

## 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)	<b>LIC's Single Premium Group Insurance Plan (UIN:512N298V02)</b>	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	A Non-Par, Non-Linked, Life, Group ,Pure Risk plan	Part B - Definitions
4.	Basic Policy details	<p><b>Name of the Member :</b> <b>Shri/Smt/Ms</b> _____</p> <p><b>Single Premium (Rs):</b> _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i></p> <p><b>Mode of premium payment :</b> Single Premium</p> <p><b>Premium Payment Term :</b> Single Premium</p> <p><b>Period of Coverage:</b> _____</p> <p><b>Sum Assured on death (Rs):</b> _____ Where "Sum Assured on Death" is defined as: Higher of Sum Assured or 1.25 times of Single Premium paid (excluding extra premium and taxes if collected explicitly).</p>	<p>Schedule</p> <p>Schedule</p>
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> <li>• <b>Benefits payable on death:</b> On death of the Member during the Period of Coverage, Sum Assured on Death in respect of the Member shall be payable as per the Scheme Rules of the Master Policyholder. Where "Sum Assured on Death" shall be higher of Sum Assured or 1.25 times of Single Premium paid (excluding extra premium and taxes, if collected explicitly) in respect of the member.</li> <li>• <b>Maturity Benefit:</b> No Maturity Benefit shall be payable under</li> </ul>	<p>Condition 1. of Part C</p> <p>Condition 2 of Part C</p>

		<p>this plan.</p> <ul style="list-style-type: none"> <li>• <b>Surrender benefits:</b> The unexpired Risk Premium Value, if any, shall be payable on the surrender of the policy, anytime during the Policy Term provided it is at least Rs.100/-. The formulae to arrive at such amount have been detailed under Condition 3 of Part D of Policy Document.</li> <li>• <b>Options available under the plan</b> <b>Option to Member to continue the insurance cover in case of surrender by Master Policyholder:</b> In case of surrender of the policy by the Master Policyholder, the insurance cover of the individual members of the group who are not interested in surrendering the insurance cover and expressly conveyed to continue the insurance cover shall have an option to continue as an individual policy till their coverage is terminated.</li> </ul>	<p>Condition 3 of Part D</p> <p>Condition 6 of Part D</p>
6.	Options available (in case of Linked Insurance Products)	Not Applicable	
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	Not Applicable	
9.	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Suicide Clause:</u> In the event of death of a Member (whether sane or insane) due to suicide within 12 months from the Date of Commencement of the Policy or Entry date, whichever occurs later, the Nominee or Beneficiary shall be entitled to 80% of the Single Premium paid (excluding extra premium and taxes, if collected explicitly) for the Member. The Corporation will not entertain any other claim and the insurance cover shall terminate for the Member.</p> <p>This clause is applicable for voluntary schemes under employer-employee groups and all the schemes under Non employer employee groups.</p>	Condition 4 of Part F
10.	Waiting/ lien Period, if any	Not Applicable	
11.	Grace period	Not Applicable	
12.	Free Look Period	<p>30 Days. However, Free Look Period shall not be applicable for those policies where the Period of Coverage is less than a year.</p>	Condition 5 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"> <li><b>Turn Around Time (TAT) for claims settlement and brief procedure:</b></li> </ul> <table border="1"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>Bench Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy</td> <td>Within 15 days from the date of receipt of all claim requirements</td> </tr> <tr> <td>2</td> <td>Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy</td> <td>Within 45 days from the date of receipt of all claim requirements</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li><b>Helpline/Call Centre number:</b> 91-022-68276827 for LIC Annuity SMS LICHELP&lt;POLICY NUMBER&gt;TO 9222492224 Whatsapp No.: 8976862090</li> <li><b>Contact details of the insurer:</b> You may contact us at our Divisional Office the details of which are mentioned in the Part A (First page) of the Policy Document.</li> <li><b>Link for downloading claim form and list of documents required including bank account details:</b> <a href="https://licindia.in/web/quest/download-forms">https://licindia.in/web/quest/download-forms</a></li> </ul> <p>For updated details, we request you to regularly check our website <a href="http://www.licindia.in">www.licindia.in</a></p>	S No	Description of Service	Bench Marks	1	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy	Within 15 days from the date of receipt of all claim requirements	2	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	Within 45 days from the date of receipt of all claim requirements	
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17.	Grievances /Complaints	<ul style="list-style-type: none"> <li> <b>Contact details of Grievance Redressal Officer of the insurer:</b>  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:  <a href="https://licindia.in/web/guest/grievances">https://licindia.in/web/guest/grievances</a> </li> </ul>																

		<ul style="list-style-type: none"> <li> <b>Link for registering the grievance with the insurer's portal:</b>            If you are a registered policy holder you can directly register complaint/ grievance and track its status through our Customer Portal (website) <a href="http://www.licindia.in">http://www.licindia.in</a>. You can also contact at e-mail id <a href="mailto:co_complaints@licindia.com">co_complaints@licindia.com</a> for redressal of any grievances.             Link for registering:  <a href="https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login">https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</a> </li> <li> <b>Contact details of Ombudsman:</b>            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:  <a href="https://cioins.co.in">https://cioins.co.in</a>            022-69038800/69038812         </li> </ul>	Part G
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Declaration by the Member of Group Policy

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

Place:

(Signature of the Member of Group Policy)

Date:

**Note:**

- i. The policy document is available with the Master Policyholder.
- ii. Product related documents including the Customer Information sheet are available on Corporation's website [www.licindia.in](http://www.licindia.in)
- iii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.