

### 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)	<b>LIC's Yuva Credit Life (UIN:512N357V01)</b>	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	<ul style="list-style-type: none"> <li>• Pure Risk</li> </ul>	Part B - Definitions
4.	Basic Policy details	<ul style="list-style-type: none"> <li>• <b>Instalment Premium (Rs):</b> _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i></li> <li>• <b>Mode of premium payment:</b> _____</li> <li>• <b>Premium Payment Term:</b> _____</li> <li>• <b>Policy Term:</b> _____</li> <li>• <b>Basic Sum Assured (Rs):</b> _____</li> <li>• <b>Sum Assured on Death:</b> Under Limited premium payment policy, "<b>Sum Assured on Death</b>" is defined as the higher of: <ul style="list-style-type: none"> <li>• 105% of "Total Premiums Paid" upto the date of death; or</li> <li>• Absolute amount assured to be paid on death.</li> </ul> </li> </ul> <p>Under Single premium policy, "<b>Sum Assured on Death</b>" is defined as the absolute amount assured to be paid on death.</p> <p><b>Absolute amount assured to be paid on death</b> shall be as specified in the Risk Cover Schedule.</p> <p><b>The Risk Cover Schedule shall show the Sum Assured on Death</b> for each Policy Year</p>	<p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Condition 1.A of Part C</p>

		and shall be based on the chosen interest rate p.a. effective on an equated yearly repayment basis, irrespective of the actual loan repayment. At the inception, the <b>Sum Assured on Death</b> shall be equal to the Basic Sum Assured and subsequently at each Policy Year, <b>Sum Assured on Death</b> shall be as mentioned in the <b>Risk Cover Schedule</b> . Death Benefit as specified in the <b>Risk Cover Schedule</b> may be higher or lower than the actual outstanding loan.	
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> <li>• <b>Benefits payable on death:</b> Under Limited premium payment policy, "<b>Sum Assured on Death</b>" is defined as the higher of: <ul style="list-style-type: none"> <li>• 105% of "Total Premiums Paid" upto the date of death; or</li> <li>• Absolute amount assured to be paid on death.</li> </ul> </li> </ul> <p>Under Single premium policy, "<b>Sum Assured on Death</b>" is defined as the absolute amount assured to be paid on death.</p> <p><b>Absolute amount assured to be paid on death</b> shall be as specified in the Risk Cover Schedule.</p> <ul style="list-style-type: none"> <li>• <b>Benefit payable on maturity:</b> No Maturity Benefit shall be payable.</li> <li>• <b>Surrender benefits:</b> 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.</li> </ul> <p>a) <b>Options:</b> Option in case of early repayment of loan:</p> <p>If a Life Assured repays the outstanding loan before the end of the policy term, he/she shall have the following two options:</p> <ul style="list-style-type: none"> <li>• To surrender his/her insurance cover.</li> <li>• To continue the policy till the end of the Policy Term.</li> </ul>	<p>Condition 1.A of Part C</p> <p>Condition 1.B of Part C</p> <p>Condition 4 of Part D</p> <p>Condition 8 of Part D</p>
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><b>Suicide Exclusion:</b> 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><b><u>Under Limited Premium Payment policy:</u></b> 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 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><b><u>Under Single Premium policy:</u></b> 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 taxes, extra premium , if any.</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 Limited premium payment policies:</p> <ul style="list-style-type: none"> <li>• <b>Lapse:</b> 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</li> <li>• <b>Paid-up:</b> Not Applicable.</li> <li>• <b>Revival:</b> 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</li> </ul>	<p>Condition 3 and Condition 4 of Part D</p> <p>Condition 2 of Part D</p> <p>Condition 3 of Part D</p>

		may be.																					
14.	Policy Loan, if applicable	Not Applicable	Condition 5 of Part D																				
15.	Claims/ Claims Procedure	<ul style="list-style-type: none"> <li><b>Brief procedures and list of documents required including bank account details</b></li> <li><b>Turn Around Time (TAT) for claims settlement is as follows:</b></li> </ul> <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 &amp; 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> <ul style="list-style-type: none"> <li><b>Link for downloading Claims Forms:</b> <a href="https://licindia.in/web/guest/download-forms">https://licindia.in/web/guest/download-forms</a></li> </ul> <p>For updated details , we request you to regularly visit our website <a href="http://www.licindia.in">www.licindia.in</a></p>	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	<p><b>• Turn Around Time (TAT):</b></p> <table border="1" data-bbox="578 161 1131 1121"> <thead> <tr> <th data-bbox="578 161 646 226">S No</th> <th data-bbox="646 161 1008 226">Description of Service</th> <th data-bbox="1008 161 1131 226">TAT</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 226 646 352">1</td> <td data-bbox="646 226 1008 352">Post Policy service requests concerning mistakes/corrections in the policy document</td> <td data-bbox="1008 226 1131 352">7 days</td> </tr> <tr> <td data-bbox="578 352 646 449">2</td> <td data-bbox="646 352 1008 449">Free Look cancellation and refund from the date of receipt of request</td> <td data-bbox="1008 352 1131 449">7 days</td> </tr> <tr> <td data-bbox="578 449 646 512">3</td> <td data-bbox="646 449 1008 512">Change of Address( KYC norms to be complied)</td> <td data-bbox="1008 449 1131 512">7 days</td> </tr> <tr> <td data-bbox="578 512 646 575">4</td> <td data-bbox="646 512 1008 575">Registration/Change of Nomination, Assignment</td> <td data-bbox="1008 512 1131 575">7 days</td> </tr> <tr> <td data-bbox="578 575 646 672">5</td> <td data-bbox="646 575 1008 672">Alteration in original policy conditions( where applicable)</td> <td data-bbox="1008 575 1131 672">7 days</td> </tr> <tr> <td data-bbox="578 672 646 705">6</td> <td data-bbox="646 672 1008 705">Policy Loan</td> <td data-bbox="1008 672 1131 705">7 days</td> </tr> <tr> <td data-bbox="578 705 646 802">7</td> <td data-bbox="646 705 1008 802">Decision on Policy revival after receipt of all requirements</td> <td data-bbox="1008 705 1131 802">7 days</td> </tr> <tr> <td data-bbox="578 802 646 865">8</td> <td data-bbox="646 802 1008 865">Issue of Premium Payment certificates(PPC)</td> <td data-bbox="1008 802 1131 865">7 days</td> </tr> <tr> <td data-bbox="578 865 646 898">9</td> <td data-bbox="646 865 1008 898">Issue of Duplicate Policy</td> <td data-bbox="1008 865 1131 898">7 days</td> </tr> <tr> <td data-bbox="578 898 646 1058">10</td> <td data-bbox="646 898 1008 1058">Premium due intimation</td> <td data-bbox="1008 898 1131 1058">One month before due date</td> </tr> <tr> <td data-bbox="578 1058 646 1121">11</td> <td data-bbox="646 1058 1008 1121">Surrender or Partial withdrawal of Policy</td> <td data-bbox="1008 1058 1131 1121">7 days</td> </tr> </tbody> </table> <p data-bbox="623 1167 1143 1390"> <ul style="list-style-type: none"> <li>➤ Helpline/Call centre number: 91-022-68276827</li> <li>➤ SMS LICHELP&lt;POLICY NUMBER&gt; to 9222492224</li> <li>➤ WhatsApp No- 8976862090</li> </ul> </p> <p data-bbox="578 1423 938 1453"><u>Contact details of the Insurer:</u></p> <p data-bbox="623 1486 1162 1890"> <ul style="list-style-type: none"> <li>➤ Please contact us at our Branch Office , the details of which are mentioned in the Part A( First Page) of the policy document</li> <li>➤ Alternatively please visit <a href="https://licindia.in/branch">https://licindia.in/branch</a> to locate your Brach</li> <li>➤ Please visit <a href="https://licindia.in/web/quest/download-forms">https://licindia.in/web/quest/download-forms</a> for downloading applicable forms and list of documents required including</li> </ul> </p>	S No	Description 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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		<ul style="list-style-type: none"><li>• <b>Contact details of Ombudsman:</b> You can also approach Insurance Ombudsman whose Address and contact details is given in Part A (First page) of the Policy Document.  Alternatively the details of Ombudsman can be found on the below link: <a href="https://cioins.co.in">https://cioins.co.in</a> 022-69038800/69038812</li></ul>	
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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](http://www.licindia.in)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.