



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 Group Assurance Plan (UIN: 512G344V02)	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	Non-Linked, Non-Par, Life, Group, Savings Plan	Part A
4.	Basic Policy details	<p>Name of the Member : Shri/Smt/Ms _____</p> <p>LIC ID : _____</p> <p>Single Premium (Rs): _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i></p> <p>Mode of premium payment : Single Premium</p> <p>Premium Payment Term : Single Premium</p> <p>Period of Coverage: _____</p> <p>Sum Assured on Death (Rs): 10,000</p>	<p>Schedule</p> <p>Schedule</p> <p>Schedule</p>
5.	Policy Coverage / benefits payable	<p>Benefits payable on death:</p> <ul style="list-style-type: none"> • Sum Assured equal to Rs.10,000/-(Rupees Ten Thousand Only) as a lumpsum; and • A regular income in the form of Family Income Benefit for the outstanding Period of Coverage. The amount and date of payment of Family Income Benefit shall be same as the Survival Benefit that were payable to the Member on his/her survival. This Survival Benefit will be payable during the Period of Coverage. <p>Benefit Payable on Survival:</p> <ul style="list-style-type: none"> • The regular payment at the end of each 	<p>Condition 2 of Part C</p> <p>Condition 1</p>

		<p>month/ quarter/ half-year/ year, as chosen by the Member. This Survival Benefit will be payable during the Period of Coverage.</p> <ul style="list-style-type: none"> Such Survival Benefit may be level or increasing. For increasing survival benefits, the amount and frequency of increase shall be guided by Scheme Rules of the Master Policyholder. The Survival Benefit shall terminate on death of the Member or expiry of the Period of Coverage, whichever occurs first. <p>Benefit payable on maturity: No Maturity Benefit shall be payable.</p>	<p>of Part C</p> <p>Condition 3 of Part C</p>						
6.	Options available (in case of Linked Insurance Products)	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.	Not Applicable							
10.	Waiting/ lien Period, if any	Not Applicable							
11.	Grace period	Not Applicable							
12.	Free Look Period	Since this is a Government Scheme, Free-Look Period shall not be applicable.	Condition 4 of Part D						
13.	Lapse, paid-up and revival of the Policy	Not Applicable							
14.	Policy Loan, if applicable	Not Applicable							
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 and brief procedure: <table border="1"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>Bench Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy</td> <td>Within 15 days from the date of receipt of all claim requirements</td> </tr> </tbody> </table>	S No	Description of Service	Bench Marks	1	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy	Within 15 days from the date of receipt of all claim requirements	
S No	Description of Service	Bench Marks							
1	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy	Within 15 days from the date of receipt of all claim requirements							

		<table border="1"> <tr> <td data-bbox="549 194 620 383">2</td> <td data-bbox="620 194 991 383">Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy</td> <td data-bbox="991 194 1217 383">Within 45 days from the date of receipt of all claim requirements</td> </tr> </table>	2	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	Within 45 days from the date of receipt of all claim requirements													
2	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	Within 45 days from the date of receipt of all claim requirements																
16.	Policy Servicing	<ul style="list-style-type: none"> Please visit the following link for updated details of the benchmarks https://licindia.in/web/guest/download-forms Helpline/Call Centre number: 91-022-68276827 for LIC Annuity SMS LICHELP<POLICY NUMBER>TO 9222492224 Whatsapp No.: 8976862090 Contact details of the insurer: You may contact us at our Division Office the details of which are mentioned in the Part A (First page) of the Policy Document. Link for downloading claim form and list of documents required including bank account details: https://licindia.in/web/guest/download-forms <p>For updated details, we request you to regularly check our website www.licindia.in</p>	<ul style="list-style-type: none"> Turn Around Time (TAT): <table border="1"> <thead> <tr> <th data-bbox="549 1391 620 1458">S No</th> <th data-bbox="620 1391 1031 1458">Description of Service</th> <th data-bbox="1031 1391 1217 1458">Bench Marks</th> </tr> </thead> <tbody> <tr> <td data-bbox="549 1458 620 1693">1</td> <td data-bbox="620 1458 1031 1693">Free look cancellation/ surrender/ Withdrawal/ Request for refund of proposal deposit/Refund of outstanding proposal deposit subject to receipt of all documents</td> <td data-bbox="1031 1458 1217 1693">7days wherever applicable</td> </tr> <tr> <td data-bbox="549 1693 620 1832">2.</td> <td data-bbox="620 1693 1031 1832">Registration of Nomination / Assignment / Re-Assignment and return of policy document</td> <td data-bbox="1031 1693 1217 1832">7 days wherever applicable</td> </tr> <tr> <td data-bbox="549 1832 620 1966">3.</td> <td data-bbox="620 1832 1031 1966">Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements from the Master Policyholder</td> <td data-bbox="1031 1832 1217 1966">7days wherever applicable</td> </tr> <tr> <td data-bbox="549 1966 620 2031">4</td> <td data-bbox="620 1966 1031 2031">Effecting change of address/ transfer In-Out and other</td> <td data-bbox="1031 1966 1217 2031">7 days</td> </tr> </tbody> </table>	S No	Description of Service	Bench Marks	1	Free look cancellation/ surrender/ Withdrawal/ Request for refund of proposal deposit/Refund of outstanding proposal deposit subject to receipt of all documents	7days wherever applicable	2.	Registration of Nomination / Assignment / Re-Assignment and return of policy document	7 days wherever applicable	3.	Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements from the Master Policyholder	7days wherever applicable	4	Effecting change of address/ transfer In-Out and other	7 days
S No	Description of Service	Bench Marks																
1	Free look cancellation/ surrender/ Withdrawal/ Request for refund of proposal deposit/Refund of outstanding proposal deposit subject to receipt of all documents	7days wherever applicable																
2.	Registration of Nomination / Assignment / Re-Assignment and return of policy document	7 days wherever applicable																
3.	Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements from the Master Policyholder	7days wherever applicable																
4	Effecting change of address/ transfer In-Out and other	7 days																

		enquiries under the policies	wherever applicable	
		5	Acknowledge a grievance	Immediately
		6	Resolve a grievance	14 days
		<ul style="list-style-type: none"> Please visit the following link for updated details of the benchmarks https://licindia.in/web/guest/download-forms Helpline/Call Centre number: 91-022-68276827 SMS LICHELP<POLICY NUMBER>TO 9222492224 Whatsapp No.: 8976862090 Contact details of the insurer: You may contact us at our Branch Office the details of which are mentioned in the Part A (First page) of the Policy Document. Alternatively the Branch Locator can be found on the below link: https://licindia.in/branch Link for downloading applicable forms and list of documents required including bank account details: https://licindia.in/web/guest/download-forms <p>For updated details, we request you to regularly check our website www.licindia.in</p>		
17.	Grievances /Complaints	<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: 		Part G

		<p>If you are a registered policy holder you can directly register complaint/ grievance and track its status through our Customer Portal (website) http://www.licindia.in. You can also contact at e-mail id co_complaints@licindia.com for redressal of any grievances.</p> <p>Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</p> <ul style="list-style-type: none"> • Contact details of Ombudsman: You can also approach Insurance Ombudsman whose Address and contact details is given in Part A (First page) of the Policy Document. <p>Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in 022-69038800/69038812</p>	
--	--	---	--

Declaration by the Member of Group Policy

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

Place: (Signature of the Member of Group Policy)

Date:

Note:

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