

CUSTOMER INFORMATION SHEET /KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your Policy Document.

| SI. 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 Jeevan Labh (UIN: 512N304V03) | Part A |
| 2. | Policy Number | | Part A |
| 3. | Type of Insurance Policy | Non-Linked other than Pure risk and pension | Part B - Definitions |
| 4. | Basic Policy details | Instalment Premium (Rs): (Taxes, if any, as applicable from time to time are charged extra). | Schedule |
| | | Mode of premium payment: | Schedule |
| | | Premium Payment Term: | Schedule |
| | | Policy Term: | Schedule |
| | | Basic Sum Assured (Rs): | Schedule |
| | | Sum Assured on Death: Sum Assured on Death is defined as Higher of Basic Sum Assured or 7 times of Annualized Premium | Condition 1.A of Part C |
| | | Sum Assured on Maturity: Sum Assured on Maturity is equal to Basic Sum Assured. | Condition 1.B of Part C |
| 5. | Riders opted, if any | < <not (if="" applicable="" is="" not="" opted)="" rider="">></not> | Schedule |
| | | < <rider (as="" and="" by="" for="" name="" opted="" policyholder)<="" th="" the="" uin=""><th></th></rider> | |
| | | For details of Benefits and Conditions of riders(s), mentioned above, refer Endorsement to this policy.>> | |

| 6. Policy Coverage / benefits payable | Benefit payable on Death: Death benefit payable in case of death of the Life Assured before the stipulated Date of Maturity provided the policy is in-force shall be "Sum Assured on Death" along with vested Simple Reversionary Bonuses and Final Additional Bonus, if any. This Death Benefit shall not be less than 105% of total premiums paid upto the date of death. | Condition 1.A of Part C |
|---------------------------------------|--|----------------------------|
| | Benefit payable on Maturity: On Life Assured surviving the stipulated Date of Maturity provided the policy is in-force, "Sum Assured on Maturity" along with vested Simple Reversionary Bonuses and Final Additional Bonus, if any, shall be payable. | Condition 1.B of Part C |
| | Surrender Benefit: The policy can be surrendered by the policyholder after completion of first policy year provided one full year's premium(s) has been paid. However, the policy shall acquire Guaranteed Surrender Value on payment of atleast two full years' premiums and Special Surrender Value 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 equal to higher of Guaranteed Surrender Value and Special Surrender Value. | |
| | 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 inforce as well as paid-up policy. | Condition 8 of Part D |
| | 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 lumpsum amount under an inforce as well as paid-up policy. | Condition 9 of Part D |
| 7. Options available (in | Not Applicable | |

| | case of Linked | | |
|----------|--|--|--------------------------|
| | Insurance | | |
| | Products) | | |
| 8. | Option available | Not Applicable | |
| | (in case of | | |
| 9. | Annuity product) | | |
| (e in | 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: i) If the Life Assured (whether sane or insane) commits suicide at any time within 12 months from the date of commencement of risk, the Nominee or Beneficiary of the Life Assured shall be entitled to 80% of the total premiums paid till the date of death | Condition 2 of Part F |
| | | (excluding any extra premium, rider premiums other than term assurance rider, if any and taxes, if collected explicitly), provided the policy is in force. | |
| | | ii) If the Life Assured (whether sane or insane) commits suicide within 12 months from date of revival, an amount which is higher of 80% of the total premiums paid till the date of death (excluding any taxes if collected explicitly, extra premium and rider premiums other than term assurance rider, if any,) or the surrender value available as on the date of death, shall be payable. The Nominee or Beneficiary of the Life assured shall not be entitled to any other claim under this policy. | |
| | | This clause shall not be applicable for a policy lapsed without acquiring paid up value and nothing shall be payable under such policy. | |
| | | The relaxation mentioned under Non- forfeiture provisions shall not be applicable in case of death due to suicide. | |
| 10. | Waiting/ lien Period, if any | Not Applicable | |
| 11. | Grace period | 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment 15 Days for Monthly mode of premium payment | Condition 6 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. | Part B- Definitions |

| | | pi si co sl pa • R | remium(s) ubsequent ompletion hall not be aid-up poli evival: A evived du ssured, bu efore the o | f after at least has been premiums be n of first policy y wholly void, but s cy till the end of t policy in lapsed o ring the life tir ut within the Re date of maturity, | paid and a ot duly paid, year, this poshall subsist a he policy term condition may me of the vival Period a | any on olicy as a n. be Life and | Condition 2 of Part D Condition 3 of Part D |
|-----|-----------------------------|--|--|--|---|---|--|
| 14. | Policy Loan, if applicable | Loan can be availed 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 Turn Around Time (TAT) for claims settlement: | | | | Condition 4 of Part F | |
| | | 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, Annuity payments | Settlement of Maturity Claims Settlement of Survival Benefits Annuity payments/Pensi on Payments | On due date | | |
| | | 3 | Auto Action by Insurer | Policy Payments information(Sur vival Benefits, Maturity Benefits) | One month before due date | | |
| | | <u>h</u> | ttps://licinc | wnloading claim lia.in/web/guest/c tails, we request | lownload-form | | |

| | | chec | k 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 | | |
| | | 5 | Alteration in original policy conditions (where applicable) | 7 days | |
| | | 6 7 | Policy Loan | 7 days | |
| | | | Decision on Policy revival after receipt of all requirements | 7 days | |
| | | 8 | Issue of Premium Payment certificates (PPC) | | |
| | | 9 | Issue of Duplicate Policy | 7 days | |
| | | 10 | Premium due intimation | One month before due | |
| | | 11 | Surrender or Partial | date 7 days | |
| | | > | withdrawal of Policy Helpline/Call centre number: 68276827 | 91-022- | |
| | | > | SMS LICHELP <policy nui<br="">9222492224</policy> | MBER> to | |
| | | > | WhatsApp No- 8976862090 | | |
| | | <u>Co</u> | ntact details of the Insurer: | | |
| | | \ | Please contact us at our Bradetails of which are mentione (First Page) of the policy doc | ed in the Part A | |
| | | > | Alternatively please visit https://licindia.in/branch to lo Brach | ocate your | |
| | | A | Please visit https://licindia.in/web/guest/d for downloading applicable for documents required including | orms and list of | |

| | | | details. | | 1 |
|-----|---------------------------|------------------|---|---|--------|
| | | | uetalis. | | |
| | | > | For updated details, we requ | | |
| | | | regularly visit our website www | <u>w.licindia.in</u> | |
| 47 | 0 | | | | |
| 17. | Grievances /Complaints | S | Description of Item of | TAT | |
| | 7001115101113 | No | Description of Item of Service | IAI | |
| | | 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 | |
| | | (| Contact details of Grievand Officer of the Insurer: You may contact the Grievanc Officer on the address as m the Part A (First page) of Document. | e Redressal entioned in | |
| | | | Alternatively the details of Redressal Officers can be to below https://licindia.in/web/guest/griden | found on the link: | |
| | | 1 1 2 3 | Link for registering the grathe Insurer's portal: If you are a registered policion directly register complained track its status through of Portal (website) www.licindialso contact at eco complaints@licindia.com of any grievances. | y holder you nt/ grievance our Customer <u>.in</u> . You can e-mail id: | Part G |
| | | | Link for registering: https://ebiz.licindia.in/D2CPM 3123.1272923387.16770506 120722208.1677050657#Log | <u>57-</u> | |
| | | • (| Contact details of Ombudsm | ıan: | |
| | | (| You can also approach Ombudsman whose Address details is given in Part A (First Policy Document. | and contact | |

| 022-69038800/69038812 | | 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.