

### **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<br>(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 Utsav Single Premium<br>(UIN: 512N392V01)  | Part A  |
| 2.     | Policy Number  | _____   | Part A  |
| 3.     | Type of Insurance Policy   | Non-Par, Non-Linked, Individual, Savings, Whole Life Insurance Plan   |   |
| 4.     | Basic Policy details   | <ul style="list-style-type: none"> <li><b>Single Premium for Base Policy (Rs.):</b><br/>(Taxes, if any, as applicable from time to time are charged extra).</li> <li><b>Policy Term</b> _____</li> <li><b>Basic Sum Assured (Rs.)</b> _____</li> <li><b>Guaranteed Addition Period ( in years):</b> _____</li> <li><b>Survival Benefit Option chosen:</b> _____</li> <li><b>Sum Assured on Death:</b> Higher of Basic Sum Assured or 1.25 times of Tabular Single Premium</li> <li><b>Sum Assured on Maturity:</b> Higher of Basic Sum Assured or 1.25 times of Tabular Single Premium</li> </ul> | <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Condition 1 A of Part C</p> <p>Condition 1 C of Part C</p> |
| 5.     | Riders opted, if any   | <p>&lt;&lt;Not Applicable (if rider is not opted)&gt;&gt;</p> <p>&lt;&lt;Rider Name and UIN (as opted for by the policyholder)</p> <p>For details of Benefits and Conditions of riders(s), mentioned above, refer Endorsement to this policy.&gt;&gt;</p>   | Schedule  |
| 6.     | Policy Coverage / benefits payable                                   | <ul style="list-style-type: none"> <li><b>Benefit payable on Death:</b><br/>On death of the Life Assured after the date of commencement of risk, Death Benefit equal to <b>"Sum Assured on Death"</b> along with accrued Guaranteed Additions shall be payable.</li> </ul> <p>However, in case of minor Life Assured, whose age at entry is below 8 years, on death before the commencement of Risk, the death benefit payable shall be return of Single Premium paid excluding taxes,</p>  | Condition 1 A of Part C   |

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|    |   | <p>any extra premium and rider premium(s), if any, without interest.</p> <ul style="list-style-type: none"> <li>• <b>Survival benefit:</b><br/>Survival Benefit in the form of Regular Income Benefit or Flexi Income Benefit as per the Survival Benefit Option chosen.</li> <li>• <b>Benefit payable on Maturity:</b><br/>On the life assured surviving to the end of the policy term, "Sum Assured on Maturity" along with accrued Guaranteed Additions shall be payable.</li> <li>• <b>Guaranteed Additions:</b><br/>The Guaranteed Additions shall accrue at the rate of Rs. 40 per thousand Basic Sum Assured at the end of each policy year during the Guaranteed Addition Period.</li> <li>• <b>Surrender Benefits:</b><br/>The policy can be surrendered by the policyholder at any time during the policy term. On surrender of the policy, the Corporation shall pay the Surrender Value higher of <ul style="list-style-type: none"> <li>(a) Guaranteed Surrender Value and surrender value of any accrued Guaranteed Additions; or</li> <li>(b) Special Surrender Value.</li> </ul> </li> <li>• <b>Options to Policyholders for availing benefits, if any, covered under the policy:</b> <ul style="list-style-type: none"> <li>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</li> <li>ii) Settlement Option (for Maturity Benefit): This is an option to receive Maturity Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lumpsum amount.</li> </ul> </li> </ul> | <p>Condition 1 B of Part C</p> <p>Condition 1 C of Part C</p> <p>Condition 2 of Part C</p> <p>Condition 3 of Part D</p> <p>Condition 7 of Part D</p> <p>Condition 8 of Part D</p> |
| 7. | <b>Options available (in case of Linked Insurance Products)</b>             | Not Applicable   |   |
| 8. | <b>Option available (in case of Annuity product)</b>                        | Not Applicable   |   |
| 9. | <b>Exclusions (events where insurance coverage is not payable), if any.</b> | <p><b>Suicide Exclusion:</b><br/>The provisions related to claim payment in case of death due to suicide shall be subject to the conditions as specified herein under:</p> <p>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 single premium paid (excluding any taxes, extra premium and rider premiums other than Term Assurance Rider premium, if any) or Surrender value available as on the date of death, whichever is higher. The nominee or beneficiary of the Life Assured shall not be entitled to any other claim under the Policy.</p>   | Condition 2 of Part F   |

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|     |  | This clause shall not be applicable in case age at entry of the Life Assured is below 8 years.  |                                      |  |                           |
| 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               | <p>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, and shall be subject to the terms and conditions of the policy.</p> <p>Under Option I: In the event of failure of payment of interest on the due dates and when the outstanding loan amount along with the interest is to exceed the Surrender Value, then the Corporation would be entitled to foreclose such policies with intimation to Policyholder. The difference of Surrender Value and the loan outstanding amount along with interest, if any, shall be payable to the Policyholder and the policy shall be terminated.</p> <p>Under Option II: In the event of failure of payment of interest on the due dates and when the outstanding loan amount along with the interest is to exceed the sum of Surrender Value and balance accumulated value of Flexi Income Benefits, then Corporation would be entitled to foreclose such policies with intimation to Policyholder. Any excess after adjustment shall be payable to the Policyholder and the policy shall be terminated.</p> |                                      |  | Condition 4 of Part D     |
| 15. | Claims/ Claims Procedure                 | <ul style="list-style-type: none"><li>● <b>Brief procedure and list of documents required including bank account details</b></li><li>● <b>Turn Around Time (TAT) for claims settlement:</b></li></ul>   |                                      |  | Condition 4 of Part F     |
|     |  | <b>S No.</b>  | <b>Service</b>                       | <b>Description of Item / Service</b>                               | <b>TAT</b>                |
|     |  | 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                                      | On due date               |
|     |  |   |                                      | Settlement of Survival Benefits                                    |                           |
|     |  | 3   | Auto Action by Insurer               | Policy Payments information (Survival Benefits, Maturity Benefits) | One month before due date |
|     |  | <ul style="list-style-type: none"><li>● Link for downloading claim form : <a href="https://licindia.in/web/guest/download-forms">https://licindia.in/web/guest/download-forms</a></li></ul>   |                                      |  |                           |
|     |  | For updated details, we request you to regularly check our  |                                      |  |                           |

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|  |  | website <a href="http://www.licindia.in">www.licindia.in</a>   |   |  |   |             |        |
| 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                                       | 7 days   |   |             |        |
|  |  | 5  | Alteration in original policy conditions (where applicable)                           | 7 days   |   |             |        |
|  |  | 6  | Policy Loan   | 7 days   |   |             |        |
|  |  | 7  | Issue of Duplicate Policy   | 7 days   |   |             |        |
|  |  | 8  | Surrender of Policy   | 7 days   |   |             |        |
|  |  | <p>➤ Helpline/Call centre number: 91-022-68276827</p> <p>➤ SMS LICHELP&lt;POLICY NUMBER&gt; to 9222492224</p> <p>➤ WhatsApp No- 8976862090</p> <p><u>Contact details of the Insurer:</u></p> <p>➤ Please contact us at our Branch Office, the details of which are mentioned in the Part A (First Page) of the policy document</p> <p>➤ Alternatively please visit <a href="https://licindia.in/branch">https://licindia.in/branch</a> to locate your Branch</p> <p>➤ Please visit <a href="https://licindia.in/web/guest/download-forms">https://licindia.in/web/guest/download-forms</a> for downloading applicable forms and list of documents required including bank account details.</p> <p>➤ For updated details , we request you to regularly visit our website <a href="http://www.licindia.in">www.licindia.in</a></p> |   |  |   |             |        |
|  |  | 20.  | Grievances / Complaints   | S No   | Description of Item of Service                                    | TAT         | Part G |
|  |  |  |   | 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 Grievance Redressal Officer of the Insurer:<br>You may contact the Grievance Redressal Officer on the address as mentioned in the Part A (First page) of the Policy Document. |  |  |   |  |   |             |        |

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|  |  | <p>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></p> <p>• <b>Link for registering the grievance with the Insurer's portal:</b><br/>         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">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.<br/>         Link for registering:<br/> <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></p> <p>• <b>Contact details of Ombudsman:</b><br/>         You can also approach Insurance Ombudsman whose Address and contact details is given in Part A (First page) of the Policy Document.<br/>         Alternatively the details of Ombudsman can be found on the below link:<br/> <a href="https://cioins.co.in">https://cioins.co.in</a></p> <p>022-69038800/69038812</p> |  |
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**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](http://www.licindia.in)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.