CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your Terms and Conditions and the Policy Schedule in the Policy Document.

SL. NO.	Title	Description in Simple Words (Please refer to applicable policy clause number in the next column)	Policy Clause Number
1	Name of the Insurance Product and Unique Identification Number (UIN)	Pramerica Life Flexi Income Plan (140N090V02)	Part A - Policy Schedule
2	Policy Number	As mentioned in Policy Schedule	Part A - Policy Schedule
3	Type of Insurance Policy	Non-Linked other than pure risk and pension	-
4	Basic Policy details	• **Instalment Premium**- This is the amount of Premium paid per frequency i.e. Annual/Semi Annual/monthly as opted by you. • **Mode of premium payment** : This refers to the frequency of your premium payment (e.g. Monthly, Semi Annually or Yearly) • **Sum Assured on death**: This is 7 or 11 times of your Annualized Premium and is an important component of the Death Benefit payable. • **Sum Assured on Maturity** – This is equal to Guaranteed Maturity Benefit and is considered for the determination of the Maturity Benefit amount under your policy. • **Premium payment Term** – This is the period for which you are required to pay the premium to avail the full benefits of the policy • **Policy Term**- This is the period for which you will avail the policy benefits.	Part A - Policy Schedule
5	Policy Coverage/benefits payable	• **Benefits payable on maturity** – This is the amount payable to you at the end of the Policy Term which is a sum of Guaranteed Maturity Benefit and Accrued Loyalty Boosters • **Benefits payable on death** –	Part C - Section One

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		For Early Income option- This is the amount payable on death of the Life Assured which is higher of 1) Sum Assured on Death or 2) 105% of Total Premium Paid or 3) Surrender Value as on Death. ***For Early Income with Policy Continuance Benefit Option***- This is the amount payable on death of the Life Assured which is higher of 1) Sum Assured on Death or 2) 105% of Total Premium Paid Additionally, the nominee shall continue to receive Guaranteed Income Benefit without paying any future premium and at maturity a sum of Guaranteed Maturity Benefit and Accrued Loyalty Boosters • **Survival Benefits excluding that payable on maturity** – This is the income amount received by you at regular intervals as chosen by you	
		• **Surrender benefits** –This is the amount you will receive in case if you want to terminate your policy (contract) before its Maturity Date and is less than the actual benefit amount. Its recommended to continue the policy to reap its full benefits and purpose.	Part D - Section Two
		• **Options to policyholders for availing benefits.-** You have an option to choose Premium Offset feature and Option to accrue Guaranteed Income Benefit feature • **Other benefits/options payable-** Not Applicable • **Lock-in period for Linked insurance policy**- Not Applicable	Part C- Section Six & Section Seven
6	Options available (in case of Linked Insurance Products)	• **Partial Withdrawal** - Not Applicable • **Top –up Provision** - Not Applicable • **Switches** - Not Applicable • **Settlement option** - Not Applicable • **Any other option**. - Not Applicable	Not Applicable
7	Option available(in case of Annuity product)	• **Type of immediate annuity, for example Life annuity with Return of Purchase price etc**. - Not Applicable • **Proportion of annuity amount guaranteed for variable pay-out option**. – Not Applicable • **Any other option**. - Not Applicable	Not Applicable
8	Riders opted, if any	Your product offers the following Riders to choose from and will be mentioned in your Policy Schedule if you have selected any of the available riders	Part A - Policy Schedule

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		a) Pramerica Life Critical Illness Rider (UIN: 140B026V01)- It provides for financial compensation in the event life insured is diagnosed with any of the covered critical illnesses / conditions and surgeries **b) Pramerica Life Accidental Death Benefit Rider (UIN: 140B029V02)-** It provides a lump sum benefit to the nominee in case of unfortunate event of loss of life from an accident **c) Pramerica Life Accidental Total and Permanent Disability Rider (UIN: 140B027V01)-** It provides a lump sum benefit to the life insured in case of disability due to an accident **d) Pramerica Life Waiver of Premium (UIN: 140B028V01)-** It allows to accrue insurance policy benefits even if one is unable to pay their future premiums due to the occurrence of any unforeseen events such as a Critical Illness, Accidental Total and Permanent Disability or Death.	
9	Exclusions (events where insurance coverage is not payable), if any.	At inception of the Policy - Suicide within 12 months from the date of commencement of risk Revival of the Policy - Suicide within 12 months from the date of revival. For other exclusions, please refer to the Policy Document.	Part F - Section One
10	Waiting /lien Period, if any	**Number of Days** – Not Applicable	Not Applicable
11	Grace period	This refers to a period of 15 days for monthly premium payment mode or 30 days for non monthly modes to pay your due premium. The policy status remains valid during the grace period	Part C - Section Four
12	Free Look Period	If you disagree with any of the Terms & conditions of the Policy, you have option to return your Policy within 30 days of date of receipt of the Policy Document and the Company shall give a complete refund of paid premium (less applicable deductions, if any)	Part D - Section Four
13	Lapse, paid-up and revival of the Policy	**Lapse**- If you discontinue the payment of premiums before your Policy has acquired a Surrender Value, your Policy will lapse at the end of the grace period and no benefits shall be paid under a lapsed policy. **Paid Up**- If the Policy has acquired a Surrender Value and no future premiums are paid, you may choose to continue your Policy on Reduced Paid-up basis. In that case, your policy benefits shall be proportionately reduced.	Part D Section One

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		Revival – If your Policy is in Lapsed or Paid-Up state you can revive your Policy i.e. pay all the due unpaid premiums within five years from the date of first unpaid Premium to enjoy the full benefits under your policy.	
14	Policy Loan, if applicable	When your policy acquires a Surrender Value, you will be eligible for Policy Loan subject to maximum of 75% of surrender value	Part D- Section Three
15	Claims/Claims Procedure	**Turn Around Time (TAT) for claims settlement and brief procedure** • Death Claim Settlement without Investigation from the date of intimation of claim -15 days • Death Claim Settlement with Investigation from the date of intimation of claim -45 days **Helpline/Call Centre number and Contact details of the insurer** • For claim related queries in respect of any Insured member please contact our branch or call us on 1860 500 7070 or 01244697070 (Local charges apply) or write to us on Email: contactus@pramericalife.in • Link for downloading claim form and list of documents required including bank account details. Link for downloading claim form: https://pramericalife.in/claims/claimforms List of Documents: **Basic documentation if death is due to medical reasons or natural:** 1. The Company's Death Claim Form duly completed 2. Policy Document (not necessary in case of dematerialized policy document) 3. Death Certificate 4. Claimant's Identity proof, Address proof and banking details 5. Discharge summary and all other past hospital records 6. Completed Last Medical Attendant's Report **Additional documents if death is due to Un-natural cause** 1. Copy of First Information Report and Final Police Investigation Report 2. Copy of Post-Mortem Report	Part F Section Four

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16	Policy Servicing	**Turn Around Time (TAT)** Free Look Cancellation & Refund from the date of receipt of request:7 days **Policy Servicing (from the date of receipt of request for the service specified):7 days** • Change of Address (KYC Norms to be complied) • Registration /Change of Nomination, Assignment. • Alteration in ORIGINAL POLICY CONDITIONS (where applicable) • Policy Loan • Unit / Index Linked Insurance Policy Switch, Top-up, and other related Services • Decision on Policy Revival after receipt of all requirements • Surrender or partial withdrawal of Policy **Helpline/Call Centre number and Contact details of the insurer** • If you wish to discuss any aspect of your Policy or if you have any query or complaint please contact us at 1860 500 7070 or 01244697070 (local charges apply) or write to us at contactus@pramericalife.in • **Link for downloading applicable forms and list of documents required including bank account details.** Link for applicable forms https://www.pramericalife.in/Downloads/ServiceForms List of Documents : As per the servicing form and the KYC proof.	Part D
17	Grievances /Complaints	Grievance Redressal Officer, Pramerica Life Insurance Ltd., 7th and 8th Floor, Tower 2, Capital Business Park, Sector 48, Gurugram-122018 GRO Contact Number: 0124 – 4697069 Email – gro@pramericalife.in Website: https://pramericalife.in/customer-services/grievance-redressal Office hours 9.30 am to 6.30 pm from Monday to Friday IRDAI- Grievance Redressal Cell: If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within	Part G

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		timelines the Grievance Redressal Cell of the IRDAI may be contacted. Bima Bharosa Toll Free number – 155255 or 1800-425-4732 Email Id- complaints@irdai.gov.in Website: https://bimabharosa.irdai.gov.in Complaints against Life Insurance Companies: Insurance Regulatory and Development Authority of India Policyholder's protection & Grievance Redressal Department (PPGR) Sy. No. 115/1 Financial District Nanakramguda, Gachibowli Hyderabad – 500032 Insurance Ombudsman: The office of the Insurance Ombudsman has been established by the Government of India for the redressal of any grievance in respect of life insurance policies. Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located. The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman. You may approach the Insurance Ombudsman if your grievance pertains to any of the following: a. Delay in settlement of claim beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999 b. Any partial or total repudiation of claims	

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		c. Disputes over premium paid or payable in terms of insurance policy d. Misrepresentation of policy terms and conditions e. Legal construction of insurance policies in so far as the dispute relates to claim f. Policy servicing related grievances against insurers and their agents and intermediaries g. Issuance of Life insurance policy, which is not in conformity with the proposal form submitted by the proposer h. Non-issuance of insurance policy after receipt of premium i. Any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f) No complaint to the Insurance Ombudsman shall lie unless (a) The complainant makes a written representation to the insurer named in the complaint and— (i) Either the insurer had rejected the complaint, or (ii) The complainant had not received any reply within a period of one month after the insurer received his representation, or (iii) The complainant is not satisfied with the reply given to him by the insurer (b) The complaint is made within one year— (i) After the order of the insurer rejecting the representation is received, or (ii) After receipt of decision of the insurer which is not to the satisfaction of the complainant, or (iii) After expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant. The address of the Insurance Ombudsman are attached herewith and may also be obtained from the following link on the internet. Link https://www.cioins.co.in/ombudsman	

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		Council for Insurance Ombudsmen: (Monitoring Body for Offices of Insurance Ombudsman) 3rd Floor, Jeevan Seva Annexe, S.V Road , Santacruz (West), Mumbai – 400054. Tel no: 022-69038800/69038812 Email id: inscoun@cioins.co.in Website: www.cioins.co.in	

You can also access the Customer Information sheet through this link: https://www.pramericalife.in/Downloads/Download

In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place: (Signature of the Policyholder)
Date:

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