

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

SI No.	Title	Description	Policy clause number
1	Name of Insurance Product and Unique Identification Number (UIN)	Reliance Nippon Life Classic Plan II 121L085V04	Part A (Forwarding Letter)
2	Policy / Quotation number	Quotation number: << Quotation no.>> For policy number, please refer to the Policy Schedule.	Part A (Clause 1.2)
3	Type of Insurance Policy	Unit Linked Life Insurance Policy	Not Applicable
4	Basic Policy details	<p>Instalment Premium (in Rs.): <<1st year Instalment Premium>> Mode of premium payment: <<Mode>> Base Sum Assured (in Rs.): <<Base Sum Assured>> Sum Assured on Maturity (in Rs.): Not applicable Premium Payment Term (in Years): <<Premium Payment Term>> Policy Term (in years): <<Policy Term>></p> <p>In case of any change to the proposed Sum Assured / Premium after submission of the proposal, the details mentioned in the Policy Schedule would be applicable.</p>	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><u>Death Benefit:</u> In event of Death of the Life Assured, higher of the following benefits will be payable:</p> <ul style="list-style-type: none"> • Base Sum Assured net of all "Deductible Partial Withdrawals", if any • Base Fund Value • 105% of total premium(s) paid less "Deductible Partial Withdrawals", if any <p>In addition to the Benefit mentioned above, provided the Policyholder has a Top-up Fund Value, we will also pay for every Top-up Premium: Highest of:</p> <ul style="list-style-type: none"> • Top-up Sum Assured • Top-up Fund Value • 105% of the Top-up Premium paid <p>If death is due to an accident on or before Age 65, and within 180</p>	Part C (Clause 3.1.2)

		<p>days of the occurrence of an accident, an additional amount less than or equal to the Base Sum Assured is payable. The additional accidental death amount will not exceed Rs 100,00,000.</p> <p><u>Maturity Benefit:</u> On survival of the Life Assured at the end of the Policy Term, Total Fund Value will be payable.</p> <p><u>Surrender Benefit:</u> On Surrender during the Lock-in Period, the Total Fund Value, after deduction of applicable Discontinuance Charge, shall be transferred to the Discontinued Policy Fund and risk cover and rider cover, if any, shall cease. The proceeds from the Discontinued Policy Fund shall be payable on the completion of the Lock-in Period or date of Surrender, whichever is later and the Policy shall terminate. In the event of death of the Life Assured before the end of the Lock-in Period, the proceeds from the Discontinued Policy Fund shall be payable immediately to the beneficiary and the Policy will terminate. On Surrender after the Lock-in Period, Total Fund Value is payable immediately and the Policy terminates.</p> <p><u>Lock-in Period:</u> Lock-in Period is the period of five consecutive completed years from the Date of Commencement of the Policy.</p>	<p>Part C (Clause 3.1.1)</p> <p>Part D (Clause 4.7)</p> <p>Part D (Clause 4.6)</p>
6	Options available	<p><u>Partial Withdrawal:</u> Partial Withdrawals from the Base Fund Value are available only after the completion of five Policy Anniversaries provided the Life Assured is 18 years of age. Partial Withdrawal from the Top-up Fund Value are available only after five years from the date of payment of the respective Top-up Premium provided the Life Assured is 18 years age. The minimum amount of Partial Withdrawal is Rs. 5,000 and the maximum Partial Withdrawal in a Policy year shall not exceed 20% of the Total Fund Value at the time of withdrawal.</p> <p><u>Top-up:</u> Top-up Premiums can be accepted only where the due Base Premiums are paid till date. The minimum Top-up Premium at any time is Rs.5000. The total Top-up Premiums at any point of time shall not exceed 100% of the total Base Premium paid till that time. Top-up Premium is not allowed during the last five years of the Policy Term. In case of Single Premium policies the total Top-up Premiums will not exceed 125% of the Single Premium paid.</p> <p><u>Switches:</u> The Policyholder will have the flexibility to alter the allocation of the investments among the Funds offered in order to suit his/her changing investment needs by switching between the Funds. The Policyholder is entitled to 52 free switches each Policy Year.</p>	<p>Part D (Clause 4.5)</p> <p>Part C (Clause 3.2.5)</p> <p>Part D (Clause 4.9)</p>

		<p><u>Settlement Option:</u> At Maturity of the Policy, the Claimant will have an option to receive the Maturity Benefit as a lump sum or structured payout over a period of one to five years only. The Claimant shall provide a notice to the Company at least 30 days before the Maturity Date. During the settlement period, the investment risk in the investment portfolio is borne by the Claimant. In the event of death of the Life Assured during the settlement period, higher of Total Fund Value, as on the date of intimation of death and 105% of the total premiums paid, will be paid to the Claimant. Additional benefit on death due to an accident shall not be available during settlement period.</p> <p><u>Systematic Transfer Plan (STP):</u> This feature provides you with an option to enter into the equity market at different times and at different levels. This has an effect of averaging out the risks associated with the equity market, optimizing the overall risk to your investment portfolio.</p> <p><u>Change in Premium Payment Frequency:</u> The Policyholder may pay premiums in yearly, half yearly, quarterly and monthly frequencies. The premium payment frequency can be changed on any Policy Anniversary date during the Premium Payment Term.</p> <p><u>Change in Sum Assured:</u></p> <ul style="list-style-type: none"> ○ Increase in Sum Assured Increase in Base/Top up Sum Assured is not allowed. ○ Decrease in Sum Assured Decrease in Sum Assured is not allowed for Top-up Sum Assured but allowed for Base Sum Assured subject to reduction in Base Premium. Reduction in Base Sum Assured may have tax implications. Please consult a tax advisor. <p><u>Change in Premium:</u></p> <ul style="list-style-type: none"> ○ Increase in Base Premium Increase in Base Premium is not allowed ○ Decrease in Base Premium The Policyholder shall have the option to reduce the Base Premium, provided premium for first five years have been paid. 	<p>Part D (Clause 4.2)</p> <p>Part D (Clause 4.3)</p> <p>Part D (Clause 3.2.4)</p> <p>Part D (Clause 4.11.2)</p> <p>Part D (Clause 4.11.1)</p>
7	Rider opted	<p><<No rider opted under the policy>> if no rider opted << The following riders have been opted</p> <ol style="list-style-type: none"> 1. <<Name of the rider>> - <<Base Sum Assured is Rs.____>> 2. <<Name of the rider>> - <<Base Sum Assured is Rs.____>> 	Part A (Clause 1.2)

		<p>assured only. In the event of death of the Life Assured during the Revival Period, highest of the following benefit will be payable:</p> <ul style="list-style-type: none"> • Paid Up Sum Assured net of all “Deductible Partial Withdrawals, if any. • Base Fund Value. • 105% of the total premium (s) paid less “Deductible Partial Withdrawals”, if any. <p><u>Revival:</u> The Policyholder may revive the Policy within the Revival Period of three consecutive complete years from the date of the first unpaid Premium or expiry of the Policy Term, whichever is earlier. Where the Policyholder revives the Policy, the Policy shall be revived restoring the risk cover.</p>	PART D (Clause 4.8)
12	Policy Loan	Not available	Not applicable
13	Claims / Claims Procedure	<ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement – 15 days from the date of receipt of request in case of claims not requiring investigation and 45 days from the date of receipt of request in case of claims requiring investigation. • Claim Procedure - To intimate a claim please submit the required documents at your nearest RNLIC Branch office OR You can send the documents via courier to: The Claims Department Reliance Nippon Life Insurance Company Limited Office no. 701 & 702, 7th floor Silver Metropolis, Off Western Express Highway Goregaon East, Mumbai – 400063 OR You can email us the scanned copies of duly filled claims forms and other mandatory documents at rnlic.claims@relianceada.com <p>Helpline no: For any assistance on claim, call us on our helpline number 1800 102 3330 (Monday to Saturday, from 8:00 AM to 8:00 PM, excluding public holidays)</p> <ul style="list-style-type: none"> • Link for downloading claim form and list of documents required: Click on https://www.reliancenipponlife.com/claims to know the documents required and to download claim forms 	PART F (Clause 6.3) & (Clause 6.4)
14	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT)– 7 days from Request received date • Contact Details: 	Part G

		<p>Call Us between 8am to 8pm, Monday to Saturday (except business holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or</p> <p>Email Us at: rnlife.customerservice@relianceada.com or</p> <p>Chat with us on WhatsApp number (+91) 7208852700</p> <ul style="list-style-type: none"> Link for downloading forms: Click on https://www.reliancenipponlife.com/downloads > Select Policy Servicing Request forms 	
15	Grievances / Complaints	<p>If You are dissatisfied with any of our services, please feel free to contact Us through any of the mode mentioned above under Policy Servicing.</p> <p>If your complaint is unresolved, you can escalate in the following manner: Step 1: contact Our Service Branch Manager, who is also the Local Grievance Redressal Officer at Your nearest branch. Step 2: Write to Head of Customer Care at rnlife.headcustomercare@relianceada.com Step 3: Write to Our Grievance Redressal Officer at rnlife.gro@relianceada.com</p> <p>Where the complaint is unresolved or the redressal is unsatisfactory, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details: IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255 Bima Bharosa TOLL FREE NO: 1800 4254 732 Email ID: complaints@irdai.gov.in You can also register Your complaint online at https://bimabharosa.irdai.gov.in</p> <p>While we expect to satisfactorily resolve your grievances, you may also at any time approach the Insurance Ombudsman. For contact details, contact number and email of the relevant Ombudsman office, kindly refer the policy document or the website https://www.cioins.co.in/ombudsman.html or our website https://www.reliancenipponlife.com/</p>	Part G (Clause 7.4)

Declaration by the Policy Holder:

I have read the above and confirm having noted the details. I am aware that on request I can avail the CIS in local language.

Place:

Date:

(Signature of the Policyholder)

Please Note:

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

Kindly visit www.reliancenipponlife.com/downloads for accessing product related documents.