



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 Digi Term (UIN: 512N356V01)	Part A
2.	Policy Number	_____	Part A
3.	Type of Insurance Policy	<ul style="list-style-type: none"> • Pure Risk 	Part B - Definitions
4.	Basic Policy details	<ul style="list-style-type: none"> • 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): _____ • Death Benefit Option chosen: _____ • Sum Assured on Death: Under Regular premium and Limited premium payment policy, "Sum Assured on Death" is defined as the highest of: <ul style="list-style-type: none"> • 7 times of Annualised Premium; or • 105% of "Total Premiums Paid" upto the date of death; or • Absolute amount assured to be paid on death. <p>Under Single premium policy, "Sum Assured on Death" is defined as the</p>	<p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Schedule</p> <p>Condition 1.A of Part C</p>

		<p>higher of:</p> <ul style="list-style-type: none"> • 125% of Single Premium. • Absolute amount assured to be paid on death. <p>Where, Absolute amount assured to be paid on death shall depend on Death Benefit Option chosen at the time of taking this policy and is as under:</p> <p>Option I: Level Sum Assured Absolute amount assured to be paid on death shall be an amount equal to Basic Sum Assured, which shall remain the same throughout the policy term.</p> <p>Option II: Increasing Sum Assured Absolute amount assured to be paid on death shall remain equal to Basic Sum Assured till completion of fifth policy year. Thereafter, it increases by 10% of Basic Sum Assured each year from the sixth policy year till fifteenth policy year till it becomes twice the Basic Sum Assured. This increase will continue under an in-force policy till the end of policy term; or till the Date of Death; or till the fifteenth policy year, whichever is earlier. From sixteenth policy year and onwards, the Absolute amount assured to be paid on death remains constant i.e. twice the Basic Sum Assured till the policy term ends.</p>	
5.	Policy Coverage / benefits payable	<ul style="list-style-type: none"> • 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". • 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 under a Single Premium and Limited Premium payment policy, an amount equal to Unexpired Risk Premium Value if any, shall be payable. 	<p>Condition 1.A of Part C</p> <p>Condition 1.B of Part C</p> <p>Condition 4 of Part D</p>

		<p>The formulae to arrive at such amount have been detailed under Condition 4 of Part D of Policy Document.</p> <ul style="list-style-type: none"> • Options: Option to take Death Benefit in instalments: This is an option to receive Death Benefit in instalments over a 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 8 of Part D
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>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:</p> <p><u>Under Regular /Limited Premium Payment policy:</u> If the Life Assured (whether sane or insane) commits suicide at any time 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 Life Assured shall be entitled to 80% of the total premiums paid (excluding any extra premium, rider premium and taxes, if collected explicitly) till the date of death, provided the policy is in force.</p> <p>This clause shall not be applicable for a lapsed policy as nothing is payable under such policies.</p> <p><u>Under Single Premium policy:</u> If the Life Assured (whether sane or insane) commits suicide at any time within 12 months from the date of commencement of risk under the policy, the Nominee or Beneficiary of the Life Assured shall be entitled to 80% of the Single Premium paid excluding any extra premium, rider premium and taxes, if collected explicitly.</p>	Condition 2 of Part F
10.	Waiting/ lien Period,	Not Applicable	

	if any														
11.	Grace period	30 Days	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	<p>The following applicable in case of Regular premium and Limited premium payment policies:</p> <ul style="list-style-type: none"> • 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, an amount equal to Unexpired Risk Premium Value, if any, shall be payable and the policy shall 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. 	<p>Condition 3 and Condition 4 of Part D</p> <p>Condition 2 of Part D</p> <p>Condition 3 of Part D</p>												
14.	Policy Loan, if applicable	Not Applicable	Condition 5 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"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>Bench Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Raising claim requirements after lodging the claim</td> <td>15 days</td> </tr> <tr> <td>2</td> <td>Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy</td> <td>30 days</td> </tr> <tr> <td>3</td> <td>Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy</td> <td>120 days</td> </tr> </tbody> </table> <ul style="list-style-type: none"> • Helpline/Call Centre number: 91-022-68276827 • SMS LICHELP<POLICY NUMBER>TO 	S No	Description of Service	Bench Marks	1	Raising claim requirements after lodging the claim	15 days	2	Death Claim Payment/ Rejection/ Repudiation without investigation requirement under a Life Policy	30 days	3	Death Claim Payment/ Rejection/ Repudiation with investigation requirement under a Life Policy	120 days	
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		<p>9222492224</p> <p>Whatsapp No.: 8976862090</p> <ul style="list-style-type: none"> 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): <table border="1" data-bbox="549 1016 1142 1939"> <thead> <tr> <th>S No</th> <th>Description of Service</th> <th>Bench Marks</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Free look cancellation/ surrender/ Withdrawal/ Request for refund of proposal deposit/Refund of outstanding proposal deposit subject to receipt of all documents</td> <td>15 days</td> </tr> <tr> <td>2</td> <td>Raising claim requirements after lodging the claim</td> <td>15 days</td> </tr> <tr> <td>3</td> <td>Issuance of policy document after acceptance of the proposal</td> <td>5 days</td> </tr> <tr> <td>4</td> <td>Registration of nomination/ Assignment/ Re-assignment and return of policy document</td> <td>3 days</td> </tr> <tr> <td>5</td> <td>Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements</td> <td>2 days</td> </tr> <tr> <td>6</td> <td>Effecting change of address/ transfer In-Out and other enquiries under the policies</td> <td>Same day</td> </tr> <tr> <td>7</td> <td>Acknowledge a grievance</td> <td>3 days</td> </tr> <tr> <td>8</td> <td>Resolve a grievance</td> <td>15 days</td> </tr> </tbody> </table> Helpline/Call Centre number: 	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	15 days	2	Raising claim requirements after lodging the claim	15 days	3	Issuance of policy document after acceptance of the proposal	5 days	4	Registration of nomination/ Assignment/ Re-assignment and return of policy document	3 days	5	Effecting revival/ alteration/ issue of duplicate policy on receipt of all requirements	2 days	6	Effecting change of address/ transfer In-Out and other enquiries under the policies	Same day	7	Acknowledge a grievance	3 days	8	Resolve a grievance	15 days	
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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. <p>Alternatively the details of Grievance Redressal Officers can be found on the below link: https://licindia.in/web/guest/grievances</p> • 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-</p> 	Part G

		<p>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 022-69038800/69038812</p>	
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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.