



**Bandhan
Life**

Guaranteed Income, Secured Future.

Bandhan Life ✓
GUARANTEED
— INCOME PLAN —

A Non-Linked Non-Participating Life Insurance Individual Savings Plan
UIN: 138N118V02

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. We request you to kindly review the Customer Information Sheet (CIS) and acknowledge the same through a link shared to you on your registered mobile number/Email ID/WhatsApp.

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 Guaranteed Income Plan UIN: 138N118V02	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	1. Plan Option: << Flexi Start / Extended Benefit >> 2. Installment premium: << ₹XX >> 3. Mode of premium payment: << Monthly, Half-yearly, Quarterly or Yearly >> 4. Sum Assured on Death: << ₹ XX >> 5. Mode of Income payment: << Monthly, Half-yearly, Quarterly or Yearly >> 6. <<Return of Premium (RoP) Benefit: << Yes / No >>>> 7. Premium Payment Term: << xx years >> 8. Policy Term: << xx years >> 9. <<Deferment Year << xx years >> >> 10. <<Income Period: << xx years >> >> 11. Payout Preference: << Regular Payouts / Accumulation>>	Policy Schedule
5	Policy Coverage/ benefits payable	Benefits payable on maturity: <<For Flexi Start Option: Guaranteed Income shall be paid in arrear i.e starting from the end of (Policy Term + 1)th year till the end of Income Period. where Guaranteed Income = Guaranteed Income Rate * Annualized Premium If Return of Premiums (RoP) benefit is opted by the Policyholder at inception, a lumpsum payout of 100% of	C.1 C.2 C.3 D.5 D.6 D.8 D.9 D.10

Total Premiums Paid shall be paid at the end of Income Period. An Additional Loyalty payout of 10% of Total Premiums Paid shall be paid along with the Return of Premiums (RoP) benefit.

At maturity/during the income period, the policyholder has the option to receive the present value of future cashflows and policy will be terminated immediately.>>

<<For Extended Benefit Option: The Policyholder shall receive 100% of Total Premiums Paid as lump sum at the end of the Policy Term.>>

Accumulated Secured Income (if any), if not paid earlier will be paid as a lumpsum at the end of Policy Term.

Benefits payable on Death:

Death Benefit shall be maximum of:

- Sum Assured on Death; and
- Surrender Value as on date on death

Where Sum Assured on Death is the highest of:

- 11 times of Annualized Premium which is Base Sum Assured
- 105% of Total Premiums Paid till date of death

Accumulated Secured Income (if any), if not paid earlier, will be paid along with the Death Benefit.

<<Under Flexi Start option, in case of death of the Life Assured during the Income Period, Death Benefit is not applicable. However, the Guaranteed Income Payouts will continue to be paid till the end of the Income Period.>>

Secured Income paid (if any) to the Policyholder that pertains to period post date of death shall be recovered by adjusting the above Death Benefit payable.

Any Secured Income/ accumulated Secured Income that pertains to period prior date of death will not be recovered or deducted from the Death Benefit payable upon the death of the Life Assured during the Policy. This is applicable for both arrear and advance income payout options.

Survival Benefits excluding the amount payable on Maturity:

<<For Flexi Start Option: Secured Income payout in arrears from the 1st Policy Year until death of the Life Assured or end of Policy term, whichever is earlier. In case deferment option is chosen then the Secured Income Payout shall start from the end of (Deferment Year + 1)th Policy Year.>>

<<For Extended Benefit Option: Secured Income payout in arrears from the 1st Policy Year until death of the Life Assured or end of Policy Term, whichever is earlier.>>

Secured Income = Secured Income Rate * Annualized Premium

Surrender benefits:

Surrender value shall become payable after completion of first policy year provided one full year's premium has been received. On surrender, higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) will be paid as the Surrender Value. Any accumulated Secured Income Payouts, if not paid earlier shall be payable as a lump sum.

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

- Income can be received either as regular payout (monthly/ quarterly/ half-yearly/ yearly) or accumulated with us. The accumulated Secured income pool can be withdrawn partly/ fully at any time during the policy term. The minimum withdrawal amount shall be minimum of INR 2000 or balance accumulated Secured Income Payouts.
- Policyholder can switch between accumulation and regular payout of Secured Income anytime during the policy term.
- Policyholder will have the option to change the Secured Income <<and Guaranteed Income>> frequency during the policy term <</income period.>>
- If policyholder has opted for annual income frequency at inception, then a special date other than policy anniversary can be chosen to get Secured Income <</Guaranteed Income>> on that date.

		<ul style="list-style-type: none"> • <<At maturity/during the Income Period the Policyholder/Nominee will have the option to take outstanding income payouts & RoP (if opted, including the additional payout of 10% of Total Premiums Paid) as a lumpsum.>> • Policyholder will have an option to adjust the premium payable in the Policy to the extent of Secured Income payout receivable, provided first three full year's premium have been paid. • The Policyholder will have an option to take the payment of Secured Income <</ Guaranteed Income>> payout in "Advance", wherein Secured Income <</ Guaranteed Income.>> payouts shall be paid at the beginning of the payout frequency chosen. <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	<< <table border="1"> <thead> <tr> <th>Rider Name</th> <th>UIN</th> <th>Sum Assured</th> </tr> </thead> <tbody> <tr> <td><<Bandhan Life AD Rider>></td> <td><<138B006V05>></td> <td>₹XX</td> </tr> </tbody> </table> For details on the rider, please refer to the Customer Information Sheet of the respective rider. >>	Rider Name	UIN	Sum Assured	<<Bandhan Life AD Rider>>	<<138B006V05>>	₹XX	Policy Schedule
Rider Name	UIN	Sum Assured							
<<Bandhan Life AD Rider>>	<<138B006V05>>	₹XX							
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	Lapse: On non-payment of policy premium within Grace Period, before payment of first policy year's premium in full, the	D.2 to D.4						

Policy shall lapse, all the benefits shall cease and nothing shall be payable on death, maturity, survival or surrender. Any accumulated Secured Income payouts, if not paid earlier shall be payable as a lump sum.

Reduced Paid-up:

On non-payment of policy premium any time after payment of first policy year's policy 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. In this case, the benefits shall also be scaled down as follows:

1. **Survival Benefit:** Paid-Up Secured Income payouts will be payable during the Policy Term. Paid Up Secured Income payouts = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x Secured Income payout This will be applicable for all payouts of Secured Income. The reduced Paid-up Secured Income payouts will be adjusted for any extra payouts made before the policy is converted to reduced paid-up.

2. **Maturity Benefit:** Equal to the Paid-up Maturity Benefit.

<<For Flexi Start Option: Paid-up Maturity Benefit shall be:

a. Paid Up Guaranteed Income payouts shall be payable throughout the Income Period.

Paid Up Guaranteed Income payouts = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x Guaranteed Income payouts.

b. Further, in case Return of Premium (RoP) benefit is chosen then Total Premiums Paid as on date the policy becomes reduced paid-up shall be paid at the end of Income Period along with Paid-up Loyalty Additions.

Paid-up Loyalty Additions = 10% * Total Premiums Paid.>>

<<For Extended Benefit Option: Paid-up Maturity Benefit shall be equal to Total Premiums Paid as on date the policy becomes paid-up at Maturity.>>

3. **Death Benefit:** Equal to Paid-up Sum Assured on Death.

Paid-up Sum Assured on Death shall be defined as Sum Assured on Death multiplied by (Total Number

		<p>of Premiums Paid/ Total Number of Premiums Payable over the Policy Term). The Death Benefit for reduced paid-up policies at no time shall be less than 105% of Total Premiums Paid till the date of death.</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, you will be eligible for all benefits in full in line with inforce 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>	
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 during the policy tenure and rest of the benefit amount, if any, will be paid. For more details, please refer the policy document.</p>	D.7
13	Claims/Claims Procedure	<p>Turn Around Time (TAT) for claims settlement and brief procedure:</p> <ol style="list-style-type: none"> 1. Apply for claim: <ol style="list-style-type: none"> a. Customer can write to us at claims@bandhanlife.com b. Visit our nearest service center c. Submit claim online: www.bandhanlife.com/claims/ d. 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. 2. Submit your documents 3. Claim decision is made <p>Claim decision shall be made within 15 days from date of receipt of claim intimation. In case investigation is required, claim decision will be made within 45 days of date of claim intimation.</p> <ul style="list-style-type: none"> • Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST) 	F.5 F.6

		<ul style="list-style-type: none"> • 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 • Link for downloading claim form and list of documents required including bank account details: www.bandhanlife.com/customer-service/claims-process 	
14	Policy Servicing	<ol style="list-style-type: none"> 1. Turn Around Time (TAT): Please refer www.bandhanlife.com/find-service for time taken to service different customer needs. 2. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST). 3. 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 4. 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	<ol style="list-style-type: none"> 1. Contact details of Grievance Redressal Officer of the insurer: Email: gro@bandhanlife.com 2. Link for registering the grievance with the insurer's Portal: www.bandhanlife.com/register-complaint 3. 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	<< >>	

[^] For more details, please refer to the policy document.

Annexure A: List of Insurance Ombudsman

Insurance Ombudsman Centers/ Contact Details:

City	Address	Area 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: oiio.ahmedabad@cioins.co.in	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: oiio.bengaluru@cioins.co.in	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: oiio.bhopal@cioins.co.in	Madhya Pradesh, Chhattisgarh.
Bhubaneswar	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461/2596455/2596429/2596003. Email: oiio.bhubaneswar@cioins.co.in	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: oiio.chandigarh@cioins.co.in	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: oiio.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: oiio.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: oiio.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: oiio.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: oiio.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: oiio.ernakulam@ciains.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: oiio.kolkata@ciains.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: oiio.lucknow@ciains.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: oiio.mumbai@ciains.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: io.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: io.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: io.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: io.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."