

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 Nivesh Plus (UIN: 512L317V02)	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"> • Single Premium (Rs): _____ • Policy Term: _____ • Basic Sum Assured (Rs): _____ 	Schedule Schedule Schedule
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 , 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 higher of Basic Sum Assured reduced by Partial Withdrawals made during the two years period immediately preceding the date of death or Unit Fund Value shall be payable Where Basic Sum Assured is the amount specified in the Schedule as opted for, at the time of taking the policy., where Option 1: 1.25 times of Single Premium; Option 2: 10 times of Single Premium. 	Condition 1.B of Part C

		<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 become payable. • Guaranteed Additions: Guaranteed Additions as a percentage of Single Premium shall be added to the Unit Fund on completion of specific duration of policy years. • 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 2 of Part C</p> <p>Condition 3 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. • Switches: The Policyholder can switch between the two funds types allowed under this policy during the policy term. On switching the entire amount 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 10 of Part D</p> <p>Condition 8 of Part D</p> <p>Condition 9 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 5 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 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 3 of Part F								
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	Not Applicable	Condition 7 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>1</td> <td>Death Claims</td> <td>Death claims settlements not requiring</td> <td>15 Days</td> </tr> </tbody> </table>	S. No.	Service	Description of Item/Service	TAT	1	Death Claims	Death claims settlements not requiring	15 Days	Condition 5 of Part F
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				Investigation s																			
				Early Death Claims requiring investigation s -decision & payment	45 Days																		
		2	Survival, Maturity, Annuity payments	Settlement of Maturity Claims Settlement of Survival Benefits Annuity payments/P ension Payments	On due date																		
		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/quest/download-forms <p>For updated details, we request you to regularly check our website www.licindia.in</p>																					
16.	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT): <table border="1"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>TAT</th> </tr> </thead> <tbody> <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</td> <td>7 days</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	7 days
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			applicable)	
		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"> • Helpline/Call Centre number: 91-022-68276827 • SMS LICHELP<POLICY NUMBER>TO 9222492224 • Whatsapp No.: 8976862090 <p>Contact details of the insurer:</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 <ul style="list-style-type: none"> ➤ 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 check our website www.licindia.in 		

17.	Grievances /Complaints	<table border="1" data-bbox="578 233 1122 869"> <thead> <tr> <th data-bbox="578 233 643 296">S No</th> <th data-bbox="643 233 911 296">Description of Item/Service</th> <th data-bbox="911 233 1122 296">TAT</th> </tr> </thead> <tbody> <tr> <td data-bbox="578 296 643 359">1</td> <td data-bbox="643 296 911 359">Acknowledgement to complaint</td> <td data-bbox="911 296 1122 359">Immediately</td> </tr> <tr> <td data-bbox="578 359 643 520">2</td> <td data-bbox="643 359 911 520">Action on Complaint and Intimation of decision to the complainant</td> <td data-bbox="911 359 1122 520">14 days</td> </tr> <tr> <td data-bbox="578 520 643 869">3</td> <td data-bbox="643 520 911 869">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 data-bbox="911 520 1122 869">14 days from original date of receipt of complaint</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li data-bbox="591 911 1154 974"> <p>• Contact details of Grievance Redressal Officer of the insurer:</p> <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:</p> <p>https://licindia.in/web/guest/grievances</p> <li data-bbox="591 1310 1154 1373"> <p>• Link for registering the grievance with the insurer's portal:</p> <p>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> <p>Link for registering:</p> <p>https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</p> 	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	Part G
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		<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. Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in Contact No. 022-69038800/69038812	
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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.