

## CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

Sl. No.	Title	Description in Simple Words <i>(Please refer to applicable Policy Clause Number in next column)</i>	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Bandhan Life Group Care Micro Insurance Plan UIN: 138N088V01	
2.	Policy Number	<< >>	
3.	Type of Insurance Policy	Pure Risk	
4.	Basic Policy details	<ul style="list-style-type: none"> <li>• Instalment Premium: &lt;&lt; INR XX &gt;&gt;</li> <li>• Mode of premium payment: &lt;&lt; Monthly, Quarterly, Half-yearly or Yearly &gt;&gt;</li> <li>• Sum Assured on death (at policy inception): &lt;&lt; INR XX &gt;&gt;</li> <li>• Sum Assured on Maturity: None</li> <li>• Premium payment Term: &lt;&lt; xx years &gt;&gt;</li> <li>• Policy Term: &lt;&lt; xx years &gt;&gt;</li> </ul>	Policy Particulars
5.	Policy Coverage/ benefits payable	<p><b>Benefits payable on maturity:</b> None</p> <p><b>Benefits payable on death:</b> On death, the Sum Assured (as on the date of death) will be payable, and the Policy will terminate for the Insured Member on payment of this benefit. In case Decreasing Sum Assured has been opted for, the benefit payable will be as per the Sum Assured schedule as on date of death or INR 5000, whichever is higher.</p> <p>&lt;&lt;On the occurrence of Accidental Death, in addition to the Death benefit detailed above, an additional amount equal to the sum assured will be payable, and the policy will terminate for the Insured Member on payment of this benefit.</p> <p>In case Decreasing Sum Assured has been opted for, the benefit payable will be as per the</p>	C.2 C.3 C.5 C.6 D.3 D.7 D.8 D.9

		<p>Sum Assured schedule as on date of death or INR 5000, whichever is higher. &gt;&gt;</p> <p>&lt;&lt; On diagnosis of terminal illness, the Sum Assured (as on the date of diagnosis) will be payable, and the Policy will terminate for the Insured Member on payment of this benefit. In case Decreasing Sum Assured has been opted for, the benefit payable will be as per the Sum Assured schedule as on date of diagnosis or INR 5000, whichever is higher. &gt;&gt;</p> <p><b>Survival Benefits excluding the amount payable on maturity:</b> None</p> <p><b>&lt;&lt;Surrender benefits:</b> &lt;&lt;Single and Limited Pay: Policies can be surrendered any time after payment of single premium in case of single pay, and after payment of first two year's premium in full in case of limited pay. The Unexpired Risk Premium Value will be paid as surrender benefit, in such cases.</p> <p>Unexpired Risk Premium Value (URPV) = 70% * Premiums Paid till date of surrender# * {outstanding coverage term (in months) / Total coverage term (in months)} * {Sum assured applicable as at date of surrender## / Sum assured at inception}</p> <p>#Premiums paid till surrender will be excluding taxes, underwriting extra premiums and modal premiums if any. ## Sum assured applicable as at date of surrender: If moratorium has been opted for under lender-borrower scheme, then sum assured benefit at the time of surrender will be equal to minimum of sum assured at inception or the sum assured as on date of surrender.</p> <p>For Limited Pay where first two year's premiums are not paid in full: Unexpired Risk Premium Value (URPV) = Nil&gt;&gt;</p>	
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		<ul style="list-style-type: none"> <li>○ Sum Assured during the moratorium period is increasing due to interest accumulation.</li> </ul> <p>Moratorium Period under the Policy will be consistent with the outstanding loan moratorium period as per the loan terms and conditions. Post the moratorium period, the coverage amount will reduce as per the sum assured schedule. Moratorium period can be any period from 1 month to 180 months. &gt;&gt;</p> <ul style="list-style-type: none"> <li>● &lt;&lt; Benefits payment: In case the Master Policy is issued under Lender-Borrower category to Regulated Entities/ Financial Institutions, the Insured Member shall have an option to issue an authorization in favor of the Company to the effect that in the unfortunate occurrence of the insured event during the Coverage Term, the claim amount, if any payable under the Master Policy shall first be utilized for payment to Master Policyholder to the extent of the outstanding loan amount as specified in Master Policyholder's Credit Account Statement and the balance amount, if any, payable under the Master Policy will be payable to Insured Member/ Nominee. If the outstanding amount in the Credit Account Statement is higher than the benefit payable as per the Sum Assured Schedule, We will pay the benefit as per the Sum Assured Schedule. &gt;&gt;</li> <li>● &lt;&lt;Coverage Continuation Option: Upon termination of the Policy by the Master Policyholder or upon foreclosure of loan, Insured Members of the group will be given an option to continue their respective coverage till end of coverage term as individual Master Policyholder. &gt;&gt;</li> </ul>	
6.	<< Riders opted, if any	Not Applicable >>	
7.	Exclusions (events where insurance coverage is not payable), if any.	<p><b>Suicide Exclusion:</b> In case of death due to suicide within 12 months from the date of commencement of risk under the policy or joining the scheme from the date of revival of the policy, as applicable, the claimant shall be entitled to at least 80% of the Total Premiums Paid (excluding taxes and</p>	F.4

underwriting extra premium) till the date of death or the benefit acquired on surrender/ termination as on the date of death, whichever is higher, provided the policy is in force.

<< In case of joint life, the benefit as mentioned above will be paid and the insurance cover will terminate for the surviving life.>>

**<<Exclusions for Terminal Illness:**

The Life Insured will not be entitled to any Accelerated Terminal Illness benefit if it is caused directly or indirectly due to or occasioned, accelerated or aggravated by intentional self-inflicted injury or attempted suicide in the first year from inception or revival of policy.>>

**<<Exclusions for Accidental Death:**

The insured member will not be entitled to the accidental death benefit directly or indirectly due to or caused, occasioned, accelerated or aggravated by any of the following:

1. The life assured taking part in any hazardous sport or pastimes (including hunting, mountaineering, racing, steeple chasing, bungee jumping, etc.), any underwater or subterranean operation or activity and racing of any kind other than on foot.
2. The Life Assured flying in any kind of aircraft, other than as a bonafide passenger (whether fare-paying or not) on an aircraft of a licensed airline.
3. Self-inflicted injury, suicide or attempted suicide.
4. Under the influence or abuse of drugs, alcohol, narcotics or psychotropic substance not prescribed by a registered medical practitioner.
5. Service in any military, air force, naval or paramilitary organization.
6. War, civil commotion, invasion, terrorism, hostilities (whether war be declared or not).
7. The life assured taking part in any strike, industrial dispute and riot.
8. The life assured taking part in any criminal or illegal activity with criminal intent or committing any breach of law including involvement in any fight or affray.

		9. Exposure to Nuclear reaction, Biological, radiation or nuclear or chemical contamination. 10. Physical handicap.	
8.	Waiting /lien Period, if any	Not applicable	
9.	<<Grace period>>	<<15 days for monthly premium paying policies 30 days for all other frequencies>>	C.8
10.	<<Free Look Period	<<30 days from the date of receipt of policy document>> <<Not Applicable for polices with tenure less than one year>>	D.1
11.	<<Lapse, paid-up and revival of the Policy	<b>Lapse:</b> If the premiums are not received before the expiry of the Grace Period from the premium due date, the insurance cover for the respective insured member/s will cease and no benefit is payable.  <b>Revival:</b> Subject to Master Policy/cover being in force, revival period of 5 consecutive years but not later than the expiry of the cover term end date is available from the due date of first unpaid premium for the respective insured member. The cover cannot be revived after expiry of the revival period. On expiry of the revival period, for a limited pay policy, benefit acquired on surrender / termination shall be paid and the insurance cover for the respective member will cease. >>	D.2
12.	<<Policy Loan, if applicable	NA >>	
13.	Claims/Claims Procedure	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT) for claims settlement and brief procedure: <ol style="list-style-type: none"> <li>1. Apply for claim: <ol style="list-style-type: none"> <li>i. Customer can write to us at <a href="mailto:claims@bandhanlife.com">claims@bandhanlife.com</a></li> <li>ii. Visit our nearest service center</li> <li>iii. Submit claim online: <a href="https://www.bandhanlife.com/claims/">https://www.bandhanlife.com/claims/</a></li> <li>iv. Send claim documents to our registered office at: Claims Department Bandhan Life Insurance Limited</li> </ol> </li> </ol> </li> </ul>	F.5

		<p>A - 201, 2nd Floor, Leela Business Park, Andheri-Kurla Road, Andheri (E), Mumbai – 400059</p> <p>2. Submit your documents 3. Claim decision is made</p> <p>Claim decision shall be made within 30 days from date of receipt of last document. In case investigation is required, the investigation will be completed within 90 days from date of intimation and the claim shall be decided within 30 days thereafter.</p> <ul style="list-style-type: none"> <li>• Helpline/Call Centre number: 1800 209 9090 (Mon-Sat   9am-7pm IST)</li> <li>• Contact details of the insurer: Email: <a href="mailto:claims@bandhanlife.com">claims@bandhanlife.com</a> Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059</li> <li>• Link for downloading claim form and list of documents required including bank account details: <a href="https://www.bandhanlife.com/customer-service/claims-process">https://www.bandhanlife.com/customer-service/claims-process</a></li> </ul>	
14.	Policy Servicing	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT): Please refer <a href="https://www.bandhanlife.com/find-service">https://www.bandhanlife.com/find-service</a> for time taken to service different customer needs</li> <li>• Helpline/Call Centre number: 1800 209 9090 (Mon-Sat   9am-7pm IST)</li> <li>• Contact details of the insurer: Email: <a href="mailto:group.operations@bandhanlife.com">group.operations@bandhanlife.com</a> Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059</li> <li>• Link for downloading applicable forms and list of documents required including bank account details: <a href="https://www.bandhanlife.com/customer-support-service">https://www.bandhanlife.com/customer-support-service</a></li> </ul>	F.11
15.	Grievances /Complaints	<ul style="list-style-type: none"> <li>• Contact details of Grievance Redressal Officer of the insurer: Email: <a href="mailto:gro@bandhanlife.com">gro@bandhanlife.com</a></li> </ul>	G.1, G.2, G.4

		<ul style="list-style-type: none"> <li>• Link for registering the grievance with the insurer's portal: <a href="https://www.bandhanlife.com/register-complaint">https://www.bandhanlife.com/register-complaint</a></li> <li>• Contact details of Ombudsman: &lt;&lt;Ombudsman details as per address of Policyholder&gt;&gt;</li> </ul>	
16.	Weblink for product including customer information sheet	<< <a href="https://iassist.bandhanlife.com">https://iassist.bandhanlife.com</a> >>	

*For more details, please refer to the policy document.*

Declaration by the Policyholder

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

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

Place:

(Signature of the Policyholder)

Date: