

## 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 Smart Zindagi Plus 121N143V02	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	Instalment Premium (in Rs.): <<1 <sup>st</sup> year Instalment Premium>> Mode of premium payment: <<Mode>> Sum Assured on Death (at Date of Commencement of Risk) (in Rs): <<Sum Assured on Death>> Sum Assured on Maturity (in Rs): <<Base Sum Assured >> Premium Payment Term (in Years): <<PPT>> Policy Term (in Years): <<Policy Term>> Cash Bonus Payout Option: <<Immediate Payout/Convert into Paid Up Addition>> 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>Death Benefit:</b> On death of the Life Assured during the Policy Term, provided the Policy is In-force, the following Benefits shall be payable to the Claimant(s) as a lumpsum: Higher of: <ul style="list-style-type: none"> <li>○ Sum Assured on Death plus Attached Paid Up Addition, if any, plus Terminal Bonus, if any; or</li> <li>○ 105% of Total Premiums Paid, as on the date of death of the Life Assured.</li> </ul> Where, Sum Assured on Death is defined as higher of 11 times the Annualized Premium or Base Sum Assured. The Policy terminates on payment of the Death Benefit.  <b>Survival Benefit:</b> Cash Bonuses on Base Sum Assured and on Attached Paid Up Addition, if any, at the rates declared by the Company, shall be payable at the end of each Policy Year starting from the 1 <sup>st</sup> Policy Year, till end of the Policy Term, provided the Policy is In-force. Separate Cash Bonus rates, if any, will be declared for Base Sum	Part C (Clause 3.1.1)  Part C (Clause 3.1.2)

	<p>Assured and Paid Up Addition.</p> <p><b>Option to Receive Cash Bonus</b></p> <ul style="list-style-type: none"> <li>○ Immediate Payout</li> <li>○ Convert into Paid Up Addition</li> </ul> <p>Policyholder will have the choice to change the option from Immediate Payout to Paid Up Addition or vice-versa at any time during the Premium Payment Term</p> <p>Please refer to the Policy Document for more details.</p> <p><b>Maturity Benefit:</b></p> <p>On survival of the Life Assured till the end of the Policy Term, provided the Policy is In-force, the following Benefits will be payable:</p> <ul style="list-style-type: none"> <li>● Sum Assured on Maturity; plus</li> <li>● Terminal Bonus, if any; plus</li> <li>● Attached Paid Up Addition, if any;</li> </ul> <p>Where, Sum Assured on Maturity is equal to Base Sum Assured. The Policy will terminate on payment of the Maturity Benefit.</p> <p><b>Surrender Benefit:</b></p> <p>The Policy shall acquire a Surrender Value 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) or</li> <li>▪ Special Surrender Value (SSV)</li> </ul> <p>The Policy will be terminated once it is surrendered.</p>	Part C (Clause 3.1.2.1)
6	<p>Rider opted</p> <p><i>If no rider is opted &lt;&lt;No rider opted under the policy&gt;&gt;</i></p> <p><i>If rider(s) opted under the policy</i></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>	Part A (Clause 1.2)
7	<p>Exclusions (events where insurance coverage is not payable), if any.</p> <p><b>Suicide Exclusion:</b></p> <p>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>	Part F (Clause 6.3)
8	Waiting period	Not Applicable
9	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies
		Part C (Clause 3.1.6.5)

10	Free Look Period	30 days	Part D (Clause 4.1)
11	Lapse, paid-up and revival of the Policy	<p><b>Lapse:</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 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>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>	Part D (Clause 4.3) Part D (Clause 4.3) Part D (Clause 4.5)
12	Policy Loan	Loan will be available under a Policy for up to 70% of the applicable Surrender Value under the Base Plan after the Policy acquires 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. 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>	PART F (Clause 6.2)

		<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:</p> <p>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>	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 of 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](http://www.IndusIndnipponlife.com/downloads) for accessing product related documents.

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