

## CUSTOMER INFORMATION SHEET / KEY FEATURE DOCUMENT

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

[illegible]

		<p>Where, the Sum Assured on Maturity is defined as an amount equal to the Base Sum Assured under the Policy.</p> <p>The Policy will terminate on payment of the Maturity Benefit.</p> <p><b><u>Surrender Benefit:</u></b> The Surrender Value for the Policy is available after completion of first Policy Year provided one full year premium has been paid.</p> <p>The policy shall acquire a Guaranteed Surrender Value if all due premiums have been paid for at least first two consecutive policy years in full.</p> <p>Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received.</p> <p>Surrender Value is higher of:</p> <ul style="list-style-type: none"> <li>▪ Guaranteed Surrender Value (GSV) and</li> <li>▪ Special Surrender Value (SSV)</li> </ul> <p>The Policy will be terminated once it is surrendered.</p>	Part D (Clause 4.3)
6	Rider opted	<p>&lt;&lt;No rider opted under the policy&gt;&gt; if no rider opted &lt;&lt; The following riders have been opted</p> <ol style="list-style-type: none"> <li>1. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs.____&gt;&gt;</li> <li>2. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs.____&gt;&gt;</li> </ol> <p>&gt;&gt; If rider opted under the policy</p>	Part A (Clause 1.2)
7	Exclusions (events where insurance coverage is not payable), if any.	<p><b><u>Suicide Exclusion:</u></b> In case of death 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, as applicable, the Nominee or beneficiary of the Policyholder shall be entitled to 80% of the 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 6.4)
8	Waiting period	<p>&lt;&lt;For POS Channels&gt;&gt; Waiting Period of 90 days will be applicable from the Date of Commencement of Risk. In the event of death within the Waiting Period, 100% of Total Premiums Paid shall be payable to the nominee. The Waiting period will not be applicable in case of Accidental Death.</p> <p>For all other Channels Not Applicable</p>	(Clause 6.5)
9	Grace Period	15 days for monthly premium paying frequency and 30 days for other frequencies.	Part C (Clause 3.3.5)
10	Free Look Period	30 days	Part D (Clause 4.1)
11	Lapse, paid-up and revival of the Policy	<p><b><u>Lapse:</u></b> If Premiums have not been paid in full for the first Policy Year, the Policy shall Lapse at the end of the Grace Period and the Death Benefit and Rider Benefits, if any, will cease immediately. No benefit shall be paid when the Policy is in lapsed status.</p>	Part D (Clause 4.4.1)

		<p><b><u>Paid-Up:</u></b> If the Policy has acquired 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><b><u>Revival:</u></b> 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 4.4.2)</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 provided Surrender Value is available. 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"> <li>• 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.</li> <li>• 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 &amp; 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 <a href="mailto:rnlic.claims@relianceada.com">rnlic.claims@relianceada.com</a>  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)</li> <li>• Link for downloading claim form and list of documents required: Click on <a href="https://www.reliancenipponlife.com/claims">https://www.reliancenipponlife.com/claims</a> to know the documents required and to download claim forms</li> </ul>	PART F (Clause 6.2 & 6.3)
14	Policy Servicing	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT)– 7 days from request received date</li> <li>• 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: <a href="mailto:rnlife.customerservice@relianceada.com">rnlife.customerservice@relianceada.com</a> or</li> </ul>	Part G

		<p>Chat with us on WhatsApp number (+91) 7208852700</p> <ul style="list-style-type: none"> <li>Link for downloading forms: Click on <a href="https://www.reliancenipponlife.com/downloads">https://www.reliancenipponlife.com/downloads</a> &gt; Select Policy Servicing Request forms</li> </ul>	
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 <a href="mailto:rnlife.headcustomercare@relianceada.com">rnlife.headcustomercare@relianceada.com</a> Step 3: Write to Our Grievance Redressal Officer at <a href="mailto:rnlife.gro@relianceada.com">rnlife.gro@relianceada.com</a></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: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a> You can also register Your complaint online at <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a></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 <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a> or our website <a href="https://www.reliancenipponlife.com/">https://www.reliancenipponlife.com/</a></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.

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