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	Title	Description	Policy clause number	
No.			number	
1	Name of Insurance Product and Unique Identification Number (UIN)	Reliance Nippon Accidental Death Benefit Plus Rider UIN: 121A034V01	Part A of Base Policy (Clause 1.2)	
2	Policy / Quotation number	Quotation number: Same as Base Policy For policy number, please refer to the Policy Schedule of the Base Policy	Part A of Base Policy (Clause 1.2)	
3	Type of Insurance Policy	Pure Risk	Not Applicable	
4	Basic Policy details	Instalment Premium (in Rs): <<1st year Instalment Premium (with GST)>> Mode of premium payment: < <mode>> Rider Sum Assured (in Rs): <<rider assured="" sum="">> Rider Premium Payment Term (in Years): <<pre> Premium Payment Term>> Rider Policy Term (in Years): <<policy term="">> In case of any change to the Sum Assured / Premium after submission of the proposal, the details as mentioned in the Base Policy Schedule would be applicable.</policy></pre></rider></mode>	Part A of Base Policy Clause 1.2	
5	Policy Coverage / Benefits Payable	Accidental Death Benefit: In the event of an Accidental Death of the Life Assured within the Rider Policy Term, in addition to the Death Benefit of the Base Policy, the Rider Sum Assured will be payable to the Claimant in lump sum, provided the Rider is in-force as on the date of Accident and death occurs within 180 days from the date of the Accident.	Part C (Clause 3.1.1)	
		Maturity Benefit There is no Maturity Benefit under this Rider.	Part C (Clause 3.1.2)	
		Exit Benefit: Exit Benefit applicable under this Rider is mentioned in the table below:	Part D (Clause 4.2)	
		Premium Payment Exit Benefit Exit Value		

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Exit Value shall be Limited Pay Exit Value shall be payable if at least 3 full year's rider premiums have been paid Term) divided by Policy Term in by (Outstanding F Policy Term dividence of the policy Term) Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term in policy Term dividence of the prider premiums Payable if at least 3 full Pay Exit Value shall be payable if at least 3 full Policy Term dividence of the prider premiums Payable if at least 3 full Rider Policy Term dividence of the prider premiums Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable if at least 3 full Rider Policy Term dividence of the prider premium Payable i	rm minus ayment Rider tiplied Rider led by
Regular No Benefit payable No Benefit payable	le
Pay 1	
Further, the Exit Benefit shall be payable as per the terms and mentioned in the Rider Policy Document	conditions
The Accidental Death Benefit is not payable if Death occurs days of the occurrence of the Accident. The Company will not accident all Death claim which results directly or indirectly frown or more of the following: 1. Death occurs as a result of Accident where the Accident or attempted intentional self-inflicted injury or acts of self-destructions as a result of Suicide or attempted intentional self-inflicted injury or acts of self-destructions as a result of Suicide or attempted intentional self-inflicted injury or acts of self-destructions as a result of Suicide or attempted intentional self-inflicted injury or acts of self-destructions as a result of Suicide or attempted intentional self-inflicted injury or acts of self-destructions as a result of the Insured Person or member of the Insured Person's Family. 4. Death arising out of or attributable to foreign invasiforeign enemies, hostilities, warlike operations (wheth declared or not or while performing duties in the armed any country during war or at peace time), participatinaval, military or air-force operation, civil war, public rebellion, revolution, insurrection, military or usurped or anomalies or in consequence thereof. 5. Death occurs as a result of Congenital external diseas or anomalies or in consequence thereof. 6. Death caused by or arising from Bacterial / Viral (except pyogenic infection which occurs through an accut or wound) 7. Death occurs as a result of Medical or surgical treatm as necessary solely and directly as a result of an Accid as Death occurs as a result of treatment directly arisin consequent upon any Insured Person committing or attentions are result of policyholder is under the intentional participation.	ot pay any many one cident had districted son. Consider who who is a con, act of her war be different from any cidentes, power. The set of the
abuse of drugs, alcohol, narcotics or psychotropic sub prescribed by a registered medical practitioner.	

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		Revival: The Rider can be revived during the Revival Period subject to the Torms	Part D (Clause 4.3)
		The Rider can be revived during the Revival Period subject to the Terms and Conditions applicable under the Base Policy and provided the Base Policy is In-force or it has been revived. Revival will be subject to Company's Board approved Underwriting	
		Policy. For further details on Revival clause, kindly refer the Rider Policy	
11	Policy Loan	Document Not Applicable	Not Applicable
12	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.	PART F (Clause 6.2 & 6.3)
		Claim Procedure - To intimate a claim please submit the required documents at your nearest RNLIC Branch office OR We have the content of the content o	
		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	
		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	
13	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 	Part G of Base Policy
		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	

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14	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 of Base Policy Clause 7.3 &
		If your complaint is unresolved, you can escalate in the following manner:	7.4
		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	
		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/	

<u>Declaration by the Policy Holder:</u>

I have read the above and	confirm having	noted the	details. I an	m aware th	at on requ	uest I can	avail t	the CI	S in
local language.	_				_				

Place:	
<u>Date</u> :	(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.

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