

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 GROUP BENEFITS SECURE PLAN (UIN: 512N367V01)	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	A Non-Par, Non-Linked, Life, Group Savings Plan	Part B - Definitions
4.	Basic Policy details	<p>Name of the Member : Shri/Smt/Ms _____</p> <p>LIC ID/Member ID : _____</p> <ul style="list-style-type: none"> • Life Cover Sum Assured on Death (Rs): _____ where "Sum Assured" means an absolute amount of benefit which is guaranteed to become payable on death of that Member in accordance with Scheme Rules. • Risk Premium for Life Cover (Rs): _____ where Risk Premium along with applicable Taxes is payable to secure the Life Cover of the Member on or before Annual Renewable Date in advance. • Contributions for Benefits: The Contribution requirement shall be determined as per the scheme rules and shall be in accordance with extant accounting standard governing the measurement of long term employee benefits. • Mode: Contribution can be paid any time during the policy year. • Policy Term: Annually Renewable. 	<p>Part C (Condition 1(l))</p> <p>Schedule</p> <p>Part C (Condition 2(i))</p> <p>Part C (Condition 2(i))</p> <p>Schedule</p>

		<p>Master Policyholder from the Group Policy Account or Individual Policy Account as the case may be.</p> <p>Under Defined Benefit Schemes, in case the balance in the Group Policy Account of the Scheme is insufficient to pay out the benefits as per the Scheme Rules, it will be the responsibility of the Master Policyholder to first make the payment to the Corporation so as to enable the Corporation to pay such benefits.</p> <p>However, the Corporation's total liability shall be limited to the amount available in the Group Policy Account or Individual Policy Account as the case may be.</p> <ul style="list-style-type: none"> • Interest Rate: Interest rates for each financial year will be declared based on the actual investment performance after appropriate deduction of Expenses as per Board Approved Policy. • Minimum Interest Rate: 0.5% p.a. on contributions is guaranteed during the entire term of the contract. • Surrender benefits: Surrender Value equal to Group Policy Account Value as on the day of surrender less applicable charges and Market Value Adjustment 	<p>Part C (Condition 4)</p> <p>Part C (Condition 4)</p> <p>Part D (Condition 3)</p>
6.	Options available (<i>in case of Linked Insurance Products</i>)	Not Applicable	
7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	Not Applicable	
9.	Exclusions (events where insurance coverage is not payable), if any.	<p>Compulsory Termination: The policy may be terminated, after giving the Master Policyholder 3 months' notice, on the happening of any of the following events:</p> <ol style="list-style-type: none"> Non-renewal of insurance cover for a continuous period of 5 years. The balance in the Group Policy Account falls below Rs. 1,00,000/-; The numbers of Members covered under the policy are less than 10. <p>Termination of Life Cover of a Member: Life Cover of a Member shall terminate on the earliest of the following:</p> <ol style="list-style-type: none"> If the member ceases to be a member of the group as per Scheme Rules; or On death of the Member; or On Annual Renewal Date on which the age of the member is 81 years nearer birthday; or 	<p>Part D (Condition 7)</p> <p>Part D (Condition 8)</p>

		d) On Surrender/Termination of the Master Policy; or e) On payment of free look cancellation amount for the Master Policy; or f) In case the balance in the Group Policy Account of the Scheme is insufficient to deduct the risk premium.										
10.	Waiting/ lien Period, if any	Not Applicable										
11.	Grace period	Not Applicable										
12.	Free Look Period	30 Days.	Part D (Condition 5)									
13.	Lapse, paid-up and revival of the Policy	Reduction of Life Cover Sum Assured and Restoration thereof: In case of non-completion of renewal process within the period of 30 days from Annual Renewal Date (ARD), life cover sum benefit shall be reduced to Rs 10,000/- per member with effect from ARD. Master Policyholder may be allowed to restore the increased Life Cover Benefit only at next ARD for the surviving Members.	Part C (Condition 3)									
14.	Policy Loan, if applicable	Not Applicable	Part D (Condition 6)									
15.	Claims/ Claims Procedure	<ul style="list-style-type: none"> • Normal Requirement of a claim The following documents shall be required to process the claims: <ol style="list-style-type: none"> 1. Original Death Certificate, in case of death claim 2. Certificate of proof of any other events defined in the Scheme Rules 3. Claims forms as prescribed by the Corporation 4. NEFT mandate from the claimant for direct credit of the claim amount to the bank account, whichever is applicable, to the satisfaction of the Corporation. 5. Proof of Identity and Evidence of age of the Member and of the beneficiary whenever required to the satisfaction of the Corporation. • Turn Around Time (TAT) for claims settlement and brief procedure: <table border="1" data-bbox="521 1262 1256 1640"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>Bench Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy</td> <td>Within 15 days from the date of receipt of all claim requirements</td> </tr> <tr> <td>2</td> <td>Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy</td> <td>Within 45 days from the date of receipt of all claim requirements</td> </tr> </tbody> </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 	S No	Description of Service	Bench Marks	1	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy	Within 15 days from the date of receipt of all claim requirements	2	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	Within 45 days from the date of receipt of all claim requirements	Part F (Condition 5)
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		<p>Whatsapp No.: 8976862090</p> <ul style="list-style-type: none"> • Contact details of the insurer: You may contact us at our Divisional Office/P&GS Unit the details of which are mentioned in the Part A (First page) of the Policy Document. • 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>																						
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		website www.licindia.in	
17.	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 below link: https://licindia.in/web/guest/grievances 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. Link for registering: https://ebiz.licindia.in/D2CPM/?_ga=2.72703123.1272923387.1677050657-120722208.1677050657#Login 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. Alternatively the details of Ombudsman can be found on the below link: https://cioins.co.in 022-69038800/69038812 	Part G

Declaration by the Member of Group Policy

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

Place: _____ (Signature of the Member of Group Policy)

Date:

Note:

- i. The policy document is available with the Master Policyholder.
- ii. Product related documents including the Customer Information sheet are available on Corporation's website www.licindia.in
- iii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.