CUSTOMER INFORMATION SHEET/ KNOW YOUR POLICY

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

Title	**Description**
Branch office location	<Map as per Excel>
Branch office Address	<Map as per Excel>
Risk commencement date	
Nominee under the Policy	

Sl. No	**Title**	**Description**		**Policy Clause Number**
1	**Name of the Insurance Product and Unique Identification Number (UIN)**	SUD Life Retirement Royale (UIN – 142L099V01)		**-**
2	**Policy No**			-
3	**Type of Insurance Policy**	Unit-Linked Non-Participating Individual Pension plan		-
4	**Basic Policy Details**	**Instalment Premium**	Rs.	Policy Schedule
		Mode of Premium Payment	<Monthly/ Quarterly/ Half Yearly/ Annual/ Single Pay>	
		Sum Assured	Rs.	
		Premium Payment Term	<XX> Years	
		Policy Term	<XX> Years	
5	**Policy Coverage/ benefits payable**	**Vesting Benefit** – Defined Assured Benefit will be paid as per the Benefit Option chosen by the Policyholder on vesting. The Policyholder will have to utilize the vesting benefit in the commutation manner as specified in the policy document.		Part C – Section 1(ii)
		Death Benefit – In the event of death of the Life Insured, the following benefit will be payable to the beneficiary/ nominee Higher of : (i) Fund value as on the date of intimation of death of the Life Insured after addition of applicable charges recovered subsequent to the date of death upto to the date of intimation of death; or (ii) Defined Assured Benefit which is 105% of total premiums* paid including Top-up premium less partial withdrawals made from base fund value during two year period immediately preceding the death of the life assured The nominee or beneficiary can use the death benefit proceeds as per commutation manner. Please read the death benefit section of your policy terms and conditions for more information.		Part C – Section 1(i)
		Survival Benefit (excluding that payable on maturity) – Not applicable		-
		Surrender Benefit – i) Surrendered within lock-in period – The policy will get discontinued, and no risk cover will be available during the discontinued period. The		Part D - Section 3

		fund value minus discontinuance charges, will be transferred to a Discontinued Policy Fund and paid out to you after the lock-in period ends. ii) Surrender after lock in period – Fund Value as on surrender date will be payable The Policyholder will have to commute the surrender as per the commutation manner specified in the policy document.	
		Options to policyholders for availing benefits, if any, covered under the policy – (a) Death Benefit can be availed through settlement option (b) Commutation option – The Policyholder will have to utilize the proceeds of the discontinued policy fund or vesting benefit or surrender benefit by exercising the following options: (i) Utilize the entire proceeds (100%) to purchase an immediate annuity or deferred annuity from SUD Life, at the then prevailing annuity rate, subject to point (iii) mentioned below, where an option is available to purchase annuity from other Insurer; or (ii) Commute upto 60% of the proceeds of the Policy and utilize the balance amount to purchase immediate annuity or deferred annuity from SUD Life at the prevailing annuity rate, subject to point (iii) mentioned below, where an option is available to purchase annuity from other Insurer; or (iii) Purchase immediate annuity or deferred annuity from any other Insurer at the then prevailing annuity rate to the extent of percentage as specified by IRDAI. Currently, 50% of the entire proceeds of policy net of commutation	Part C – Section 1(ii) Commutation option – Vesting benefit – Section 1(ii)(c) Discontinued benefit – Section 2(iii)(c) Surrender benefit – Section 3 (iii) Death Benefit – Section 1(i)(c)
		Other benefits/ options payable, specific to the policy, if any – (a) Guaranteed Additions (Applicable only under Benefit Option – Growth Plus) – (i) Starting from the end of 6th Policy Year till the end of Policy Term, the Guaranteed additions will become due at the end of each Policy Year (b) Return of Policy Administration Charge (RoPAC) - At the end of the Policy Term, total amount of policy administration charges deducted (excluding all applicable taxes and taxes levied on policy administration charge deducted, if any) till the vesting date will be added back to the Fund Value as Return of Policy Administration Charge.	Other Plan components - Section 1(iv)
		Lock-in period for Linked Insurance products - Period of five consecutive completed years from the Date of Commencement of Policy during which the proceeds of the discontinued policy cannot be paid except in case of death or any other contingency, if any covered under the policy	Definition
6	**Options available (in case of Linked Insurance Products)**	Partial Withdrawal – It is allowed from 6th policy year onward and shall not exceed 25% of the fund value at the time of partial withdrawal. Only 3 Partial Withdrawals requests will be allowed by the Company during the Policy Term for any of the reasons mentioned in the Policy document.	Part D – Section 8 (e)

		Top-up premium – Allowed under this Policy anytime during the Policy Term, provided the base plan is in force. Minimum amount of Top-up premium is Rs. 5000 and the maximum total Top-up premium paid during the Policy Term will not exceed Total premium paid under the base plan.	Part D – Section 8 (b)
		Switches – Facility is allowed throughout the policy term wherein You can switch out any amount of your Fund Value, with a minimum of Rs. 5,000 per switch, and it can be based on a specific amount or percentage.	Part D – Section 8 (d)
		Settlement option – This is available for death benefit. The beneficiary/ policyholder can choose to receive the Death Benefit in instalment for a period of five years from the date of death and opt for various Settlement Options, as specified in the policy document.	Part D – Section 8 (a)
		Any other option – (a) Premium redirection – If you have opted for self-management investment strategy, then you can alter the allocation percentages under various fund for future premiums by giving written notice to the Company. (b) Change in Premium Paying Term (PPT) - Increase/ Decrease in PPT shall always be in multiples of one year and is allowed subject to the PPT's allowed under the product and all the due premiums for the said year on or before the expiry of the grace period have been paid (c) Change in Policy Term - Policyholder has an option to increase the Policy Term subject to the maximum Policy Term allowed under the product and underwriting norms of the Company. Increase in policy Term must be in multiples of one year. Decrease in the Policy Term is not allowed (d) Reduction in Premium - Policyholders have an option to decrease the premium by a maximum of 50% of original annualized premium subject to the minimum premium limits available under the Policy. This option can be availed only after the due Premiums for the first five completed policy years are received by the Company.	Premium Redirection – Section 8 (c) Change in Premium Paying Term (PPT) – Section 8(f) Change in Policy Term – Section 8 (g) Reduction in premium - Section 8 (h)
7	**Rider Opted, if any**	No rider is available under the product.	Part C – Section 1(iii)
8	**Exclusions (events where insurance coverage is not payable), if any.**	In the event if the Life Insured commits suicide within 12 months from the Date of Commencement of the Policy or from the Date of Revival of the policy, as applicable, the Nominee/ Beneficiary shall be entitled to the Fund Value, as available on the date of intimation of death. Further any charges other than Fund Management Charges (FMC) and guarantee charges, if any recovered subsequent to the date of death shall be added back to the fund value as available on the date of intimation of death.	Part F – Section 13
9	**Waiting /lien Period if any**	There is no waiting/ lien period under this product, and the cover will start immediately	-

10	**Grace period**	A Grace Period of 30 days is available for Yearly, Half Yearly, Quarterly mode and 15 days for Monthly mode from the premium due date.	Part C – Section 2(ii)
11	**Free Look Period**	A period of 30 days from the date of receipt of policy document within which You can approach the Company for cancellation in case of disagreement with any of the terms & conditions.	Part D – Section 5
12	**Lapse/ paid-up and revival of policy**	(a) Lapse – Not applicable under this policy (b) Revival of Policy - The discontinued or reduced paid-up policy can be revived within the revival period of three years from the date of first unpaid premium as per the Board approved underwriting guidelines of the Company. (c) Paid-up – In case of discontinuance of the policy due to non-payment of premium within the grace period after the expiry of lock-in period of 5 years, the policy will be converted into reduced paid-up policy and will continue with reduced paid-up benefits.	Part C – Sections 2(iv) and 2(v)
13	**Policy Loan, if applicable**	There is no loan applicable for this policy.	Part D – Section 6
14	**Claims/ Claims Procedure**	• Claim Intimation – For processing the death claims, the Nominee/ Policyholder/ Beneficiary has to submit the requisite documents to any of our touchpoint or intimate online on the Company's website. *Claims forms can also be downloaded from the website www.sudlife.in* • Claim processing - Basis the claim documents shared, the Claims team will review and decide on the claim settlement. • Claim decision and communication – The Company will assess and decide upon the claim within the regulatory timelines and decision will be communicated to the Policyholder/ Beneficiary/ Nominee, as the case may be	Part F – Section 14
		Turn Around Time (TAT) for claims settlement Death Claims (not requiring investigation) – 15 days Death Claims (requiring investigation) – 45 days	-
		Helpline/ Call Centre number & Contact details You can reach us through: ✆ Call - Toll Free number - 1800-266-8833 between 9.00am to 7.00 pm (Monday to Saturday) 💻 Email – customercare@sudlife.in ✍ Address - Star Union Dai-ichi Life Insurance Company Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703	-
		Link for downloading claim form - Quickly Check Your Claim Status | SUD Life Insurance Claims Support	-
		List of documents required including bank account details: (a) Completely filled & signed Claim Intimation form (b) Original Death Certificate / Attested copy of death certificate (c) Copy of ID & Address proof of Claimant (d) Copy of Bank pass book OR cancelled cheque of Claimant (e) Copies of First Information Report, Post Mortem Report, Panchnama, duly attested by police officials, in case of unnatural deaths including accidents, murder, suicide etc.	Part F – Section 14 (a)

		(f) Copy of Hospitalization documents (discharge summary, all investigation/Diagnosis reports) in case the Member was treated for any illness related to the cause of death	
15	**Policy Servicing**	All service requests will be attended within a period of 7 days from the date of receipt of servicing request	-
		Helpline/ Call Centre number & Contact details You can reach us through: Call - Toll Free number - 1800-266-8833 between 9.00am to 7.00 pm Monday to Saturday Email – customercare@sudlife.in Address - Star Union Dai-ichi Life Insurance Company Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703	-
		Link for downloading applicable forms and list of documents required including bank account details – *Kindly refer to the following link of our website* *Download centre - SUD Life Insurance*	-
16	**Grievance/ Complaints**	Contact details of Grievance Redressal Officer (GRO) - You can contact GRO by sending an email/ letter to the below address: Email - gro@sudlife.in Address - Star Union Dai-ichi Life Insurance Company Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703	Part G – Section 22
		Link for registering the grievance with SUD Life Insurance - Click/ visit - Star Union Dai-ichi GrievanceFormWebsite (sudlife.in) www.sudlife.in	
		Contact details of Ombudsman - Click/ visit - CIO (cioins.co.in) www.cioins.co.in	
Legal Disclaimer Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail. Refer to https://www.sudlife.in/products/life-insurance to view the customer information sheet.			

Declaration by the Policyholder
I have read the above and confirm having noted the details.

Place: (Signature of the Policyholder)
Date: