.1.5.5)
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> If any Premium remains unpaid after the expiry of the Grace Period and the Policy has not acquired a Surrender Value i.e., 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> <p><b><u>Paid-Up:</u></b> If the Policy has acquired a Surrender Value and no future Premiums are paid, the Policy may continue as Reduced Paid-up Policy. Please refer the policy document for detailed information.</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>	<p>Part D (Clause 4.3)</p> <p>Part D (Clause 4.3)</p> <p>Part D (Clause 4.5)</p>
12	Policy Loan	Loan will be available under a policy for up to 70% of the applicable surrender value under the base plan provided the policy has acquired a surrender value. The interest on loans will be charged at prevailing rate of interest set by the company from time to time. Please contact us to know the prevailing rate of interest on policy loan.	Part D (Clause 4.4)
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</li> </ul>	PART F (Clause 6.2 & 6.3)

		<p>investigation.</p> <ul style="list-style-type: none"> <li>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)</li> </ul> <p>The Claims Department 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	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.	Part G (Clause 7.3 & 7.4)

	<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>  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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