

### **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 Protection Plus (UIN: 512L361V01 )	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	Non-Par, Linked, Life, Individual, Savings plan	Part A
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> _____ (Basic Sum Assured shall be equal to Annualized Premium <i>multiplied by</i> Basic Sum Assured multiple)</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 after the Date of Commencement of Risk, an amount equal to the highest of the following shall be payable: <ul style="list-style-type: none"> <li>○ Basic Sum Assured <i>reduced by</i> Partial Withdrawals, if any, made during the two years period immediately preceding the date of death; or</li> <li>○ Base Premium Fund Value as on date of intimation of death; or</li> <li>○ 105% of the Total Base Premiums paid up to the Date of Death.</li> </ul> <p>Where Basic Sum Assured is equal to '10 times of Annualized Premium multiplies by Basic Sum Assured Multiple.</p> <p>In addition to the above, if Top-up Premium(s) have been paid under the policy, the highest of the following shall also be payable:</p> <ul style="list-style-type: none"> <li>○ Total Top-up Sum Assured or</li> </ul> </li> </ul>	Condition 1.B of Part C

		<ul style="list-style-type: none"> <li>○ Top-up Premium Fund Value; or</li> <li>○ 105% of the Total Top-up Premiums paid upto the date of death.</li> </ul>	
		<ul style="list-style-type: none"> <li>• <b>Maturity Benefit:</b> On the Life Assured surviving the stipulated Date of Maturity, an amount equal to the Unit Fund Value as on date of maturity shall become payable.</li> </ul>	Condition 1 B of Part C
		<ul style="list-style-type: none"> <li>• <b>Refund of Mortality Charges</b> Provided all due premiums under the policy have been paid, an amount equal to the total amount of mortality charges deducted from the Base premium Fund and Top-up Premium Fund shall be payable along with the Maturity Benefit.</li> </ul>	Condition 1 C of Part C
		<ul style="list-style-type: none"> <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: <u>If the policy is Surrendered during the 5 years' Lock-in-Period:</u> 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 in respect of Base Premium along with Top-up Premium Fund Value 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.  <u>If the policy is Surrendered after 5 years' lock-in-period:</u> If a Policyholder applies for surrender of the policy after 5 years' Lock-in-period, then the Unit Fund Value as on the date of intimation of surrender shall be payable.</li> </ul>	Condition 3 of Part D
		<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> </ul>	Condition 1 of Part E
		<ul style="list-style-type: none"> <li>• <b>Lock-in period:</b> 5 years from the date of commencement of policy</li> </ul>	Part B-Definitions

6.	Options available (in case of Linked Insurance Products)	<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 provided all due premiums till the date of Partial Withdrawal have been paid.</li> <li>• <b>Switches:</b> The Policyholder can switch between the six 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> <li>• <b>Top-up Premium:</b> A policyholder shall have an option to pay Top-up premium which is an amount that is paid voluntarily besides contractual premium, provided the policy is in-force, subject to Terms and Condition of the policy.</li> <li>• <b>Increase / Decrease in Basic Sum Assured:</b> Under an in-force policy, the policyholder shall have option to increase/decrease the Basic Sum Assured in respect of Base Premium as per the his/her life cycle needs subject to Terms and Condition of the policy.</li> </ul>	<p>Condition 13 of Part D</p> <p>Condition 11 of Part D</p> <p>Condition 12 of Part D</p> <p>Condition 14 of Part D</p> <p>Condition 15 &amp; 16 of Part D</p>
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	<p>&lt;&lt;LIC's Linked Accidental Death Benefit Rider (UIN: 512A211V02): 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.&gt;&gt;</p>	Condition 5 of Part C
9.	Exclusions (events where insurance coverage is not payable), if any.	<p><b>Suicide Exclusion:</b></p> <p>In case of death due to suicide within 12 months from the Date of Commencement of risk 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 (through NACH)</li> </ul>	Condition 3 of Part D

		of premium payment	
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.</li> </ul> <p><u>Discontinuance during lock-in period:</u></p> <ul style="list-style-type: none"> <li>○ Base Premium Fund Value less applicable charges along with Top-up Premium Fund Value 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> <p><u>Discontinuance after lock-in period:</u></p> <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> <ul style="list-style-type: none"> <li>• <b>Paid-up:</b> If the policy is discontinued due to non payment of Base 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><tr><th>S. No</th><th>Service</th><th>Description of Item/Service</th><th>TAT</th></tr><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></table> <ul style="list-style-type: none"><li>• <b>Link for downloading claim form:</b> <a href="https://licindia.in/web/quest/download-forms">https://licindia.in/web/quest/download-forms</a></li></ul> <p>For updated details, we request you to regularly check 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 6 of Part F
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16.	Policy Servicing	<ul style="list-style-type: none"><li>• <b>Turn Around Time (TAT):</b></li></ul> <table><tr><th>S No</th><th>Description of Service</th><th>TAT</th></tr><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</td><td>7 days</td></tr></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	7 days												
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			receipt of request		
		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 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	
		<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> </ul> <p>➤ 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</p>			

		bank account details.															
		<p>➤ For updated details, we request you to regularly check our website <a href="http://www.licindia.in">www.licindia.in</a></p>															
17.	Grievances /Complaints	<table><tr><th>S No</th><th>Description of Item/Service</th><th>TAT</th></tr><tr><td>1</td><td>Acknowledgement to complaint</td><td>Immediately</td></tr><tr><td>2</td><td>Action on Complaint and Intimation of decision to the complainant</td><td>14 days</td></tr><tr><td>3</td><td>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>14 days from original date of receipt of complaint</td></tr></table>	S No	Description of Item/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	<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> <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> <p>• <b>Contact details of Ombudsman:</b></p>		
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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:  <a href="https://cioins.co.in">https://cioins.co.in</a></p> <p>Contact No. 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](http://www.licindia.in)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.