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 Smart Term Plan (UIN- 142N096V01)		**-**
2	**Policy No**			-
3	**Type of Insurance Policy**	An Individual Non-Linked Non-Participating Pure Term Life Insurance Plan		-
4	**Basic Policy Details**	**Instalment Premium applicable for Base Sum Assured for first Policy year**	Rs.	Schedule
		Instalment Premium payable for Base Sum Assured from second Policy Year onwards	Rs.	
		'Life Stage Upgrade' option opted	Yes/ No	
		Mode of Premium Payment		
		Base Sum Assured ***(at inception of policy)***	Rs.	
		Death Benefit Payout Option (*option selected at the inception can be changed anytime during the Policy Term)*	Lump sum/ Monthly Income/ Lump sum plus monthly Income	
		Sum Assured on Maturity	Not applicable	
		Premium Payment Term	<XX> Years	
		Policy Term	<XX> Years	
5	**Policy Coverage/ benefits payable**	**Maturity Benefit** – There is no maturity benefit under the policy.		Part C – Section 1(b)
		Death Benefit – If Life Insured dies during the policy term, the death benefit will be paid to the nominee/ beneficiary as per the Death Benefit Payout Option chosen.		Part C – Section 1(a)
		Survival Benefit (excluding that payable on maturity) – There is no survival benefit under the policy.		-
		Surrender Benefit – There is no surrender benefit under the policy.		Part D - Section 3
		Options to policyholders for availing benefits, if any, covered under the policy – The death benefit will be payable as per the Death Benefit Payout Option chosen by the Policyholder, which are: (a) Lumpsum (b) Monthly Income		Part C – Section 1(a)

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		(c) Lumpsum plus Monthly Income *Please read Section 1(a) (iii) for more information on the payout option*.	
		Other benefits/ options payable, specific to the policy, if any – (a) In the event 'Life Stage Upgrade' is opted by the Policyholder at the inception of the Policy, the Policyholder may exercise this option within six (6) months of occurrence of the life stage events specified in the Policy document and before the Life Insured attains the Age of fifty (50) years, with a view to get incremental sum assured. Once exercised, the Incremental Sum Assured will become effective from the next Policy Anniversary following the acceptance of request by the Company for Incremental Sum Assured, provided the Policy is in-force & all due Premiums under the Policy are paid. Kindly refer to Section 1 (d) for more information, terms and conditions applicable for Life Stage Upgrade. (b) Policy Cancellation Value - You have an option to cancel the policy any time before the maturity and get policy cancellation value. However, this is available only in case of policy with limited premium payment term, and not under regular premium payment term. Kindly refer to Section 4 for more information. (c) Special Exit Value – This option enables policyholder to exit/ terminate the Policy before the date of maturity. Kindly refer to Section 5 for more information, terms and conditions applicable for Special Exit Value.	Life stage upgrade - PART C Section 1 (d) Policy Cancellation Value – PART D Section 4 Special Exit Value – PART D Section 5
6	**Riders opted, if any**	No rider is available under the product.	Part C – Section 1(c)
7	**Exclusions (events where insurance coverage is not payable), if any.**	**a) <u>If 'Life Stage Upgrade' option is not opted or exercised</u>** In the event the Life Insured commits suicide within twelve (12) months from the Date of Commencement of Risk or from the date of Revival of the Policy, as applicable, the Beneficiary / Claimant , shall be entitled to 80% of the Total Premiums paid till the date of death of the Life Insured provided the Policy is in force. **b) <u>If 'Life Stage Upgrade' option is exercised and approved</u>** (i) In the event the Life Insured commits suicide within twelve (12) months from the date of commencement of risk for Incremental Base Sum Assured upon exercising of any life stage event, the Beneficiary/ Claimant shall be entitled to: *- Death Benefit solely in respect of the Base Sum Assured plus* *- 80% of additional Premium paid* till the date of death of the Life Insured, provided the Policy is in force.* *(*additional premium paid for the incremental sum assured for which a period of 12 months has not lapsed from the date of commencement of risk)* Provided that in case multiple life stage events have been exercised under the Policy, the Beneficiary/ Claimant shall be entitled for the Incremental Base Sum Assured in respect to such life stage event for	Part F – Section 9

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		which 12 months has lapsed from the date of commencement of risk for Incremental Base Sum Assured. (ii) In the event the Life Insured commits suicide within twelve (12) months from the date of Revival of the Policy, the Beneficiary/ Claimant shall be entitled to 80% of Total Premiums paid (including additional premiums paid towards Incremental Base Sum Assured for all life stage events), till the date of death of the Life Insured, provided the Policy is in force.	
8	**Waiting /lien Period if any**	There is no waiting/ lien period under this product, and the cover will start immediately.	-
9	**Grace period**	A period of 30 days is available for yearly, half yearly and quarterly mode and 15 days for monthly mode. During this period, the risk cover under the policy will continue. The Policy also provides an extended Grace Period. In case You have opted for quarterly, half yearly and yearly Premium payment mode then the Grace Period can be extended by sixty (60) days and for monthly Premium payment mode, Grace Period can be extended by fifteen (15) days and the extended Grace Period will be applicable only for that Instalment Premium. Kindly refer to Section 2(b) (ii) for more information and conditions applicable for extended grace period.	Part C – Section 2(b)
10	**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 7
11	**Lapse/ paid-up and revival of policy**	(a) Lapse – If due premiums are not paid within the grace period, as mentioned above then your policy will lapse. (b) Revival of Policy - You can revive your policy within 5 years from the due date of first unpaid premium, subject to the same within the Policy Term, by paying all outstanding premium amount with prevailing interest rate and fulfilling medical requirements specified by the Company, if required. (c) Paid-up – The policy will never acquire paid-up value.	Part C – Section 2
12	**Policy Loan, if applicable**	Policy loan is not available under the policy.	Part D – Section 8
13	**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 10

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		Turn Around Time (TAT) for claims settlement The Company will decide and settle the claims within the following timelines: Death claims settlements (not requiring investigations) — 15 days Early death claims requiring investigations - decision & payment — 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 : i. Claim intimation form; ii. Attested copy of death certificate; iii. Original Policy document; iv. Photo identity proof and address proof of claimant. Wherever nominee is minor, kindly submit KYC & bank proof of appointee as well; v. Bank statement/passbook or cancelled cheque leaf with name of nominee printed on the cheque; vi. Copy of Hospitalization documents (discharge summary, all investigation/diagnosis reports) in case the Life Insured was treated for any illness related to the cause of death, wherever applicable vii. 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 10
14	**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*	-

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15	**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 17
		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 < Buy Term Insurance Plan Online in India - SUD Life Insurance> to view customer information sheet.			

Declaration by the Policyholder

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

Place: (Signature of the Policyholder)

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