

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

Sl. 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 Group iCredit Insurance Plan UIN: 138N087V01	
2.	Policy Number	<< >>	
3.	Type of Insurance Policy	Pure Risk	
4.	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium: << INR XX >> • Mode of premium payment: << Monthly, Quarterly, Half-yearly or Yearly >> • Sum Assured on death (at policy inception): << INR XX >> • Sum Assured on Maturity: None • Premium payment Term: << xx years >> • Policy Term: << xx years >> 	Policy Particulars
5.	Policy Coverage/ benefits payable	<p>Benefits payable on maturity: None</p> <p>Benefits payable on death: On death, the sum assured (as on the date of death) will be payable, and the Policy will terminate for the insured member on payment of this benefit. <<In case decreasing sum assured has been opted for, the benefit payable will be as per the sum assured schedule as on date of death or INR 10000, whichever is higher. >></p> <p><< If Accidental Death coverage is opted for at policy inception, on the occurrence of Accidental Death, in addition to the sum assured (as on date of death), an additional amount equal to the Sum Assured will be payable, and the policy will terminate for the insured member on payment of this benefit. >></p>	C.2 C.5 D.3 D.8 D.9

		<p><< If the following coverage is opted for at policy inception:</p> <ul style="list-style-type: none"> • << Terminal Illness >> • << Accidental Total and Permanent Disability >> • << Critical Illness >> <p>Then, on the earliest incidence or diagnosis (as applicable) of any of the above insured events, as opted for at the inception of the Policy, the Sum Assured (as on date of incidence or diagnosis) will be payable, and the Policy will terminate for the Insured Member on payment of this benefit. These are accelerated benefits, which means that on payment under any one of these insured events, the policy will be terminated and no further benefits will be payable. >></p> <p>Survival Benefits excluding the amount payable on maturity: None</p> <p><<Surrender benefits: Policy can be surrendered any time after payment of single premium in case of single pay, and after payment of first two years' premium in full in case of limited pay. The Unexpired Risk Premium Value will be paid as surrender benefit, in such cases. $\text{Unexpired Risk Premium Value (URPV)} = 70\% * \text{Premiums Paid till surrender} * \left\{ \frac{\text{outstanding coverage term (in months)}}{\text{Total coverage term (in months)}} \right\} * \left\{ \frac{\text{Sum assured applicable as at surrender}}{\text{Sum assured at inception}} \right\}$ If moratorium has been opted for, then sum assured benefit at the time of surrender will be equal to minimum of sum assured at inception or the sum assured as on date of surrender.</p> <p>Surrender benefit is not payable for Regular Premium Policy. >></p> <p><<Options to policyholders for availing benefits, if any, covered under the policy: There are 7 plan options:</p>	
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		<ol style="list-style-type: none"> 1. Life cover 2. Life Cover plus Accelerated Terminal Illness 3. Life Cover plus Accelerated Terminal Illness plus Accidental Death 4. Life Cover plus Accelerated Terminal Illness plus Accelerated Accidental Total and Permanent Disability 5. Life Cover plus Accelerated Terminal Illness plus Accidental Death plus Accelerated Accidental Total and Permanent Disability 6. Life Cover plus Accelerated Terminal Illness plus Accelerated Critical Illness 7. Life Cover plus Accelerated Terminal Illness plus Accelerated Critical Illness plus Accidental Death <p>The plan option can be chosen only once at policy inception.>></p> <p>Other benefits/options payable, specific to the policy, if any:</p> <ul style="list-style-type: none"> • << Joint Life option: Up to two members of the same loan can be covered under this policy, with each of them covered for 100% of the applicable sum assured. The benefit is payable only on first occurrence of insured event on either of the lives and the cover will terminate on such payout. In case of occurrence of the insured event on both lives simultaneously or at the same time, the benefit shall be payable only for one life. For covers on joint life basis, 3.75% discount will be applicable on the combined rate for both lives. >> • Sum assured option: <ul style="list-style-type: none"> ○ <<Level>> ○ <<Decreasing >> • << Moratorium Period: Moratorium period is allowed only for Loans which are on decreasing sum assured basis post moratorium period. Moratorium is available with two options: <ul style="list-style-type: none"> ○ Sum Assured during the moratorium period is level. ○ Sum Assured during the moratorium period is increasing due to interest accumulation. 	
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6.	<< Riders opted, if any	Not Applicable >>	
7.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: In case of death due to suicide within 12 months from the date of commencement of risk under the policy or joining the scheme from the date of revival of the policy, as applicable, the claimant shall be entitled to 100% of the Total Premiums paid (excluding taxes and underwriting extra premium) till the date of death or the benefit acquired on surrender/ termination as on the date of death, whichever is higher, provided the policy is in force.</p> <p><< In case of joint life, the benefit as mentioned above will be paid and the insurance cover will terminate for the surviving life.>></p> <p><< Exclusions for Accelerated Critical Illness:</p> <ol style="list-style-type: none"> 1) Pre-Existing Disease or any condition which is a direct or indirect result of a pre-existing disease: Pre-Existing Disease means any condition, ailment, injury or disease: <ol style="list-style-type: none"> a. That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or b. For which medical advice or treatment was recommended by, or received from, a physician not more than 36 months prior to the date of commencement of the policy. 2) Intentional self-inflicted injury, attempted suicide. 3) Alcohol or Solvent abuse or taking of drugs, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner. 4) War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, strikes. War means whether declared or not. 5) Taking part in any naval, military or air force operation during peace time. 6) Participation by the life assured in any flying activity, except as a bona fide, fare-paying passenger, pilot, air crew of a recognized 	F.5

		<p>airline on regular routes and on a scheduled timetable.</p> <p>7) Participation by the life assured in a criminal or unlawful act with a criminal intent.</p> <p>8) Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee-jumping.</p> <p>9) Inhaling any gas or fumes, accidentally or otherwise, except accidentally in the course of duty. The intent under this exclusion is to exclude accidental gas/fumes leak incidents which could lead to exposing the population to such toxic gas/fumes and lead to deaths (like Bhopal Gas Tragedy). However, if the incidence happens as part of the life assured's job then the claim is payable.</p> <p>10) Nuclear Contamination; the radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or accident arising from such nature.</p> <p>11) Disability due to chronic fatigue, chronic pain and fibromyalgia are excluded</p> <p>12) Congenital Anomaly: Congenital Anomaly means a condition which is present since birth, and which is abnormal with reference to form, structure or position.</p> <p>a) Internal Congenital Anomaly - Congenital anomaly which is not in the visible and accessible parts of the body.</p> <p>b) External Congenital Anomaly - Congenital anomaly which is in the visible and accessible parts of the body.</p> <p>13) Any external congenital condition or related illness is not covered under the policy.</p> <p>14) In case any internal congenital condition or related illness is known to the insured/family members and was/is being treated, is disclosed at proposal stage and accepted by the insurer, claims will be covered as per policy terms and conditions.</p> <p>15) If an internal congenital condition is not known to the insured/ family members and the same is proved on the basis of relevant evidence, then such a condition will not be excluded, and the claims will be covered as per policy Terms & conditions.</p> <p>16) If an insured/family member was well aware</p>	
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		<p>of an internal congenital anomaly and yet did not disclose at the proposal stage and there is adequate evidence to establish the same, such claims will not be accepted.</p> <p>The benefits shall not apply or be payable in respect of any covered condition within the waiting period of 90 days where the Insured had or is aware of objective evidence, had consultations/Investigations for it and/or diagnosed which first became apparent or commenced within the Waiting Period. >></p> <p><< Exclusions for Accidental Death:</p> <ol style="list-style-type: none"> 1) Taking part in any hazardous sport or pastimes (including hunting, mountaineering, racing, steeple chasing, bungee jumping, etc.), any underwater or subterranean operation or activity and racing of any kind other than on foot. 2) Flying in any kind of aircraft, other than as a bonafide passenger (whether fare-paying or not) on an aircraft of a licensed airline. 3) Suicide, self-inflicted injury, or attempted suicide. 4) Under the influence or abuse of drugs, alcohol, narcotics or psychotropic substance not prescribed by a registered medical practitioner. 5) War, civil commotion, invasion, terrorism, hostilities (whether war be declared or not).. 6) Service in any naval, military, air force or paramilitary organization. 7) Taking part in any strike, industrial dispute and riot. 8) Taking part in any criminal or illegal activity with criminal intent or committing any breach of law including involvement in any fight or affray. 9) Exposure to Nuclear reaction, Biological, radiation or nuclear or chemical contamination. 10) Physical handicap >> <p><<Exclusions for Accidental Total and Permanent Disability:</p> <ol style="list-style-type: none"> 1) Taking part in any hazardous sport or pastimes (including hunting, mountaineering, racing, steeple chasing, bungee jumping, etc.), any underwater or subterranean operation or activity and racing 	
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		<p>of any kind other than on foot.</p> <ol style="list-style-type: none"> 2) Flying in any kind of aircraft, other than as a bonafide passenger (whether fare-paying or not) on an aircraft of a licensed airline. 3) Suicide, self-inflicted injury, or attempted suicide. 4) Under the influence or abuse of drugs, alcohol, narcotics or psychotropic substance not prescribed by a registered medical practitioner. 5) War, civil commotion, invasion, terrorism, hostilities (whether war be declared or not).. 6) Service in any naval, military, air force or paramilitary organization. 7) Taking part in any strike, industrial dispute and riot. 8) Taking part in any criminal or illegal activity with criminal intent or committing any breach of law including involvement in any fight or affray. 9) Exposure to Nuclear reaction, Biological, radiation or nuclear or chemical contamination. 10) Physical handicap >> <p><<Exclusions for Accelerated Terminal Illness:</p> <p>The Life Insured will not be entitled to any Accelerated Terminal Illness benefit if it is caused directly or indirectly due to or occasioned, accelerated or aggravated by intentional self-inflicted injury or attempted suicide in the first year from inception or revival of policy.>></p>	
8.	Waiting /lien Period, if any	<p><< Not applicable>></p> <p><< A waiting period of 90 days from the Date of Commencement of Risk or reinstatement whichever is later is applicable for all the conditions covered under critical illness benefit to all insured members under this Policy.</p> <p>No benefit shall be payable if signs or symptoms, or diagnosis of any Critical Illness covered first occurs or diagnosis is first made during the waiting period. >></p>	F.4
9.	<<Grace period>>	<p><<15 days for monthly premium paying policies 30 days for all other frequencies>></p>	C.8
10.	<<Free Look Period>>	<p><<30 days from the date of receipt of Policy/Certificate of Insurance>></p>	D.1

		<<Not applicable for policies with tenure less than one year>>	
11.	<<Lapse, paid-up and revival of the Policy	<p>Lapse: If the premiums are not received before the expiry of the Grace Period from the premium due date, the insurance cover for the respective insured member/s will cease and no benefit is payable.</p> <p>Revival: Subject to Master Policy/cover being in force, revival period of 5 consecutive years but not later than the expiry of the cover term end date is available from the due date of first unpaid premium for the respective insured member. The cover cannot be revived after expiry of the revival period. On expiry of the revival period, for a limited pay policy, benefit acquired on surrender / termination shall be paid and the insurance cover for the respective member will cease. >></p>	D.2
12.	<<Policy Loan, if applicable	NA >>	
13.	Claims/Claims Procedure	<ul style="list-style-type: none"> • Turn Around Time (TAT) for claims settlement and brief procedure: <ol style="list-style-type: none"> 1. Apply for claim: <ol style="list-style-type: none"> i. Customer can write to us at claims@bandhanlife.com ii. Visit our nearest service center iii. Submit claim online: https://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 2. Submit your documents 3. Claim decision is made <p>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>	F.6

		<ul style="list-style-type: none"> • Helpline/Call Centre number: 1800 209 9090 (Mon-Sat 9am-7pm IST) • 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 • Link for downloading claim form and list of documents required including bank account details: https://www.bandhanlife.com/customer-service/claims-process 	
14.	Policy Servicing	<ul style="list-style-type: none"> • Turn Around Time (TAT): Please refer https://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: group.operations@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: https://www.bandhanlife.com/customer-support-service 	F.12
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: https://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	<< https://iassist.bandhanlife.com >>	

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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:

(Signature of the Policyholder)

Date: