

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)	LIC's Smart Pension (UIN: _____)	Part A
2.A	Master Policy Number	_____	Schedule
2B	Annuity Number		
3.	Type of Insurance Policy	<ul style="list-style-type: none"> • Immediate Annuity 	
4.	Basic details Policy	<ul style="list-style-type: none"> • Purchase Price(Rs): _____ <i>(Taxes, if any, as applicable from time to time are charged extra).</i> • Annuity option chosen: ----- • Amount of annuity payment: _____ • Mode of annuity payment: _____ • Date of 1st annuity payment: _____ • Death Benefit Option chosen: _____ (Lumpsum/Annuity/Instalment) 	
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> • Benefits payable on death: As per Annuity Option chosen • Benefit payable on maturity: There is no maturity benefit under this policy. • Survival Benefits excluding that payable on maturity: Annuity payments shall be made in arrears depending on the terms and conditions of the respective Annuity Options chosen. • Surrender benefits: Available under Annuity Options D, E1,E2,E3,E4,E4,E5,F,J only. 	Condition 1 of Part C Condition 2 of Part C Condition 1 of Part C Condition 3 of Part D

		<ul style="list-style-type: none"> • Option to policyholder for availing benefits, if any, covered under the policy. <ul style="list-style-type: none"> ➤ Liquidity Option ➤ Advanced Annuity Option ➤ Annuity Accumulation Option 	Condition 9 of Part D Condition 10 of Part D Condition 11 of Part D									
6.	Options available (in case of Linked Insurance Products)	Not Applicable										
7.	Option available (in case of Annuity product)	Annuity option chosen: -----										
8.	Riders opted, if any	Not Applicable										
9.	Exclusions (events where insurance coverage is not payable), if any.	There are no exclusions.										
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	The Policy loan shall be allowed at any time after three months from the completion of policy (i.e. 3 months from the date of issuance of policy) or after expiry of the free-look period, whichever is later. The loan is allowed under the Annuity Options E1/E2/E3/E4/F5/F/J only.	Condition 4 of Part D									
15.	Claims/ Claims Procedure	<ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement and brief procedure: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">S No</th> <th style="text-align: center;">Description of Service</th> <th style="text-align: center;">Bench Marks</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>Annuity</td> <td style="text-align: center;">On Due Date</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life</td> <td style="text-align: center;">Within 15 days from the date of</td> </tr> </tbody> </table>	S No	Description of Service	Bench Marks	1	Annuity	On Due Date	2	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life	Within 15 days from the date of	
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2	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life	Within 15 days from the date of										

			Policy	receipt of all claim requirements		
		3	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	Within 45 days from the date of receipt of all claim requirements		
		<ul style="list-style-type: none"> Please visit the following link for updated details of the benchmarks https://licindia.in/web/guest/download-forms Helpline/Call Centre number: 91-022-68276827 SMS LICHELP<POLICY NUMBER>TO 9222492224 Whatsapp No.: 8976862090 Contact details of the insurer: You may contact us at our Branch Office the details of which are mentioned in the Part A (First page) of the Policy Document. Alternatively the Branch Locator can be found on the below link: https://licindia.in/branch Link for downloading claim form and list of documents required including bank account details: https://licindia.in/web/guest/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): 				
		S No	Description of Service	Bench Marks		
		1	Free look cancellation/ surrender/ Withdrawal/ Request for refund of proposal deposit/Refund of outstanding proposal deposit subject to receipt of all documents	7days wherever applicable		

		<table border="1"> <tr> <td>2</td> <td>Registration of nomination/</td> <td>7 days wherever applicable</td> </tr> <tr> <td>3</td> <td>Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements</td> <td>7days wherever applicable</td> </tr> <tr> <td>4</td> <td>Loan settlement after the receipt of all requirements</td> <td>7days</td> </tr> <tr> <td>5</td> <td>Effecting change of address/ transfer In-Out and other enquiries under the policies</td> <td>7days wherever applicable</td> </tr> <tr> <td>6</td> <td>Acknowledge a grievance</td> <td>Immediately</td> </tr> <tr> <td>7</td> <td>Resolve a grievance</td> <td>14 days</td> </tr> </table> <ul style="list-style-type: none"> • Please visit the following link for updated details of the benchmarks https://licindia.in/web/guest/download-forms • Helpline/Call Centre number: 91-022-68276827 SMS LICHELP<POLICY NUMBER>TO 9222492224 Whatsapp No.: 8976862090 You may contact us at our Division (P&GS unit) Office the details of which are mentioned in the Part A (First page) of the Policy Document. • Link for downloading applicable forms and list of documents required including bank account details: https://licindia.in/web/guest/download-forms <p>For updated details, we request you to regularly check our website www.licindia.in</p>	2	Registration of nomination/	7 days wherever applicable	3	Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements	7days wherever applicable	4	Loan settlement after the receipt of all requirements	7days	5	Effecting change of address/ transfer In-Out and other enquiries under the policies	7days wherever applicable	6	Acknowledge a grievance	Immediately	7	Resolve a grievance	14 days	
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20.	Grievances / Complaints	<ul style="list-style-type: none"> • Contact details of Grievance Redressal Officer of the insurer: 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 	Part G																		

		<p>below link: https://licindia.in/web/guest/grievances</p> <ul style="list-style-type: none"> • Link for registering the grievance with the insurer's portal: 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>Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login</p> <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. <p>Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in</p> <p>Contact No: 022-69038800/69038812</p>	
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Policy Document is available with the Master Policyholder.

Under Employer Sponsored Group Superannuation and Group Annuity schemes, the provisions related to surrender, policy loan, options available for payment of death benefit, liquidity option, advanced annuity option, annuity accumulation option etc shall be as per provided in the scheme rules.

Declaration by the Policyholder

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

(Signature of the Policyholder)

Place:

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.