

**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 the next column)	Policy Clause Number
1	Name of the Insurance Product and Unique Identification Number (UIN)	Pramerica Life Rakshak Smart (140N075V04)	Part A - Policy Schedule
2	Policy Number	As mentioned in Policy Schedule	Part A - Policy Schedule
3	Type of Insurance Policy	Non-Linked other than Pure Risk and Pension	Part A - Policy Schedule
4	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium – This is the amount of Premium paid per frequency i.e. Annual/Semi-Annual/Monthly as opted by you. 	Part A - Policy Schedule
		<ul style="list-style-type: none"> • Mode of premium payment- This refers to the frequency of your premium payment (e.g. Monthly, Semi-Annual or Annual) 	
		<ul style="list-style-type: none"> • Sum Assured on Death – This is the amount considered for the determination of benefits payable on death 	Part C – Benefits Payable on Death
		<ul style="list-style-type: none"> • Sum Assured on Maturity – This is same as Maturity Benefit mentioned under the plan 	Part C- Benefits Payable On Maturity
		<ul style="list-style-type: none"> • Premium payment Term - This is the period for which you are required to pay the premium to enjoy the full benefits of the policy • Policy Term - This is the period for which you will enjoy the policy benefits. However, You will enjoy 	Part A - Policy Schedule



		the Maturity Benefit during the payout period, which is after the Policy Term.	
5	Policy Coverage/benefits payable	<ul style="list-style-type: none"> • Benefits payable on maturity – Guaranteed income for a period of 5 years (Monthly or Yearly) from the maturity date + Saving booster lumpsum with final Guaranteed income instalment • Survival Benefits excluding that payable on Maturity – Not Applicable • Benefits payable on death – Sum Assured on death + Annual Guaranteed Additions accrued till date of death 	Part C-Specific Terms and Conditions
		• Surrender benefits - This is the amount you will receive in case if you want to terminate your policy (contract) before its Maturity Date	Part D-Section 2
		<ul style="list-style-type: none"> • Options to policyholders for availing benefits– You have the option to receive the Maturity Benefit along with Savings Booster in a lumpsum • Other benefits/options payable- Not Applicable • Lock-in period for Linked insurance policy – Not Applicable 	Part C-Section 1(b)
6	Options available (in case of Linked Insurance Products)	<ul style="list-style-type: none"> • Partial Withdrawal - Not Applicable • Top –up Provision - Not Applicable • Switches - Not Applicable • Settlement option - Not Applicable • Any other option - Not Applicable 	Not Applicable
7	Option available(in case of Annuity product)	<ul style="list-style-type: none"> • Type of immediate annuity - Not Applicable • Proportion of annuity amount guaranteed for variable pay-out option- Not Applicable • Any other option - Not Applicable 	Not Applicable
8	Riders opted, if any	Not Applicable	Not Applicable
9	Exclusions (events where insurance coverage is not payable), if any.	At inception of the Policy - Suicide within 12 months from the date of commencement of risk Revival of the Policy - Suicide within 12 months from the date of revival	Part F-Section 1
10	Waiting /lien Period, if any	Number of Days – Not Applicable	Not Applicable
11	Grace period	This refers to a period of 15 days for monthly premium payment mode or 30 days for non-	Part C-Section 3



		monthly modes to pay your due premium. The policy status remains valid during the grace period.	
12	Free Look Period	If you disagree with the Terms & conditions of the Policy you can return your Policy within 30 days of date of receipt of the Policy Document with complete refund of paid premium (less applicable deduction, if any)	Part D- Section 4
13	Lapse, paid-up and revival of the Policy	Lapse- If you discontinue the payment of premiums before your Policy has acquired a Surrender Value, your Policy will lapse at the end of the grace period and no benefits shall be paid under a lapsed policy. Paid Up- If the Policy has acquired a Surrender Value and no future premiums are paid, you may choose to continue your Policy on Reduced Paid-up basis. In that case, your policy benefits shall be proportionately reduced.	Part C- Section 4
		Revival – If your Policy is in Lapsed or Paid-Up state you can revive your Policy i.e. pay all the due unpaid premiums within five years from the date of first unpaid Premium to enjoy the full benefits under your policy.	Part D- Section 1
14	Policy Loan, if applicable	Once Surrender Value becomes payable under your policy, you will be eligible for Policy Loan subject to maximum of 75% of surrender value	Part D- Section 3
15	Claims/Claims Procedure	<p>Turn Around Time (TAT) for claims settlement and brief procedure</p> <ul style="list-style-type: none"> Death Claim Settlement without Investigation from the date of intimation of claim -15 days Death Claim Settlement with Investigation from the date of intimation of claim -45 days <p>Helpline/Call Centre number and Contact details of the insurer</p> <ul style="list-style-type: none"> For claim related queries in respect of any Insured member please contact our branch or call us on 1860 500 7070 (Local charges apply) or 011 4818 7070 or write to us on Email: contactus@pramericalife.in Link for downloading claim form and list of documents required including bank account details. <p>Link for downloading claim form: https://pramericalife.in/claims/claimforms List of Documents: Basic documentation if death is due to medical reasons or natural:</p>	Part F Section 4



		<ol style="list-style-type: none"> 1. The Company's Death Claim Form duly completed 2. Policy Document (not necessary in case of dematerialized policy document) 3. Death Certificate 4. Claimant's Identity proof, Address proof and banking details 5. Discharge summary and all other past hospital records 6. Completed Last Medical Attendant's Report <p>Additional documents if death is due to Un-natural cause</p> <ol style="list-style-type: none"> 1. Copy of First Information Report and Final Police Investigation Report 2. Copy of Post-Mortem Report 	
16	Policy Servicing	<p>Turn Around Time (TAT)</p> <p>Free Look Cancellation & Refund from the date of receipt of request: 7 days</p> <p>Policy Servicing (from the date of receipt of request for the service specified): 7 days</p> <ul style="list-style-type: none"> • Change of Address (KYC Norms to be complied) • Registration / Change of Nomination, Assignment. • Alteration in ORIGINAL POLICY CONDITIONS (where applicable) • Policy Loan • Unit / Index Linked Insurance Policy Switch, Top-up, and other related Services • Decision on Policy Revival after receipt of all requirements • Surrender or partial withdrawal of Policy <p>Helpline/Call Centre number and Contact details of the insurer</p> <ul style="list-style-type: none"> • If you wish to discuss any aspect of your Policy or if you have any query or complaint please contact us at 1860 500 7070 (local charges apply) or 011 48187070 or write to us at contactus@pramericalife.in • Link for downloading applicable forms and list of documents required including bank account details. 	Part D



		<p>Link for applicable forms https://www.pramericalife.in/Downloads/ServiceForms</p> <p>List of Documents : As per the servicing form and the KYC proof.</p>	
17	Grievances /Complaints	<p>Grievance Redressal Officer, Pramerica Life Insurance Ltd., 4th Floor, Building No. 9 B, Cyber City, DLF City Phase III, Gurgaon– 122002 GRO Contact Number: 0124 – 4697069 Email – gro@pramericalife.in Office hours 9:30 am to 6:30 pm from Monday to Friday</p> <p>IRDAI- Grievance Redressal Cell: If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within timelines the Grievance Redressal Cell of the IRDAI may be contacted. Bima Bharosa Toll Free number – 155255 or 1800-425-4732 Email Id- complaints@irdai.gov.in Website: https://bimabharosa.irdai.gov.in</p> <p>Complaints against Life Insurance Companies: Insurance Regulatory and Development Authority of India Policyholder's protection & Grievance Redressal Department (PPGR) Sy. No. 115/1 Financial District Nanakramguda, Gachibowli Hyderabad – 500032</p> <p>Insurance Ombudsman: The office of the Insurance Ombudsman has been established by the Government of India for the redressal of any grievance in respect of life insurance policies. Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located.</p>	Part G



		<p>The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.</p> <p>You may approach the Insurance Ombudsman if your grievance pertains to any of the following:</p> <ol style="list-style-type: none">Delay in settlement of claim beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999Any partial or total repudiation of claimsDisputes over premium paid or payable in terms of insurance policyMisrepresentation of policy terms and conditionsLegal construction of insurance policies in so far as the dispute relates to claimPolicy servicing related grievances against insurers and their agents and intermediariesIssuance of Life insurance policy, which is not in conformity with the proposal form submitted by the proposerNon-issuance of insurance policy after receipt of premiumAny other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f) <p>No complaint to the Insurance Ombudsman shall lie unless</p> <p>(a) The complainant makes a written representation to the insurer named in the complaint and—</p> <ol style="list-style-type: none">Either the insurer had rejected the complaint, orThe complainant had not received any reply within a period of one month after the insurer received his representation, or	
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		<p>(iii) The complainant is not satisfied with the reply given to him by the insurer</p> <p>(b) The complaint is made within one year—</p> <p>(i) After the order of the insurer rejecting the representation is received, or</p> <p>(ii) After receipt of decision of the insurer which is not to the satisfaction of the complainant, or</p> <p>(iii) After expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant.</p> <p>The address of the Insurance Ombudsman are attached herewith and may also be obtained from the following link on the internet. Link https://www.cioins.co.in/ombudsman</p> <p>Council for Insurance Ombudsmen: (Monitoring Body for Offices of Insurance Ombudsman) 3rd Floor, Jeevan Seva Annexe, S.V Road , Santacruz (West), Mumbai – 400054. Tel no: 022 - 69038800/69038812. Email id: inscoun@cioins.co.in Website: www.cioins.co.in</p>	
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You can also access the Customer Information sheet through this link:

<https://www.pramericalife.in/Downloads/Download>

In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date: