

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 Milestone Plan 121N136V04	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	Non-Linked other than pure risk and pension	Not Applicable												
4	Basic Policy details	<p>Plan Option: << Life / Life Plus>> Instalment Premium (in Rs): <<1st year Instalment Premium (with GST)>> Mode of premium payment: <<Mode>> Sum Assured on Death (at Date of Commencement of Risk) (in Rs): <<Sum Assured on Death>> Sum Assured on Maturity (in Rs): <<Sum Assured on Maturity>> Premium Payment Term (in Years): <<Premium Payment Term>> Policy Term (in Years): <<Policy Term>></p> <p>In case of any change to the Sum Assured / 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>Death Benefit:</u></p> <p>On Death of the Life Assured under Life Option and Life Plus Option: On death of the Life Assured during the Policy Term, provided the Policy is In-force as on the date of death i.e. all due Premiums have been paid, the Claimant will receive higher of:</p> <ul style="list-style-type: none"> Sum Assured on Death plus accrued Compounded Reversionary Bonus plus Terminal Bonus (if any); Or 105% of Total Premiums Paid up to the date of death <p>Where, Sum Assured on Death is higher of:</p> <ul style="list-style-type: none"> Base Sum Assured; or Sum Assured on Maturity Multiple of Annualized Premium as per below table: <table border="1"> <thead> <tr> <th>Entry Age of Life Assured → / Premium Payment Term ↓</th><th>Less than 50 years</th><th>50 years to 55 years</th><th>Greater than 55 years</th></tr> </thead> <tbody> <tr> <td>5/6/7/8</td><td>11 Times</td><td>5 Times</td><td>5 Times</td></tr> <tr> <td>10/12/15</td><td>11 Times</td><td>11 Times</td><td>5 Times</td></tr> </tbody> </table> <p>Death Benefit for Minor Life: If Age at entry of the Life Assured is greater than or equal to 8 years, the risk will commence immediately from the Date of Commencement of Risk. If the Age at entry of Life Assured is less than 8 years, the risk under the Policy will</p>	Entry Age of Life Assured → / Premium Payment Term ↓	Less than 50 years	50 years to 55 years	Greater than 55 years	5/6/7/8	11 Times	5 Times	5 Times	10/12/15	11 Times	11 Times	5 Times	Part C (Clause 3.1.1)
Entry Age of Life Assured → / Premium Payment Term ↓	Less than 50 years	50 years to 55 years	Greater than 55 years												
5/6/7/8	11 Times	5 Times	5 Times												
10/12/15	11 Times	11 Times	5 Times												

		<p>commence either from the last day of the second Policy Year or from the Policy Anniversary date falling immediately after attainment of 8 years of age, whichever is earlier. If the Age at entry of Life Assured is less than 8 years and the death happens before the Date of Commencement of Risk, the Death Benefit shall be restricted to the Total Premiums Paid.</p> <p>The Policy terminates on payment of the Death Benefit.</p> <p>On Death of the Proposer under Life Plus Option: On death of the Proposer during the Premium Payment Term, provided the Policy is In-force as on the date of death, all future Premiums shall be waived off under the Base Policy. The Policy shall continue with all the Benefits as applicable on the Life Assured.</p> <p><u>Maturity Benefit:</u> On survival of the Life Assured till the end of the Policy Term, provided the Policy is In-force and all due Premiums have been paid, the aggregate of the following Benefits will be payable:</p> <ul style="list-style-type: none"> • Sum Assured on Maturity • Accrued Compounded Reversionary Bonus (if any) • Terminal Bonus (if any) <p>Sum Assured on Maturity is equal to the Base Sum Assured under this Policy The Policy terminates on payment of the Maturity Benefit.</p> <p><u>Settlement Option:</u> At maturity of the Policy, you will have an option to receive the Maturity Benefit as a lump sum or to opt for Settlement Option under which the Policyholder can convert the Maturity Benefit into equal regular income payouts during the Settlement Period of 5 years or 10 years or 15 years.</p> <p><u>Surrender Benefit:</u> The Policy shall acquire a Surrender Value after completion of first Policy Year provided one full year premium has been paid. Surrender Value is higher of:</p> <ul style="list-style-type: none"> ▪ Guaranteed Surrender Value (GSV) and ▪ Special Surrender Value (SSV) <p>In case of Life Plus Option, on death of the Proposer, the Policy can be surrendered only when the Life Assured becomes a major.</p> <p>On surrendering the policy, the policy shall terminate.</p>	<p>Part C (Clause 3.1.2)</p> <p>Part C (Clause 3.1.2.2)</p> <p>Part D (Clause 4.3)</p>
6	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)
7	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Suicide Exclusion:</u> In case of death the Life Assured due to suicide within 12 months from the Date of Commencement of Risk under the Policy or from the date of revival of the Policy, the nominee or beneficiary of the Policyholder shall be entitled to at least 80% of Total Premiums Paid till the date of death or the surrender value available as on the date of death, whichever is higher, provided the Policy is In-force with full or reduced benefits and the Policy will terminate.</p>	Part F (Clause 6.5)

8	Waiting period	Not Applicable	Not Applicable
9	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	Part C (Clause 3.2.5)
10	Free Look Period	30 days	Part D (Clause 4.1)
11	Lapse, paid-up and revival of the Policy	<p><u>Lapse:</u> If any Premium remains unpaid after the expiry of the Grace Period and the Policy has not acquired a Surrender Value, the Policy status will be altered to Lapse and the Death Benefit and Rider Benefit, if any, will cease immediately. No Benefits will be paid when the Policy is in Lapse status.</p> <p><u>Paid-Up:</u> If the Policy has acquired a Surrender Value and no future Premiums are paid, the Policy may continue as Reduced Paid-up Policy. Please refer the policy document for detailed information.</p> <p><u>Revival:</u> A policy in lapsed or paid-up condition can be revived within the revival period of five years from the due date of first unpaid premium. The policy can be revived by paying the arrears of premiums along with applicable interest. On revival, the policy will be eligible for its complete Benefits as per the original contract. If a lapsed policy is not revived within the revival period, then the policy will be terminated.</p>	<p>Part D (Clause 4.4)</p> <p>Part D (Clause 4.4)</p> <p>Part D (Clause 4.5)</p>
12	Policy Loan	Loan will be available under a policy for up to 70% of the applicable surrender value under the base plan after the Policy acquires a Surrender Value. The interest on loans will be charged at prevailing rate of interest set by the company from time to time. Please contact us to know the prevailing rate of interest on policy loan.	Part D (Clause 4.2)
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 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 & 6.4)

14	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
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 or our website https://www.reliancenipponlife.com/</p>	Part G (Clause 7.3 & 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.