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 Bima Platinum (UIN: 512N397V01)**	Part A
2.	Policy Number	______________________	Part A
3.	Type of Insurance Policy	Non-Par, Non-linked, Life, Individual Savings plan	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 higher of: • 11 times of Annualized Premium; or • Basic Sum Assured. • **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.C 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	• **Benefits 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 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.	Condition 1.A of Part C

The Death Benefit shall not be less than 105% of "Total Premiums Paid" upto the date of death.

In any case, the Death Benefit shall not be less than the Surrender Value calculated as on the date of death.

However, in case of minor Life Assured where age at entry is below 8 years, on death of Life Assured during the policy term before the date of commencement of risk, provided all due premiums have been paid, death benefit payable shall be the Return of "Total Premiums Paid", without interest.

- **Income Benefit**:
  - **Regular Income Benefits:**
    On survival of the Life Assured to the end of the Premium Paying term, provided the policy is in-force, a Regular Income Benefit equal to 10% of Basic Sum Assured shall be payable.

    The first Regular Income Benefit shall be payable at the end of the Premium Paying Term, and thereafter on completion of each subsequent Policy Year till the Life Assured survives or till the policy anniversary prior to the date of maturity, whichever is earlier.

  - **Booster Income Benefit:**
    On survival of the Life Assured on the specified policy anniversary, provided the policy is in-force, a Booster Income Benefit equal to 70% of Basic Sum Assured shall be payable. The specified policy anniversary for various premium paying terms is as follows:

Condition 1.B of Part C

For Premium Paying Term	Policy anniversary on which the Booster Benefit is payable
7 years	12^{th} policy anniversary
10 years	15^{th} policy anniversary
12 years	17^{th} policy anniversary
15 years	20^{th} policy anniversary
18 years	23^{rd} policy anniversary

- **Benefit payable on maturity**:
  On the 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; where "Sum Assured on Maturity" is equal the Basic Sum Assured.

Condition 1.C of Part C

[Guaranteed Additions for In-force policy: Under an in-force policy (in which all the due premiums have been paid), the Guaranteed Additions shall accrue at the end

Condition 5 of Part C

		of each policy year during the Premium Paying Term (PPT) and shall not accrue thereafter. The Rate of Guaranteed Additions for an in-force policy shall be Rs. 70 per thousand Total Annualized Premium in respect of Premiums Paid.] • **Surrender benefits**: The policy can be surrendered by the policyholder 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: ➢ Guaranteed Surrender value (GSV) and surrender value of any accrued Guaranteed Additions; or ➢ Special Surrender Value (SSV). • **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 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 lump sum amount under an in-force as well as paid-up policy. iii) Option to defer Regular Income Benefit and /or Booster Income Benefit: This is an option to defer all the future Regular Income Benefit and/or Booster Income Benefit, maximum upto the Date of Maturity, under an in-force as well as paid-up policy.	Condition 4 of Part D Condition 8 of Part D Condition 9 of Part D Condition 10 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	Condition 2 of Part F

		of death or the surrender value available as on the date of death, whichever is higher, provided the policy is in-force. Note: a) 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. b) This clause shall also be applicable for paid-up policies. c) For a policy lapsed without acquiring paid-up value, nothing shall be payable under such policies. d) Premiums referred above shall not include any taxes, if collected explicitly, extra premium and rider premium(s) other than term assurance rider, if any. The relaxation mentioned under Non-forfeiture provisions shall not be applicable in case of death due to suicide.	
10.	Waiting/lien Period, if any	Waiting period of 90 days from the date of commencement of risk shall be applicable in case the Policy is purchased through POSP-LI or CPSC-SPV	Condition 3.b) of Part F
11.	Grace period	• 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment • 15 Days for Monthly mode of premium payment	Condition 7 of Part C
12.	Free Look Period	30 Days	Condition 7 of Part D
13.	Lapse, paid-up and revival of the Policy	• **Lapse:** Lapse is the status of the policy when due premium is not paid within the days of grace. • **Paid-up:** If after atleast one full year's premium(s) has been paid in respect of this policy 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 • **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.	Part B-Definitions Condition 2 of Part D Condition 3 of Part D
14.	Policy Loan, if applicable	Loan can be availed within the surrender value of the policy, during the policy term, 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.	Condition 5 of Part D
15.	Claims/ Claims Procedure	• **Brief procedure and list of documents required including bank account details**	Condition 5 of Part F

- **Turn Around Time (TAT) for claims settlement:**

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 payments	Settlement of Maturity Claims	On due date
		Settlement of Survival Benefits	
3.	Auto Action by Insurer	Policy Payments information(Survival Benefits, Maturity Benefits)	One month before due date

- **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

16. Policy Servicing

- **Turn Around Time (TAT):**

S No	Description of Item 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	Policy Loan	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

- Helpline/Call centre number: 91-022-68276827
- SMS LICHELP<POLICY NUMBER> to 9222492224
- Whats App No- 8976862090

<table>
<tr><td></td><td></td><td>
<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

➢ 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
</td><td></td></tr>
<tr><td>17.</td><td>Grievances /Complaints</td><td>
<table>
<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>
</table>

• 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=2.72703123.1272923387.1677050657-120722208.1677050657#Login
</td><td>Part G</td></tr>
</table>

		• **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 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.