

**LIFE INSURANCE CORPORATION OF INDIA
CENTRAL OFFICE**

Dept: Product Development

"Yogakshema"
Jeevan Bima Marg
Mumbai – 400 021

Ref: CO/PD/ 139

31st January, 2020

To,
All HODs of Central Office,
All Zonal Offices,
All Divisional Offices,
All P&GS Units,
All Branch Offices & Satellite Offices,
Audit & Inspection Depts. MDC, ZTCs, STCs.

**Re: INTRODUCTION OF MODIFIED VERSION OF LIC'S SINGLE PREMIUM ENDOWMENT
PLAN (Plan No. 917)**

1. INTRODUCTION:

In view of the new Product Regulations, 2019, issued by IRDAI, it has been decided to modify LIC's Single Premium Endowment Plan (Plan No. 817), Unique Identification Number (UIN) **512N283V01**.

The modifications are as under:

- i) Definition of "Sum Assured on Death" has been modified from "Sum Assured" to "*higher of Basic Sum Assured or 1.25 times of single premium*".
- ii) The following Riders have been allowed:
 - a) LIC's Accidental Death and Disability Benefit Rider (UIN 512B209V02)
 - b) LIC's New Term Assurance Rider (UIN 512B210V01)
- iii) The following Options have also been allowed:
 - a) Settlement Option for Maturity Benefit
 - b) Option to take Death Benefit in instalments
- iv) Guaranteed Surrender Value factor applicable to "Single Premium" during first policy year has been modified.
- v) Special Surrender Value factors have been annexed to this Circular.
- vi) Quantum of policy loan as a percentage of Surrender Value has been modified.
- vii) "CEIS Rebate" has been renamed as "CIS Rebate" which shall also be available for employees of the Corporation and its Subsidiaries/Step Down Subsidiaries/Associate Companies as per the prevailing Policy of the Corporation in this regard.

The new Unique Identification Number (UIN) for LIC's Single Premium Endowment Plan is **512N283V02**. This number has to be quoted in all relevant documents furnished to the policyholders and other users (public, distribution channels etc.).

The modified version of this plan shall be launched from **1st February, 2020**. The new Plan Number for this modified LIC's Single Premium Endowment Plan shall be **917**.

The benefits and other details of the plan with above mentioned modifications are given below.

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LIC's Single Premium Endowment Plan is a non-linked, participating, individual, life assurance savings plan.

2. ELIGIBILITY CONDITIONS AND RESTRICTIONS FOR BASE PLAN:

- a) Minimum Age at entry for Life Assured : 90 days (completed)
- b) Maximum Age at entry for Life Assured : 65 years (nearer birthday)
- c) Minimum Policy Term : 10 years
- d) Maximum Policy Term : 25 years
- e) Minimum Age at Maturity : 18 years (completed)
- f) Maximum Age at Maturity : 75 years (nearer birthday)
- g) Premium payment mode : Single premium only
- h) Minimum Sum Assured : Rs. 50,000/-
- i) Maximum Sum Assured : No Limit

The Sum Assured shall be in multiples of Rs. 5000/-.

Age at entry for the policyholder is to be taken as age nearer birthday except for age 0 years for which it has to be 90 days completed. Period between Date of Birth and Date of Issuance of policy should not be less than 90 days.

Date of Commencement of Risk: In case, the age at entry of the Life Assured is less than 8 years, risk under this plan will commence either 2 years from the date of commencement or from the policy anniversary coinciding with or immediately following the attainment of 8 years of age, whichever is earlier. For those aged 8 years or more, risk will commence immediately from the Date of issuance of policy.

Date of issuance of policy is a date when a proposal after underwriting is accepted as a policy and the contract gets effected.

Date of Vesting under the plan (Applicable only if the Life Assured is below 18 years on the date of commencement of policy): If the Life Assured is alive on the vesting date and if a request in writing for surrendering the policy has not been received by Corporation before such vesting date from the person entitled to the policy moneys, this policy shall automatically vest in the Life Assured on such vesting date i.e. on the policy anniversary coinciding with or immediately following the completion of 18 years of age and shall on such vesting be deemed to be a contract between the Corporation and Life Assured. The Life Assured shall become the absolute owner of the policy and proposer or his estate shall cease to have any right or interest therein.

3. BENEFITS UNDER THE BASE PLAN:

a) Benefits payable on death:

On death of the Life Assured on or after the Commencement of Risk: On death of the Life Assured during the Policy Term, Death Benefit equal to "**Sum Assured on Death**" alongwith vested Simple Reversionary bonuses and Final Additional bonus, if any, shall be payable; where "**Sum Assured on Death**" is defined as higher of Basic Sum Assured or 1.25 times of single premium.

The premium mentioned above exclude taxes, extra premium and Rider premiums, if any.

On death of the Life Assured before the Commencement of Risk: Return of Single Premium excluding taxes, extra premium and Rider premiums, if any, without interest.

b) Benefits payable on maturity:

On survival of Life Assured to end of the Policy Term, "**Sum Assured on Maturity**" alongwith vested Simple Reversionary bonuses and Final Additional bonus, if any, shall be payable; where "**Sum Assured on Maturity**" is equal to the Basic Sum Assured.

c) Participation in profits:

Depending upon the Corporation's experience the policies shall participate in the profits and shall be eligible for Simple Reversionary bonus at such rate and on such terms as may be declared by the Corporation.

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Final Additional Bonus may also be declared under the policy which will be payable on the expiry of the Policy Term or on earlier death provided the policy has run for certain minimum term as per valuation circular issued by Actuarial Department in this regard.

4. OPTIONAL RIDER BENEFITS:

The following two optional Riders are available under this plan.

i) LIC's Accidental Death and Disability Benefit Rider (UIN 512B209V02):

LIC's Accidental Death and Disability Benefit Rider is available as an optional Rider by payment of additional premium at inception. The benefit cover under this Rider shall be available upto the policy anniversary on which age nearer birthday of Life Assured is 70 years or till the end of Policy Term, whichever is earlier.

If this benefit is opted for, an amount equal to the Accident Benefit Sum Assured is payable on death due to accident. In case of accidental permanent disability (within 180 days from the date of accident), an amount equal to the Accident Benefit Sum Assured will be paid in equal monthly instalments spread over 10 years. If the policy becomes a claim by way of death or maturity before the expiry of the said period of 10 years, the disability benefit instalments which have not fallen due will be paid along with the claim amount.

Beyond the specific details as mentioned in this Circular in respect of this Rider, any additional details like requirements of claim, definition of disability etc., may be referred from the Rider Circular Ref: CO/PD/44 dated 2nd January, 2014 and CO/PD/102 dated 16th December 2017.

Eligibility conditions and restrictions:

- a) Minimum Entry Age : 18 years (completed)
- b) Maximum Entry Age : Same as Base Policy
- c) Rider Term : Policy term of the Base Plan or (70 minus age at entry), whichever is lower
- d) Cover ceasing Age : 70 years (nearer birthday)
- e) Minimum Accident Benefit Sum Assured: Rs. 10,000/-

Maximum Accident Benefit Sum Assured: An amount equal to the Basic Sum Assured under the Base Policy subject to the maximum of Rs.100 lakhs overall limit taking all existing policies (excluding additional limit of Rs.100 lakhs under policies taken under LIC's Jeevan Shiromani) of the Life Assured under individual as well as group policies including policies with inbuilt accident benefit taken with Life Insurance Corporation of India and the Accident Benefit Sum Assured under the new proposal into consideration. Even considering the additional Accident Benefit Sum Assured limit of Rs. 100 lakhs above this, allowed under LIC's Jeevan Shiromani only, the maximum Accident Benefit cover offered to an individual in any case including the policies taken under LIC's Jeevan Shiromani will not exceed Rs. 200 lakh.

The Accident Benefit Sum Assured shall be in multiples of Rs. 5,000/-only.

Note :The overall limit of Accident Benefit Sum Assured shall be inclusive of Sum Assured under all the Accident Benefit Riders i.e. the LIC's Accidental Death and Disability Benefit Rider, LIC's Accident Benefit Rider and LIC's Linked Accidental Death Benefit Rider.

ii) LIC's New Term Assurance Rider (UIN 512B210V01):

LIC's New Term Assurance Rider is available as an optional Rider at the inception of the policy by payment of additional premium. The benefit cover under this Rider shall be available during the Policy Term.

If this benefit is opted for, an amount equal to Term Assurance Rider Sum Assured shall be payable on death of the Life Assured during the Policy Term.

Beyond the specific details as mentioned in this Circular in respect of this Rider, any additional details like refund to be made in respect of this Rider on surrender of Base Plan etc. may be referred from the Rider Circular Ref: CO/PD/59 dated 3rd November, 2014.

Eligibility conditions and restrictions:

- a) Minimum Entry Age : 18 years (completed)
- b) Maximum Entry Age : 60 years (nearer birthday)
- c) Policy Term/PPT : Same as Base Policy
- d) Minimum Term Assurance Rider Sum Assured: Rs. 1,00,000/-
- e) Maximum Term Assurance Rider Sum Assured: An amount equal to Basic Sum Assured under the Base Policy subject to the maximum of Rs.25 lakhs overall limit taking all Term Assurance Rider Sum Assured under all existing policies of the Life Assured including the new proposal into consideration.

The Term Assurance Rider Sum Assured shall be in multiples of Rs. 5,000/- only.

5. OPTION AVAILABLE UNDER THE BASE PLAN:

i) Settlement Option (for Maturity Benefit):

Settlement Option is an option to receive Maturity Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lumpsum amount. This option can be exercised by the Policyholder during minority of the Life Assured or by Life Assured aged 18 years and above, for full or part of Maturity proceeds payable under the policy. The amount opted for by the Policyholder/Life Assured (ie. Net Claim Amount) can be either in absolute value or as a percentage of the total claim proceeds payable.

The instalments shall be paid in advance at yearly or half-yearly or quarterly or monthly intervals, as opted for, subject to minimum instalment amount for different mode of payments being as under:

| Mode of Instalment payment | Minimum instalment amount |
|----------------------------|---------------------------|
| Monthly | Rs. 5,000/- |
| Quarterly | Rs. 15,000/- |
| Half-Yearly | Rs. 25,000/- |
| Yearly | Rs. 50,000/- |

If the net claim amount is less than the required amount to provide the minimum instalment amount as per the option exercised by the Life Assured, the claim proceeds shall be paid in lumpsum only.

The interest rates applicable for arriving at the instalment payments under Settlement Option shall be as fixed by the Corporation from time to time.

For exercising the Settlement Option against Maturity Benefit, the Policyholder/ Life Assured shall be required to exercise option for payment of net claim amount in instalments at least 3 months before the due date of maturity claim.

The first payment will be made on the date of maturity and thereafter, based on the mode of instalment payment opted for by the policyholder, every month or three months or six months or annually from the date of maturity, as the case may be.

After the commencement of Instalment payments under Settlement Option against Maturity Benefit:

- If a Life Assured, who has exercised Settlement Option against Maturity Benefit, desires to withdraw this option and commute the outstanding instalments, the same

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shall be allowed on receipt of written request from the Life Assured. In such case, the lumpsum amount which is higher of the following shall be paid and policy shall terminate:

- discounted value of all the future instalments due; or
 - (the original amount for which settlement option was exercised) **less** (sum of total instalments already paid).
- The interest rates applicable for discounting the future instalment payments shall be as fixed by the Corporation from time to time.
 - After the Date of Maturity, in case of death of the Life Assured, who has exercised Settlement Option, the outstanding instalments will continue to be paid to the nominee as per the option exercised by the Life Assured and no alteration whatsoever shall be allowed to be made by the nominee.

Any further instructions including applicable interest rates shall be issued by Actuarial Department, Central Office.

ii) Option to take Death Benefit in instalments:

This is an option to receive Death Benefit in instalments over the chosen period of 5 or 10 or 15 years instead of lumpsum amount. This option can be exercised by the Policyholders during minority of the Life Assured, or by Life Assured aged 18 years and above, during his/her life time; for full or part of Death benefits payable under the policy. The amount opted by the Policyholder / Life Assured (ie. Net Claim Amount) can be either in absolute value or as a percentage of the total claim proceeds payable.

The instalments shall be paid in advance at yearly or half-yearly or quarterly or monthly intervals, as opted for, subject to minimum instalment amount for different modes of payments being as under:

| Mode of Instalment payment | Minimum instalment amount |
|----------------------------|---------------------------|
| Monthly | Rs. 5,000/- |
| Quarterly | Rs. 15,000/- |
| Half-Yearly | Rs. 25,000/- |
| Yearly | Rs. 50,000/- |

If the Net Claim Amount is less than the required amount to provide the minimum instalment amount as per the option exercised by the Life assured, the claim proceeds shall be paid in lumpsum only.

The interest rates applicable for arriving at the instalment payments under this option shall be as fixed by the Corporation from time to time.

For exercising option to take Death Benefit in instalments, the Policyholders during minority of the, or the Life Assured, if major, can exercise this option during his/her lifetime while in currency of the policy, specifying the period of Instalment payment and net claim amount for which the option is to be exercised. The death claim amount shall then be paid to the nominee as per the option exercised by the Policyholder / Life Assured and no alteration whatsoever shall be allowed to be made by the nominee.

Any further instructions including applicable interest rates shall be issued by Actuarial Department, Central Office.

6. MODE OF PREMIUM PAYMENT:

This is a single premium payment plan.

7. PREMIUM RATES:

The tabular premium rates and Class – I extra premium rates in respect of Base Plan as well

as available Riders are enclosed and tabulated below-

| Annexure | Particulars |
|-------------------|--|
| Annexure 1 | Single Premium rates per Rs. 1000/- Basic Sum Assured for Base Plan |
| Annexure 2 | Class- I Extra premium rates per Rs. 1000/- Basic Sum Assured for Base Plan |
| Annexure 3 | Single Premium rates per Rs. 1000/- Accident Benefit Sum Assured for LIC's Accidental Death and Disability Benefit Rider applicable to Category-I and Category-II lives. Category-I lives are the Life Assureds except those who are falling under category-II. Category-II lives are the Life Assureds engaged in police duty in any police organization other than paramilitary forces and opt for this cover while engaged in police duty. |
| Annexure 4 | Single Premium rates per Rs. 1000/- Term Assurance Rider Sum Assured for LIC's New Term Assurance Rider |
| Annexure 5 | Class- I Extra premium rates per Rs. 1000/- Term Assurance Rider Sum Assured for LIC's New Term Assurance Rider |

The above premium rates are exclusive of taxes.

8. **REBATES:**

The rebate for Base Plan is as under:

High Basic Sum Assured Rebate:

| <u>Basic Sum Assured</u> | <u>Rebate (Rs.)</u> |
|--------------------------|------------------------|
| 50,000 to 95,000 | Nil |
| 1, 00,000 to 1, 95,000 | 18 % Basic Sum Assured |
| 2, 00,000 to 2, 95,000 | 25 % Basic Sum Assured |
| 3, 00,000 and above | 30 % Basic Sum Assured |

Rebate under Corporation's Insurance Scheme (CIS):

Proposals completed under Corporation's Insurance Scheme (CIS) with regard to employees of the Corporation and its Subsidiaries/Step Down Subsidiaries/Associate Companies as per the prevailing policy of the Corporation in this regard at the time of completion, shall be eligible for CIS rebate on tabular premium for base plan as well as the rider(s) premium, if opted for, at the rate **2% of single premium** provided policy is not taken through any intermediary such as Agent/ Corporate Agent/ Broker/ Insurance Marketing Firms etc.

Instruction in this regard, as applicable from time to time, shall be issued by Actuarial Department, Central Office.

9. **COMMISSION / REMUNERATION PAYABLE TO THE AGENTS AND OTHER INSURANCE INTERMEDIARIES & CREDIT TO DEVELOPMENT OFFICERS:**

- a) Commission payable to Agents, Corporate Agents, Brokers and Insurance Marketing Firms is @ 2% of Single Premium excluding taxes, if any.

No bonus commission will be payable.

- b) **Development Officer's (DO's) Credit:** Credit is @ 5% of Single Premium excluding taxes, if any.

10. **SURRENDER VALUE:**

The policy can be surrendered at any time during the policy term subject to realization of the premium cheque. **On surrender of policy, the Corporation shall pay the surrender value equal to higher of Guaranteed Surrender Value and Special Surrender Value.**

Guaranteed Surrender Value:

The Guaranteed Surrender Value shall be as under:

- First year: 75% of the Single premium excluding taxes, extra premium and Rider premiums, if any
- Thereafter: 90% of the Single premium excluding taxes, extra premium and Rider premiums, if any.

In addition, the surrender value of vested Simple Reversionary Bonuses, if any, shall also be payable, which is equal to vested bonuses multiplied by the Surrender Value factor applicable to vested bonuses. These factors are enclosed as **Annexure 6**.

Special Surrender Value:

The Special Surrender Value will be the sum of "**Sum Assured on Maturity**" and the vested Simple Reversionary Bonuses, if any, multiplied by respective Special Surrender Value factor/s as applicable. Currently, these Special Surrender Value factors are same but are subject to change. These factors depend on the Policy Term and the duration elapsed since commencement of the policy and are enclosed as **Annexure 7**.

Further, if the policy is surrendered during the last policy year the same shall be treated as discounting of Maturity Claim; where the Maturity Claim shall be "**Sum Assured on Maturity**" along with vested Simple Reversionary bonuses and Final Additional bonus, if any.

Instructions regarding discounting of maturity claim alongwith applicable interest rate shall be issued by Actuarial Department, Central Office.

Rider(s) will not acquire any surrender value.

11. LOAN:

Loan facility is available under this plan after completion of one policy year subject to following conditions:

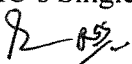
- (i) The maximum Loan that can be granted shall be upto 90% of Surrender Value.
- (ii) The loan during the minority of Life Assured can be availed by the Proposer provided the loan is raised for the benefit of the minor Life Assured.
- (iii) The rate of interest to be charged for the loan amount shall be determined from time to time by the Corporation.
- (iv) In the event of default in payment of loan interest on the due dates, and when the outstanding loan along with interest is to exceed the surrender value, the Corporation shall be entitled to foreclose such policies. Such policies when being foreclosed shall be entitled to payment of the difference of surrender value and the loan outstanding amount along with interest, if any.
- (v) In case the policy shall mature or surrendered or becomes a claim by death, the amount of the Loan or any portion thereof which is outstanding, together with all interest will be deducted from the claim benefit payment.

Further conditions regarding loan shall be as per instructions issued by CRM department from time to time.

Instructions regarding the applicable interest rate shall be issued by Actuarial Department, Central Office.

12. TERMINATION OF POLICY:

The policy shall immediately and automatically terminate on the earliest occurrence of any of the following events:



- a) The date on which lumpsum death benefit/final instalment of death benefit is paid; or
- b) The date on which surrender benefits are settled under the policy; or
- c) The date of maturity if settlement option is not exercised; or
- d) On payment of final instalments under Settlement Option; or
- e) In the event of default in payment of loan interest as specified in **Para 11(iv)**; or
- f) On payment of free look cancellation amount; or
- g) In the event of forfeiture as specified in **Para 15** below.

13. UNDERWRITING, AGE PROOF AND MEDICAL REQUIREMENTS:

NB & R department will issue instructions in this regard.

14. SUICIDE CLAUSE:

Notwithstanding the provision of benefits payable on death mentioned anywhere in this Circular, the provisions related to claim payment in case of death due to Suicide shall be subject to the conditions as specified herein under:

If the Life Assured (whether sane or insane) commits suicide at any time within 12 months from the date of commencement of risk, the Corporation will not entertain any claim under this policy except an amount which is higher of 90% of the single premium paid, excluding any taxes, extra premium and Rider premium other than Term Assurance Rider premium, if any or surrender value available as on date of death.

15. FORFEITURE IN CERTAIN EVENTS:

In case it is found that any untrue or incorrect statement is contained in the proposal, personal statement, declaration and connected documents or any material information is withheld, then and in every such case the policy shall be void and all claims to any benefit by virtue thereof shall be subject to the provisions of Section 45 of the Insurance Act, 1938 as amended from time to time.

16. TAXES:

Statutory Taxes, if any, imposed on such insurance plans by the Government of India or any other constitutional tax Authority of India shall be as per the Tax laws and the rate of tax as applicable from time to time.

The amount of applicable taxes as per the prevailing rates, shall be payable by the policyholder on premiums (for base policy and Rider(s), if any) including extra premiums, which shall be collected separately over and above in addition to the premiums payable by the policyholder. The amount of tax paid shall not be considered for the calculation of benefits payable under the plan.

The instructions regarding issues related to taxes will be issued by Finance & Accounts Department, Central office, separately, as applicable from time to time.

17. FREE LOOK PERIOD:

If a Policyholder is not satisfied with the "Terms and Conditions" of the policy, he/she may return the policy to the Corporation stating the reasons of objections, within 15 days from the date of receipt of the policy.

The refund of premium to the Policyholder shall be subject to following deductions:

1. Stamp duty on policy;
2. Actual cost of medical examination and special reports, if any;
3. Proportionate risk premium (in respect of Base policy and Rider, if opted for) for the period of cover as per C.O. Circular Ref: CO/ PD/ 39 dated 31st December, 2013.

18. BACK-DATING INTEREST:

The policies can be dated back within the same financial year. Back dating interest shall be charged at the rate determined by the Corporation from time to time at the time of completion of policy. No waiver of interest for date backing will be allowed. Interest will be charged for the



exact period for which the policy is dated back i.e. from the date of commencement of the policy to the date of payment of premium.

Any further instructions shall be issued by Actuarial Department, Central Office, as applicable from time to time.

19. POLICY STAMPING:

For Base Plan, policy stamping charges will be at the rate by 20 paise per thousand of Basic Sum Assured.

For Rider, policy stamping charges will be at the rate of 20 paise per thousand Rider Sum Assured, if opted for.

Any updates in this regard shall be issued by Legal Department, Central Office.

20. REINSURANCE:

Normal procedure for Reinsurance shall apply as per applicable Reinsurance Treaty.

21. ASSIGNMENTS/NOMINATIONS:

a) **Assignments:** Assignment is allowed under this plan as per Section 38 of Insurance Act, 1938, as amended from time to time.

The notice of assignment should be submitted for registration to the office of the Corporation, where the policy is serviced.

b) **Nominations:** Nomination by the holder of a policy of life assurance on his/her own life is required as per Section 39 of the Insurance Act, 1938, as amended from time to time.

The notice of nomination or change of nomination should be submitted for registration to any Branch/Satellite office of the Corporation. In registering nomination the Corporation does not accept any responsibility or express any opinion as to its validity or legal effect.

22. NORMAL REQUIREMENTS FOR CLAIM:

a) Death Claim: The normal documents which the claimant shall submit while lodging the claim in case of death of the Life Assured shall be claim forms, as prescribed by the Corporation, accompanied with original policy document, NEFT mandate from the claimant for direct credit of the claim amount to the bank account, proof of title, proof of death, medical treatment prior to the death (if any), school/college/employer's certificate, whichever is applicable, to the satisfaction of the Corporation. If the age is not admitted under the policy, the proof of age of the Life assured shall also be submitted.

Within 90 days from the date of death, intimation of death along with death certificate must be notified in writing to the office of the Corporation where the policy is serviced for any claim to be admissible. However delay in intimation of the genuine claim by the claimant, if any, may be condoned by the Corporation on merit and where delay is proved to be for reasons beyond his/her control.

b) Maturity / Surrender Claim: In case of maturity/surrender of the policy, the Life Assured/Proposer shall submit the discharge form along with the original policy document, NEFT mandate from the claimant for direct credit of the claim amount to the bank account besides proof of age, if the age is not admitted earlier.

c) Claim under Rider(s): In case of claim under Rider(s), the respective rider circular may be referred to.

In addition to above, any requirement mandated under any statutory provision or as may be required as per law or any instructions issued by CRM department in this regard shall also be required to be submitted.



23. ACCOUNTING OF INCOME AND OUTGO:

Instructions regarding the accounting procedure to be followed under the plan shall be issued separately by Finance & Accounts Department, Central office.

24. PROPOSAL FORM :

Proposal Form No. 300, 340 & 360 as issued by NB&R Department shall be used under this plan.

25. POLICY DOCUMENT AND SALES BROCHURE:

The specimen Policy Document and Sales Brochure will be sent by the Corporate Communications Department, Central Office.

This Circular has to be read in conjunction with the Policy Document and Sales Brochure.

26. DISCLOSURES:

At the time of sale, a customized Benefit Illustration shall be provided to the prospective Policyholder. Such Benefit Illustration shall be signed by both the prospective policyholder and intermediary and shall form part of the policy document.

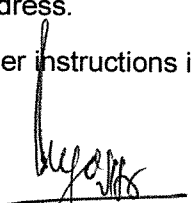
Suitability information to be collected, including recommendations to be made, shall be a part of the policy records.

Separate instructions on the above shall be issued by Marketing Department, Central Office.

27. ADDRESS OF OMBUDSMAN:

At the stage of issuance of policy the address and contact details of the nearest Insurance Ombudsman is to be mentioned in the Policy Document. In case of any change in address by policyholder, the address and contact details of the nearest Insurance Ombudsman from the transferring in branch has to be informed to the policyholder along with confirmation of change in address.

Further instructions in this regard to be issued by CRM Department, Central office.


Executive Director (Marketing / Product Development / SBA)

Encl – Annexure 1, 2, 3, 4, 5, 6 & 7

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