

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 New Endowment Plus (UIN: 512L301V03)	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"> • Instalment Premium (Rs): _____ • Mode of premium payment : _____ • Premium Payment Term: _____ • Policy Term: _____ • Basic Sum Assured (Rs): _____ 	<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"> • Death Benefit: 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. <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"> ○ Basic Sum Assured reduced by Partial Withdrawals, if any, made during the two years period immediately preceding the date of death; or ○ Unit Fund Value as on date of intimation of death; or ○ 105% of the total premiums received up to the Date of Death reduced by Partial 	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 '10 times of Annualized Premium.</p> <ul style="list-style-type: none"> • Maturity Benefit: On the Life Assured surviving the stipulated Date of Maturity, an amount equal to the Unit Fund Value as on date of maturity shall be payable. • Surrender Benefit: 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 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. • Option to Policyholders for availing benefits, if any, covered under the policy: Option to choose any one of the Investment Funds available under the plan. • Lock-in period: 5 years from the date of commencement of policy 	<p>Condition 1 A of Part C</p> <p>Condition 3.A of Part D</p> <p>Condition 1 of Part E</p> <p>Part B-Definitions</p>
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6.	Options available (in case of Linked Insurance Products)	<ul style="list-style-type: none"> • Partial Withdrawal: 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. • Switches: The Policyholder can switch between the four funds types allowed under this policy during the policy term. On switching the entire Fund Value is switched to the new Fund opted for. • Settlement option: 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. 	<p>Condition 12 of Part D</p> <p>Condition 10 of Part D</p> <p>Condition 11 of Part D</p>
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	<<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 If the rider is opted for, in case of accidental death, the Accident Benefit Sum Assured will be payable in lump sum.>>	Condition 4 of Part C
9.	Exclusions (events where insurance coverage is not payable), if any.	Suicide Exclusion: 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.	Condition 4 of Part F
10.	Waiting/ lien Period, if any	Not Applicable	
11.	Grace period	<ul style="list-style-type: none"> • 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment • 15 Days for Monthly mode (through NACH) of premium payment 	Condition 5 of Part C
12.	Free Look Period	30 Days	Condition 9 of Part D
13.	Lapse, paid-up and revival of the Policy	<ul style="list-style-type: none"> • Discontinuance of Premiums: 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. <p><u>Discontinuance during lock-in period:</u></p> <ul style="list-style-type: none"> ○ Fund Value less applicable charges will be transferred to Discontinued policy fund. ○ The policy can be either revived within Revival Period or proceeds of 	Condition 3 B of Part D

		<p>Discontinued Policy Fund will be payable at end of lock-in period.</p> <p><u>Discontinuance after lock-in period:</u> The policy shall be converted into reduced paid-up. The policy can be either revived within Revival Period or completely withdrawn.</p> <ul style="list-style-type: none"> • Paid-up: 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. <p>Revival: If Life Assured exercises option to revive a discontinued policy, it can be revived within the Revival Period but before the date of maturity.</p>	<p>Condition 3 B of Part D</p> <p>Condition 4 of Part D</p>																
14.	Policy Loan, if applicable	Not Applicable	Condition 8 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 is as follows: <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> </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	Condition 6 of Part F
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16.	Policy Servicing	<ul style="list-style-type: none"> • Link for downloading claim form: https://licindia.in/web/quest/download-forms For updated details, we request you to regularly check our website www.licindia.in • Turn Around Time (TAT): <table border="1"> <thead> <tr> <th data-bbox="570 678 662 768">S No</th> <th data-bbox="662 678 1024 768">Description of Service</th> <th data-bbox="1024 678 1146 768">TAT</th> </tr> </thead> <tbody> <tr> <td data-bbox="570 768 662 915">1.</td> <td data-bbox="662 768 1024 915">Post Policy service requests concerning mistakes/corrections in the policy document</td> <td data-bbox="1024 768 1146 915">7 days</td> </tr> <tr> <td data-bbox="570 915 662 1026">2.</td> <td data-bbox="662 915 1024 1026">Free Look cancellation and refund from the date of receipt of request</td> <td data-bbox="1024 915 1146 1026">7 days</td> </tr> <tr> <td data-bbox="570 1026 662 1117">3.</td> <td data-bbox="662 1026 1024 1117">Change of Address(KYC norms to be complied)</td> <td data-bbox="1024 1026 1146 1117">7 days</td> </tr> <tr> <td data-bbox="570 1117 662 1199">4.</td> <td data-bbox="662 1117 1024 1199">Registration/Change of Nomination, Assignment</td> <td data-bbox="1024 1117 1146 1199">7 days</td> </tr> <tr> <td data-bbox="570 1199 662 1310">5.</td> <td data-bbox="662 1199 1024 1310">Alteration in original policy conditions(where applicable)</td> <td data-bbox="1024 1199 1146 1310">7 days</td> </tr> <tr> <td data-bbox="570 1310 662 1430">6.</td> <td data-bbox="662 1310 1024 1430">Unit/Index linked Insurance Policy- Switch and other related services</td> <td data-bbox="1024 1310 1146 1430">7 days</td> </tr> <tr> <td data-bbox="570 1430 662 1541">7.</td> <td data-bbox="662 1430 1024 1541">Decision on Policy revival after receipt of all requirements</td> <td data-bbox="1024 1430 1146 1541">7 days</td> </tr> <tr> <td data-bbox="570 1541 662 1623">8.</td> <td data-bbox="662 1541 1024 1623">Issue of Premium Payment certificates(PPC)</td> <td data-bbox="1024 1541 1146 1623">7 days</td> </tr> <tr> <td data-bbox="570 1623 662 1705">9.</td> <td data-bbox="662 1623 1024 1705">Issue of Duplicate Policy</td> <td data-bbox="1024 1623 1146 1705">7 days</td> </tr> <tr> <td data-bbox="570 1705 662 1875">10.</td> <td data-bbox="662 1705 1024 1875">Premium due intimation</td> <td data-bbox="1024 1705 1146 1875">One month before due date</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 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	
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		<p>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: https://licindia.in/web/guest/grievances</p> <ul style="list-style-type: none"> • 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) http://www.licindia.in. You can also contact at e-mail id co_complaints@licindia.com for redressal of any grievances. <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</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
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.