



## 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 Amritbaal (UIN: 512N365V02)	Part A											
2.	Policy Number	_____	Part A											
3.	Type of Insurance Policy	Non-Linked other than Pure risk and pension	Part B - Definitions											
4.	Basic Policy details	<ul style="list-style-type: none"> <li>• <b>&lt;&lt;Single Premium/Instalment Premium&gt;&gt; (Rs):</b> _____ (Taxes, if any, as applicable from time to time are charged extra).</li> <li>• <b>Mode of premium payment:</b> _____</li> <li>• <b>Premium Payment Term:</b> _____</li> <li>• <b>Policy Term:</b> _____</li> <li>• <b>Basic Sum Assured (Rs):</b> _____</li> <li>• <b>Sum Assured on Death:</b></li> </ul> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Premium Payment</th> <th style="text-align: center;">Option</th> <th style="text-align: center;">Sum Assured on Death</th> </tr> </thead> <tbody> <tr> <td rowspan="2" style="text-align: center;">Limited Premium Payment</td> <td style="text-align: center;">Option I</td> <td>Higher of <ul style="list-style-type: none"> <li>• 7 times of Annualized Premium; or</li> <li>• Basic Sum Assured</li> </ul> </td> </tr> <tr> <td style="text-align: center;">Option II</td> <td>Higher of <ul style="list-style-type: none"> <li>• 10 times of Annualized Premium; or</li> <li>• Basic Sum Assured</li> </ul> </td> </tr> <tr> <td style="text-align: center;">Single Premium Payment</td> <td style="text-align: center;">Option III</td> <td>Higher of <ul style="list-style-type: none"> <li>• 1.25 times of Single Premium; or</li> <li>• Basic Sum Assured</li> </ul> </td> </tr> </tbody> </table>	Premium Payment	Option	Sum Assured on Death	Limited Premium Payment	Option I	Higher of <ul style="list-style-type: none"> <li>• 7 times of Annualized Premium; or</li> <li>• Basic Sum Assured</li> </ul>	Option II	Higher of <ul style="list-style-type: none"> <li>• 10 times of Annualized Premium; or</li> <li>• Basic Sum Assured</li> </ul>	Single Premium Payment	Option III	Higher of <ul style="list-style-type: none"> <li>• 1.25 times of Single Premium; or</li> <li>• Basic Sum Assured</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>
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		Option IV	10 times of Single Premium	
		<ul style="list-style-type: none"> <li>• <b>Sum Assured on Maturity:</b> Sum Assured on Maturity is equal to Basic Sum Assured.</li> </ul>		Condition 1.B 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)>>  For details of Benefits and Conditions of riders(s), mentioned above, refer <b>Endorsement to this policy.&gt;&gt;</b>		Schedule
6.	Policy Coverage/ benefits payable	<ul style="list-style-type: none"> <li>• <b>Benefit payable on Death:</b> Death benefit payable in case of death of the Life Assured before the stipulated Date of Maturity provided the policy is in-force shall be "Sum Assured on Death" along with Accrued Guaranteed Additions.  This Death Benefit under Limited Premium Payment shall not be less than 105% of total premiums paid upto the date of death.</li> <li>• <b>Benefit payable on Maturity:</b> On Life Assured surviving the stipulated Date of Maturity provided the policy is in-force, "Sum Assured on Maturity" along with Accrued Guaranteed Additions, shall be payable.  (Under an in-force policy, the Guaranteed Additions shall accrue at the rate of Rs. 80 per thousand Basic Sum Assured at the end of each policy year from the inception till the end of Policy Term.)</li> <li>• <b>Surrender Benefits:</b> <u>Limited Premium Payment:</u> The policy can be surrendered by the policyholder after completion of first policy year provided one full year's premium(s) has been paid. However, the policy shall acquire Guaranteed Surrender Value on payment of at least two full years' premiums and Special Surrender Value after completion of first policy year provided one full year's premium(s) has been paid.</li> </ul>		Condition 1.A of Part C  Condition 1.B of Part C  Condition 4 of Part D

		<p><u>Single Premium Payment:</u> The policy can be surrendered at any time during the policy term.</p> <p>On surrender of an in-force or paid-up policy, the Corporation shall pay the Surrender Value equal to higher of Guaranteed Surrender Value and Special Surrender Value.</p> <ul style="list-style-type: none"> <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 amount under an in-force as well as paid-up policy.</li> <li>ii) Settlement Option (for Maturity Benefit): Settlement Option is an option to receive Maturity Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lump sum amount under an in-force as well as paid-up policy.</li> </ul> </li> </ul>	<p>Condition 8 of Part D</p> <p>Condition 9 of Part D</p>
7.	Options available ( <i>in case of Linked Insurance Products</i> )	Not Applicable	
8.	Option available (in case of Annuity product)	Not Applicable	
9.	Exclusions (events where insurance cover age is not payable), if any.	<p><b>Suicide Exclusion:</b> 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 Limited Premium Payment:</u></p> <ul style="list-style-type: none"> <li>i) 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 total premiums paid till the date of death (excluding any extra premium, rider premium(s), if any and taxes, if collected explicitly), provided the policy is in force.</li> <li>ii) If the Life Assured (whether sane or insane) commits suicide within 12</li> </ul>	Condition 2 of Part F

		<p>months from date of revival, an amount which is higher of 80% of the total premiums paid till the date of death (excluding any taxes if collected explicitly, extra premium and rider premium(s), if any,) or the surrender value available as on the date of death, shall be payable. The Nominee or Beneficiary of the Life assured shall not be entitled to any other claim under this policy.</p> <p>This clause shall not be applicable for a policy lapsed without acquiring paid up value and nothing shall be payable under such policy.</p> <p>The relaxation mentioned under Non-forfeiture provisions shall not be applicable in case of death due to suicide.</p> <p><u>Under Single Premium Payment:</u> 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 extra premium, rider premium(s), if any and taxes, if collected explicitly).</p> <p>This clause shall not apply in case of Life assured whose age at the time of entry/revival is below 8 years.</p>	
10.	Waiting/lien Period, if any	Waiting period of 90 days shall be applicable in case the Policy is purchased through POSP-LI or CPSC-SPV	Condition 3.b of Part F
11.	Grace period	<ul style="list-style-type: none"> <li>• 30 Days for Yearly, Half-yearly, Quarterly mode of premium payment</li> <li>• 15 Days for Monthly mode of premium payment</li> </ul>	Condition 7 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 Limited Premium Payment )	<ul style="list-style-type: none"> <li>• <b>Lapse:</b> Lapse is the status of the policy when due premium is not paid within the days of grace.</li> <li>• <b>Paid-up:</b> If after at least one full year's premium(s) has been paid and any subsequent premiums be not duly paid, on completion of first policy year, this policy shall not be wholly void, but shall subsist as a paid-up policy till the end of the policy term.</li> </ul>	<p>Part B- Definitions</p> <p>Condition 2 of Part D</p>

		<ul style="list-style-type: none"> <li>• <b>Revival:</b> 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.</li> </ul>	Condition 3 of Part D																				
14.	Policy Loan, if applicable	<p><u>Under Limited Premium Payment:</u> Loan can be availed after completion of first policy year, provided at least one full year's premium(s) has been paid and shall be subject to the terms and conditions of the policy.</p> <p><u>Under Single Premium Payment:</u> Loan can be availed during the policy term at any time after three months from the completion of the policy (i.e. 3 months from the Date of issuance of policy) or after expiry of the Free-Look Period, whichever is later.</p>	Condition 5 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> <table border="1"> <thead> <tr> <th>S No</th> <th>Service</th> <th>Description of Item / Service</th> <th>TAT</th> </tr> </thead> <tbody> <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 &amp; 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> </tbody> </table> <ul style="list-style-type: none"> <li>• <b>Link for downloading claim form</b> <a href="https://licindia.in/web/guest/download-forms">https://licindia.in/web/guest/download-forms</a></li> </ul> <p>For updated details, we request you to</p>	S No	Service	Description of Item / Service	TAT	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	Annuity payments/Pension Payments	3	Auto Action by Insurer	Policy Payments information (Survival Benefits, Maturity Benefits)	One month before due date	Condition 5 of Part F
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16.	Policy Servicing	<p>regularly check our website <a href="http://www.licindia.in">www.licindia.in</a></p> <ul style="list-style-type: none"> <li>• <b>Turn Around Time (TAT):</b></li> </ul> <table border="1" data-bbox="618 226 1146 1104"> <thead> <tr> <th>S No</th> <th>Description of Item of Service</th> <th>TAT</th> </tr> </thead> <tbody> <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 or Partial withdrawal of Policy</td> <td>7 days</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>• <b>Helpline/Call Centre number:</b> 91-022-68276827 <b>SMS LICHELP&lt;POLICY NUMBER&gt;TO 9222492224</b></li> <li><b>Whatsapp No.: 8976862090</b></li> <li>• <b>Contact details of the insurer:</b> <ul style="list-style-type: none"> <li>➤ Please contact us at our Branch Office, the details of which are mentioned in the Part A (First Page) of the policy document</li> <li>➤ Alternatively please visit <a href="https://licindia.in/branch">https://licindia.in/branch</a> to locate your Branch</li> <li>➤ 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</li> </ul> </li> </ul>	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	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	
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		<p>Ombudsman whose Address and contact details is given in Part A (First page) of the Policy Document.</p> <p>Alternatively the details of Ombudsman can be found on the below link: <a href="https://cioins.co.in">https://cioins.co.in</a></p> <p>Contact No: 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](http://www.licindia.in)
- ii. In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.