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 *(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 Raksha (UIN:512N368V01)**	Part A
2.	Policy Number	______________________	Part A
3.	Type of Insurance Policy	Pure Risk	Part B - Definitions
4.	Basic Policy details	• **Total Instalment Premium (Rs.)**: __________ (*Taxes, if any, as applicable from time to time are charged extra*). • **Mode of premium payment**: ____________ • **Premium Payment Term**: ____________ • **Policy Term**: __________ • **Basic Sum Assured (Rs.)**: ____________ • **Sum Assured on Death:** Under Regular premium and Limited premium payment policy, "**Sum Assured on Death**" is defined as the higher of: o 7 times of Annualized Premium; or o Basic Sum Assured. Under Single premium policy, "**Sum Assured on Death**" is defined as the higher of: o 125% of Single Premium; or o Basic Sum Assured.	Schedule Schedule Schedule Schedule Schedule Condition 1.A of Part C
5.	Riders opted, if any	**<<Not Applicable (if rider is not opted)>>** **<<Rider Name and UIN (as opted for by the policyholder)**	Schedule

		For details of Benefits and Conditions of riders(s), mentioned above, refer Endorsement to this policy.>>	
6.	Policy Coverage/ benefits payable	• **Benefits payable on death**: Death Benefit payable, on death of the Life Assured, during the policy term after the date of commencement of risk, but before the stipulated Date of Maturity, provided the policy is in-force, shall be "**Sum Assured on Death**". The Death Benefit under Regular premium and Limited premium payment policy shall not be less than 105% of "Total Premiums Paid" upto the date of death. • **Benefit payable on maturity**: No Maturity Benefit shall be payable. • **Surrender benefits**: No surrender value will be available under this Policy. However, on receipt of request for surrender of policy under a Single Premium and Limited Premium payment policy, an amount equal to Unexpired Risk Premium Value, if any, shall be payable. The formulae to arrive at such amount have been detailed under Condition 4 of Part D of Policy Document. • **Options:** **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 in-force policy. This option can be exercised only by the Life Assured during his/her lifetime, for full or part of the Death proceeds payable under the policy.	Condition 1.A of Part C Condition 1.B of Part C Condition 4 of Part D Condition 8 of Part D
7.	Options available (*in case of Linked Insurance Products*)	Not Applicable	
8.	Option available (in case of Annuity product)	Not Applicable	
9.	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:	Condition 2 of Part F

		<u>Under Regular /Limited Premium Payment policy</u>: In case of death due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the Nominee or Beneficiary of the policyholder shall be entitled to 80% of the total premiums paid till the date of death, provided the policy is in force. **<u>Under Single Premium policy</u>:** In case of death due to suicide within 12 months from the date of commencement of risk under the policy, the Nominee or Beneficiary of the policyholder shall be entitled to 80% of the Single Premium paid. Note: i) Premiums referred above shall not include any taxes, extra premium and rider premium(s), if any. ii) This clause shall not be applicable for a lapsed policy.	
10.	Waiting/lien Period, if any	Not Applicable	
11.	Grace period	30 Days (Applicable in case of Limited and Regular Premium payment policies only)	Condition 4 of Part C
12.	Free Look Period	30 Days	Condition 7 of Part D
13.	Lapse, paid-up and revival of the Policy	The following is applicable in case of Regular premium and Limited premium payment policies: • **Lapse:** A policy would lapse on non-payment of due premium within the days of grace. All the benefits shall cease after the expiry of grace period from the date of First Unpaid Premium. However, if a lapsed policy is not revived within the revival period but before the Date of Maturity, the policy will automatically terminate. In case of Regular Premium policies, nothing shall be payable. However, in case of Limited Premium Payment policies, if full premiums have been paid for at least, Two consecutive years (in case of premium paying term less than 10 years) or Three consecutive years (in case of	Condition 3 and Condition 4 of Part D

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<tr><td></td><td></td><td>premium paying term of 10 years or more), an amount equal to Unexpired Risk Premium Value, if any, shall be payable on expiry of revival periodand the policy will terminate.

• Paid-up: Not Applicable.

• Revival: A policy in lapsed condition may be revived during the life time of the Life Assured, but within the Revival Period and before the date of maturity, as the case may be.</td><td>

Condition 2 of Part D

Condition 3 of Part D</td></tr>
<tr><td>14.</td><td>Policy Loan, if applicable</td><td>Not Applicable</td><td>Condition 5 of Part D</td></tr>
<tr><td>15.</td><td>Claims/ Claims Procedure</td><td>• Brief procedure and list of documents required including bank account details

• Turn Around Time (TAT) for claims settlement:

<table>
<tr><th>S No</th><th>Service</th><th>Description of Item / Service</th><th>TAT</th></tr>
<tr><td>1</td><td>Death Claims</td><td>Death claims settlements not requiring Investigations</td><td>15 days</td></tr>
<tr><td></td><td></td><td>Early Death Claims requiring investigations -decision & payment</td><td>45 days</td></tr>
</table>

• Link for downloading claim form: https://licindia.in/web/guest/download-forms

For updated details, we request you to regularly check our website www.licindia.in</td><td>Condition 4 of Part F</td></tr>
<tr><td>16.</td><td>Policy Servicing</td><td>• Turn Around Time (TAT):

<table>
<tr><th>S No</th><th>Description of Item of Service</th><th>TAT</th></tr>
<tr><td>1</td><td>Post Policy service requests concerning mistakes / corrections in the policy document</td><td>7 days</td></tr>
<tr><td>2</td><td>Free look cancellation and refund from the date of receipt of request</td><td>7 days</td></tr>
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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	Decision on Policy revival after receipt of all requirements	7 days
8	Issue of Premium Payment certificates (PPC)	7 days
9	Issue of Duplicate Policy	7 days
10	Premium due intimation	One month before due date
11	Surrender or Partial withdrawal of Policy	7 days

- Helpline/Call centre number: 91-022-68276827

- SMS LICHELP<POLICY NUMBER> to 9222492224

- Whats App No- 8976862090

Contact details of the Insurer:

- Please contact us at our Branch Office, the details of which are mentioned in the Part A(First Page) of the policy document

- Alternatively please visit https://licindia.in/branch to locate your Branch

- Please visit https://licindia.in/web/guest/download-forms for downloading applicable forms and list of documents required including bank account details.

- For updated details , we request you to regularly visit our website www.licindia.in

17. Grievances /Complaints

S No	Description of Item of Service	TAT
1	Acknowledgement to complaint	Immediately
2	Action on Complaint	14 days

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<tr><td></td><td>and Intimation of decision to the complainant</td><td></td></tr>
<tr><td>3</td><td>If complaint is NOT resolved, communicate the details to the Policyholder of the options including referring the complainant to Insurance Ombudsman / Consumer Court</td><td>14 days from original date of receipt of complaint</td></tr>
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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) 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
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<td>Part G</td>
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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.