

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 Immediate Annuity Plan 121N012V02	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	Immediate Annuity Plan	Not Applicable
4	Basic Policy details	<p>Annuity Option: <<Annuity Option>> Purchase Price (in Rs): <<Purchase Price (with GST)>> Mode of premium payment: Single Base Sum Assured (in Rs): Not applicable Sum Assured on Maturity (in Rs): Not applicable Premium Payment Term (in Years): Single Pay Annuity Payment Frequency: <<Annuity Payment Frequency>> Annuity Amount (in Rs): <<Annuity amount>></p> <p>In case of any change to the Annuity Amount / Premium after submission of the proposal, the details as mentioned in the Policy Schedule would be applicable.</p>	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><u>Survival Benefit:</u> Survival Benefit depends on the Annuity Option chosen by the Policyholder at the inception of the Policy.</p> <ul style="list-style-type: none"> ○ For Life Annuity Option: Annuity is paid throughout the life of the Annuitant. ○ For Life Annuity with return of Purchase Price Option: Annuity is paid throughout the life of the Annuitant. ○ For Life Annuity guaranteed for 5, 10 or 15 years and payable for life thereafter Option: Annuity is paid to the Annuitant for a guaranteed period of 5, 10 or 15 years and thereafter for life of the Annuitant. 	Part C (Clause 3.1.1)

		<p><u>Death Benefit:</u></p> <ul style="list-style-type: none"> ○ For Life Annuity Option: No death benefit available under this option. ○ For Life Annuity with return of Purchase Price Option: On death of the Annuitant, the Purchase Price (excluding GST) will be paid to the nominee. ○ For Life Annuity guaranteed for 5, 10 or 15 years and payable for life thereafter Option: No death benefit available under this option <p><u>Maturity Benefit:</u> No Maturity Benefit is payable under the plan.</p> <p><u>Surrender Benefit:</u> No Surrender Benefit is payable under the plan.</p>	<p>Part C (Clause 3.1.3)</p> <p>Part C (Clause 3.1.2)</p> <p>Part D (Clause 4.3)</p>
6	Options available	<p><u>Annuity Options:</u></p> <ol style="list-style-type: none"> 1. Life Annuity 2. Life Annuity with return of Purchase Price 3. Life Annuity guaranteed for 5, 10 or 15 years and payable for life thereafter 	Not Applicable
7	Rider opted	Riders are not available under the policy	Not Applicable
8	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Suicide Exclusion:</u> If the Life Assured, whether sane or insane, commits suicide: The company will pay the Purchase Price under Life Annuity with Return of Purchase Price option. In all other options, no payment will be made.</p>	Part F (Clause 6.8)
9	Waiting period	Not Applicable	Not Applicable
10	Grace Period	Not Applicable	Not Applicable
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> Not Applicable</p>	<p>Not Applicable</p> <p>Not Applicable</p>

		Revival: Not Applicable	Not Applicable
13	Policy Loan	Not Applicable	Part D (Clause 4.2)
14	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 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 Toll-Free 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)
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	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.	Part G (Clause 7.3 & 7.4)
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		<p>If your complaint is unresolved, you can escalate in the following manner:</p> <p>Step 1: contact Our Service Branch Manager, who is also the Local Grievance Redressal Officer at Your nearest branch.</p> <p>Step 2: Write to Head of Customer Care at rnlife.headcustomercare@relianceada.com</p> <p>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:</p> <p>IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255 Bima Bharosa TOLL FREE NO: 1800 4254 732 Email ID: complaints@irdai.gov.in</p> <p>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 visit https://cioins.co.in/Ombudsman or our website https://www.reliancenipponlife.com/</p>	
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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.