



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 Smart Pension (UIN: <u>512N386V01</u>)	Part A
2.	Policy Number	_____	Schedule
3.	Type of Insurance Policy	<ul style="list-style-type: none"> • Immediate Annuity 	
4.	Basic Policy details	<ul style="list-style-type: none"> • Purchase Price/Single Premium (Rs): _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i> • Annuity option chosen: _____ • Amount of annuity payment: _____ • Mode of annuity payment: _____ • Date of 1st annuity payment: _____ • Death Benefit Option chosen: _____ (Lumpsum/Annuity/Instalment) 	Schedule
5.	Policy Coverage benefits payable /	<ul style="list-style-type: none"> • Benefits payable on death: As per Annuity Option chosen • Benefit payable on maturity: There is no maturity benefit under this policy. • Survival Benefits excluding that payable on maturity: Annuity payments shall be made in arrears depending on the terms and conditions of the respective Annuity Options chosen. • Surrender benefits: Available under Annuity Options D, 	Condition 1 of Part C Condition 2 of Part C Condition 1 of Part C Condition 3 of Part D

		E1,E2,E3,E4,E4,E5,F,J only. <ul style="list-style-type: none"> • Option to policyholder for availing benefits, if any, covered under the policy. <ul style="list-style-type: none"> ○ Liquidity Option ○ Advanced Annuity Option ○ Annuity Accumulation Option 	Condition 11 of Part D Condition 12 of Part D Condition 13 of Part D								
6.	Options available (in case of Linked Insurance Products)	Not Applicable									
7.	Option available (in case of Annuity product)	Annuity option chosen: -----	Schedule								
8.	Riders opted, if any	Not Applicable									
9.	Exclusions (events where insurance coverage is not payable), if any.	There are no exclusions.									
10.	Waiting/ lien Period, if any	Not Applicable									
11.	Grace period	Not Applicable									
12.	Free Look Period	30 Days	Condition 6 of Part D								
13.	Lapse, paid-up and revival of the Policy	Not Applicable									
14.	Policy Loan, if applicable	The Policy loan shall be allowed at any time after three months from the completion of policy (i.e. 3 months from the date of issuance of policy) or after expiry of the free-look period, whichever is later. The loan is allowed under the Annuity Options E1/E2/E3/E4/F5/F/J only.	Condition 4 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: 	Condition 4 of Part F								
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			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																																				
	<ul style="list-style-type: none"> Link for downloading claim form : https://licindia.in/web/guest/download-forms <p>For updated details, we request you to regularly check our website www.licindia.in</p>																																							
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		<p><u>Contact details of the Insurer:</u></p> <ul style="list-style-type: none"> ➤ Please contact us at our Branch Office, the details of which are mentioned in the Part A (First Page) of the policy document ➤ Alternatively please visit https://licindia.in/branch to locate your Branch ➤ Please visit https://licindia.in/web/guest/download-forms for downloading applicable forms and list of documents required including bank account details. ➤ For updated details, we request you to regularly visit our website www.licindia.in 			
20.	Grievance s / Complaint s	S No	Description of Item of Service	TAT	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		
<p>• 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</p> <p>• 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) www.licindia.in. You can also contact at e-mail id: co_complaints@licindia.com for redressal of any grievances. Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</p> <p>• 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. Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in</p>					

		022-69038800/69038812	
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Declaration by the Policyholder

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

(Signature of the Policyholder)

Place:

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.