

## 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 Money Back Plan 121N084V05	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>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: Not Applicable  Base Sum Assured (in Rs): &lt;&lt;Base Sum Assured&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>  On death of the Life Assured during the Policy Term, provided the Policy is In-force as on the date of death, the Claimant shall receive the following benefits:</p> <p><b>1. In the event of death of the Life Assured</b>  Higher of Sum Assured on Death and 105% of Total Premiums Paid shall be payable, irrespective of Money Back Benefits paid under the Policy.</p> <p>Sum Assured on Death is defined as the higher of 10 times Annualized Premium and Base Sum Assured under the Policy.</p> <p><b>2. In the event of death on account of an accident on or before age 65.</b>  An additional amount equal to the Base Sum Assured will be payable. The additional sum assured on accidental death will not exceed Rs. 50 lakhs subject to a maximum cap on accidental death benefit, across all policies with the Company as per the Board approved underwriting Policy.</p> <p>In addition to the payment of the aforesaid lump sum benefit on death and the accidental Death Benefit (if applicable), the Policy will continue with all future due Premiums waived. The nominee shall be eligible to receive the Money Back Benefits and Maturity Benefits payable under the Policy as and</p>	Part C (Clause 3.1.3)

when due.

The nominee will not have an option to Surrender the Policy after the death of the Life Assured

**Survival Benefits:**

**Money Back Benefits**

Money Back benefits as a percentage of the Base Sum Assured will be payable as per the table below on the specified Policy Anniversaries irrespective of the survival of the Life Assured

Policy Term	15 Years	20 Years	Money Back Benefits (as a percentage of Base Sum Assured)
End of Policy Year	11	16	15%
	12	17	15%
	13	18	15%
	14	19	15%
	15	20	40%

**Maturity Benefit:**

At the end of the policy term, irrespective of the survival of the Life Assured, provided the Policy is not Paid-up, the following two benefits will be paid:

**Guaranteed Loyalty Additions**

Guaranteed Loyalty Additions of 2% of the Base Sum Assured will be accrued at the end of every Policy Year, provided the Policy is not Surrendered or Lapsed.

**Guaranteed Maturity Addition**

Guaranteed Maturity Addition as a percentage of the Base Sum Assured will be payable on maturity, provided the Policy is not Lapsed or Paid-up. The Guaranteed Maturity Addition depends on the Policy Term as given in the table below.

Policy Year	Guaranteed Maturity Addition (as a percentage of Base Sum Assured)
15	15%
20	20%

**Surrender Benefit:**

The Policy shall acquire a Surrender Value after completion of first Policy Year provided one full year premium has been paid.

Surrender Value is higher of:

- Guaranteed Surrender Value (GSV) and
- Special Surrender Value (SSV)

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.

Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received.

Part C (Clause 3.1.1)

Part C (Clause 3.1.2)

Part D (Clause 4.4)

		The Policy will be terminated once it is surrendered.	
6	Rider opted	<p>&lt;&lt;No rider opted under the policy&gt;&gt; if no rider opted &lt;&lt; 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.	<p><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.</p> <p><b><u>Exclusions for inbuilt Accidental Death Benefit:</u></b> The Accidental Death Benefit is not payable if death occurs exceeding 180 days of the occurrence of the Accident within the Policy Term. The Company will not pay any accidental death claim which results directly or indirectly from anyone or more of the following:</p> <ol style="list-style-type: none"> <li>i. An act or attempted act of self-injury</li> <li>ii. Participation in any criminal or illegal act</li> <li>iii. Being under the influence of alcohol or drugs except under direction of a registered medical practitioner</li> <li>iv. Racing or practicing racing of any kind other than on foot</li> <li>v. Flying or attempting to fly in, or using or attempting to use an aerial device of any description, other than as a fare paying passenger on a recognized airline or charter service</li> <li>vi. Participating in any riot, strike or civic commotion, active military, naval, air force, police or similar service, or</li> <li>vii. War, invasion, act of foreign enemies, hostilities or war like operations (whether war be declared or not), civic war, mutiny, military rising, insurrection, rebellion, military or usurped power or any act of terrorism or violence</li> </ol>	<p>Part F (Clause 6.3)</p> <p>Part F (Clause 6.6)</p>
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 3.3.5)
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 the surrender value, the Policy status will be altered to Lapse and the life insurance cover, in-built accidental death benefit, in-built waiver of Premium benefit and rider benefit, if any, will cease immediately. No Benefits will be paid when the Policy is in Lapse status. Accrued Guaranteed Loyalty Additions, if any, will not be payable for a Policy in Lapsed status. No further Guaranteed Loyalty Additions will be payable.</p>	Part D (Clause 4.3)

		<p><b>Paid-Up:</b> If the Policy has acquired a surrender value and no future premiums are paid, the Policy will continue as Paid-up and the Benefits will be reduced. Please refer the policy document for detailed information.</p> <p><b>Revival:</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 4.5)</p>
12	Policy Loan	<p>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.</p> <p>The Claimant will not have an option to avail loan under the Policy after the death of the Life Assured.</p>	Part D (Clause 4.2)
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 - 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 &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></li> </ul> <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>	PART F (Clause 6.2)
14	Policy Servicing	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT)– 7 days from request received date</li> <li>• Contact Details:</li> </ul>	Part G

		<p>Call Us between 8am to 8pm, Monday to Saturday (except business holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or</p> <p>Email Us at: <a href="mailto:customerservice@indusindnipponlife.com">customerservice@indusindnipponlife.com</a> or</p> <p>Chat with us on WhatsApp number (+91) 7208852700</p> <ul style="list-style-type: none"> <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>	
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> <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>	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.  
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