

Covid-19: Information to Policyholders

Dear Policyholders, we are committed to your safety and wellbeing. The whole nation is fighting Corona Virus COVID-19. Under these challenging circumstances, team LIC assures you that we are doing our best to ensure that critical policy services remain unaffected and you get your due payments on time. Under the restrictions imposed by various local authorities, our availability at touch points like branches, premium points and call center is getting affected. We request you to bear with us. Our online services are available for you on a 24*7 basis from the comfort and safety of your homes. Please stay home and stay safe.

In such times, it becomes all the more important that you stay insured and pay your premiums regularly. Please refer the FAQs given below to find answers to some questions that you may have in mind:

COVID-19 FAQs

- **How do I pay my policy premium?**

- You can click [here](#) to pay your premium online
You just need to enter your policy number and date of birth for authentication.
- We accept policy premiums through Debit Card, Credit Card, NEFT, RTGS, Direct Debt, NACH and on payment apps such as Paytm /PhonePe /Google Pay/ BHIM /UPI.
- You can premium through LIC Mobile APP -
 - Download LIC Customer APP if you are a registered Policyholder. Click [here](#) to download LIC Customer Mobile APP
 - Download LIC Pay Direct APP if you are not a Registered Policyholder. Click [here](#) to download LIC Pay Direct Mobile APP

- **My policy premium is due in the month of March 2020. Will I get an extension in the grace period?**

Yes. For all policies, where premium is due in the month of March, Grace Period will be extended by one Month.

- **Can I visit your Branch Office? Which of your offices are open?**

Your safety is our first Priority. Please stay home and stay safe. To combat the impact of COVID-19, our offices are operating with skeletal staff, whenever feasible, within the restrictions imposed by the local administration. All other employees are working from home and are available on telephone and electronic means of communication to attend to all queries. You are requested to avoid stepping out of your house.

- **Where can I access information related to my policy service or claims?**

You can Click [here](#) for your policy related queries or download LIC Customer APP to avail the following services if you are a registered Policyholder:

- Policy Status
- Bonus Status
- Loan Status
- Claims Status
- Revival Quotation
- Premium Due Calendar
- Premium Paid Certificate
- Claim History
- Policy Bond / Proposal Form Image access
- Grievance Registration

Click [here](#) to download LIC Customer Mobile APP ()

If you are not a registered policyholder, you may still access some basic services by clicking [here](#)

- **My Policy Survival Benefit is due. Will I get my money on time?**

Yes, your money will be credited into your bank account registered under your policy on due date. Please rest assured that LICians are working to ensure your due benefits reach you on time. If you have not registered your bank account under your policy please submit your NEFT mandate form to your servicing branch office in case it is operational.

- **My Policy Maturity is due. Will I get my money on time?**

Yes, your money will be credited into your bank account registered under your policy on due date, for all policies where you have submitted the required documents as communicated to you 180 days before the date of maturity of your policy. Please rest assured that LICians are working to ensure your due benefits reach you on time. If you have not submitted the required documents as communicated to you please submit these at your servicing branch office in case it is operational.

- **Will my policy cover Covid-19 claims?**

Yes, LIC will always stand by you and your loved ones when you need us the most. The Death claims arising due to corona virus COVID 19 are treated on par with other causes of death. Death claim is processed as per the terms and conditions of the Policy. Hence subject to Policy conditions COVID 19 death claims are admissible.

The Nominee can submit death claim intimation, death certificate and copy of policy schedule at the nearest branch office in case it is operational. In case your nearest branch is non-operational owing to various COVID-19 advisories, you can email death claim intimation, death certificate and copy of policy schedule to the Nodal Person as mentioned below:

List of Nodal Persons of LIC of India

Zone	States / UT Covered	Head Quarters	e mail
Northern Zone	Delhi, Punjab, Haryana, Rajasthan, Himachal Pradesh, Chandigarh, Jammu & Kashmir, Ladakh	New Delhi	nz_rmcrm@licindia.com
North Central Zone	Uttar Pradesh, Uttrakhand	Kanpur	ncz_rmcrm@licindia.com
Central Zone	Madhya Pradesh & Chattisgarh	Bhopal	cz_rmcrm@licindia.com
East Zone	West Bengal, Arunachal Pradesh, Assam, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Tripura, Andaman and Nicobar Islands	Kolkatta	ez_rmcrm@licindia.com
South Central Zone	Andhra Pradesh, Karnataka and Telangana	Hyderabad	scz_rmcrm@licindia.com
Southern Zone	Kerala, Tamilnadu, Puducherry	Chennai	sz_rmcrm@licindia.com
Western Zone	Goa, Gujarat and Maharashtra, Dadra Nagar, Haveli and Daman Diu	Mumbai	wz_rmcrm@licindia.com
East Central Zone	Bihar, Jharkhand and Odisha	Patna	ecz_rmcrm@licindia.com

- **Will I get my pension on time?**

Yes, your pension will be credited into your bank account registered under your policy on due date. Please rest assured that LICians are working to ensure that your benefits reach you on time.

[Go to Main Page](#)