

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 Wealth and Insurance Plan 121L146V01	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	Instalment Premium (in Rs.): <<1st year Instalment Premium>> Mode of premium payment: <<Mode>> Base Sum Assured (in Rs): • Since inception till the end of the Policy Year during which Life Assured attains the age of 65 years : <<Sum Assured up to age 65 years>> • From Policy Anniversary immediately following the attainment of age of 65 years of the Life Assured till the end of Policy Term: <<Sum Assured after age 65 years>> Sum Assured on Maturity (in Rs): Not applicable Premium Payment Term (in Years): <<PPT>> Policy Term (in Years): <<Policy Term>> In case of any change to the proposed Base Sum Assured / Premium after submission of the proposal, the details as mentioned in the Policy Schedule would be applicable.	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<u>Death Benefit:</u> In event of Death of the Life Assured, higher of the following benefits will be payable: ○ Base Sum Assured net of all 'Deductible Partial Withdrawals', if any; or ○ Fund Value as on the date of intimation of death; or ○ 105% of the Total Premium(s) Paid <u>Maturity Benefit:</u> On survival of the Life Assured till the end of the Policy Term, the Maturity Benefit equal to the Fund Value of the Policy will be payable.	Part C (Clause 3.1.1) Part C (Clause 3.1.2)

			Part B (Clause 2.1)
6	Options available	<u>Partial Withdrawal:</u> Partial Withdrawals from the Fund Value are available only after the completion of the Lock-in Period. The first two Partial Withdrawals in a Policy Year are free of charge. On every subsequent Partial Withdrawal, within the Policy Year, a Partial Withdrawal charge of Rs.100 will be deducted each time from the fund withdrawn. The minimum amount of Partial Withdrawal is Rs. 10,000 and the maximum Partial Withdrawal in a Policy Year shall not exceed 20% of the Fund Value at the beginning of the Policy Year. <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. <u>Change in Premium Payment Frequency:</u> 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. <u>Decrease in Base Sum Assured:</u> Policyholder can choose to decrease the Base Sum Assured at any Policy Anniversary during the Policy Term provided the Annualized Premium for the first five completed Policy Years have been paid. Decrease in Base Sum Assured is only allowed upto 65 years of age of the Life Assured.	Part D (Clause 4.3) Part D (Clause 4.7) Part C (Clause 3.2.4) Part D (Clause 4.9.1)
7	Rider opted	<i>If no rider is opted</i> <<No rider opted under the policy>> <i>If rider(s) opted under the policy</i> 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)
8	Exclusions (events where insurance coverage is not payable), if any.	<u>Suicide Exclusion:</u> In case of death of the Life Assured due to suicide, whether sane or insane within 12 months from the Date of Commencement of 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.	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	<u>Lapse:</u> Not Applicable <u>Paid-Up:</u> If the due 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 shall continue to be in reduced Paid-up status without rider cover (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, higher of the following benefit will be payable: ○ Paid Up Sum Assured net of all 'Deductible Partial Withdrawals', if any; or ○ Fund Value; or ○ 105% of the total premium (s) paid <u>Revival:</u> The Policyholder may revive the Policy within the Revival Period of three consecutive complete Policy 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 by restoring the applicable risk cover.	Not Applicable Part D (Clause 4.4) Part D (Clause 4.6)
13	Policy Loan	Not available	Not Applicable
14	Claims / Claims Procedure	• 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 The Claims Department Office no. 701 & 702, 7th floor Silver Metropolis, Off Western Express Highway	PART F (Clause 6.2)

		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 Helpline no: For any assistance on claim, call us on our Toll-Free helpline number 1800 102 3330 (Monday to Saturday, from 8:00 AM to 8:00 PM, excluding public holidays) 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	- 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	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. 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 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	Part G (Clause 7.3 & 7.4)

		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 or our website https://www.reliancenipponlife.com/	
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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.