



Benefits Today. Protection Always.

A Non-Linked Non-Participating Individual Pure Risk Life Insurance Plan
UIN: 138N095V01

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 iTerm Elite UIN: 138N095V01	NA
2	Policy Number	<< >>	NA
3	Type of Insurance Policy	Pure Risk	NA
4	Basic Policy Details	1. Instalment Premium for First Year: << ₹XX >> 2. Instalment Premium Second Year Onwards: << ₹XX >> 3. Mode of premium payment: << Single, Monthly, Half-yearly, Quarterly or Yearly >> 4. Sum Assured on death (at policy inception): << ₹XX >> 5. Policy Term: << xx years >> 6. Premium Payment Term: << xx years >> 7. Death Benefit Payout Option: <<100% Lump Sum Payout /100% in Monthly Instalments /50% Lump Sum Payout & 50% in Monthly Instalments>>	Policy Particulars
5	Policy Coverage/ benefits payable	Benefits payable on death: In case of death of the life assured during the Policy Term for an in-force policy (provided all due premiums have been paid), the death benefit payable is as outlined below: Highest of: 1. For Single Pay: a. Age at entry less than 60 years - 10 x Single Premium b. Age at entry 60 years and above – 1.25 x Single Premium For Regular Pay and Limited Pay: 11 x Annualized Premium ¹ ; 2. 105% of Total Premiums Paid ² plus underwriting extra premiums paid, if any, as on the date of death;	C.1 C.2 C.3 D.5 D.6 D.8 D.9 D.10

3. Base Sum Assured

Base Sum Assured is the Sum Assured chosen by You at policy inception or revised Sum Assured after opting for Adapt Assure option.

[1] "Annualized Premium" shall be the premium amount payable in a year excluding taxes, rider premiums, underwriting extra premiums and loadings for modal premiums.

[2] "Total Premiums Paid" means total of all the premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly. Total Premiums Paid shall include modal loadings, if any.

[3] "Outstanding Instalment Premium in the above case is the due instalment premium that was due but unpaid till date of death of the Life Assured."

The modal factor applicable to the Premium Payment frequencies other than Single and Annual will be as under:

1. Half-Yearly Premium = Annualized Premium x 0.512
2. Quarterly Premium = Annualized Premium x 0.259
3. Monthly Premium = Annualized Premium x 0.087

Upon payment of entire death benefit, the policy terminates, and no further benefits are payable.

In case of death of the Life Assured during the Grace Period, the above benefit payable on death would be reduced by the amount of Outstanding Instalment Premium³ as on the date of death.

The plan also offers Insta Claim Assurance on death of the Life Assured wherein instant payment on claim registration is applicable on death of the Life Assured post completion of 3 policy years from the date of policy issuance or revival, whichever is later, and provided the policy is in-force. In such scenario, on receipt of registration of death claim, an instant death benefit shall be payable within 1 working day from claim registration date, provided all mandatory documents are submitted. The payout would be 1% of the death benefit, subject to maximum of INR 1 Lakh. The amount already paid shall be deducted from the death benefit payable. This benefit shall be subject to 'Board Approved Underwriting Policy'.

In the event of death of the life insured during the cover continuance period, the Company will first deduct the

deferred amount from above applicable accelerated death benefit and pay the balance, if any.

For more information, refer to Part C clause 1. 2 of the policy document.

Surrender benefits:

None.

Death Benefit Payout Option:

At the time of purchase or at the time of claim, You or nominee shall have the option to choose from the following payout options:

1. 100% of the death benefit as lump-sum,
2. 100% of the death benefit as monthly income instalments,
3. 50% of the benefit in a lump-sum and the remaining 50% as monthly income instalments.

The instalments will be paid monthly throughout the instalment period of 5 or 10 years, as chosen.

Your nominee or beneficiary shall also have the option to:

1. Convert lumpsum benefit into monthly income instalment and vice-a-versa at the time of claim.
2. Convert the remaining monthly income instalments into lumpsum, post commencement of income payment.

Adapt Assure Benefit:

Under this option, You have an option to increase or decrease the Sum Assured, twice during the premium payment term, after completion of 3 policy years provided the policy is in-force and all due premiums have been paid. Any increase or decrease in Sum Assured shall be effective from the next Policy Anniversary, subject to 'Board Approved Underwriting Policy' of the Company. This option is available only for Regular Pay and Limited Pay policies during the premium payment term and cannot be exercised in the last 5 premium paying years.

Cover Continuance Benefit

You have the option to defer the due premium for a period of up to 12 months from the due date, while maintaining the full risk cover under the base plan and attached riders, if any. There is no additional premium applicable for this feature.

Childbirth/Adoption Celebration – Gift to Mothers:

Female customers are eligible to receive a percentage of Total Premiums Paid², in the event of childbirth or legal adoption of a child. This benefit can be claimed twice during the policy term (upon two separate events) provided that the policy is in force.

Upon the event of first childbirth/adoption, 10% of the Total Premiums Paid² plus underwriting extra premiums paid, if any, till the date of first childbirth/adoption shall be payable.

Upon the second childbirth/adoption event, if this benefit has already been claimed once, 10% of the Total Premiums Paid² plus underwriting extra premiums paid, if any, from the date of first childbirth/adoption till the date of second childbirth/adoption shall be payable.

Cover for Homemakers

You will have the option to buy an additional policy for Your spouse anytime during the policy term, except in the last 10 years of the policy, without any additional financial verification or underwriting.

However, the policy needs to be medically underwritten subject to 'Board Approved Underwriting Policy' of the Company.

The minimum Sum Assured should be 1 Cr to opt for an additional policy for spouse.

Maximum Sum Assured available under this option is equal to 50% of spouse cover with a cap of maximum cover of ₹50 Lakhs, subject to 'Board Approved Underwriting Policy' of the Company.

This benefit is applicable for Regular Pay and Limited Pay only.

No additional rider benefits would be applicable for the homemaker.

Special Exit Value (SEV)

Special Exit Value (SEV) is a benefit where You shall be returned a percentage of Total Premiums Paid² plus underwriting extra premiums paid, if any, if You exercise SEV feature as described below:

		<p>Limited pay Two SEV windows shall be available to You i.e. to exercise either at age 55 and age 65 or directly at age 65.</p> <p>Regular pay You can exercise SEV feature only once i.e. during the period of 1 year in t-15th policy year where t = policy term.</p> <p>Single pay SEV benefit is not applicable to single pay policies.</p> <p>Alterations:</p> <ol style="list-style-type: none"> Option to alter the premium payment frequency during the premium payment term. You have the option to change their premium paying Option from regular pay to limited pay anytime during the 1st policy year subject to the minimum premium conditions. <p>Value Added Services: Under this plan, Life Assured will be offered Health Management Services (HMS), from the service provider(s) registered with Bandhan Life.</p> <p>These HMS benefits shall be offered complimentary (without charging any additional premium). HMS shall be guided by the 'Board Approved Underwriting Policy' of the Company</p>	
6	Riders opted, if any	<< Rider name >>	Policy Schedule
7	Exclusions (events where insurance coverage is not payable), if any.	<p>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, Your Nominee or Beneficiary shall be entitled to 100% of the Total Premiums paid² plus underwriting extra 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.</p> <p>If death occurs due to suicide within 12 months from the date of exercising increase in Sum Assured under Adapt Assure benefit option, the death benefit is the aggregate sum of the following:</p>	F.4

		<ul style="list-style-type: none"> • Base Sum Assured at Date of Commencement of Risk, plus. • Any increase in Sum Assured prior to 12 months from the date of death (due to suicide); plus • 100% of the Total premiums paid ² plus underwriting extra premiums paid till the date of death for the last increased Additional Sum Assured. • The policy terminates upon payment of such benefit. 	
8	Waiting lien Period, if any	None	
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:</p> <p>Regular Pay: If any premium remains unpaid after the expiry of the grace period, the policy shall lapse and the cover will cease to exist. No benefit shall be payable under a lapsed policy.</p> <p>Single Pay: The policy shall acquire an Unexpired Risk Premium Value immediately after payment of single premium.</p> <p>Limited Pay: If any premium remains unpaid after the expiry of the grace period, the policy shall lapse and the cover will cease to exist. However, in case at least 2 full years premium have been paid then the Unexpired Risk Premium Value (if any) shall be payable to such policies in case of the following circumstances:</p> <ul style="list-style-type: none"> • You voluntarily terminate the policy; or • The Life Assured survives to the end of the revival period <p>The Unexpired Risk Premium Value (URPV) is calculated as follows: $\text{URPV} = \text{Maximum [0, URPV Factor * (Total Premiums Paid}^2 + \text{underwriting extra premiums paid (if any) + premium not paid due to cover continuance) * (Outstanding coverage term (in completed months) / Total coverage term (in completed months)) less SEV and/or Gift To Mothers benefit(s) already paid less the premium not paid under cover continuance].}$ </p>	D.2 to D.4

		<p>For policies where increase in Sum Assured is opted for, Total coverage term (in completed months) shall be the Policy Term assumed while calculating the additional premium.</p> <p>URPV factor shall be:</p> <table border="1"> <thead> <tr> <th>Policy Year</th> <th>UPRV factor</th> </tr> </thead> <tbody> <tr> <td>During PPT if all due premiums have been paid</td> <td>30%</td> </tr> <tr> <td>Post PPT if all due premiums have been paid</td> <td>70%</td> </tr> <tr> <td>If all due premiums have not been paid and policy is in revival period</td> <td>30%</td> </tr> </tbody> </table> <p>The Policy will terminate upon payment of the above benefit. This benefit is available post completion of Premium Payment Term as well.</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 Policy.</p> <p>Upon revival, You would be eligible for all the benefits in full in line with in-force policy. In case no revival request is received from You during the revival period, the policy will terminate after end of revival period and URPV, if applicable, shall be payable.</p>	Policy Year	UPRV factor	During PPT if all due premiums have been paid	30%	Post PPT if all due premiums have been paid	70%	If all due premiums have not been paid and policy is in revival period	30%	
Policy Year	UPRV factor										
During PPT if all due premiums have been paid	30%										
Post PPT if all due premiums have been paid	70%										
If all due premiums have not been paid and policy is in revival period	30%										
12	Policy Loan, if applicable	Loan is not available under the policy	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. You 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. 	F.5 F.6								

		<p>2. Claim decision will be made within 15 days from date of intimation of claim.</p> <p>3. In case investigation is required, claim decision will be made within 45 days of date of intimation claim.</p> <p>4. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST)</p> <p>5. Contact details of the Company: Email: claims@bandhanlife.com</p> <p>6. Address: Bandhan Life Insurance Limited. A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059, Maharashtra</p> <p>7. 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	<p>1. Customer service portal – iAssist: iassist.bandhanlife.com/</p> <p>2. WhatsApp Helpline: Send a ‘Hi’ on 9867452226</p> <p>3. Turn Around Time (TAT): Please refer bandhanlife.com/find-service for time taken to service different customer needs</p> <p>4. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST)</p> <p>5. Contact details of the Company: 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</p> <p>6. Link for downloading applicable forms and list of documents required including bank account details: bandhanlife.com/customer-support-service</p>	G.1
15	Grievances /Complaints	<p>1. Grievance Redressal Desk: escalation.desk@bandhanlife.com</p> <p>2. Link for registering the grievance with the insurer’s Portal:</p> <p>a. Website: www.bandhanlife.com/register-complaint</p> <p>b. iAssist: iassist.bandhanlife.com</p> <p>3. Contact details of Ombudsman: cioins.co.in/Ombudsman</p>	G.1 G.2 G.4
16	Weblink for product including customer information sheet	iassist.bandhanlife.com	

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@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: oiio.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: oiio.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: oiio.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.

<p>Noida</p>	<p>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</p>	<p>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</p>
<p>Patna</p>	<p>Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: io.patna@cioins.co.in</p>	<p>Bihar, Jharkhand</p>
<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, Pune – 411 030. Tel.: 020-24471175 Email: io.pune@cioins.co.in</p>	<p>State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region</p>
<p>Thane</p>	<p>Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasanttrao Naik Mahamarg, Thane (West) – 400604 Tel.: 022-20812868/69 Email: io.thane@cioins.co.in</p>	<p>Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T."</p>