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 New Jeevan Dhara - II** (**UIN**: _____)	Part A
2.	**Policy Number**	_____	Schedule
3.	**Type of Insurance Policy**	• **Deferred Annuity**	
4.	**Basic Policy details**	• **Single /Instalment Premium (Rs.)**: _____ (*Taxes, if any, as applicable from time to time are charged extra*). • **Annuity Type:** _____ • **Annuity Option chosen:** _____ • **Amount of annuity payment (Rs.):** _____ • **Mode of payment of annuity:** _____ • **Date of 1st Annuity payment:** _____ • **Option taken for payment of Death Benefit:** _____ (Lumpsum/Annuitisation/Instalment)	Schedule Schedule Schedule Schedule Schedule Schedule Condition 8 of Part D
5.	**Policy Coverage / benefits payable**	• **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**: **a) During the deferment period**: Available under all Annuity Options **b) After the deferment period:** Available under Annuity	Condition 1.A. of Part C Condition 1.B. of Part C Condition 1.A of Part C Condition 4 of Part D

		Options 2, 3, 4, 5, 6, 7, 9, 10 and 11	
6.	**Options available (in case of Linked Insurance Products)**	Not Applicable	
7.	**Option available (in case of Annuity product)**	• **Options available for payment of Death Benefit:** Under all annuity options, the Annuitant(s) shall have to choose one of the following options for the payment of the Death Benefit to the nominee(s). o Lumpsum Death Benefit o Annuitisation of Death Benefit o In Instalment • **Top-up Annuity:** This is an option to Policyholder to increase the Annuity (Top-up Annuity) under the policy by paying additional premium as Single Premium. • **Liquidity Option:** This is an Option to receive lumpsum amount in return of reduction in annuity payments and other benefits under the Base Policy and shall not be applied to Top-up Annuity. • **Advanced Annuity Option:** Under Joint Life Annuity Options with Return of Premium (Option - 9 & 11), on first death (of either of the covered lives), the surviving Annuitant shall have an Option to withdraw discounted cash value of annuity payable during the "Advance Annuity Period" as a lumpsum.	Condition 8 of Part D Condition 11 of Part D Condition 12 of Part D Condition 13 of Part D
8.	**Riders opted, if any**	Not Applicable	
9.	**Exclusions (events where insurance coverage is not payable), if any.**	**Suicide Clause:** In case of death due to suicide of the Annuitant or Last Survivor in case of Joint Life 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/ Beneficiary of the Annuitant or Last Survivor , as applicable shall be entitled to 80% of the Total Premium paid (including additional premium paid for Top-up annuity, if any) till the date of death or Surrender value available as on the date of death, whichever is higher, provided the policy is in-force. Note: a) This clause shall also be applicable for paid-up policy. b) For a policy lapsed without acquiring paid-up value, nothing shall be payable under such policies. c) In case of death of the Annuitant or Last Survivor in case of Joint Life due to suicide after the Deferment Period, the above suicide clause is not applicable and Death Benefit as per the option chosen shall be applicable. d) Premium/Purchase Price referred above shall not include any taxes, if collected explicitly, and extra	Condition 2 of Part F

		premium, if any.	
10.	**Waiting/ lien Period, if any**	Not Applicable	
11.	**Grace period**	(Applicable for Regular Premium payment policies only) • 30 days for Yearly, Half-yearly and Quarterly mode of premium payment • 15 days for Monthly mode of premium payment	Condition 3 of Part C
12.	**Free Look Period**	30 Days	Condition 7 of Part D
13.	**Lapse, paid-up and revival of the Policy**	**Applicable for Regular Premium Policies:** **Lapse:** Lapse is the status of the Policy when due premium is not paid within the grace period. **Paid-up:** Paid - Up is the status of the Regular Premium Policy if the premiums are paid for at least one full year and subsequent premium/s be not paid. **Revival**: A policy in lapsed condition may be revived during the life time of the Annuitant(s), but within the Revival Period.	Part B – Definitions Condition 2 of Part D Condition 3 of Part D
14.	**Policy Loan, if applicable**	Loan facility shall be available under the options with Return of Premiums (during or after the deferment period) subject to the following terms and conditions, within the surrender value of the policy. • In case of regular premium policies under Options 2, 3, 4, 5, 6, 7 and 9 with Premium Paying Term of less than 5 years, loan facility shall be available 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, provided one full year premium has been received. • In case of regular premium policies under Options 2, 3, 4, 5, 6, 7 and 9 with Premium Paying Term equal to or greater than 5 years, loan facility shall be available after completion of first policy year provided one full year premium has been received. • However, irrespective of Premium Paying Term of the policy, the loan shall not be available on or after due date of early return of premium under Options 3, 4, 5, 6 and from the due date of first tranche of early return of premium under Option 7. • In case of Single premium policies under Options 10 and 11, loan facility shall be available 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. • Under Joint life annuity, the loan can be availed by the Primary Annuitant and in the absence of Primary Annuitant the same can be availed by the Secondary Annuitant.	Condition 5 of Part D

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<td>15.</td>
<td>Claims/ Claims Procedure</td>
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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 rowspan="2">1</td><td rowspan="2">Death Claims</td><td>Death claims settlements not requiring Investigations</td><td>15 days</td></tr>
<tr><td>Early Death Claims requiring investigations - decision & payment</td><td>45 days</td></tr>
<tr><td rowspan="3">2</td><td rowspan="3">Survival, Maturity, Annuity payments</td><td>Settlement of Maturity Claims</td><td rowspan="3">On due date</td></tr>
<tr><td>Settlement of Survival Benefits</td></tr>
<tr><td>Annuity payments/Pension Payments</td></tr>
<tr><td>3</td><td>Auto Action by Insurer</td><td>Policy Payments information(Survival Benefits, Maturity Benefits)</td><td>One month before due date</td></tr>
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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
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<td>Condition 4 of Part F</td>
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<td>16.</td>
<td>Policy Servicing</td>
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Turn Around Time (TAT):

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<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>
<tr><td>3</td><td>Change of Address (KYC norms to be complied)</td><td>7 days</td></tr>
<tr><td>4</td><td>Registration / Change of Nomination, Assignment</td><td>7 days</td></tr>
<tr><td>5</td><td>Alteration in original policy conditions (where applicable)</td><td>7 days</td></tr>
<tr><td>6</td><td>Policy Loan</td><td>7 days</td></tr>
<tr><td>7</td><td>Decision on Policy revival after receipt of all requirements</td><td>7 days</td></tr>
<tr><td>8</td><td>Issue of Premium Payment certificates (PPC)</td><td>7 days</td></tr>
<tr><td>9</td><td>Issue of Duplicate Policy</td><td>7 days</td></tr>
<tr><td>10</td><td>Premium due intimation</td><td>One month before due date</td></tr>
<tr><td>11</td><td>Surrender of Policy</td><td>7 days</td></tr>
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Helpline/Call centre number: 91-022-68276827

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➢ SMS LICHELP<POLICY NUMBER> to 9222492224
➢ WhatsApp 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 Brach

➢ 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
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<td>17.</td>
<td>Grievances / Complaints</td>
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<table>
<tr><th>S No</th><th>Description of Item of Service</th><th>TAT</th></tr>
<tr><td>1</td><td>Acknowledgement to complaint</td><td>Immediately</td></tr>
<tr><td>2</td><td>Action on Complaint and Intimation of decision to the complainant</td><td>14 days</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 policyholder, 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
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<td>Part G</td>
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		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	

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.