



# LIC

## Life Insurance Corporation of India

CRM Department, Central Office, 5th floor link, Yogakshema,  
Jeevan Bima Marg, P.B.No.19953, Mumbai - 400021.

भारतीय जीवन बीमा निगम  
LIFE INSURANCE CORPORATION OF INDIA

### Attention: All LIC Policyholders/Customers

Of late, we have received complaints from policyholders/members of the public that they have received misleading telephone calls on their mobile/land line phones. Thereafter some persons posing as LIC Officials/Agents/IRDA officials have contacted them and made misleading and/or exaggerated promises regarding benefits of certain life insurance policies. It was also reported that they indulge in fraudulent activities (like offering them some bonus, more benefits under the policy and/or buy a new policy thereby fraudulently persuading them to surrender their policy and to claim such benefits).

**All are requested to note that LIC never encourages its policyholders to discontinue their existing policy/policies.**

Our policy holders/members of the public are requested

- (a) **Not to entertain calls from unverified sources.**
- (b) **Register and get all details of policies from LIC website ([www.licindia.in](http://www.licindia.in)).**
- (c) **Purchase of any policy should be done after due verification of the credentials of the agent such as their license (issued by IRDA & Identity card issued by LIC).**

**Customers are requested to report suspicious calls with brief particulars through email to [co\\_crm\\_fb@licindia.com](mailto:co_crm_fb@licindia.com)**

In case you need assistance, kindly contact Grievance Redressal Officers, whose contact details are available on the grievance page on our website [www.licindia.in](http://www.licindia.in)

*Help us to serve you better*