



Income Wealth

Your Partner in Every Milestone
Immediate Income on Issuance*

Bharat Ki Udaan, Bandhan Se.

*For Early Income option without deferment and with advance income timing, the first Income Payout shall be made on 5th calendar day but not later than 7 working days from the realization of the first premium or Policy issuance, whichever is later.

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 iIncome Wealth UIN: 138N119V01	Policy Schedule
2.	Policy Number	<< >>	Policy Schedule
3.	Type of Insurance Policy	Non-Linked other than pure risk and pension	Policy Schedule
4.	Basic Policy Details	<ul style="list-style-type: none"> Plan Option: << Early Income / Deferred Income / Wealth >> Instalment Premium: << ₹ XX >> Mode of premium payment: << Monthly, Quarterly, Half-yearly or Yearly>> Sum Assured on death (at policy inception): << ₹ XX >> Benefit Sum Assured: << ₹ XX >> Premium Payment Term: << xx years >> Policy Term: << xx years >> << Mode of Income payment: << Monthly, Quarterly, Half-yearly or Yearly>>>> << Deferment Period: << xx years >>>> << Income Period: << xx years >>>> << Payout Preference: << Regular Payouts / Accumulation >>>> << Income Payout Date: << Policy Anniversary / Special Date >> << Advance Income Option: << Yes / No >>>> Secure Policy Benefit: << Yes / No >> 	Policy Particulars
5.	Policy Coverage/ Benefits Payable	<p>Benefits payable on maturity: <<Early Income Option>> <<Deferred Income Option >>: <<Sum of:</p> <ul style="list-style-type: none"> Sum Assured on Maturity, i.e. 105% of Total Premiums Paid plus Terminal Bonus, (if declared) 	C.1, C.2, C.3, D.5, D.7,

	<p>Accumulated Income Benefit (if any), if not paid earlier, will also be paid along with above mentioned Maturity Benefit.>></p> <p><<Wealth Option>>: <<Sum of:</p> <ul style="list-style-type: none"> • Sum Assured on Maturity, i.e.105% of Total Premiums Paid; plus • Accrued Simple Reversionary Bonus (if declared); plus • Terminal Bonus, (if declared) <p>Where Simple Reversionary Bonus = Declared Simple Reversionary Bonus Rate * Benefit Sum Assured Benefit Sum Assured will not be paid in any event and will be only used to calculate Reversionary bonus (if declared) and Terminal Bonus (if declared)>></p> <p>Benefits payable on death: <<Early Income Option>> <<Deferred Income Option>>:</p> <<Amount equal to: <ul style="list-style-type: none"> • Sum Assured on Death; plus • 105% of Accumulated Income Benefits, if any; plus • Interim Cash Bonus, (if declared); plus • Terminal bonus, (if declared) <p>Where Sum Assured on death is defined as 11 times of Annualized Premium.>></p> <p><<Wealth Option>>: <<Amount equal to:</p> <ul style="list-style-type: none"> • Sum Assured on Death; plus • Accrued Simple Reversionary Bonus (if declared); plus • Interim Reversionary Bonus, (if declared); plus • Terminal bonus, (if declared) <p>Where Sum Assured on death is defined as Death Benefit multiple times Annualized Premium.>></p> <p>The Death Benefit at no time shall be less than 105% of Total Premiums Paid until death of the Life Assured or the prevailing surrender value.</p> <p>Survival Benefits excluding the amount payable on maturity: <<Early Income Option>>: Guaranteed Income and Cash Bonus (if declared) from the 1st Policy Year (or after Deferment Period, if chosen)</p>	D.9, D.12
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and is payable for the entire Policy Term.

Guaranteed Income = Guaranteed Income factor of 4% *
Benefit Sum Assured

Cash Bonus = Declared Cash Bonus Rate * Benefit Sum
Assured

The Deferment Period available shall be 0 – 5 years (in
whole years). The Deferment Period shall be lower than
Premium Payment Term (PPT). Benefit Sum Assured will
not be paid in any event and will be only used to
calculate Guaranteed Income, Cash bonus and Terminal
Bonus.>>

<<Deferred Income Option>>:

Guaranteed Income and Cash Bonus (if declared) after
the end of Premium Payment Term and Deferment
Period (if chosen) and is payable till the end of Policy
Term.

Guaranteed Income = Guaranteed Income factor of 4% *
Benefit Sum Assured

Cash Bonus = Declared Cash Bonus Rate * Benefit Sum
Assured

The Deferment Period available shall be 0 – 5 years (in
whole years). Benefit Sum Assured will not be paid in any
event and will be only used to calculate Guaranteed
Income, Cash bonus (if declared) and Terminal Bonus (if
declared).>>

<<Wealth Option>>:

<<There is no survival benefit under this plan option>>

Surrender benefits:

^Surrender value shall become payable after completion
of first policy year provided one full years' premium has
been received. On surrender, higher of Guaranteed
Surrender Value (GSV) or Special Surrender Value (SSV)
will be paid as the Surrender Value (SV).

<< Any accumulated income benefit, if not paid earlier
shall be payable in case accumulation of Income Benefit
is opted for by the Policyholder. The Interim Cash Bonus
(if declared) shall also be paid in addition.>>

**Options to policyholders for availing benefits, if any,
covered under the policy:**

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- Income Benefit (Guaranteed Income & Cash Bonus)
can be received either as regular payout in monthly/
quarterly/ half-yearly/ yearly instalments (in advance
or arrears) or accumulated with us. The accumulated
Income Benefit pool can be withdrawn partly/ fully
at any time during the policy term. The withdrawal
amount shall be minimum of ₹ 2000 or balance
accumulated Income Benefit.

		<ul style="list-style-type: none"> • Policyholder can switch between regular payout and accumulation of Income Benefit during the policy term. • Policyholder will have the option to change Income Benefit payout frequency during the policy term. • If Policyholder has opted for annual Income Benefit payout frequency at inception, then a special date other than policy anniversary can be chosen to get Income Benefit on that date. >> • <<Policyholder will have an option to adjust the premium payable in the Policy to the extent of Income payout receivable, provided first three full year's premium have been paid.>> • Policyholder can opt for Secure Policy Benefit option at policy inception. If opted, in case of death of Life Assured during the policy term, no further premiums will be required, and the policy will continue with all the benefits. The Nominee will receive the Sum Assured on Death plus 5% of Accumulated Income Benefit (if any). <p>For more details, please refer to the Policy Document.</p> <p>Other benefits/options payable, specific to the policy, if any: Option to alter the premium payment frequency during the Premium Payment Term.</p>	
6.	Riders opted, if any	Not Applicable	Not Applicable
7.	Exclusions (events where insurance coverage is not payable), if any.	If death occurs due to suicide within 12 months from the Date of Commencement of Risk under the Policy or from the Date of Revival of the Policy, as applicable, the nominee or beneficiary of the Policyholder shall be entitled to 100% of the Total Premiums Paid till the date of death or the Surrender Value as available on date of death, whichever is higher, provided the Policy is In-force.	F.4
8.	Waiting /lien Period, if any	None	Not Applicable
9.	Grace period	15 days for monthly premium paying policies 30 days for all other frequencies	C.5
10.	Free Look Period	30 days from the date of receipt of Policy Document	D.1

11.	Lapse, paid-up and revival of the Policy	<p>Lapse: On non-payment of policy premium within Grace Period, before payment of first policy year's premium in full, the Policy shall lapse and all the benefits shall cease, and nothing is payable on death, maturity, survival or surrender.</p> <p>If a lapsed Policy is not reinstated within the Revival Period and before the expiry of Policy Term it will automatically stand terminated. <<There shall be no benefits payable in such a scenario, except for the accumulated income (if any), and if not paid earlier.>></p> <p>Reduced Paid-up: On non-payment of policy premium any time after payment of first policy year's premiums in full, the policy will not lapse but will continue as a reduced paid-up policy till termination due to death, surrender or maturity, whichever is earlier.</p> <p>Revival: You will have five consecutive complete years from the due date of first unpaid premium and before the expiry of Policy Term, to revive the lapsed or reduced paid-Up Policy. Upon revival, the Policyholder would be eligible for all due benefits in line with in-force policy. In case no revival request is received from the Policyholder during the Revival Period, and the Policy has not acquired reduced paid-up status, the Policy will terminate.</p>	D.2, D.3, D.4
12.	Policy Loan, if applicable	<p>Available if the policy has acquired a surrender value. The maximum amount of loan cannot exceed 80% of the Surrender Value as on the date of loan. The outstanding loan amount and accumulated interest will be recovered from any benefits payable and rest of the benefit amount, if any, will be paid. For more details, please refer the Policy Document.</p>	D.8
13.	Claims/Claims Procedure	<p>1. Turn Around Time (TAT) for claims settlement and brief procedure: a. Apply for claim: i. Customer can write to us at claims@bandhanlife.com ii. Visit our nearest service center iii. Submit claim online: www.bandhanlife.com/claims/</p>	F.5, F.6

		<p>v. Send claim documents to our registered office at: Claims Department Bandhan Life Insurance Limited A - 201, 2nd Floor, Leela Business Park, Andheri-Kurla Road, Andheri (E), Mumbai – 400059, Maharashtra.</p> <p>b. Submit your documents</p> <p>c. 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> <p>2. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST)</p> <p>3. 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, Maharashtra</p> <p>4. Link for downloading claim form and list of documents required including bank account details: www.bandhanlife.com/customer-service/claims-process</p>	
14.	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT): Please refer 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: customer.care@bandhanlife.com Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059, Maharashtra. • Link for downloading applicable forms and list of documents required including bank account details: www.bandhanlife.com/customer-support-service 	G.1
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: 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	<< >>	
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[^] 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:

Date:

(Signature of the Policyholder)

Annexure A: List of Insurance Ombudsman

City	Address	Areas of Jurisdiction
Ahmedabad	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02 Email: <u>bimalokpal.ahmedabad@cioins.co.in</u>	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
Bengaluru	Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N- 19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: <u>bimalokpal.bengaluru@cioins.co.in</u>	Karnataka
Bhopal	Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202/ 2769203 Email: <u>bimalokpal.bhopal@cioins.co.in</u>	Madhya Pradesh, Chhattisgarh
Bhubaneswar	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455/ 2596429/ 2596003 Email: <u>bimalokpal.bhubaneswar@cioins.co.in</u>	Odisha
Chandigarh	Office of the Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh – 160 017. Tel.: 0172 - 2706468 Email: <u>bimalokpal.chandigarh@cioins.co.in</u>	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh

Chennai	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24333678 Email: io.chennai@cioins.co.in	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)
Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011- 46013992/ 23213504/ 23232481 Email: io.delhi@cioins.co.in	Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh
Guwahati	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Near Pan Bazar, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
Hyderabad	Office of the Insurance Ombudsman 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A.C.Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: bimalokpal.hyderabad@cioins.co.in	Areas of Jurisdiction- Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry
Jaipur	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 – 2740363 Email: bimalokpal.jaipur@cioins.co.in	Rajasthan
Kochi	Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi - 682 011. Tel.: 0484 – 2358759 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry

Kolkata	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339/ 22124341 Email: io.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands
Lucknow	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh - Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar
Mumbai	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: bimalokpal.mumbai@cioins.co.in	List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e. M/E, M/W, N, S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai.
Noida	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: bimalokpal.mumbai@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh- Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli,

		Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
Patna	Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand
Pune	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Pune – 411 030. Tel.: 020-24471175 Email: bimalokpal.pune@cioins.co.in	State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region
Thane	Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasant Naik Mahamarg, Thane (West) – 400604 Tel.: 022-20812868/69 Email: bimalokpal.thane@cioins.co.in	Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai , M/East, M/West, N, S and T."