

# TURN REQUESTS INTO PROMISES

## Instant Services

**TAT**

Fund Switch / Premium Redirection	2 working days
Contact Details Update	2 working days
Statements/Receipts	2 working days
Reinstatement (less than 180 days from lapsation)	2 working days
Nomination	10 working days
Assignment	7 working days

## Payout Related

**TAT**

Surrender/Foreclosure	15 working days
Partial Withdrawal	15 working days
Loans	7 working days

## What is Required?

### For Instant Services

#### Fund Switch / Premium Redirection

- Completely filled & duly signed relevant Service Request Form (download from [reliancenipponlife.com](http://reliancenipponlife.com))
- Standard KYC - PAN Card
- Vernacular Declaration (if signature is not in English)

#### Contact Details Update

- Completely filled & duly signed relevant Service Request Form (download from [reliancenipponlife.com](http://reliancenipponlife.com))
- Standard KYC - Address Proof (As per latest AML/KYC Matrix)
- Vernacular Declaration (if signature is not in English)

#### Reinstatement (less than 180 days from lapsation)

- All premiums due till date along with interest (if any) should be paid

#### Nomination

- Completely filled & duly signed Notice of Nomination
- Completely filled Nomination Form
- Standard KYC - Policy owner
- Standard KYC - ID & Address proof of new nominee

#### Assignment

- Completely filled & duly signed Notice of Assignment
- Completely filled & duly signed Endorsement Form
- Original Policy schedule
- KYC of Assignor & Assignee
- Witness - should not be related to customer or RNLIC
- Vernacular Declaration (if signature is not in English)

#### If assigned to relative (blood relation)

- Documentary proof mentioning relation should be produced

#### If assigned to Bank/Financial Institution (FI)

- Letter from Bank/FI on letterhead duly stamped & signed by authorized signatory confirming assignment of policy
- PAN Card of Financial Institution

#### If assigned to 3rd Party

- Proof of Consideration
- Identity Proof, Residential Proof and Income Proof of the proposed assignee

### For Payout Related Requests

#### For Surrender/Foreclosure Payout

- Completely filled & duly signed relevant Service Request Form (download from [reliancenipponlife.com](http://reliancenipponlife.com))
- Standard KYC - PAN Card
- Original Policy Schedule
- Cancelled Cheque Leaf/Bank Passbook Copy
- Vernacular Declaration (if signature is not in English)
- Endorsement Form (if policy is assigned)

#### Additional Requirements (if policy holder is deceased)

- Death Certificate
- KYC of Claimant
- Registered Deed of Relinquishment
- Notarized & Registered Deed of relinquishment
- Notarized Affidavit cum Indemnity
- Legal Heir/Succession Certificate (if payout is greater than Rs. 1 Lakh)

#### For Partial Withdrawal payout

- Completely filled & duly signed relevant Service Request Form (download from [reliancenipponlife.com](http://reliancenipponlife.com))
- Standard KYC - PAN Card
- Original Policy Schedule
- Advance Discharge Voucher
- Cancelled Cheque Leaf/Bank Passbook Copy
- Vernacular Declaration (if signature is not in English)
- Endorsement Form (if policy is assigned)

#### Loan cases

- Completely filled & duly signed relevant Service Request Form (download from [reliancenipponlife.com](http://reliancenipponlife.com))
- Completely filled Loan application Form
- Receipt of loan advance
- Original Policy schedule
- Standard KYC - PAN Card of policy owner/assignee
- Original Endorsement Form
- Cancelled Cheque Leaf/Bank Passbook Copy
- Witness - should not be related to customer or RNLIC

### Note :

Transactions mentioned above will be processed within the specified TAT only if requests are submitted with completely filled forms and supporting documents as per checklist.

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