

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 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 Credit Protection Insurance Plan UIN: 138N079V01	
2.	Policy Number	<< >>	
3.	Type of Insurance Policy	Pure Risk	
4.	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium: << INR XX >> • Mode of premium payment: << Monthly, Quarterly, Half-yearly or Yearly >> • Sum Assured on death (at policy inception): << INR XX >> • Sum Assured on Maturity: None • Premium payment Term: << xx years >> • Policy Term: << xx years >> 	Policy Particulars
5.	Policy Coverage/ benefits payable	<p>Benefits payable on maturity: None</p> <p>Benefits payable on death: 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 10000, whichever is higher. >></p> <p><< If Accidental Death coverage is opted for at policy inception, on the occurrence of Accidental Death, in addition to the sum assured (as on date of death), 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. The death must occur within 180 days of the accident in question. The claim due to Accidental death, where death happens within 180 days of occurrence of the accident but beyond the coverage term, will be honoured. >></p> <p><< If the following coverage is opted for at policy inception:</p> <ul style="list-style-type: none"> • << Terminal Illness >> • << Accidental Total and Permanent Disability >> 	C.2, C.3, C.5, C.6, D.3, D.7, D.8, D.9

		<ul style="list-style-type: none"> • << Critical Illness >> <p>Then, on the earliest incidence or diagnosis (as applicable) of any of the above insured events, as opted for at the inception of the Policy, the Sum Assured (as on date of incidence or diagnosis) will be payable, and the Policy will terminate for the Insured Member on payment of this benefit. >></p> <p>Survival Benefits excluding the amount payable on maturity: None</p> <p><<Surrender benefits: Policy can be surrendered any time after payment of single premium in case of single pay, and after payment of first two years' premium in full in case of limited pay. The Unexpired Risk Premium Value will be paid as surrender benefit, in such cases. Unexpired Risk Premium Value (URPV) = 70% * Premiums Paid till surrender * {outstanding coverage term / Total coverage term} * {Sum assured applicable as at surrender / Sum assured at inception} If moratorium has been opted for, 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>Surrender benefit is not payable for Regular Premium Policy. >></p> <p><<Options to policyholders for availing benefits, if any, covered under the policy: There are 7 plan options:</p> <ol style="list-style-type: none"> 1. Life cover 2. Life Cover plus Terminal Illness 3. Life Cover plus Terminal Illness plus Accidental Death 4. Life Cover plus Terminal Illness plus Accidental Total and Permanent Disability 5. Life Cover plus Terminal Illness plus Accidental Death plus Accidental Total and Permanent Disability 6. Life Cover plus Terminal Illness plus Critical Illness 7. Life Cover plus Terminal Illness plus Critical Illness plus Accidental Death <p>The plan option can be chosen only once at policy inception.>></p> <p>Other benefits/options payable, specific to the policy, if any:</p> <ul style="list-style-type: none"> • << Joint Life option: Up to two members of the same loan can be covered under this policy, with each of them 	
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		<p>covered for 100% of the applicable sum assured. The benefit is payable only on first occurrence of insured event on either of the lives and the cover will terminate on such payout. In case of occurrence of the insured event on both lives simultaneously or at the same time, the benefit shall be payable only for one life. For covers on joint life basis, 3.75% discount will be applicable on the combined rate for both lives. >></p> <ul style="list-style-type: none"> • Sum assured option: <ul style="list-style-type: none"> ○ <<Level>> ○ <<Decreasing >> • << Moratorium Period: Moratorium period is allowed only for Loans which are on decreasing sum assured basis post moratorium period. Moratorium is available with two options: <ul style="list-style-type: none"> ○ Sum Assured during the moratorium period is level. ○ Sum Assured during the moratorium period is increasing due to interest accumulation. <p>Moratorium Period under the Policy will be same as the loan moratorium. Post the moratorium period, the coverage amount will reduce as per the sum assured schedule. The Policy term will be the outstanding loan term (which includes the moratorium period), in complete months >></p> • << Benefits payment: <<In case of claim payment to the members of Regulated Entities/ Financial Institutions, upon the occurrence of Insured Event, during the Policy Term and Insured Member’s authorization received from Policyholder, the Company will pay Outstanding Loan Balance to the Master Policyholder and Balance Claim Amount, if any directly to the Nominee or Beneficiary as the case may be. >> <p><< In case of claim payment to the members of other entities, upon the occurrence of insured event during the Policy term, the entire claim amount will be payable to the Member or the nominee/beneficiary. >> >></p> • <<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 policyholder.>> 	
6.	<< Riders opted, if any	Not Applicable >>	
7.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: 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 underwriting extra</p>	F.6

		<p>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.</p> <p><< In case of joint life, the benefit as mentioned above will be paid and the insurance cover will terminate for the surviving life.>></p> <p><< Exclusions for Critical Illness:</p> <ul style="list-style-type: none"> • Pre-Existing Disease or any condition which is a direct or indirect result of a pre-existing disease. Pre-Existing Disease means any condition, ailment, injury or disease: <ul style="list-style-type: none"> a) That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or b) For which medical advice or treatment was recommended by, or received from a physician not more than 36 months prior to the date of commencement of the policy • Intentional self-inflicted injury, attempted suicide, whether the Insured Member is medically sane or insane. • Alcohol or Solvent abuse or taking of Drugs, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner. • War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, strikes. War means whether declared or not. • Taking part in any naval, military or air force operation during peace time. • Participation by the Insured Member in any flying activity, except as a bona fide, fare-paying passenger, pilot, air crew of a recognized airline on regular routes and on a scheduled timetable. • Participation by the Insured Member in a criminal or unlawful act with a criminal intent. • Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee-jumping. • Disability due to chronic fatigue, chronic pain and fibromyalgia are excluded • Inhaling any gas or fumes, accidentally or otherwise, except accidentally in the course of duty. The intent under this exclusion is to exclude accidental gas/fumes leak 	
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		<ol style="list-style-type: none"> 1) Suicide or self-inflicted injury, whether the life assured is medically sane or insane. 2) War, terrorism, invasion, act of foreign enemy, hostilities, civil war, martial law, rebellion, revolution, insurrection, military or usurper power, riot or civil commotion. War means any war whether declared or not. 3) Taking part in any naval, military or air force operation during peace time. 4) Committing an assault, a criminal offence, an illegal activity or any breach of law with criminal intent. 5) Taking or absorbing, accidentally or otherwise, any intoxicating liquor, drug, narcotics, medicine, sedative, poison or psychotropic substances, unless taken in accordance with the lawful directions and prescription of a registered medical practitioner. 6) Inhaling any gas or fumes, accidentally or otherwise, except accidentally in the course of duty. The intent under this exclusion is to exclude accidental gas/fumes leak incidents which could lead to exposing the population to such toxic gas/fumes and lead to deaths (like Bhopal Gas Tragedy). However, if the incidence happens as part of the life assured's job then the claim is payable. 7) Participation in aviation other than as a fare-paying passenger in an aircraft that is authorized by the relevant regulations to carry such passengers between established aerodromes. 8) Taking part in professional sport(s) or any adventurous pursuits or hobbies. "Adventurous Pursuits or Hobbies" includes any kind of racing (other than on foot or swimming), potholing, rock climbing (except on man-made walls), hunting, mountaineering or climbing requiring the use of ropes or guides, any underwater activities involving the use of underwater breathing apparatus including deep sea diving, sky diving, cliff diving, bungee jumping, paragliding, hand gliding and parachuting. <p><<Exclusions for Accidental Total and Permanent Disability:</p> <p>The insured member will not be entitled to any accidental disability benefits directly due to or caused, occasioned, accelerated or aggravated by any of the following:</p> <ol style="list-style-type: none"> 1) If the Disability has not persisted for at least 180 days /6 months and is not in the opinion of a medical practitioner, deemed to be permanent. 2) Intentionally self-inflicted injury or suicide, irrespective of mental condition. 3) Any condition that is pre-existing at the time of inception of the policy. Pre-existing condition means any condition, ailment, injury or disease: <ol style="list-style-type: none"> a) That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or 	
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8.	Waiting /lien Period, if any	<p><< Not applicable>></p> <p><< If Critical Illness Coverage has been opted for:</p> <ul style="list-style-type: none"> • A waiting period of 90 days shall apply to all insured members of a new group or to new members of an existing group. • The waiting period shall not apply to those existing members of a renewing group who have already completed their waiting period fully. 	F.4

		<ul style="list-style-type: none"> For Insured Members who partially completed their waiting period (as applicable to this product) in the previous year, remaining waiting period will be applicable. The benefits shall not apply or be payable in respect of any covered condition where the Insured Member had or is aware of objective evidence, had consultations/Investigations for it and/or diagnosed which first became apparent or commenced within the Waiting Period. <p>>></p>	
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/Certificate of Insurance>> <<Not applicable for policies with tenure less than one year>>	D.1
11.	<<Lapse, paid-up and revival of the Policy>>	<p>Lapse: 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.</p> <p>Revival: Revival period of 5 consecutive years is available from the due date of first unpaid premium for the respective member. On revival all due unpaid premiums for the respective member / members will be payable without any interest. Such revival will be subject to the Board approved underwriting policy of the Company.</p> <p>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.</p> <p>>></p>	D.2
12.	<<Policy Loan, if applicable>>	NA >>	
13.	Claims/Claims Procedure	<ul style="list-style-type: none"> Turn Around Time (TAT) for claims settlement and brief procedure: <ol style="list-style-type: none"> Apply for claim: <ol style="list-style-type: none"> Customer can write to us at claims@bandhanlife.com Visit our nearest service center Submit claim online: https://www.bandhanlife.com/claims/ Send claim documents to our registered office at: Claims Department Bandhan Life Insurance Limited 	F.7

		<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 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"> • Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST) • Contact details of the insurer: Email: claims@bandhanlife.com Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059 • Link for downloading claim form and list of documents required including bank account details: https://www.bandhanlife.com/customer-service/claims-process 	
14.	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT): Please refer https://www.bandhanlife.com/find-service for time taken to service different customer needs • Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST) • Contact details of the insurer: Email: group.operations@bandhanlife.com Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059 • Link for downloading applicable forms and list of documents required including bank account details: https://www.bandhanlife.com/customer-support-service 	F.12
15.	Grievances /Complaints	<ul style="list-style-type: none"> • Contact details of Grievance Redressal Officer of the insurer: Email: gro@bandhanlife.com • Link for registering the grievance with the insurer's portal: https://www.bandhanlife.com/register-complaint • Contact details of Ombudsman: <<Ombudsman details as per address of Policyholder>> 	G.1 G.2 G.4
16.	Weblink for product including customer information sheet	<< https://iassist.bandhanlife.com >>	

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: