



**Bandhan Life**  
**iRetire**  
**Retirement on Your Terms**

A Non-Linked Non-Participating Individual Savings General Annuity Plan.  
UIN: 138N120V01

**Bharat Ki Udaan, Bandhan Se.**

## 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 (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Bandhan Life iRetire UIN: 138N120V01	
2.	Policy Number	<<      >>	
3.	Type of Insurance Policy	Deferred Annuity	
4.	Basic Policy Details	<ul style="list-style-type: none"> <li>• Instalment Premium: &lt;&lt; ₹ XX &gt;&gt;</li> <li>• Mode of Premium payment: &lt;&lt; Monthly, Half-yearly, Quarterly, Yearly or Single Pay&gt;&gt;</li> <li>• Premium Payment Term: &lt;&lt;&gt;&gt;</li> <li>• Deferment Period: &lt;&lt;&gt;&gt;</li> <li>• Annuity Option: &lt;&lt;&gt;&gt;</li> <li>• Annuity Installment: &lt;&lt; ₹ XX&gt;&gt;</li> <li>• Annuity Frequency &lt;&lt; Monthly, Half-yearly, Quarterly or Yearly&gt;&gt;</li> </ul>	Policy Particulars
5.	Policy Coverage/ Benefits Payable	<p><b>Benefits payable on maturity:</b> NA</p> <p><b>Benefits payable on death:</b> If the annuitant (in case of Single Life) or last surviving annuitant (in case of joint life) dies during the premium payment term or deferment period:</p> <ul style="list-style-type: none"> <li>• Under both annuity options, 105% of total premiums paid plus loadings for modal premiums till date of death will be paid to the nominee/legal heirs, and the policy will terminate.</li> </ul> <p>If death occurs during annuity period :</p> <ul style="list-style-type: none"> <li>• <b>Life Annuity:</b> Annuity payments will cease, and no further benefits will be payable.</li> <li>• <b>Life Annuity with Return of Purchase Price:</b> Total Premiums Paid plus loadings for modal premiums will be returned to the nominee/legal heirs.</li> </ul>	C.1, C.2, C.3, C.4, D.5

		<p>For more information, refer to Part C, Clause 2 of policy document.</p> <p><b>Benefits payable on Survival:</b> Annuity will be paid in arrears for as long as the Primary Annuitant and/or Secondary Annuitant is alive, as per the chosen mode of annuity payment.</p> <p>For more information, refer to Part C Clause 1 of the policy document.</p> <p><b>Surrender benefits:</b> The Policy acquires Guaranteed Surrender Value (GSV) immediately on payment of premium in case of Single Pay and on payment of at least two consecutive years' premiums in case of Limited Pay.</p> <p>The Policy acquires a Special Surrender Value (SSV) if at least 1 full year's Premiums from the date of inception of the policy have been paid.</p> <p>On surrender, higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) will be paid as the Surrender Value.</p> <p>For more information, refer to Part D Clause 5 of the policy document.</p>	
6.	Annuity Options available.	<p>There are two Annuity options available</p> <ul style="list-style-type: none"> <li>• Life Annuity</li> <li>• Life Annuity</li> </ul> <p>The annuity option applicable to you is mentioned in the policy schedule. For more information, refer to Part C of the policy document.</p>	
7.	Riders opted, if any	Not Applicable	
8.	Exclusion (events where insurance coverage is not payable), if any.	In case of death of the Annuitant (in case of Single Life) or the last surviving Annuitant (in case of Joint Life Annuity) 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 Annuitant shall be entitled to 100% of the Total Premiums Paid plus loadings for modal premiums till the date of death or surrender value as available on date of death whichever is higher provided the policy is in-force.	F.4

9.	Waiting /lien Period, if any	None	
10.	Grace period	15 days for monthly premium paying policies 30 days for all other frequencies	C.6
11.	Free Look Period	30 days from the date of receipt of policy document	D.1
12.	Lapse, paid-up and revival of the Policy	<p><b>Lapse:</b>  <u>Single Pay Option:</u> Not Applicable  <u>Limited Pay Options:</u>            If the Annuitant discontinues the policy before paying one full years' premium from the date of inception of the policy, then the policy shall automatically and immediately lapse at the expiry of the grace period. In case of a lapsed policy, all the benefits shall cease, and no benefit is payable on death, maturity, survival or surrender.</p> <p><b>Paid-up:</b>  <u>Single Pay Option:</u> Not Applicable  <u>Limited Pay Options:</u> if at least the first full year's Premiums have been paid and no further Premiums are paid and the Policy is not surrendered, the Policy will acquire the status of Paid Up on the date of expiry of Grace Period up till the Policy is revived for full Benefits. Once the policy is in paid up status, it is eligible for the following benefits:</p> <p><b>Death Benefit:</b>            If the primary annuitant or last surviving annuitant (in case of joint life) dies during the premium payment term or deferment period:</p> <ul style="list-style-type: none"> <li>• Under both annuity options, 105% of total premiums paid plus loadings for modal premiums till date of death will be paid to the nominee/legal heir(s), and the policy will terminate.</li> </ul> <p>If death occurs after deferment period:</p> <ol style="list-style-type: none"> <li>1. <b>Life Annuity:</b> Annuity payments will cease, and no further benefits will be payable.</li> <li>2. <b>Life Annuity with Return of Purchase Price :</b> Total Premiums Paid plus loadings for modal premiums will be returned to the nominee/legal heir(s).</li> </ol>	D.2, D.3, D.4

		<p><b>Annuity Benefit:</b>  <u>For Single Life annuity:</u>  Paid-Up Annuity as mentioned below will be payable as long as the Annuitant survives.</p> <p><u>For Joint Life annuity:</u>  Paid-Up Annuity as mentioned below will be payable as long as either of the Annuitants survive.</p> <p>Paid-Up Annuity = (Total Number of Premiums paid/ Total Number of Premiums payable over the Premium Payment Term) x Instalment Annuity amount</p> <p><b>Revival:</b>  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 Policy will be eligible for its complete Benefits as per the original contract; any due and unpaid benefit shall be paid immediately (without any interest) when the Policy is revived. In case no revival request is received from the Annuitant during the Revival Period, and the policy has not acquired paid-up status, the policy will terminate.</p>	
13.	Policy Loan, if applicable	<p>Loans can be availed after first policy year from the date of commencement of the policy. The maximum amount of loan cannot exceed 80% of the Surrender Value as on the date of loan.</p> <p>For more details, please refer part D, Clause 6 of the policy document.</p>	D.6
14.	Claims/Claims Procedure	<p>1. Turn Around Time (TAT) for claims settlement and brief procedure:</p> <ol style="list-style-type: none"> <li>a. Apply for claim: <ol style="list-style-type: none"> <li>i. You can write to us at <b>claims@bandhanlife.com</b></li> <li>ii. Visit our nearest service center</li> <li>iii. Submit claim online: <b>www.bandhanlife.com/claims/</b></li> <li>iv. Send claim documents to our registered office at: Claims Department - <b>Bandhan Life Insurance Limited A</b> - 201, 2nd Floor, Leela Business Park, Andheri-Kurla Road, Andheri (E), Mumbai – 400059.</li> </ol> </li> </ol>	F.5

		<p>b.Claim decision will be made within 15 days from date of intimation of claim.</p> <p>c.In case investigation is required, a claim decision will be made within 45 days of date of intimation claim.</p> <p>2. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat   9am-7pm IST)</p> <p>3.Contact details of the Company: Email: <b>claims@bandhanlife.com</b>. Address: Bandhan Life Insurance Limited. A-201, 2<sup>nd</sup> Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059</p> <p>4.Link for downloading claim form and list of documents required including bank account details: <b>www.bandhanlife.com/customer-service/claims-process</b></p>	
15.	Policy Servicing	<ul style="list-style-type: none"> <li>• Customer service portal – iAssist: <b>iassist.bandhanlife.com/</b></li> <li>• WhatsApp Helpline –</li> <li>• Send a ‘Hi’ on <b>9867452226</b></li> <li>• Turn Around Time (TAT): Please refer</li> <li>• <b>www.bandhanlife.com/find-service</b> 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 Company: Email: <b>customer.care@bandhanlife.com</b>. 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: <b>www.bandhanlife.com/customer-support-service</b></li> </ul>	
16.	Grievances / Complaints	<p>1. Grievance Redressal Desk –</p> <p>2. <b>grievance.manager@bandhanlife.com</b></p> <p>3. Link for registering the grievance with the insurer’s portal:</p> <p style="padding-left: 20px;">a. Website: <b>www.bandhanlife.com/register-complaint</b></p> <p style="padding-left: 20px;">b. iAssist: <b>iassist.bandhanlife.com</b></p> <p>4. Contact details of Ombudsman: <b>coins.co.in/Ombudsman</b></p>	G.1 G.2 G.3 G.4
16.	Weblink for product including customer information sheet	<b>assist.bandhanlife.com</b>	

*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

### Insurance Ombudsman Centers/ Contact Details:

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: <a href="mailto:oiio.ahmedabad@cioins.co.in">oiio.ahmedabad@cioins.co.in</a>	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: <a href="mailto:oiio.bengaluru@cioins.co.in">oiio.bengaluru@cioins.co.in</a>	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: <a href="mailto:oiio.bhopal@cioins.co.in">oiio.bhopal@cioins.co.in</a>	Madhya Pradesh, Chhattisgarh
Bhubaneswar	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455/ 2596429/ 2596003 Email: <a href="mailto:oiio.bhubaneswar@cioins.co.in">oiio.bhubaneswar@cioins.co.in</a>	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: <a href="mailto:oiio.chandigarh@cioins.co.in">oiio.chandigarh@cioins.co.in</a>	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: <a href="mailto:oiio.chennai@cioins.co.in">oiio.chennai@cioins.co.in</a>	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: <a href="mailto:io.delhi@cioins.co.in">io.delhi@cioins.co.in</a>	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: <a href="mailto:io.guwahati@cioins.co.in">io.guwahati@cioins.co.in</a>	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: <a href="mailto:io.hyderabad@cioins.co.in">io.hyderabad@cioins.co.in</a>	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: <a href="mailto:io.jaipur@cioins.co.in">io.jaipur@cioins.co.in</a>	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: <a href="mailto:io.ernakulam@cioins.co.in">io.ernakulam@cioins.co.in</a>	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: <a href="mailto:io.kolkata@cioins.co.in">io.kolkata@cioins.co.in</a>	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: <a href="mailto:oiio.lucknow@cioins.co.in">oiio.lucknow@cioins.co.in</a>	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: <a href="mailto:oiio.mumbai@cioins.co.in">oiio.mumbai@cioins.co.in</a>	<b>List of wards</b> 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, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120- 2514252 / 2514253 Email: <a href="mailto:oiio.noida@cioins.co.in">oiio.noida@cioins.co.in</a>	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 Buddh 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: <a href="mailto:oiio.patna@cioins.co.in">oiio.patna@cioins.co.in</a>	Bihar, Jharkhand

<p>Pune</p>	<p>Office of the Insurance Ombudsman,          Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos.          195 to 198, N.C. Kelkar Road, Narayan          Peth, Pune – 411 030. Tel.: 020-24471175          Email: <a href="mailto:oiopune@cioins.co.in">oiopune@cioins.co.in</a></p>	<p>State of Goa and State of          Maharashtra excluding areas of          Navi Mumbai, Thane district,          Palghar District, Raigad district &amp;          Mumbai Metropolitan Region</p>
<p>Thane</p>	<p>Office of the Insurance Ombudsman, 2nd          Floor, Jeevan Chintamani Building,          Vasantnao Naik Mahamarg, Thane (West) –          400604 Tel.: 022-20812868/69          Email: <a href="mailto:oiothane@cioins.co.in">oiothane@cioins.co.in</a></p>	<p>Area of Navi Mumbai, Thane          District, Raigad District, Palghar          District and <b>wards of Mumbai</b>,          M/East, M/West, N, S and T."</p>