

## CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

<b>Sl No.</b>	<b>Title</b>	<b>Description</b>	<b>Policy clause number</b>
1	Name of Insurance Product and Unique Identification Number (UIN)	IndusInd Nippon Life Nishchit Samrudhi 121N142V03	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	Plan Option: Endowment Option Instalment Premium (in Rs.): <<1 <sup>st</sup> year Instalment Premium (with GST)>> Mode of premium payment: Single Pay Sum Assured on Death (at Date of Commencement of Risk) (in Rs): <<Sum Assured on Death>> Sum Assured on Maturity (in Rs): <<Sum Assured on Maturity>> Premium Payment Term (in Years): <<PPT>> 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> In case of unfortunate death of the Life Assured during the Policy Term, the Claimant(s) shall receive Sum Assured on Death. Where, Sum Assured on Death is defined as higher of 1.25 times the Single Premium and Base Sum Assured chosen by the Policyholder at inception of the Policy. The Policy will terminate on payment of the Death Benefit to the Claimant(s).  <b><u>Survival Benefit:</u></b> No Survival Benefit is applicable.  <b><u>Maturity Benefit:</u></b> On survival of the Life Assured to the end of the Policy Term, provided the Policy is In-forced, the Sum Assured on Maturity shall be paid in 4 equal annual instalments with the first instalment payable at the end of the Policy Term and the remaining 3 instalments are payable during the Payout Period. Where, Payout Period is the period of 3 years from the end of Policy Term.	Part C (Clause 3.1.1)           Part C (Clause 3.1.2)           Part C (Clause 3.1.3)

		<p>The Policy will terminate on payment of Maturity Benefit</p> <p><b><u>Surrender Benefit:</u></b> The Policy shall acquire a Surrender Value immediately from first policy year.</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 cannot be surrendered during the payout period. The Policy will be terminated once it is surrendered.</p>	Part D (Clause 4.2)
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> <li>3. &gt;&gt; If rider opted under the policy</li> </ol>	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, the Nominee or beneficiary of the Policyholder shall be entitled to 80% of the Single Premium Paid or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-force.</p>	Part F (Clause 6.3)
8	Waiting period	Not Applicable	Not Applicable
8	Grace Period	Not Applicable	Not Applicable
9	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> Not Applicable</p> <p><b><u>Paid-Up:</u></b> Not Applicable</p> <p><b><u>Revival:</u></b> Not Applicable</p>	Not Applicable
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 loan is payable at the prevailing rate of interest applicable to the loan. Please refer to the Policy Document for more information on Loan under the Policy.	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 investigation.</li> <li>• Claim Procedure - To intimate a claim please submit the required documents at your nearest INLIC Branch office</li> </ul>	PART F (Clause 6.2)

		<p>OR</p> <p>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</p> <p>OR</p> <p>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: 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 <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</p>	Part G (Clause 7.3 & 7.4)

		<p>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="http://www.indusindnipponlife.com">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.

Kindly visit <https://www.indusindnipponlife.com/downloads>

for accessing product related documents.