



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.

SI 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 Term Micro Insurance Plan UIN – 130N099V03	Page 7								
2.	Policy Number	Master Policy Number –10000265 Certificate of Insurance Number - GTL1234561444S26001	Page 1 Page 1								
3.	Type of Insurance Policy	Pure Risk									
4.	Basic Policy details	1) Instalment Premium - 625.00(excluding GST) 2) Mode of premium payment- Yearly 3) Sum Assured on death – Rs 100000.00 * 4) Sum Assured on Maturity – Not Applicable 5) Premium payment Term –One Year Renewable Term 6) Policy Term – 12 months	1) Page 1 - Payment Details 2) Page 1 - Payment Details 3) Page 1 - Benefit Details 4) Not Applicable 5) Page 1 - Payment Details 6) Page 1 - Benefit Details								
5.	Policy Coverage/benefits payable	1) Benefits payable on maturity – None 2) Benefits payable on death – Sum Assured 3) Surrender benefits – (applicable only for Single Pay mode) In case you seek to cancel the Coverage after the free look period and any time during the Coverage Term, a Surrender Value will be payable, provided all due premiums till the date of surrender have been paid: Surrender Value shall be determined as per the formula below: $\text{Surrender Value} = (\text{SVF}) \times (\text{U/T}) \times \text{SP}$ Where: SVF = The Surrender Value Factor (SVF) is as shown in the table below. The surrender value factors differ by loan policy term and are as follows. <table border="1" style="margin-top: 10px;"> <thead> <tr> <th>Elapsed duration in year from Effective Date of Coverage</th> <th>Surrender Value Factor</th> </tr> </thead> <tbody> <tr> <td align="center">1</td> <td align="center">45%</td> </tr> <tr> <td align="center">2</td> <td align="center">55%</td> </tr> <tr> <td align="center">3+</td> <td align="center">70%</td> </tr> </tbody> </table>	Elapsed duration in year from Effective Date of Coverage	Surrender Value Factor	1	45%	2	55%	3+	70%	1) Page 4 – Benefits Payable 2) Page 4 – Benefits Payable 3) Page 4 - Benefits Payable
Elapsed duration in year from Effective Date of Coverage	Surrender Value Factor										
1	45%										
2	55%										
3+	70%										

		<p>SP = Single Premium paid in respect of the Coverage of a Life Insured excluding tax, modal loadings and underwriting extra, if any. U = Unexpired Coverage Term (in months) T = Coverage Term (in months)</p> <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 None</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 Page Number / Clause"</p>	<p>4) Not Applicable</p> <p>5) Not Applicable</p> <p>6) Not Applicable</p>
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>In case of death 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 Life Insured shall be entitled to at least 80% of the total premiums paid till the date of death or the surrender value available as on the date of death whichever is higher, provided the policy is in force.</p> <p>This clause is not applicable in case of renewal of the policy.</p>	Page 4 - 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 5 – Free Look Option
13.	Lapse, paid-up and revival of the Policy	Not Applicable	
14.	Policy Loan, if applicable	Not Applicable	

15.	Claims/Claims Procedure	<p>a. On the death of the Life Insured, the Beneficiary(ies)/ Nominee(s) will give written notice and proof of death to the Company at its registered office/ at any of its branches in respect of the Life Insured.</p> <p>b. In case of Lender Borrower, on death of the Life Insured, the Master Policyholder will give a written notice and proof of death to the Company at its registered office/ at any of its branches in respect of the Life Insured.</p> <p>c. The Beneficiary(ies)/ Nominee(s) shall provide the following primary documents along with the written notice for processing the claim:</p> <ul style="list-style-type: none"> • Certificate of Insurance • Copy of Death Certificate • Copies of medical reports, if any • Death Claim Form; (to be jointly signed by Nominee(s)/ Beneficiary(ies) and Master Policyholder and submitted by the Master Policyholder in case of lender borrower groups and where Master Policyholder falls under the Regulated Entities as specified by IRDAI) • Any other documentation that the Company may consider as material and relevant to the claim <p>d. The Company reserves the right to call for any additional information and documents required to satisfy itself as to the validity of the claim.</p> <p>e. Claim Cheque for the death benefit amount would be drawn in Favour of "Nominee(s)/ Beneficiary(ies)" of the Life Insured. In case the nominee(s)/ beneficiary(ies) is a minor, claim proceeds will be paid to the appointee.</p> <p>f. In case of Lender – Borrower Group : The Master Policyholder may submit to the Company, the specific authorizations received from its Life Insured authorizing the Company to make the payment of the claim proceeds to the extent of outstanding loan amount to the Master Policyholder and the balance, if any, to the nominee(s)/beneficiary(ies). Where no such authorization is received by Us from the Life Insured, We will pay the entire Sum Assured directly to the nominee(s)/beneficiary(ies) of the Life Insured. The Master Policyholder shall submit a Credit Account Statement in respect of the Life Insured to whom or to whose nominee (s)/beneficiary(ies) the claim is payable. 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> <ul style="list-style-type: none"> • RBI regulated Scheduled Banks (including Co-operative Banks); • NBFs having Certificate of Registration from RBI; • National Housing Board (NHB) regulated Housing Finance Companies; • National Minority Development Finance Corporation (NMDFC) and its State channelizing agencies • Small Finance Banks regulated by RBI • Mutually aided Cooperative Societies formed and registered under the applicable State Act concerning such Societies • Microfinance companies registered under section 8 of the Companies Act 2013 • Any other entity which IRDAI may notify from time to time. <p>g. Claim payment process for Regulated Entities - 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 Life Insured Master Policyholder Loan Ref No". This amount will be applied towards settling the outstanding loan of the deceased 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(ies)/ Nominee(s)'. 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> <p>h. Claim payment process for other than Regulated Entities - The Death Benefit shall be payable by the Company to the nominee(s)/beneficiary(ies) of the Life Insured.</p> <p>i. 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 Redressa Procedure
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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: i. Lodge your complaint online at www.bhartiata.com ii. Call us at our toll-free number 1800 102 4444 iii. e-mail us at complaints.unit@bhartiata.com 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 Redressa Procedure
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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.