Bandhan Life

Bandhan Life

iGuarantee ChildAssure

Give Their Dreams a Guaranteed Start

A Non-Linked Non-Participating Life Insurance Individual Savings Plan
UIN: 138N122V02

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 CIS and acknowledge the same through a link shared to you on your registered mobile number/Email ID/WhatsApp.

Sl. 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 iGuarantee ChildAssure UIN: 138N122V02	
2	Policy Number	<< >>	
3	Type of Insurance Policy	Non-Linked (other than pure risk and pension)	
4	Basic Policy Details	1. Plan Option: << CareerStart Income/ CareerStart Health Shield Income/ CareerStart Secure Income/ CareerStart Life Shield Income >> 2. Instalment Premium: << ₹ XX >> 3. Mode of Premium Payment: << Monthly, Half-yearly, Quarterly or Yearly >> 4. Sum Assured on Death: << ₹ XX >> 5. Premium Payment Term: << XX years >> 6. Deferment Period << XX years >> 7. Income Period: << XX years >> 8. Policy Term: << XX years >> 9. Payout Type: Regular Payout 10. Advance Income Option: << Yes / No >> 11. << Income Shield Payout Duration >>: <<5/10 years>>	Policy Particulars
5	Policy Coverage/ benefits payable	**Benefits payable on Maturity:** The Maturity Benefit shall be: • Guaranteed Income paid in Arrears starting from end of (Policy Term + 1)th year till end of Income Period. where Guaranteed Income = Guaranteed Income Rate * Annualized Premium • Plus CareerStart Benefit paid at the end of Income Period where CareerStart Benefit shall be equal to sum of CareerStart Additions attached to the Policy at the end of each Policy Year starting from first Policy Year till the end of Policy Term.	<<C.3>> <<C.4>> C.1 C.2 F.5 C.3 F.6 D.5 D.8 D.7

CareerStart Additions = CareerStart Additions Rate * Total Premiums Paid.

Benefits payable on Death:
If the Policy is In-force and the Life Assured dies during the Policy Term, the Base Death Benefit payable to the Claimant will be the higher of Sum Assured on Death or Surrender Value as on date of death.
In addition to above, future Premiums (if any) shall be waived off and Policy shall continue with all benefits except for benefits payable immediately on death.

<< If You have opted for <CareerStart Income Plan Option> or <CareerStart Health Shield Income Plan Option><<Sum Assured on Death will be higher of:

- 10.5 times Annualized Premium, which is Base Sum Assured.
- 105% of Total Premiums Paid plus loading for modal Premiums till date of death>>

<< If You have opted for <CareerStart Secure Income Plan Option> or< CareerStart Life Shield Income Plan Option>
<<Sum Assured on Death will be higher of:

- 10.5 times Annualized Premium, which is Base Sum Assured plus Income Shield Benefit
- 105% of Total Premiums Paid plus loading for modal Premiums till date of death>>

<<Income Shield Benefit shall be paid as equal monthly instalments to the Claimant for a period of 5 or 10 years, as selected at Policy inception, with an option to convert the outstanding monthly instalments into lump sum.>>

Accidental Death Benefit:
In case of death of Life Assured due to Accident during the Policy Term, an additional benefit i.e. Accidental Death Benefit, equal to 100% of Base Sum Assured shall be paid to the Claimant in addition to Base Death Benefit.
Accidental Death Benefit will be payable in case Accident occurs during the Policy Term but Death due to Accident happens after the end of Policy Term but within 180 days from the Date of occurrence of the Accident.

		For exclusions related to Accidental Death Benefit, refer to Part F, Clause 5 of Policy Document. **<<Critical Illness Benefit** If You have opted for <CareerStart Health Shield Income Plan Option> or <CareerStart Life Shield Income Plan Option> and the Life Assured is diagnosed with any of the five specified Critical Illnesses during the Premium Payment Term, and the Policy is In-force then all future Premiums (if any) payable under the Base Policy will be waived off, and the Policy will continue as In-force with all benefits. For exclusions related to Critical Illness Benefit, refer to Part F, Clause 6 of the Policy Document.>> Surrender The Policy acquires Guaranteed Surrender Value (GSV) on payment of at least first two years' Premiums in full. The Policy acquires Special Surrender Value (SSV) if at least 1 full year's Premiums from the Date of Inception of the Policy have been paid. On Surrender, higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) will be paid as the Surrender Value. For more information, refer to Part D Clause 5 of the Policy Document. **Options to Policyholders for availing benefits, if any, covered under the policy:** You will have an option to take the payment of Guaranteed Income payout in "Advance", wherein Guaranteed payouts shall be paid at the beginning of each year of Income Period. **Other benefits/options payable, specific to the policy, if any:** Option to alter the Premium Payment Frequency during the Premium Payment Term.	
6.	Riders opted, if any	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 plus loadings for modal Premiums 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>>	<<No benefit will be payable if there is diagnosis of any Critical Illness or any signs or symptoms related to any Critical Illness within the Waiting Period >>	F.6.2
9	<<Survival Period>>	The Life Assured should have survived for a period of 30 days from the date of diagnosis of any of the covered Critical Illness to claim the benefit.	F.6.1
10	Grace Period	15 days for monthly premium paying Policies 30 days for all other frequencies.	<<C.5> <<C.4>>
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	**Discontinuance of Premium before payment of first Policy Year's Premium in full:** On non-payment of Policy Premium within Grace Period, before payment of first Policy Year's Premium in full, the Policy shall Lapse, all the benefits shall cease and nothing shall be payable on Death, Maturity, or Surrender. **Discontinuance of Premium after payment of first Policy Year's Premium in full:** On non-payment of Premium any time after payment of first Policy Year's Premium in full, the Policy will not Lapse but will continue as a Reduced Paid-Up Policy upon expiry of Grace Period. Under a Reduced Paid-Up Policy, in case of death of the Life Assured, Paid-Up Sum Assured on Death will be payable, where Paid-up Sum Assured on Death = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x Sum Assured on Death. a. The Base Death Benefit for Reduced Paid-Up Policies at no time shall be less than higher of: i. 105% of Total Premiums Paid plus loading for modal Premium till the date of death. ii. Surrender Value payable as on the date of death.	D.2.1 D.2.2 D.4

		In case of death of Life Assured due to Accident during the Policy Term, Paid-up Accidental Death Benefit will be payable in addition to Base Death Benefit for Reduced Paid-Up Policies. Paid-up Accidental Death Benefit = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x Accidental Death Benefit. Under a Reduced Paid-Up Policy, upon completion of the Policy Term, Paid-Up Guaranteed Income will be payable during the Income Period and Paid-Up CareerStart Benefit will be payable at the end of the Income Period. Paid-up Guaranteed Income = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x Guaranteed Income, where Guaranteed Income is defined in section 5 above. Paid-up CareerStart Benefit shall be calculated as attached CareerStart Addition added to the Policy till the date of Policy becoming Reduced Paid-Up plus sum of Paid-up CareerStart Additions added to the Policy after policy becomes Reduced Paid-Up. CareerStart Additions is defined in section 5 above. Paid-up CareerStart Additions = (Total Number of Premiums paid / Total Number of Premiums payable over the Policy Term) x CareerStart Additions Rate x Total Premiums Paid. **Revival** Upon Revival, You would be eligible for all benefits in full in line with In-force Policy.	
13	Policy Loan, if applicable	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. For more details, please refer to part D, Clause 6 of the Policy Document.	D.6
14	Claims/ Claims Procedure	1. Turn Around Time (TAT) for claims settlement and brief procedure:	

14	Claims/ Claims Procedure	a. Apply for claim: i. You can write to us at **claims@bandhanlife.com** ii. Visit our nearest service center iii. Submit claim online: **www.bandhanlife.com/claims/** iv. 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. b. Claim decision will be made within 15 days from date of intimation of claim. c. In case investigation is required, claim decision will be made within 45 days of date of intimation claim. 2.Helpline/Call Centre number: 1800 209 9090 (Mon-Sat | 9am-7pm IST). 3.Contact details of the Company: Email: **claims@bandhanlife.com** Address: **Bandhan Life Insurance Limited**, A - 201, 2nd Floor Leela Business Park, Andheri-Kurla Road, Andheri (East), Mumbai, 400 059. 4.Link for downloading claim form and list of documents required including bank account details: **www.bandhanlife.com/customer-service/claims-process**	F.7
15	Policy Servicing	1. Customer service portal: iAssist: **iassaist.bandhanlife.com/** 2. WhatsApp Helpline: Send a 'Hi' on 9867452226 3. Turn Around Time (TAT): Please refer **www.bandhanlife.com/find-service** for time taken to service different customer needs. 4. Helpline/Call Centre number: 1800 209 9090 (Mon-Sat | 9am-7pm IST) 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 • Link for downloading applicable forms and list of documents required including bank account details: **www.bandhanlife.com/customer-support-service**	

16	Grievances /Complaints	1. Grievance Redressal Desk: **grievance.manager@bandhanlife.com** 2. Link for registering the grievance with the insurer's portal: a. Website: www.bandhanlife.com/register complaint b. iAssist: **iassist.bandhanlife.com** 3. Contact details of Ombudsman: **https://cioins.co.in/Ombudsman**	G.1 G.2 G.3 G.4
17	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: **oio.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, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: **oio.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: **oio.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: **oio.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: **oio.chandigarh@cioins.co.in**	Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat 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: **oio.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: **oio.delhi@cioins.co.in**	Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonepat & 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: **oio.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: **oio.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: **oio.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: **oio.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: **oio.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: **oio.lucknow@cioins.co.in**	Districts of Uttar Pradesh - Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, 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: oio.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: **oio.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 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: **oio.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: **oio.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, Vasantrao Naik Mahamarg, Thane (West) – 400604 Tel.: 022-20812868/69 Email: **oio.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."