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 Saral Pension (UIN: 142N081V01)		**-**
2	**Policy No**			-
3	**Type of Insurance Policy**	Non-Linked Non-participating Single Premium, Individual Immediate Annuity Plan		-
4	**Basic Policy Details**	**Instalment Premium**	Rs.	Policy Schedule
		Mode of Premium Payment	Single Pay	
		Purchase Price	Rs.	
		Annuity Payment mode	<<Yearly/Half Yearly/Quarterly/Monthly>>	
		Annuity Option	<Annuity Option 1 – Life Annuity with 100% Return of Purchase Price Annuity Option 2 - Joint Life Last Survivor Annuity with Return of 100% of Purchase Price (ROP) on death of the last survivor >	
5	**Policy Coverage/ benefits payable**	**Maturity Benefit** – No maturity benefit is payable by the Company under this Policy.		Part C – Section 2
		Death Benefit – Death benefits will be payable depending on the Annuity option chosen by the Primary Annuitant.		Part C – Section 1
		Survival Benefit (excluding that payable on maturity) – The annuity amount will be payable per the annuity option and payment mode chosen by the Primary Annuitant.		Part C – Section 1
		Surrender Benefit – The policy can be surrendered any time after six months from the date of commencement, if the annuitant/ primary annuitant /secondary annuitant, or spouse or any of the children of the annuitant is diagnosed as suffering from any of the Critical Illnesses as defined Annexure 4 to the policy document, based on the documents produced to the satisfaction of the medical examiner of the Company. On approval of the surrender, 95% of the Purchase Price shall be paid to the annuitant and policy will terminate.		Part D - Section 3
		Options to policyholders for availing benefits, if any, covered under the policy – Annuity Payment modes - The Primary Annuitant can choose at the time of purchase of annuity, to receive the annuity payment on		Section C

		Monthly, Quarterly, Half-Yearly or Yearly frequency. The policyholder shall be allowed to change the Annuity Payment Mode, only on policy anniversary, after issuance of the policy. The death benefits will be payable depending on the annuity options opted by the Primary Annuitant.	
		Other benefits/ options payable, specific to the policy, if any – There are no further benefits/ options available under this policy	Not applicable
6	**Option available (in case of Annuity product)**	**Type of immediate annuity**- 1. Life Annuity with Return of 100% of Purchase Price (ROP) 2. Annuity Option 2: Joint Life Last Survivor Annuity with Return of 100% of Purchase Price (ROP) on death of the last survivor.	Part C – Section 1
		Proportion of annuity amount guaranteed for variable pay-out option – Not applicable as this is an immediate annuity product	Not applicable
		Any other option	Not applicable
7	**Rider Opted, if any**	No rider is available under the product.	Not applicable
8	**Exclusions (events where insurance coverage is not payable), if any.**	Not applicable under this policy.	Not applicable
9	**Waiting /lien Period if any**	There is no waiting/ lien period under this product, and the cover will start immediately	-
10	**Grace period**	There is no grace period under this product, as this is a single premium policy	-
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. The treatment of the policy shall be as follows: (i) For standalone immediate annuity policies: The proceeds from cancellation shall be returned to the Annuitant. (ii) If this policy is purchased out of proceeds of a deferred pension plan of any other insurance company: The proceeds from cancellation will be transferred back to that insurance company and no amount will be refunded to the Annuitant	Part D – Section 5
12	**Lapse/ paid-up and revival of policy**	(a) Lapse – Not applicable under this policy (b) Revival of Policy - Not applicable under this policy (c) Paid-up – Not applicable under this policy	-
13	**Policy Loan, if applicable**	Loan can be availed after six months from the date of commencement of the policy and the maximum amount shall be such that the effective annual interest amount payable on loan does not exceed 50% of the annual annuity amount payable under the policy.	Part D – Section 4

		The loan interest will be recovered from the annuity amount payable under the policy. The loan interest will accrue as per the frequency of annuity payment under the policy and it will be due on the date of annuity. The loan outstanding shall be recovered from the claim proceeds under the policy. However, the annuitant has the flexibility to repay the loan principal at any time during the currency of the annuity payments.	
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 5
		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 for intimation of Death claim: (a) Claim intimation form (b) Copy of death certificate (c) Original Policy document (d) Photo identity proof and address proof of claimant. Wherever nominee is minor, kindly submit KYC & bank proof of appointee as well (e) Bank statement/passbook with last 3 months transactions or cancelled cheque leaf with name printed on the cheque (f) Discharge summary (in case of death at the hospital), as applicable Documents for availing Annuity Payouts - Existence Certificate/ Life Verification Certificate to be submitted annually at the beginning of each policy year in the format prescribed by the Company.	Part F – Section 5
15	**Policy Servicing**	All service requests will be attended within a period of 7 days from the date of receipt of servicing request	-

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		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
		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 Star Union Dai-ichi Product_DetailsPg (sudlife.in) 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: