

## 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 Super Suraksha Plus 121N149V01	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	<<Pure Risk>> Life variant <<Non-Linked other than pure risk and pension>> Life Plus variant	Not Applicable
4	Basic Policy details	<p>Plan Variant: &lt;&lt;Life / Life Plus &gt;&gt;  Instalment Premium post applicable discount, if any (in Rs):  &lt;&lt;1<sup>st</sup> year Instalment Premium post discount (with GST)&gt;&gt;  Mode of premium payment: &lt;&lt;Mode&gt;&gt;  Sum Assured on Death (in Rs): &lt;&lt;Sum Assured on Death&gt;&gt;  Sum Assured on Maturity (in Rs): &lt;&lt; XXXX/Not Applicable for Life Option&gt;&gt;  Premium Payment Term (in Years): &lt;&lt;Premium Payment Term&gt;&gt;  Policy Term (in Years): &lt;&lt;Policy Term&gt;&gt;  Enhanced Coverage Benefit Option: &lt;&lt;Yes/No&gt;&gt;</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> <p>The Plan variant chosen at the inception of the Policy shall remain fixed and cannot be altered at a later date</p>	Part A (Clause 1.2)
5	Policy Coverage / Benefits Payable	<p><b><u>Death Benefit:</u></b>  In the event of unfortunate death of the Life Assured during the policy term provided the Policy is In-force i.e. all due premiums have been paid, below Death Benefit shall be payable to the Claimant(s):</p> <p>Death Benefit is higher of:</p> <ul style="list-style-type: none"> <li>Sum Assured on Death</li> <li>105% of the Total Premiums Paid as on date of death of Life Assured</li> </ul>	Part C (Clause 3.1.1)

	<p>Where Sum Assured on Death is equal to higher of Base Sum Assured or 11 times the applicable Annualized Premium</p> <p><b><u>InstaPayout on Claim Intimation:</u></b> Under this benefit, on death of the Life Assured after completion of 3 policy years from the Risk Commencement Date or Revival Date (whichever is later), an accelerated benefit of Rs. 1 Lac shall be paid out of the death benefit within 2 working days from claim registration date provided all mandatory documents are submitted. The subsequent pay out shall be made after the claim is approved. InstaPayout is applicable in case of an Accidental Death of the Life Assured after completion of 1 policy year from the Risk Commencement Date or Revival Date (whichever is later), provided the Policy is In-force at the time of accidental death.. Please refer the Policy Document for more details on InstaPayout.</p> <p><b><u>Maturity Benefit:</u></b>  <u>For Life Plus Variant:</u> On Survival of the Life Assured till the end of the policy term, the Sum Assured on Maturity which is equal to 100% of Total Premiums Paid shall be payable. <u>For Life Variant:</u> No Maturity Benefit is payable under this variant of the policy.</p> <p><b><u>Early Exit Value:</u></b> <u>Life variant:</u> For Limited Premium paying policies: An Early Exit Value is payable if a policyholder wants to voluntary terminate the policy after the Nil Exit Period, provided all due premiums have been paid in full till Nil Exit Period. No Early Exit value is payable on termination during the Nil Exit Period. Nil Exit Period shall depend on the Premium Paying Term and is a continuous policy duration from the Policy Commencement Date as provided in the table below:</p> <table><tr><th>Premium Paying Term (in years)</th><th>Nil Exit Period (in years)</th></tr><tr><td>5</td><td>3</td></tr><tr><td>7</td><td>3</td></tr><tr><td>10</td><td>5</td></tr><tr><td>15</td><td>6</td></tr></table> <p>For more details on Early Exit Value, kindly read the Policy Document</p> <p>On payment of Early Exit Value, the policy shall terminate.</p> <p>Regular Pay: No Early Exit Value is payable under regular pay</p>	Premium Paying Term (in years)	Nil Exit Period (in years)	5	3	7	3	10	5	15	6	<p>Part C (Clause 3.1.1.2)</p> <p>Part C (Clause 3.1.2)</p> <p>Part D (Clause 4.6)</p>
Premium Paying Term (in years)	Nil Exit Period (in years)											
5	3											
7	3											
10	5											
15	6											

		<p>policies.</p> <p><u>Life Plus Variant:</u> The policies under this variant does not acquire any Exit Value.</p> <p><b><u>Surrender Benefit:</u></b> <u>Life Plus Variant:</u> The Policy shall acquire a Surrender Value after completion of first policy year provided one full year premium has been paid. The Surrender Value payable during the Policy Term is higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)</p> <p><u>Life Variant:</u> The policies under this variant does not acquire any Surrender Value</p>	Part D (Clause 4.5)
6	Options Available	<p><b><u>Death Benefit Payout option:</u></b> The plan offers three death benefit payout options, the Claimant(s) will have the option to choose from one of the following payout options at the time of claiming the Death Benefit under the base policy. In case no payout option is selected by the Claimant, then the Lumpsum Payout Option will be considered as the default payout option:</p> <ol style="list-style-type: none"> <li>1. Lumpsum Payout Option: Under this option entire Death benefit amount less Insta Payout on Claim, if any, will be payable in lumpsum.</li> <li>2. Income Pay-out Option: Under this option the Death benefit amount less Insta Payout on Claim, if any, shall be paid as Monthly Income payment for a fixed period of 120 months starting immediately from the date of approval of death claim by the Company and shall be calculated as per the formula given in the Policy Document.</li> <li>3. Lumpsum &amp; Income Pay-out Option: Under this option the Death benefit amount less Insta Payout on Claim, if any, shall be paid as lumpsum in the proportion as may be selected by the Claimant and the remaining amount shall be paid as Monthly Income payment for a fixed period of 120 months starting immediately from the date of approval of death claim by the Company and shall be calculated as per the formula given in the Policy Document. The minimum amount that needs to be converted into monthly income payout must be at least 25% of Death Benefit (post deducting the InstaPayout on Claim, if any).</li> </ol> <p>Once the payout has been initiated there cannot be any further</p>	Part C (Clause 3.1.1.1)

		<p>change in the payout options. The claimant also has the option to commute the remaining monthly income payouts anytime during the payout period.</p> <p><b><u>Enhanced Coverage Benefit Option</u></b></p> <p>This option is available in case of Regular Premium Paying Policies and for the Life Variant of the product only. If customer has opted for this option at inception of the policy, customer has the flexibility to increase the Base Sum Assured on the following events by paying additional premium towards increased coverage without the need of any additional underwriting at the time of exercising the option. The additional premium towards increased coverage shall be form part of the Total Premiums Paid and the Annualized Premium shall be also revised accordingly.</p> <p>You may exercise this option only on the below mentioned events:</p> <table><tr><td>Life Stage Events</td><td>Additional Base Sum Assured (% of original Base Sum Assured)</td><td>Maximum Additional Base Sum Assured allowed</td></tr><tr><td>First Marriage</td><td>25%</td><td>INR 25,00,000</td></tr><tr><td>Birth/Legal adoption of 1st child</td><td>25%</td><td>INR 25,00,000</td></tr><tr><td>Birth/Legal adoption of 2nd child</td><td>25%</td><td>INR 25,00,000</td></tr><tr><td>Home Loan taken by Life Assured (Post Issuance of the Policy)</td><td>50% or Loan Amount (whichever is lower)</td><td>INR 50,00,000</td></tr></table> <p>The total increase in the Base Sum Assured for all the above events taken together will be capped at 100% of Base Sum Assured chosen at inception of the policy. This option can be exercised within a period of 180 days from date of occurrence of the specified life stage events.</p> <p><b><u>Option to reduce the increased Base Sum Assured</u></b></p> <p>Under the enhanced coverage benefit as mentioned above, the increased Base Sum Assured can be reduced during the Policy Term to the extent of the Base Sum Assured, provided the Life Assured has attained the age of 45 years.</p>	Life Stage Events	Additional Base Sum Assured (% of original Base Sum Assured)	Maximum Additional Base Sum Assured allowed	First Marriage	25%	INR 25,00,000	Birth/Legal adoption of 1st child	25%	INR 25,00,000	Birth/Legal adoption of 2nd child	25%	INR 25,00,000	Home Loan taken by Life Assured (Post Issuance of the Policy)	50% or Loan Amount (whichever is lower)	INR 50,00,000	Part C (Clause 3.1.3.1)
Life Stage Events	Additional Base Sum Assured (% of original Base Sum Assured)	Maximum Additional Base Sum Assured allowed																
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Home Loan taken by Life Assured (Post Issuance of the Policy)	50% or Loan Amount (whichever is lower)	INR 50,00,000																
7	Rider opted	<< No rider opted under the policy>> If no riders are opted  << The following riders have been opted	Part C (Clause 3.1.4)															



13	Policy Loan	Not Applicable	Not Applicable
14	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 The Claims Department 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 6.3)
15	Policy Servicing	<ul style="list-style-type: none"> <li>Turn Around Time (TAT)– 7 days from request received date or last requirement fulfilled 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  Chat with us on WhatsApp number (+91) 7208852700</li> <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>	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:</p>	Part G (Clause 7.3 & 7.4)

		<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 <a href="mailto:rnlife.headcustomercare@relianceada.com">rnlife.headcustomercare@relianceada.com</a></p> <p>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.html">https://www.cioins.co.in/ombudsman.html</a> or our website <a href="https://www.reliancenipponlife.com/">https://www.reliancenipponlife.com/</a></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](http://www.reliancenipponlife.com/downloads) for accessing product related documents.