

**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 (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of the Insurance Product And Unique Identification Number (UIN)	LIC's Index Plus (UIN: 512L354V01)	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	Unit Linked	Part B - Definitions
4.	Basic Policy details	<ul style="list-style-type: none"> <li>• <b>Instalment Premium (Rs):</b> _____</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> </ul>	<p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p>
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> <li>• <b>Death Benefit:</b> On death of the Life Assured before the stipulated Date of Maturity (including during Grace Period), provided policy is in-force, then, <u>On death before the Date of Commencement of Risk:</u> An amount equal to the Unit Fund Value as on date of intimation of death shall be payable.</li> <li><u>On death after the Date of Commencement of Risk:</u> An amount equal to the highest of the following shall be payable <ul style="list-style-type: none"> <li>○ Basic Sum Assured reduced by Partial Withdrawals, if any, made during the two years period immediately preceding the date of death ; or</li> <li>○ Unit Fund Value as on date of intimation of death; or</li> <li>○ 105% of the total premiums received up to the Date of Death reduced by Partial</li> </ul> </li> </ul>	Condition 1.B of Part C

		<p>withdrawals, if any, made during the two years period immediately preceding the date of death.</p> <p>Where Basic Sum Assured is equal to either 7 or 10 times of Annualized Premium as chosen by the Policyholder in case age at entry of Life Assured is 50 years and below and 7 times of Annualized Premium in case age at entry of Life Assured is 51 years and above.</p> <ul style="list-style-type: none"> <li>• <b>Maturity Benefit:</b> <ul style="list-style-type: none"> <li>➤ On Life Assured surviving the stipulated Date of Maturity, an amount equal to Unit Fund Value as on date of Maturity shall be payable.</li> <li>➤ Provided all due premiums under the policy have been paid, an amount equal to the total amount of mortality charges deducted in respect of life insurance cover shall be payable along with the Maturity Benefit.</li> </ul> </li> <li>• <b>Guaranteed Additions:</b> Guaranteed Additions shall be payable only under an in-force policy i.e. if all due premiums have been paid. The Guaranteed Additions as a percentage of Annualized/ Annual Premium shall be added to the Unit Fund under policies on completion of specific duration of policy year.</li> <li>• <b>Surrender Benefit:</b> A policy can be surrendered anytime during the policy term. The surrender value, if any, shall be payable as under: <b><u>If the policy is Surrendered during the 5 years' Lock-in-Period:</u></b> If a Policyholder applies for surrender of the policy during the 5 years' Lock-in-Period, then the Unit Fund Value after deducting the applicable Discontinuance Charge shall be transferred to the Discontinued Policy Fund. The Proceeds of the Discontinued Policy Fund in respect of Policy as on the date of expiry of lock-in period, shall be payable to the Policyholder at the end of 5 years' lock-in-period. <b><u>If the policy is Surrendered after 5 years' lock-in-period:</u></b> If a Policyholder applies for surrender of the policy after 5 years' Lock-in-period,</li> </ul>	<p>Condition 1 A of Part C</p> <p>Condition 1 C of Part C</p> <p>Condition 2 of Part C</p> <p>Condition 3 of Part D</p>
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		<p>then the Unit Fund Value as on the date of intimation of surrender shall be payable.</p> <ul style="list-style-type: none"> <li>• <b>Option to Policyholders for availing benefits, if any, covered under the policy:</b> Option to choose any one of the Investment Funds available under the plan.</li> <li>• <b>Lock-in period:</b> 5 years from the date of commencement of policy</li> </ul>	<p>Condition 1 of Part E</p> <p>Part B-Definitions</p>
6.	Options available (in case of <i>Linked Insurance Products</i> )	<ul style="list-style-type: none"> <li>• <b>Partial Withdrawal:</b> A Policyholder can partially withdraw the units at any time after the 5 years' lock-in period.</li> <li>• <b>Switches:</b> The Policyholder can switch between the two funds types allowed under this policy during the policy term. On switching the entire amount is switched to the new Fund opted for.</li> <li>• <b>Settlement option:</b> Option to take Death Benefit in instalments: This is an option to receive Death Benefit in instalments over a period of 5 years instead of lump sum amount.</li> </ul>	<p>Condition 13 of Part D</p> <p>Condition 11 of Part D</p> <p>Condition 12 of Part D</p>
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	<p><b>LIC's Linked Accidental Death Benefit Rider (UIN: 512A211V02):</b> Under an in-force policy the LIC's Linked Accidental Death Benefit Rider can be opted for by the eligible Life Assured</p> <p>If the rider is opted for, in case of accidental death, the Accident Benefit Sum Assured will be payable in lump sum.</p>	Condition 5 of Part C
9.	Exclusions (events where insurance coverage is not payable), if any.	<p><b>Suicide Exclusion:</b> In case of death due to suicide within 12 months from the Date of Commencement of Policy or from the Date of Revival of the policy, the nominee or beneficiary of the policyholder shall be entitled to the Unit Fund Value as available on the date of intimation of death along with death certificate.</p>	Condition 4 of Part F
10.	Waiting/ lien Period, if any	Not Applicable	
11.	Grace period	<ul style="list-style-type: none"> <li>• 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment</li> <li>• 15 Days for Monthly mode of premium payment</li> </ul>	Condition 7 of Part C
12.	Free Look Period	30 Days	Condition 10 of Part D

13.	Lapse, paid-up and revival of the Policy	<ul style="list-style-type: none"> <li>• <b>Discontinuance of Premiums:</b> If premiums under the policy have not been paid before the expiry of the Grace Period, then the policy shall be in a state of discontinuance.   <u>Discontinuance during lock-in period:</u> <ul style="list-style-type: none"> <li>○ Fund Value less applicable charges will be transferred to Discontinued policy fund.</li> <li>○ The policy can be either revived within Revival Period or proceeds of Discontinued Policy Fund will be payable at end of lock-in period.</li> </ul> </li> <li>• <u>Discontinuance after lock-in period:</u> <ul style="list-style-type: none"> <li>○ The policy shall be converted into reduced paid-up. The policy can be either revived within Revival Period or completely withdrawn.</li> </ul> </li> <li>• <b>Paid-up:</b> If the policy is discontinued due to non payment of premiums, after 5 years' Lock-in- Period, upon expiry of the grace period, the policy shall be converted into a reduced paid-up policy.</li> <li>• <b>Revival:</b> If Life Assured exercises option to revive a discontinued policy, it can be revived within the Revival Period but before the date of maturity.</li> </ul>	<p>Condition 3 B of Part D</p> <p>Condition 3 B of Part D</p> <p>Condition 5 of Part D</p>												
14.	Policy Loan, if applicable	Not Applicable	Condition 9 of Part D												
15.	Claims/ Claims Procedure	<ul style="list-style-type: none"> <li>• <b>Brief procedure 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" data-bbox="578 1430 1166 1885"> <thead> <tr> <th data-bbox="578 1430 662 1545">S. No.</th> <th data-bbox="662 1430 813 1545">Service</th> <th data-bbox="813 1430 1000 1545">Description of Item/Service</th> <th data-bbox="1000 1430 1166 1545">TAT</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 1545 662 1724">1</td> <td data-bbox="662 1545 813 1724">Death Claims</td> <td data-bbox="813 1545 1000 1724">Death claims settlements not requiring Investigations</td> <td data-bbox="1000 1545 1166 1724">15 Days</td> </tr> <tr> <td data-bbox="578 1724 662 1885"></td> <td data-bbox="662 1724 813 1885"></td> <td data-bbox="813 1724 1000 1885">Early Death Claims requiring investigations -decision &amp;</td> <td data-bbox="1000 1724 1166 1885">45 Days</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 &	45 Days	Condition 6 of Part F
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16.	Policy Servicing	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT):</li> </ul> <table border="1"> <thead> <tr> <th>S No</th> <th>Description 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>Unit/Index linked Insurance Policy- Switch and other related services</td> <td>7 days</td> </tr> <tr> <td>7.</td> <td>Decision on Policy revival after receipt of all</td> <td>7 days</td> </tr> </tbody> </table>			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.	Unit/Index linked Insurance Policy- Switch and other related services	7 days	7.	Decision on Policy revival after receipt of all	7 days
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		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	
		<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>Contact details of the insurer:</p> <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 branch</li> <li>•</li> <li>➤ Please visit: <a href="https://licindia.in/web/guest/download-forms">https://licindia.in/web/guest/download-forms</a> for downloading applicable forms and list of documents required including bank account details.</li> <li>➤ For updated details, we request you to regularly check our website <a href="http://www.licindia.in">www.licindia.in</a></li> </ul>			
17.	Grievances	<b>S</b>	<b>Description of</b>	<b>TAT</b>	

/Complaints	<b>No</b>	<b>Item/Service</b>		Part G
	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	
<ul style="list-style-type: none"> <li> <p><b>• Contact details of Grievance Redressal Officer of the insurer:</b>  You may contact the Grievance Redressal Officer on the address as mentioned in the Part A (First page) of the Policy Document.</p> <p>Alternatively the details of Grievance Redressal Officers can be found on the below link:  <a href="https://licindia.in/web/guest/grievances">https://licindia.in/web/guest/grievances</a></p> </li> <li> <p><b>• Link for registering the grievance with the insurer's portal:</b>  If you are a registered policy holder you can directly register complaint/ grievance and track its status through our Customer Portal (website) <a href="http://www.licindia.in">http://www.licindia.in</a>. You can also contact at e-mail id <a href="mailto:co_complaints@licindia.com">co_complaints@licindia.com</a> for redressal of any grievances.</p> <p>Link for registering:  <a href="https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login">https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</a></p> </li> <li> <p><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.</p> </li> </ul>				

		Alternatively the details of Ombudsman can be found on the below link: <a href="https://cioins.co.in">https://cioins.co.in</a> Contact No. 022-69038800/69038812	
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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.