

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 Saral Pension (140N074V01)	Part A - Policy Schedule
2	Policy Number	As mentioned in Policy Schedule	Part A - Policy Schedule
3	Type of Insurance Policy	Immediate Annuity	-
4	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium – This is the one time Lump Sum amount paid to secure the benefits under the policy and is known as Purchase Price. • Mode of premium payment - This refers to the frequency of your premium payment which is one time lump sum amount (Purchase Price) in this plan. • Sum Assured on death – Not Applicable • Sum Assured on Maturity – Not Applicable • Premium payment Term - This is the period for which you are required to pay the premium to avail the full benefits of the policy which is one time lump sum in this plan. • Policy Term - This is the period for which you will enjoy the policy benefits which is Whole Life in this product. 	Part A - Policy Schedule
5	Policy Coverage/benefits payable	<ul style="list-style-type: none"> • Benefits payable on maturity - Not Applicable • Benefits payable on death – <u>Life Annuity with Return of 100% of Purchase Price</u>- This is the amount payable on death of the Annuitant which is equal to 100% of Purchase Price. 	Part C- Specific

		<ul style="list-style-type: none"> • Survival Benefits excluding that payable on maturity – <u>Life Annuity with Return of 100% of Purchase Price</u>- Annuity Payments will be made in arrears for as long as Annuitant is alive, as per the chosen mode of annuity payment. 	Terms and Conditions
		<ul style="list-style-type: none"> • Surrender benefits -This is the amount you will receive in case if you want to terminate your policy (contract) due to diagnosis of covered Critical Illnesses. 	Part D-Section Three
		<ul style="list-style-type: none"> • Options to policyholders for availing benefits - Not Applicable • Other Benefits/options payable – Not Applicable • Lock-in period for Linked insurance policy - Not Applicable 	Not Applicable
6	Options available (in case of Linked Insurance Products)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Type of Immediate annuity- Life Annuity with Return of 100% of Purchase Price • Proportion of annuity amount guaranteed for variable pay-out option – Not Applicable • Any other option - Not Applicable 	Part C-Section One
8	Riders opted, if any	Not Applicable	Not Applicable
9	Exclusions (events where insurance coverage is not payable), if any.	Brief list of the applicable exclusions, if any Not Applicable	Not Applicable

10	Waiting /lien Period, if any	Number of Days – Not Applicable	Not Applicable
11	Grace period	Not Applicable	Not Applicable
12	Free Look Period	If you disagree with any of the Terms & conditions of the Policy, you have an 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 Five

13	Lapse, paid-up and revival of the Policy	Lapse – Not Applicable Paid Up – Not Applicable Revival – Not Applicable	Not Applicable
14	Policy Loan, if applicable	Loan can be availed any time after six months from the date of commencement of the policy subject to the applicable conditions.	Part D- Section Four
15	Claims/Claims Procedure	Turn Around Time (TAT) for claims settlement and brief procedure <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • For claim related queries in respect of any Insured member please contact our branch or call us on 1860 500 7070 or 011 4818 7070 (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. <p>Link for downloading claim form: https://pramericalife.in/claims/claimforms</p> <p>List of Documents:</p> Basic documentation if death is due to medical reasons or natural: <ol style="list-style-type: none"> 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 <ol style="list-style-type: none"> 1. Copy of First Information Report and Final Police Investigation Report 2. Copy of Post-Mortem Report 	Part F Section Five
16	Policy Servicing	Turn Around Time (TAT) Free Look Cancellation & Refund from the date of receipt of request:7 days	Part D

		<p>Policy Servicing (from the date of receipt of request for the service specified):7 days</p> <ul style="list-style-type: none"> • 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 <p>Helpline/Call Centre number and Contact details of the insurer</p> <ul style="list-style-type: none"> • 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 011 48187070 (local charges apply) or write to us at contactus@pramericalife.in <p>• Link for downloading applicable forms and list of documents required including bank account details.</p> <p>Link for applicable forms https://www.pramericalife.in/Downloads/ServiceForms</p> <ul style="list-style-type: none"> • List of Documents : As per the servicing form and the KYC proof. 	
17	Grievances /Complaints	<p>Grievance Redressal Officer, Pramerica Life Insurance Ltd., 4th Floor, Building No. 9 B, Cyber City, DLF City Phase III, Gurgaon– 122002 GRO Contact Number: 0124 – 4697069 Email – gro@pramericalife.in Office hours 9.30 am to 6.30 pm from Monday to Friday</p> <p>IRDAI- Grievance Redressal Cell: If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within 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</p>	Part G

		<p>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</p> <p>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.</p> <p>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.</p> <p>You may approach the Insurance Ombudsman if your grievance pertains to any of the following:</p> <ol style="list-style-type: none"> 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 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 	
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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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