

PRADHAN MANTRI JAN DHAN YOJANA

FAQs:

RELATING TO SCHEME & ELIGIBILITY.

1. What is Pradhan Mantri Jan Dhan Yojana?

It is a Central Government scheme providing life cover of Rs.30, 000/- to the persons who are opening a Savings bank account (Basic Savings Bank Deposit Account - BSBDA) for the first time with RuPay card and the account being opened between 15.8.2014 to 26.1.2015. A claim of Rs.30, 000 will be paid to the nominee of the account holder from Life Insurance Corporation of India on death due to any reason.

2. Who can get the Life Insurance under the Scheme? Is there any age criteria?

- Person opening Bank account for the first time, with RuPay card in addition, during the period from 15.08.14 to 26.01.15, or any additional period as may be extended further by Government of India.
- The person should normally be head of the family or an earning member of the family and should be in the age group of 18 to 59 (i.e. person should be at least 18 years old, and should not have completed 60). In case the head of family is 60 years or more of age, the second earning person of the family in the above mentioned age group will be covered, subject to eligibility.
- Person must be a RuPay card and Bio – Metric Card linked to bank account or in process of being linked to bank account if not already there.
- The account can be any bank account including a small account.
- For the coverage to be effective the above RuPay Card should be valid and in force.
- Only one person in the family will be covered in the Bima Scheme and in case of the person having multiple cards / accounts the benefit will be allowed only under one card i.e. or person per family will get a single cover of Rs.30,000/- subject to the eligibility conditions.
- The life cover of Rs.30,000/- under the scheme will be initially for a period of 5 years, i.e. till the close of financial year 2019-20. Thereafter, the scheme will be reviewed and term and condition of its continuation, including the issue of future payment of premium by the insured thereafter, would be suitably determined.

3. Whether normal saving bank accounts or other accounts opened during the campaign period i.e. between 15.8.2014 to 26.1.2015 will also be eligible for the life cover of Rs.30,000?

No. Only the accounts opened under BSBDA one person, normally the Head of the family, per household is eligible for life cover. Person must have RuPay Card and Bio – Metric Card linked to bank account or being linked to bank account.

4. How can one join the Scheme?

A person who does not have any kind of bank account as on date will have to open a bank account (BSBDA) with any Nationalized Bank/private or Cooperative Bank between 15.8.2014 to 26.1.2015 and should get a RuPay Card. If he is the head of the family between age group of 18 to 59 (i.e. person should be at least 18 years old, and should not have completed 60) then he can join the scheme.

5. Is there a need for separate form for joining the scheme of life insurance cover?

No separate form is required for availing Life Insurance Cover.

6. Can all the major members of the family join the Scheme?

No. Only one person from the family who is the Head of the family and is between age 18 to age 59 (i.e. person should be at least 18 years old, and should not have completed 60).can join the Scheme.

7. When will a member exit from the Scheme?

The member will exit from the scheme on following events:

- (a) On death because of any reason – settlement of claim
- (b) On completion of the age of 60 years
- (c) In case the RuPay Card is no more in-force and has expired the validity period
- (d) On closure of PMJDY account.

8. Who will pay the premium / contribution in the Scheme?

Government of India will pay the 100% contribution in the Scheme. Banks are not required to pay the premium.

9. Will a person get any maturity on exit?

It is a Term Insurance Scheme where benefit of Rs 30,000/- is payable in case of death due to any reason. No maturity amount is payable. No loan can be availed under the scheme.

10. From where the member can confirm about his membership in the Scheme?

From the branch of the bank from where he has opened his first bank account with RuPay Card between 15.8.2014 to 26.1.2015.

11. If the insurance is one year term insurance, who will renew the policy in the next year?

The insurance is indeed under one year term insurance and it will automatically be renewed on the renewal date and risk cover will continue upto the exit of the

member on completing 60 years and his/her RuPay Card remaining valid and in force.

12. Will suicide be covered?

Yes.

13. Is any other life insurance company other than LIC offering this product?

No. This scheme is being offered through LIC of India.

14. LIC is also running other Social Security Schemes mainly Aam Admi Bima Yojana for the people below Poverty Line or marginally above Poverty Line. If a person is a member under Aam Admi Bima Yojana will he be covered under this scheme – Pradhan Mantri Jan Dhan Bima Yojana?

This benefit is not available to the nominee of the account holder who are covered under Aam Admi Bima Yojana (AABY).

15. A person may be having multiple bank accounts (recently opened first time) with multiple RuPay Cards. Will he be covered that many times under Bima Yojana?

No. The insurance will be given only for one account and one RuPay Card.

16. Is the insurance available for existing RuPay Card issued before 15.8.2014?

Accounts opened during the campaign period between 15.8.2014 to 26.1.2015 with RuPay Card alone are eligible for life insurance of Rs.30,000/-

17. Will any other customer enrolled by any bank under financial inclusion in the past be covered in the insurance scheme?

No. Only the customers being enrolled under Pradhan Mantri Jan Dhan Yojana (PMJDY) with first time bank accounts opened in the campaign period (15.08.2014 to 26.01.2015) will be covered under the insurance scheme.

18. When will the risk cover (Rs.30,000/-) on life start? It may so happen that RuPay Card may not be issued on the same day on the spot and may take some time, will the insurance cover be available during this period?

The risk cover will start as soon as the bank account is opened. Definitely, the claim will be settled if there is an incident of death while the RuPay Card issue is being processed.

19. What is the provision of nomination? Will a person have to make separate nomination for the life insurance scheme?

There is no need for separate nomination to be made for life insurance cover of Rs.30,000/-. Nomination made in the bank account and RuPay card will also hold good for this Life cover of Rs 30,000/- from LIC.

20. What is the provision for changing the nomination in future?

If the nomination is changed in Bank accounts then the life insurance benefit will be paid to the new nominee mentioned in the Bank records.

21. What is the provision if there is no nomination made?

If the nomination is not done in Bank accounts then the life insurance benefit will be paid to the legal heir of the deceased account holder. In such case the Legal Heirs

of the account holder should submit Indemnity Bond to dispense with Legal Evidence of Title in the prescribed Format (C1 & C2) of LIC.

22. Will there be any condition about transaction in the account after opening for life insurance cover?

No. There will be no such condition and risk cover will start from the day one. RuPay Card has to be valid and in force (not expired).

23. In case the customer closes his/her account with the bank whether risk cover will continue?

No. If the customer closes the said bank account which is linked to life insurance cover the coverage will discontinue from the closure date of the account.

24. Whether some credit balance is required in the account to be eligible for life cover of Rs.30,000/-?

No. It is not required. Even a zero balance account will also get life insurance coverage.

25. Normally, accounts are being opened by both husband and wife jointly or separately under BSBDA. Will both the persons be eligible for life cover of Rs.30,000/-?

No. Only the head of the family will be eligible for life cover of Rs.30,000/-.

26. What is Active RuPay Card?

The RuPay Card in which the expiry period is not over is an Active RuPay Card

27. Is the person eligible to get Life Cover of Rs 30,000/- if he does not have RuPay Card?

Person must have a RuPay Card or in process of obtaining a RuPay card if not already there.

28. Is the person eligible to get Life Cover of Rs 30,000/- if he does not have Aadhar (Biometric) Card?

Person must have a Aadhar / Bio – Metric Card linked to bank account or in process of being linked to bank account if not already there.

FAQs - RELATING TO CLAIMS

1. What is the eligibility / who is eligible for death cover?

- Person opening Bank account for the first time, with RuPay card in addition, during the period from 15.08.14 to 26.01.15, or any additional period as may be extended further by Government of India.
- The person should normally be head of the family or an earning member of the family and should be in the age group of 18 to 59 (i.e. person should be at least 18 years old, and should not have completed 60). In case the head of family is 60 years or more of age, the second earning person of the family in the above mentioned age group will be covered, subject to eligibility.
- Person must be a RuPay card and Bio – Metric Card linked to bank account or in process of being linked to bank account if not already there.
- The account can be any bank account including a small account.
- For the coverage to be effective the above RuPay Card should be valid and in force.
- Only one person in the family will be covered in the Bima Scheme and in case of the person having multiple cards / accounts the benefit will be allowed only under one card i.e. or person per family will get a single cover of Rs.30,000/- subject to the eligibility conditions.
- The life cover of Rs.30,000/- under the scheme will be initially for a period of 5 years, i.e. till the close of financial year 2019-20. Thereafter, the scheme will be reviewed and term and condition of its continuation, including the issue of future payment of premium by the insured thereafter, would be suitably determined.

2. Who is in-eligible for death cover?

- Central Government and State Government employees (in service or retired) and their Families.
- Employees (in service or retired) of Public Sector Undertakings, Public Sector Banks, any entity owned by Central Government, any entity owned by a State Government or any entity jointly owned by the Central Government and any State Government, and their families.
- Persons whose income is taxable under I.T. Act 1961 or are filing the yearly Income Tax return or in whose case TDS is being deducted from the income, and their families.
- Persons who are included in the Aam Admi Bima Yojana covering 48 occupations defined under the scheme, and their families.
- Otherwise eligible account holders, who have life cover on account of any other scheme of the Bank against the account, shall have to choose between the two schemes and derive benefit from only one.
- All persons who do not fulfill the basic eligibility conditions of the scheme.

3. When a claim under the policy be lodged?

On the death of the member insured under the scheme, the claim will be lodged by the nominee.

4. How the claim will be lodged and which documents are needed?

The claim will be lodged by the nominee to the branch of the bank where the account is maintained under BSBDA. A simple claim form will have to be filled up by the nominee. Death certificate issued by the appropriate Authority in original or attested by Nominee / Claimant will have to be submitted alongwith the claim form.

5. From where will the nominee get the claim form?

On death of the member, the nominee will approach the bank branch manager and claim form from there. Claim forms are available in all the LIC offices as well as on the LIC's website www.licindia.in

6. What will be role of bank branch in settlement of the claim?

The bank branch, where the bank account under BSBDA is maintained, will act as a facilitator/nodal agency on behalf of the claimants. They will issue the claim form to the Nominee and verify the particulars in the claim form from the record of the bank account and will countersign the claim form. It will send the claim form with the documentary proof to the LIC's P&GS unit to which it is attached for further processing and payment of the claim.

7. Which documents are to be submitted to the Branch of the Bank at the time of Claim?

List of documents to be submitted to the Branch of the Bank at the time of Claim

1. Attested* Death Certificate of the deceased member
2. Attested* Photocopy of Aadhar Card / Biometric Card of the deceased.
3. Attested* photocopy of Aadhar Card / Biometric Card of nominee / claimant.
4. Attested* Photocopy of BPL card, Ration card of deceased (to check the head of family status)
5. Attested* photocopy of any one of the following age proof of deceased
(a) Unique Identification Card (Aadhar Card) (b) Extract from Birth Register (c) Extract from School Certificate (d) Ration Card (e) Voter's list
6. Duly attested* photocopy of Bank Passbook of the deceased member
7. Attested* Photocopy of AABY membership certificate (if available)

***Self –attestations can also be obtained.**

8. How will Banks know about which P&GS Unit to approach for settlement of a claim?

Districtwise P&GS Units are mapped and the said list is provide to Indian Banks Association (IBA) which is the Nodal Agency . The said list is also displayed on the LIC's website www.licindia.in

9. How will the Claim amount be paid to the Nominee?

The Claim will be paid to the nominee who is the nominee in the Bank Account and the Claim amount will be credited to Bank account of the nominee through APBS (Aadhar Payments Bridge System) / NEFT only if APBS is not available.

10. How will the claim amount be disbursed?

The claim amount will be transferred directly to the Bank Account of the nominee through APBS (Aadhar Payment Base System) or through NEFT by LIC to the bank account of the nominee / claimant. The claim form will have the bank particulars of the nominee. The intimation of claim settlement will be given to the bank branch sending the claim.

11. How much time the LIC will it take to settle the claim?

On receipt of claim papers with documentary proofs LIC will settle the claim within a week from the date of receipt of receipt of all the requirements.

12. Is there any lien period in the risk cover?

No. There is no lien period. The risk cover will commence from the date of opening the bank account during the period of 15.08.2014 to 26.01.2015

13. Whether the claim amount will be utilized to set write/appropriate outstanding indebtedness in the overdraft account?

No. The claim is directly payable to the bank account of the nominee/claimant through NEFT.

14. What is the Grievance redressal Mechanism?

- a) In the Divisional Office, the Manager (CRM) shall be the Grievance Redressal Officer (GRO) and in P&GS Unit; the Unit In-Charge shall be the Grievance Redressal Officer (GRO).
- b) At Zonal Office, Regional Manager (P&GS) shall be the Grievance Redressal Officer (GRO),
- c) At Corporate Office, Executive Director (P&GS) shall be the Grievance Redressal Officer(GRO)