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 New Bima Jyoti (UIN: 512N395V01)**	Part A
2.	Policy Number	______________________	Part A
3.	Type of Insurance Policy	Non-Linked other than Pure risk and pension	Part B - Definitions
4.	Basic Policy details	• **Total Instalment Premium (Rs)**: _________ (*Taxes, if any, as applicable from time to time are charged extra*). • **Mode of premium payment**: _______ • **Premium Payment Term**: _________ • **Policy Term**: __________ • **Basic Sum Assured (Rs):** __________ • **Sum Assured on Death:** Sum Assured on Death is defined as Higher of 125% of Basic Sum Assured or 7 times of Annualized Premium • **Sum Assured on Maturity:** Sum Assured on Maturity is equal to Basic Sum Assured.	Schedule Schedule Schedule Schedule Schedule Condition 1.A of Part C Condition 1.B of Part C
5.	Riders opted, if any	**<<Not Applicable (if rider is not opted)>>** **<<Rider Name and UIN (as opted for by the policyholder)** **For details of Benefits and Conditions of riders(s), mentioned above, refer Endorsement to this policy.>>**	Schedule
6.	Policy Coverage / benefits payable	• **Benefit payable on Death:** Death benefit payable on death of the life assured during the policy term after the date of commencement of risk but before the	Condition 1.A of Part C

		stipulated date of maturity, provided the policy is in-force, shall be "**Sum Assured on Death**" along with accrued Guaranteed Additions for in-force policy. This Death Benefit shall not be less than 105% of total premiums paid upto the date of death. However, in case of minor Life Assured, whose age at entry is below 8 years, on death before the commencement of Risk, provided the policy is in-force, the Death Benefit payable shall be return of Total Premiums paid (excluding taxes, any extra premium and rider premiums if any), without interest.	
		• **Benefit payable on Maturity:** On Life Assured surviving the stipulated Date of Maturity provided the policy is in-force, **"Sum Assured on Maturity**" along with accrued Guaranteed Additions for in-force policy, shall be payable.	Condition 1.B of Part C
		(Guaranteed Additions for In-force policy: Under an in-force policy, the Guaranteed Additions during the policy term shall accrue at the end of each policy year. The applicable Rate of Guaranteed Additions for an in-force policy shall be as specified in the Policy document.)	Condition 5 of Part C
		• **Surrender Benefit:** The policy can be surrendered by the policyholder after completion of first policy year provided one full year's premium(s) has been paid. However, the policy shall acquire Guaranteed Surrender Value on payment of atleast two full years' premiums and Special Surrender Value after completion of first policy year provided one full year's premium(s) has been paid. On surrender of an in-force or paid-up policy, the Corporation shall pay the Surrender Value higher of a) Guaranteed Surrender Value and surrender value of any accrued Guaranteed Additions; or b) Special Surrender Value.	Condition 4 of Part D
		• **Options to Policyholders for availing benefits, if any, covered under the policy:** i) Option to take Death Benefit in instalments: This is an option to receive	Condition 8 of Part D

		Death Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lump sum amount under an in-force as well as paid-up policy. ii) Settlement Option (for Maturity Benefit): Settlement Option is an option to receive Maturity Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lumpsum amount under an in-force as well as paid-up policy.	Condition 9 of Part D
7.	Options available (*in case of Linked Insurance Products*)	Not Applicable	
8.	Option available (in case of Annuity product)	Not Applicable	
9.	Exclusions (events where insurance coverage is not payable), if any.	**Suicide Exclusion:** The provisions related to claim payment in case of death due to suicide shall be subject to the conditions as specified herein under: In case of death of the Life Assured due to suicide, within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the Nominee or Beneficiary shall be entitled to 80% of the total premiums paid till the date of death or the surrender value available as on the date of death whichever is higher, provided the policy is in force. Note: • This clause shall not be applicable in case the age at entry / age at the time of revival of the Life Assured is below 8 years. • This clause shall also be applicable for paid-up policies. • For a policy lapsed without acquiring paid-up value and nothing shall be payable under such policy. • Premiums referred above shall not include any taxes, if collected explicitly, extra premium and rider premium(s) other than term assurance premium, if any. The relaxation mentioned under Non-forfeiture provisions shall not be applicable in case of death due to suicide.	Condition 2 of Part F
10.	Waiting / lien Period, if any	Waiting period of 90 days from the date of commencement of risk shall be applicable in case	Condition 3.b of Part F

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<tr><td></td><td></td><td>the Policy is purchased through POSP-LI or CPSC-SPV</td><td></td></tr>
<tr><td>11.</td><td>Grace period</td><td>• 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment
• 15 Days for Monthly mode of premium payment</td><td>Condition 7 of Part C</td></tr>
<tr><td>12.</td><td>Free Look Period</td><td>30 Days</td><td>Condition 7 of Part D</td></tr>
<tr><td>13.</td><td>Lapse, paid-up and revival of the Policy</td><td>• Lapse: Lapse is the status of the policy when due premium is not paid within the days of grace.

• Paid-up: If after at least one full year’s premium(s) has been paid and any subsequent premiums be not duly paid, on completion of first policy year, this policy shall not be wholly void, but shall subsist as a paid-up policy till the end of the policy term.
The Guaranteed Additions for paid-up policies shall be as specified in the Policy Document.
• Revival: A policy in lapsed condition may be revived during the life time of the Life Assured, but within the Revival Period and before the date of maturity, as the case may be.</td><td>Part B- Definitions

Condition 2 of Part D

Condition 3 of Part D</td></tr>
<tr><td>14.</td><td>Policy Loan, if applicable</td><td>Loan can be availed after completion of first policy year, provided one full year’s premium(s) has been paid and shall be subject to the terms and conditions of the policy.</td><td>Condition 5 of Part D</td></tr>
<tr><td>15.</td><td>Claims/ Claims Procedure</td><td>• Brief procedure and list of documents required including bank account details

• Turn Around Time (TAT) for claims settlement:

<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 & payment</td><td>45 days</td></tr>
<tr><td>2</td><td>Maturity payments</td><td>Settlement of Maturity Claims</td><td>On due date</td></tr>
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</td><td>Condition 5 of Part F</td></tr>
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<tr><td>3</td><td>Auto Action by Insurer</td><td>Policy Payments information(Maturity Benefits)</td><td>One month before due date</td></tr>
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Link for downloading claim form : https://licindia.in/web/guest/download-forms
For updated details, we request you to regularly check our website www.licindia.in
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<td>16.</td>
<td>Policy Servicing</td>
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Turn Around Time (TAT):
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<tr><th>S No</th><th>Description of Item 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 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>Policy Loan</td><td>7 days</td></tr>
<tr><td>7</td><td>Decision on Policy revival after receipt of all requirements</td><td>7 days</td></tr>
<tr><td>8</td><td>Issue of Premium Payment certificates (PPC)</td><td>7 days</td></tr>
<tr><td>9</td><td>Issue of Duplicate Policy</td><td>7 days</td></tr>
<tr><td>10</td><td>Premium due intimation</td><td>One month before due date</td></tr>
<tr><td>11</td><td>Surrender or Partial withdrawal of Policy</td><td>7 days</td></tr>
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Helpline/Call centre number: 91-022-68276827
SMS LICHELP<POLICY NUMBER> to 9222492224
WhatsApp No- 8976862090

<u>Contact details of the Insurer:</u>
Please contact us at our Branch Office, the details of which are mentioned in the Part A (First Page) of the policy document
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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

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<td>17.</td>
<td>Grievances /Complaints</td>
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<tr><th>S No</th><th>Description of Item of 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>
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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:
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-

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<td>Part G</td>
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		120722208.1677050657#Login • **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 Contact No: 022-69038800/69038812	

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.