



CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

Sl no.	Title	Description in Simple Words (Please refer to applicable Certificate of Insurance Page number / Clause in next column)	Certificate of Insurance Page Number / Clause						
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Bharti AXA Life Group Credit Protection Pro UIN – 130N105V02	Page 6						
2.	Policy Number	Master Policy Number –10000278 Certificate of Insurance Number - PNBHFL_KARADBTEST_PHF15_1	Page 1 Page 1						
3.	Type of Insurance Policy	Pure Risk	Page 1						
4.	Basic Policy details	<p>1) Instalment Premium - 27020.00 (excluding GST) 2) Mode of premium payment – Single Premium 3) Sum Assured on death – Rs 2000000 * 4) Sum Assured on Maturity – Not Applicable 5) Premium payment Term – Single Premium 6) Policy Term – 144 months</p> <p>*Sum assured shown above is at inception of the cover. In case of reducing term cover, sum assured payable on death will be as per the cover schedule attached with the certificate of insurance.</p>	<p>1) Page 3 - Payment Details 2) Page 2 - Coverage Details 3) Page 2 - Coverage Details 4) Not Applicable 5) Page 2 - Coverage Details 6) Page 2 - Coverage Details</p>						
5.	Policy Coverage/benefits payable	<p>1) Benefits payable on maturity – None</p> <p>2) Benefits payable on death – Basic Death Benefit as specified in the Certificate of Insurance</p> <p>3) Surrender benefits – In case you seek to cancel the Coverage after the free look period, For coverages with Coverage Term of 2 years or more, a refund calculated as per the following formula shall be payable to you: Surrender Value = Surrender Value Factor (SVF) × P × U/T × OS/IS where: SVF = The surrender value factor (SVF) varies according to the Policy Year and is as shown in the table below. P = Single premium paid in respect of the Coverage of a Member exclusive of underwriting extra (if any) and any taxes, U = Unexpired Coverage Term (in months) T = Coverage Term for the Member (in months) OS = Sum Assured benefit at the time of surrender IS = Initial Sum assured The surrender value factors differ by loan policy term and are as follows.</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Policy Year</th> <th>Surrender Value Factor</th> </tr> </thead> <tbody> <tr> <td>1-3</td> <td>45%</td> </tr> <tr> <td>4+</td> <td>70%</td> </tr> </tbody> </table> <p>4) Options to policyholders for availing benefits, if any, covered under the policy – None</p> <p>5) Other benefits/options payable, specific to the policy, if any. None</p> <p>6) Lock-in period for Linked Insurance products Not Applicable</p> <p>For complete and detailed description of benefits, please refer the certificate of insurance. Corresponding applicable clause mentioned in the column " Certificate of Insurance Clause Number"</p>	Policy Year	Surrender Value Factor	1-3	45%	4+	70%	<p>1) Not Applicable</p> <p>2) Page 2 - Coverage Details</p> <p>3) Page 6 - Refund and Cancellation Clause B)</p> <p>4) Not Applicable</p> <p>5) Not Applicable</p> <p>6) Not Applicable</p>
Policy Year	Surrender Value Factor								
1-3	45%								
4+	70%								
6.	Options available (in case of Linked Insurance Products)	Not Applicable							

7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	None	
9.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: In case of death of the Insured Member 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 of the Policyholder shall be paid at least 80% of the Single Premium paid or the Surrender Value available as on the date of death, whichever is higher, provided the insurance coverage/ policy is inforce.</p> <p>In case of Joint Life cover, this clause is applicable on either of the Members committing suicide. Post payment of the applicable amount, all the Members' cover will terminate and all rights, benefits and interests of all Members under the same policy will stand extinguished.</p> <p>In case of multiple life cover, the suicide benefit for the Member will be paid out and the cover for remaining lives will continue.</p> <p>Other Exclusion: As per the Master Policy Document and as applicable to the Member basis the option chosen.</p>	Page 5 - Exclusions
10.	Waiting /lien Period, if any	Not Applicable	
11.	Grace period	Not Applicable	
12.	Free Look Period	30 days from the receipt of Policy Document / Certificate of Insurance	Page 6 - Refund and Cancellation
13.	Lapse, paid-up and revival of the Policy	Not Applicable	
14.	Policy Loan, if applicable	Not Applicable	

15.	Claims/Claims Procedure	<p>1. The Beneficiary/ (ies) should report the claim arising out of the unfortunate death of Life Insured to the Master Policyholder or the Insurance Company at its registered office and submit the following documents:</p> <ul style="list-style-type: none"> • Certificate of Insurance • Copy of Death Certificate attested by the Master Policyholder. • Copy of all medical reports attested by the Master Policyholder. • Death Claim Form (to be jointly signed by Nominee and Master Policyholder and submitted by the Master Policyholder) • Any other documentation that the Company may consider as material and relevant to the claim <p>In addition to the above, the following documents are required to be submitted in the event of Accidental Death of the Life Insured: First Information Report and Post Mortem Report. In addition other documentation/information that the Company may consider as material and relevant to the claim can be requested.</p> <p>This option shall however be applicable only to the group insurance policies/schemes administered by the following regulated entities as group organizer/ Master Policyholder</p> <p>A. Regulated entities should include the following</p> <ol style="list-style-type: none"> a) RBI regulated Scheduled Banks (including Co-operative Banks); b) NBFCs having Certificate of Registration from RBI; c) National Housing Board (NHB) regulated Housing Finance Companies; d) National Minority Development Finance Corporation (NMDFC) and its State channelizing agencies e) Small Finance Banks regulated by RBI f) Mutually aided Cooperative Societies formed and registered under the applicable State Act concerning such societies g) Microfinance companies registered under section 8 of the Companies Act,2013 h) Any other category as approved by the Authority <p>B. Other Entities shall include the entities other than Regulated entities</p> <p>The above entities are subject to change in accordance with IRDAI guidelines as amended from time to time.</p> <p>2. In case of Regulated entities:</p> <ul style="list-style-type: none"> • Where the Policy is issued to Lender Borrower category and the Master Policyholder falls under Regulated entities as per applicable laws, the Life/(ves) Insured shall give the Company a written authorization to make the payment of outstanding loan amount to the Master Policyholder on occurrence of insured event. In a scenario where such authorization is received from the Life/(ves) Insured, on happening of an insured event, while the Coverage is in force, the Company will pay the outstanding loan balance amount to the Master Policyholder and the remainder of the sum assured amount, if any, shall be payable to the Nominee/beneficiary of the Life/(ves) Insured. The Company shall under no circumstance, pay an amount more than the outstanding loan balance to the Master Policyholder. The Master Policyholder shall submit a Credit Account Statement in respect of the Life/(ves) Insured to whom or to whose nominee/beneficiary the claim is payable. • Claim cheque for the death benefit, to the extent available to settle the outstanding loan, would be drawn in favour of "Name of the deceased Insured Member; Master Policyholder Loan Ref No". This amount will be applied towards settling the outstanding loan of the deceased Insured Member. Cheque in respect of excess amount (excess of death benefit over the outstanding loan), if any, will be issued in favour of the 'Beneficiary'. • For Regulated Entities, in case the Master Policy is issued under the lender-borrower category to a Regulated Entity, the Master Policyholder shall obtain an authorization from the individual Insured Members to make the claim payment up to the extent of the outstanding loan balance amount to the Master Policyholder by deducting from the claim proceeds payable on the happening of the insured event. The Insured Member shall issue a specific authorization in Our favour to the effect that in the unfortunate event of Insured Member's death during the Coverage Term, the Death Benefit, if any payable under the Master Policy shall first be utilized for payment to Master Policyholder up to the outstanding loan amount as specified in Master Policyholder's credit account statement and the balance amount, if any, payable under the Master Policy will be payable to Insured Member's Nominee. In the event that the entire claim proceeds are adjusted towards the outstanding loan balance, we shall communicate the same either to the Insured Member or to the Nominee / Beneficiary, as the case may be, with complete details of the total amount of claim settled and the amount remitted to the Master Policyholder towards the outstanding loan balance amount. <p>3. In case of other than regulated entities:</p> <ul style="list-style-type: none"> • The Company shall pay the entire sum assured directly to the nominee/beneficiary of the Life Insured. <p>4. An email sent by the Master Policyholder shall be good, valid and sufficient discharge to the Company in respect of any payment to be made under the Policy.</p>	Page 5 - Claims Procedure
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16.	Policy Servicing	<p>1) Turn Around Time (TAT) All servicing TATs can be accessed on - https://www.bhartiata.com/service-tats policy services can also be availed through:</p> <p>i. Contact Center – Call at 1800-102-4444 from 9:00 AM to 7:00 PM, Monday to Saturday</p> <p>ii. e-mail – write to sm_groupoperations@bhartiata.com</p> <p>iii. Request for a call back: on https://www.bhartiata.com/contact-us</p> <p>iv. Branch – Visit a Bharti AXA Life branch. Locate it on https://www.bhartiata.com/contact-us</p> <p>v. Physical letter can be sent on:</p> <p>Policy Servicing Department: Bharti AXA Life Insurance Company Ltd. Spectrum tower, 3rd Floor, Malad link road, Malad (west), Mumbai 400064. Maharashtra</p> <p>Contact details of the insurer Policy Servicing Department: Bharti AXA Life Insurance Company Ltd. Spectrum tower, 3rd Floor, Malad link road, Malad (west), Mumbai 400064. Maharashtra</p>	Page 6 - Grievance Redressal Procedure
17.	Grievances /Complaints	<p>1) Contact details of Grievance Redressal Officer: https://www.bhartiata.com/sites/default/files/Files/go-list-june-2024.pdf</p> <p>2) Link for registering the grievance with the insurer's portal Detailed Grievance Redressal process can be accessed on https://www.bhartiata.com/grievance-redressal</p> <p>Level 1 of Grievance Redressal: In case you have any grievance, you may approach our Grievance Redressal Cell at any of the below-mentioned helplines:</p> <p>i. Lodge your complaint online at www.bhartiata.com</p> <p>ii. Call us at our toll-free number 1800 102 4444</p> <p>iii. e-mail us at complaints.unit@bhartiata.com</p> <p>iv. Write to us at:</p> <p>Registered Office: Bharti AXA Life Insurance Company Limited Unit No. 1902, 19th Floor, Parinee Crescenzo, 'G' Block, BandraKurla Complex, BKC Road, Near MCA Club, Bandra East, Mumbai-400051</p> <p>Grievance Redressal Cell Bharti AXA Life Insurance Company Limited Spectrum Towers, 3rd Floor, Malad link road, Malad (west), Mumbai-400064</p> <p>v. Visit our nearest branch (Locate it on https://www.bhartiata.com/contact-us) and meet our Grievance Officer who will assist you to redress your grievance/ lodge your complaint.</p> <p>Level 2 of Grievance Redressal:</p> <ul style="list-style-type: none"> In case you are not satisfied with the decision provided by Level 1 or if you have not received any response post completion of 14 days, you may write to our Head Customer Service at head.customerservice@bhartiata.com <p>Level 3 of Grievance Redressal:</p> <ul style="list-style-type: none"> In case you are not satisfied with the decision of the Company, you may approach the Insurance Ombudsman. <p>3) Contact details of Ombudsman: https://www.cioins.co.in/Ombudsman</p> <p>Data Privacy Complaints: Can be sent to: Data Privacy Officer: 1) Pankaj Gupta Bharti AXA Life Insurance Company Ltd. Unit No. 1902, 19th Floor, Parinee Crescenzo, 'G' Block, Bandra Kurla Complex, BKC Road, Near MCA Club, Bandra East, Mumbai -400051, Maharashtra</p> <p>Contact details: gro@bhartiata.com 022 48815678</p> <p>IRDAI Grievance Call Centre (IGCC) Toll-free number: 155255 or 18004254732 e-mail ID: complaints@irda.gov.in</p> <p>You can also register your complaint online at https://bimabharosa.irdai.gov.in/ Address for communication for complaints by paper: Consumer Affairs Department Insurance Regulatory and Development Authority of India Sy no.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032</p>	Page 6 - Grievance Redressal Procedure

Declaration by the Member of the Group Master Policyholder

I have read the above and confirm having noted the details.

Place:
Date:

(Signature of the Member)

In case of any conflict, the terms and conditions mentioned in the master policy document shall prevail.