

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 Prosperity Plus 121L134V03	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/Deductible payments under Systematic Withdrawal Option", if any from the Base Fund Value • Base Fund Value • 105% of total premium(s) paid less (excluding Top-up premiums) "Deductible Partial Withdrawals/Deductible payments under Systematic Withdrawal Option", if any from the Base Fund Value <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 	Part C (Clause 3.1.1)

	<ul style="list-style-type: none"> • 105% of the Top-up Premium paid <p><u>Maturity Benefit:</u> On survival of the Life Assured at the end of the Policy Term, the maturity benefit shall be the aggregate of:</p> <ol style="list-style-type: none"> a. Total Fund Value, which is the sum of the Base Fund Value and Top-up Fund Value, if any b. Maturity Additions c. Return of Policy Administration Charges at maturity <p><u>Loyalty Additions:</u> Loyalty Additions in the form of additional Units will be added to Your Policy every year, starting from the end of the sixth Policy year till the end of the penultimate Policy year for In-force and Paid-up policies. Each Loyalty Addition will be 0.7% of the average of daily Base Fund Value in the preceding 12 months.</p> <p><u>Maturity Addition:</u> Maturity Addition in the form of additional Units will be added to Your Policy at maturity. Maturity Addition will be 1.40% of the average of daily Base Fund Value in the preceding 12 months.</p> <p><u>Return of Policy Administration Charges (ROPAC) at Maturity:</u> At Policy maturity, We will add back the total amount that has been deducted as Policy Administration Charges over the tenure of the Policy in the form of additional Units to the Total Fund Value for fully In-force policies.</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 3.1.2)</p> <p>Part C (Clause 3.1.3)</p> <p>Part C (Clause 3.1.4)</p> <p>Part C (Clause 3.1.5)</p> <p>Part D (Clause 4.6)</p> <p>Part D (Clause 4.5)</p>
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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. 10,000 and the maximum Partial Withdrawal in a Policy year (including withdrawals made under Systematic Withdrawal Option) shall not exceed 25% of the Total Fund Value at the beginning of the Policy Year.</p> <p><u>Systematic Withdrawal Option (SWO):</u> Systematic Withdrawal Option is an automated withdrawal facility which provides the Policyholder an option to withdraw a percentage/amount of his fund. This facility is designed to ensure regular liquidity while also providing him with a life cover till the end of the Policy term. The Policyholder may choose to start the SWO payouts after the completion of the Premium Payment Term or 10 Policy Years (whichever is later) and can continue to receive the payouts till the end of the Policy Term. This option will only be available with the Single Pay or Limited Pay option (for Premium Payment Term of 10 years and above). Minimum amount of withdrawal under SWO will be Rs 5000 per withdrawal and maximum withdrawal amount in any year will not exceed 18% of the Total Fund Value at the beginning of the year. The Policyholder can opt in or out of this facility at any time during the policy term.</p> <p><u>Top-up:</u> Top-up Premiums can be accepted only if Your Policy is In-force. The minimum Top-up Premium at any time is Rs. 25,000. 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><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.</p>	<p>Part D (Clause 4.4)</p> <p>Part D (Clause 4.4.1)</p> <p>Part C (Clause 3.2.4)</p> <p>Part D (Clause 4.8)</p> <p>Part D (Clause 4.2)</p>
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		<p>frequency can be changed on any Policy Anniversary date during the Premium Payment Term.</p> <p><u>Change in Premium:</u></p> <ul style="list-style-type: none"> ○ Increase in Base Premium: Not allowed ○ Decrease in Base Premium: The Policyholder shall have the option to reduce the Premium upto 50% of the Annualized Premium at inception of the policy, provided premium for first five years have been paid. <p><u>Option to alter Premium Payment Term:</u> The Policyholder may alter the Premium Payment Term of the Policy in accordance with the Board Approved Underwriting policy and subject to minimum Premium Payment Term of five years.</p>	<p>Part D (Clause 4.10.1)</p> <p>Part D (Clause 4.10.3)</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.____>> <p>>> If rider opted under the policy</p>	Part A (Clause 1.2)
8	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: In case of death of the Life Assured due to suicide, whether sane or insane within 12 months from the Date of Commencement of Risk of the Policy or from the date of Revival of the Policy, the Nominee/Claimant of the Policyholder shall be entitled to the Fund Value, as available on the date of intimation of death.</p>	PART F (Clause 6.3)
9	Waiting period	Not applicable	Not Applicable
10	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	PART C (Clause 3.2.5)
11	Free Look Period	30 days	PART D (Clause 4.1)
12	Lapse, paid-up and revival of the Policy	<p><u>Lapse:</u> Not applicable</p> <p><u>Paid-Up:</u> If the premiums have been paid in full for at least the first five consecutive years and the due premiums have not been paid within the Grace Period, the Policy shall be converted into a reduced Paid-up Policy with the Paid-up sum assured. The Policy</p>	PART D (Clause 4.5)

		<p>shall continue to be in reduced Paid-up status without rider benefits (if any). All charges as per terms and conditions of the Policy will be deducted during the Revival Period. The mortality charge will be deducted based on the reduced Paid-up sum 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 (excluding Top-up premiums) less "Deductible Partial Withdrawals", if any. <p>In addition to this, provided the Policyholder has a Top-up Fund Value, we will also pay for every Top-up premium, the 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>The Policy shall terminate on payment of the Death Benefit</p> <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 4.7)
13	Policy Loan	Not available	Not applicable
14	Claims / Claims Procedure	<p>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.</p> <ul style="list-style-type: none"> • 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 The Claims Department 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</p>	PART F (Clause 6.1) & (Clause 6.2)

		<p>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 	
15	Policy Servicing	<ul style="list-style-type: none"> Turn Around Time (TAT)– 7 days from Request received date Contact Details: Call Us between 8am to 8pm, Monday to Saturday (except business holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or Email Us at: rnlife.customerservice@relianceada.com or Chat with us on WhatsApp number (+91) 7208852700 Link for downloading forms: Click on https://www.reliancenipponlife.com/downloads > Select Policy Servicing Request forms 	Part G
16	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.