

CUSTOMER INFORMATION SHEET /KNOW YOUR POLICY

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

Sl. no.	Title	Description in Simple Words <i>(Please refer to applicable Policy Clause Number in next column)</i>	Policy Clause Number
1.	Name of the Insurance Product And Unique Identification Number (UIN)	LIC's Digi Term (UIN: 512N356V01)	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	<ul style="list-style-type: none"> • Pure Risk 	Part B - Definitions
4.	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium (Rs): _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i> • Mode of premium payment: _____ • Premium Payment Term: _____ • Policy Term: _____ • Basic Sum Assured (Rs): _____ • Death Benefit Option chosen: _____ • Sum Assured on Death: Under Regular premium and Limited premium payment policy, "Sum Assured on Death" is defined as the highest of: <ul style="list-style-type: none"> • 7 times of Annualised Premium; or • 105% of "Total Premiums Paid" upto the date of death; or • Absolute amount assured to be paid on death. Under Single premium policy, "Sum Assured on Death" is defined as the higher of: <ul style="list-style-type: none"> • 125% of Single Premium. • Absolute amount assured to be paid on death. 	<p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Condition 1.A of Part C</p>

		<p>Where, Absolute amount assured to be paid on death shall depend on Death Benefit Option chosen at the time of taking this policy and is as under:</p> <p>Option I: Level Sum Assured Absolute amount assured to be paid on death shall be an amount equal to Basic Sum Assured, which shall remain the same throughout the policy term.</p> <p>Option II: Increasing Sum Assured Absolute amount assured to be paid on death shall remain equal to Basic Sum Assured till completion of fifth policy year. Thereafter, it increases by 10% of Basic Sum Assured each year from the sixth policy year till fifteenth policy year till it becomes twice the Basic Sum Assured. This increase will continue under an in-force policy till the end of policy term; or till the Date of Death; or till the fifteenth policy year, whichever is earlier. From sixteenth policy year and onwards, the Absolute amount assured to be paid on death remains constant i.e. twice the Basic Sum Assured till the policy term ends.</p>	
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> • Benefits payable on death: Death Benefit payable, on death of the Life Assured, during the policy term after the date of commencement of risk, but before the stipulated Date of Maturity, provided the policy is in-force shall be "Sum Assured on Death". • Benefit payable on maturity: No Maturity Benefit shall be payable. • Surrender benefits: No surrender value will be available under this Policy. However, on receipt of request for surrender under a Single Premium and Limited Premium payment policy, an amount equal to Unexpired Risk Premium Value if any, shall be payable. The formulae to arrive at such amount have been detailed under Condition 4 of Part D of Policy Document. 	<p>Condition 1.A of Part C</p> <p>Condition 1.B of Part C</p> <p>Condition 4 of Part D</p>

		<ul style="list-style-type: none"> • Options: Option to take Death Benefit in instalments: This is an option to receive Death Benefit in instalments over a period of 5 or 10 or 15 years instead of lump sum amount under an in-force policy. This option can be exercised only by the Life Assured during his/her lifetime, for full or part of the Death proceeds payable under the policy. 	Condition 8 of Part D
6.	Options available (<i>in case of Linked Insurance Products</i>)	Not Applicable	
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	Not Applicable	
9.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: The provisions related to claim payment in case of death due to suicide shall be subject to the conditions as specified herein under:</p> <p><u>Under Regular /Limited Premium Payment policy:</u> If the Life Assured (whether sane or insane) commits suicide at any time 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 Life Assured shall be entitled to 80% of the total premiums paid (excluding any extra premium, rider premium and taxes, if collected explicitly) till the date of death, provided the policy is in force.</p> <p>This clause shall not be applicable for a lapsed policy as nothing is payable under such policies.</p> <p><u>Under Single Premium policy:</u> If the Life Assured (whether sane or insane) commits suicide at any time within 12 months from the date of commencement of risk under the policy, the Nominee or Beneficiary of the Life Assured shall be entitled to 80% of the Single Premium paid excluding any extra premium, rider premium and taxes, if collected explicitly.</p>	Condition 2 of Part F
10.	Waiting/ lien Period, if any	Not Applicable	
11.	Grace period	30 Days	Condition 3 of Part C

12.	Free Look Period	30 Days	Condition 7 of Part D																				
13.	Lapse, paid-up and revival of the Policy	<p>The following applicable in case of Regular premium and Limited premium payment policies:</p> <ul style="list-style-type: none"> • Lapse: A policy would lapse on non-payment of due premium within the days of grace. All the benefits shall cease after the expiry of grace period from the date of First Unpaid Premium. However, an amount equal to Unexpired Risk Premium Value, if any, shall be payable and the policy shall terminate. • Paid-up: Not Applicable. • Revival: A policy in lapsed condition may be revived during the life time of the Life Assured, but within the Revival Period and before the date of maturity, as the case may be. 	<p>Condition 3 and Condition 4 of Part D</p> <p>Condition 2 of Part D</p> <p>Condition 3 of Part D</p>																				
14.	Policy Loan, if applicable	Not Applicable	Condition 5 of Part D																				
15.	Claims/ Claims Procedure	<ul style="list-style-type: none"> • Brief procedure and list of documents required including bank account details • Turn Around Time (TAT) for claims settlement: <table border="1"> <thead> <tr> <th>S No</th> <th>Service</th> <th>Description of Item / Service</th> <th>TAT</th> </tr> </thead> <tbody> <tr> <td rowspan="2">1</td> <td rowspan="2">Death Claims</td> <td>Death claims settlements not requiring Investigations</td> <td>15 days</td> </tr> <tr> <td>Early Death Claims requiring investigations - decision & payment</td> <td>45 days</td> </tr> <tr> <td rowspan="3">2</td> <td rowspan="3">Survival, Maturity, Annuity payments</td> <td>Settlement of Maturity Claims</td> <td rowspan="3">On due date</td> </tr> <tr> <td>Settlement of Survival Benefits</td> </tr> <tr> <td>Annuity payments/Pension Payments</td> </tr> <tr> <td>3</td> <td>Auto Action by Insurer</td> <td>Policy Payments information(Survival Benefits, Maturity Benefits)</td> <td>One month before due date</td> </tr> </tbody> </table>	S No	Service	Description of Item / Service	TAT	1	Death Claims	Death claims settlements not requiring Investigations	15 days	Early Death Claims requiring investigations - decision & payment	45 days	2	Survival, Maturity, Annuity payments	Settlement of Maturity Claims	On due date	Settlement of Survival Benefits	Annuity payments/Pension Payments	3	Auto Action by Insurer	Policy Payments information(Survival Benefits, Maturity Benefits)	One month before due date	Condition 4 of Part F
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16.	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT): <table border="1"> <thead> <tr> <th>S No</th> <th>Description of Item of Service</th> <th>TAT</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Post Policy service requests concerning mistakes / corrections in the policy document</td> <td>7 days</td> </tr> <tr> <td>2</td> <td>Free look cancellation and refund from the date of receipt of request</td> <td>7 days</td> </tr> <tr> <td>3</td> <td>Change of Address (KYC norms to be complied)</td> <td>7 days</td> </tr> <tr> <td>4</td> <td>Registration / Change of Nomination, Assignment</td> <td>7 days</td> </tr> <tr> <td>5</td> <td>Alteration in original policy conditions (where applicable)</td> <td>7 days</td> </tr> <tr> <td>6</td> <td>Policy Loan</td> <td>7 days</td> </tr> <tr> <td>7</td> <td>Decision on Policy revival after receipt of all requirements</td> <td>7 days</td> </tr> <tr> <td>8</td> <td>Issue of Premium Payment certificates (PPC)</td> <td>7 days</td> </tr> <tr> <td>9</td> <td>Issue of Duplicate Policy</td> <td>7 days</td> </tr> <tr> <td>10</td> <td>Premium due intimation</td> <td>One month before due date</td> </tr> <tr> <td>11</td> <td>Surrender or Partial withdrawal of Policy</td> <td>7 days</td> </tr> </tbody> </table> <ul style="list-style-type: none"> ➤ Helpline/Call centre number: 91-022-68276827 ➤ SMS LICHELP<POLICY NUMBER> to 9222492224 ➤ WhatsApp No- 8976862090 <p><u>Contact details of the Insurer:</u></p> <ul style="list-style-type: none"> ➤ Please contact us at our Branch Office, the details of which are mentioned in the Part A (First Page) of the policy document ➤ Alternatively please visit https://licindia.in/branch to locate your Branch 	S No	Description of Item of Service	TAT	1	Post Policy service requests concerning mistakes / corrections in the policy document	7 days	2	Free look cancellation and refund from the date of receipt of request	7 days	3	Change of Address (KYC norms to be complied)	7 days	4	Registration / Change of Nomination, Assignment	7 days	5	Alteration in original policy conditions (where applicable)	7 days	6	Policy Loan	7 days	7	Decision on Policy revival after receipt of all requirements	7 days	8	Issue of Premium Payment certificates (PPC)	7 days	9	Issue of Duplicate Policy	7 days	10	Premium due intimation	One month before due date	11	Surrender or Partial withdrawal of Policy	7 days	
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17.	Grievances /Complaints	<table border="1" data-bbox="549 573 1155 1008"> <thead> <tr> <th data-bbox="549 573 624 636">S No</th> <th data-bbox="624 573 970 636">Description of Item of Service</th> <th data-bbox="970 573 1155 636">TAT</th> </tr> </thead> <tbody> <tr> <td data-bbox="549 636 624 698">1</td> <td data-bbox="624 636 970 698">Acknowledgement to complaint</td> <td data-bbox="970 636 1155 698">Immediately</td> </tr> <tr> <td data-bbox="549 698 624 792">2</td> <td data-bbox="624 698 970 792">Action on Complaint and Intimation of decision to the complainant</td> <td data-bbox="970 698 1155 792">14 days</td> </tr> <tr> <td data-bbox="549 792 624 1008">3</td> <td data-bbox="624 792 970 1008">If complaint is NOT resolved, communicate the details to the Policyholder of the options including referring the complainant to Insurance Ombudsman / Consumer Court</td> <td data-bbox="970 792 1155 1008">14 days from original date of receipt of complaint</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Contact details of Grievance Redressal Officer of the Insurer: You may contact the Grievance Redressal Officer on the address as mentioned in the Part A (First page) of the Policy Document. Alternatively the details of Grievance Redressal Officers can be found on the below link: https://licindia.in/web/guest/grievances • Link for registering the grievance with the Insurer’s portal: If you are a registered policy holder you can directly register complaint/ grievance and track its status through our Customer Portal (website) www.licindia.in. You can also contact at e-mail id: co_complaints@licindia.com for redressal of any grievances. Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login • Contact details of Ombudsman: 	S No	Description of Item of Service	TAT	1	Acknowledgement to complaint	Immediately	2	Action on Complaint and Intimation of decision to the complainant	14 days	3	If complaint is NOT resolved, communicate the details to the Policyholder of the options including referring the complainant to Insurance Ombudsman / Consumer Court	14 days from original date of receipt of complaint	Part G
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		<p>You can also approach Insurance Ombudsman whose Address and contact details is given in Part A (First page) of the Policy Document.</p> <p>Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in</p> <p>022-69038800/69038812</p>	
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Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place: (Signature of the Policyholder)

Date:

Note:

- i. Product related documents including the Customer Information sheet are available on Corporation's website www.licindia.in
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.