

## CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

| SI No. | Title  | Description  | Policy clause number          |
|--------|--|--|-------------------------------|
| 1      | Name of Insurance Product and Unique Identification Number (UIN) | Reliance Nippon Life Smart Total Advantage Return<br>121N157V02  | Part A<br>(Forwarding Letter) |
| 2      | Policy / Quotation number  | Quotation number: << Quotation no.>><br>For Policy number, please refer to the Policy Schedule.  | Part A<br>(Clause 1.2)        |
| 3      | Type of Insurance Policy   | A Non-Linked, Participating, Individual, Savings, Life Insurance Plan  | Not Applicable                |
| 4      | Basic Policy details   | <p>Plan Variant : &lt;&lt;Life/Life Plus&gt;&gt;<br/>                     Instalment Premium* (in Rs.): &lt;&lt;1<sup>st</sup> year Instalment Premium&gt;&gt;<br/>                     Mode of premium payment: &lt;&lt;Mode&gt;&gt;<br/>                     Sum Assured on Death (at Date of Commencement of Risk) (in Rs): &lt;&lt;Sum Assured on Death&gt;&gt;<br/>                     Sum Assured on Maturity (in Rs): &lt;&lt;Base Sum Assured &gt;&gt;<br/>                     Premium Payment Term (in Years): &lt;&lt;PPT&gt;&gt;<br/>                     Policy Term (in Years): &lt;&lt;Policy Term&gt;&gt;<br/>                     Accumulation of Survival Benefits: &lt;&lt;Yes/No&gt;&gt;<br/>                     Convert Survival Benefits in to Paid Up Addition: &lt;&lt;Yes/No&gt;&gt;</p> <p>In case of any change to the Sum Assured / Premium after submission of the proposal, the details as mentioned in the Policy Schedule would be applicable.</p> <p>The Plan Variant, once selected, cannot be altered after the Date of Commencement of Policy.<br/>                     *Instalment Premium is excluding NSAP and underwriting extra premiums, if any.</p> | Part A<br>(Clause 1.2)        |
| 5      | Policy Coverage / Benefits Payable                               | <p><b>Death Benefit:</b><br/>                     Life Variant:<br/>                     On death of the Life Assured during the Policy Term, provided the Policy is In-force, the following benefits shall be payable immediately to the Claimant(s):<br/>                     Higher of</p> <ul style="list-style-type: none"> <li>• Sum Assured on Death Plus, Terminal Bonus, if any, and,</li> <li>• 105% of Total Premiums Paid as on date of death of the Life Assured</li> </ul> <p>Plus, Attached Paid Up Addition (PUA), if any<br/>                     Plus, balance in Survival Benefit Account (SBA), if any.</p> <p>Where, Sum Assured on Death is equal to higher of 11 times the Annualized Premium or Base Sum Assured. The Policy will terminate on payment of the Death Benefit</p>  | Part C<br>(Clause 3.1.1)      |

**Death Benefit for Minor Life:**

If Age at entry of the Life Assured is greater than or equal to 8 years, the risk will commence immediately from the Date of Commencement of Policy. If Age at entry of the Life Assured is less than 8 years, the risk under the Policy will commence either from the last day of the second Policy Year or from the Policy Anniversary date falling immediately after attainment of 8 years of age, whichever is earlier. In case of death prior to commencement of risk cover, the death benefit shall be restricted to the Total Premiums Paid plus Attached PUA, if any, plus balance in SBA, if any.

The Policy will terminate on payment of the Death Benefit to the Claimant(s).

**Life Plus Variant:**

On death of the Life Assured during the Policy Term, provided the Policy is In-force, the following Benefits shall be payable immediately to the Claimant(s):

Higher of

- Sum Assured on Death Plus, and,
- 105% of Total Premiums Paid as on date of death of the Life Assured

Plus, Attached PUA, if any

Where, Sum Assured on Death is equal to higher of 11 times the Annualized Premium or Base Sum Assured.

On death of the Life Assured, the risk cover under the Policy will terminate. However, the Policy will continue and in addition to above lump sum benefit payable on death, the Claimant will continue to receive the Survival Benefits and Maturity Benefits, as and when due, without requirement to pay future premium, as would have been the case had the Life Assured been alive and would have been paying the premiums due. Balance in SBA, if any and Terminal Bonus, will be paid at Maturity.

The Policy will terminate on the Policy Maturity Date.

**Survival Benefit:**

**Cash Bonus:**

Cash Bonuses on Base Sum Assured and on Attached Paid Up Addition, if any, at the Cash Bonus rates declared by the Company, shall be payable at the end of each Policy Year starting from the first Policy Year till end of the Policy Term, provided the Policy is In-force.

**Guaranteed Loyalty Addition (GLA):**

On survival of the Life Assured till the end of the Premium Payment Term, provided the Policy is In-force, Guaranteed Loyalty Addition equal to GLA Rate multiplied by Base Sum Assured shall be payable.

Where,

Part C  
(Clause  
3.1.2)

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|----------|-----|-----|-----|-----|
| PPT      | 8   | 10  | 12  | 15  |
| GLA Rate | 16% | 20% | 24% | 30% |

**Flexibilities to receive Survival Benefits**

- i. **Immediate Payout:** Cash Bonus and GLA shall be paid out to the Policyholder at the end of the Policy Year. This will be the default payout option if Accumulation of Survival Benefits or Convert Survival Benefits into PUA is not opted under the Policy.
- ii. **Accumulation of Survival Benefits:** Under this option, the entire Cash Bonus and GLA payout due for a Policy Year, will be accumulated in the SBA and interest on the accumulated amount will be credited in the SBA at the end of calendar month. The Accumulated Survival Benefit may be withdrawn anytime partially or completely by the Policyholder. This option can be opted-in and opted-out at any number of times during the Policy Term without any charges.
- iii. **Convert Survival Benefit into PUA:** The Survival Benefits i.e., Cash Bonus and Guaranteed Loyalty Addition, will not be paid out to the Policyholder on their due dates and will be converted to Paid Up Addition (PUA) by multiplying with the applicable PUA Conversion Factor. The PUA will participate in profits of the Company's With-Profits fund and the same will be distributed by way of Cash Bonuses. PUA will mature and will be paid out as lump sum on the Policy Anniversary immediately following the attainment of Age of 85 years of Life Assured or end of the Policy Term, whichever is earlier. Separate Cash Bonus rates, if any, would be declared for the Attached PUAs. Attached PUAs can be surrendered separately anytime, partially, or completely, without surrendering the Policy.

Accumulation of Survival Benefits option and Convert Survival Benefits into PUA option cannot be active simultaneously in a Policy. Please refer to the Policy Document for more details on SBA and PUA.

**Maturity Benefit:**

On survival of the Life Assured to the end of the Policy Term, provided the Policy is In-force, the following Benefits will be payable:

- Sum Assured on Maturity; plus
- Terminal Bonus, if any; plus
- Attached PUA, if any; plus
- Balance in SBA, if any

Where, Sum Assured on Maturity is equal to Base Sum Assured. The Policy will terminate on payment of the Maturity Benefit.

**Surrender Benefit:**

The Policy shall acquire a Surrender Value after completion of first policy year provided one full year premium has been paid.

The policy shall acquire a Guaranteed Surrender Value if all due premiums have been paid for at least first two consecutive policy years in full.

Part C  
(Clause 3.1.2.3)

Part C  
(Clause 3.1.3)

Part D  
(Clause 4.2)

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|    |  | <p>Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received.</p> <p>Surrender Value is higher of:</p> <ul style="list-style-type: none"> <li>▪ Guaranteed Surrender Value (GSV) and</li> <li>▪ Special Surrender Value (SSV)</li> <li>▪ Plus Surrender Value of APUA,</li> <li>▪ Plus Balance in SBA, if any</li> </ul> <p>Where, Surrender Value of APUA is higher of:</p> <ul style="list-style-type: none"> <li>▪ Guaranteed Surrender Value of APUA and</li> <li>▪ Special Surrender Value of APUA</li> </ul> <p>The Policy will be terminated once it is surrendered.</p>  |  |
| 6  | Rider opted  | <p><i>If no rider is opted</i> &lt;&lt;No rider opted under the policy&gt;&gt;<br/> <i>If rider(s) opted under the policy</i></p> <ol style="list-style-type: none"> <li>1. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs. _____&gt;&gt;</li> <li>2. &lt;&lt;Name of the rider&gt;&gt; - &lt;&lt;Base Sum Assured is Rs. _____&gt;&gt;</li> </ol>   | Part A<br>(Clause 1.2)   |
| 7  | Exclusions (events where insurance coverage is not payable), if any. | <p><b><u>Suicide Exclusion:</u></b><br/> 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 Policyholder shall be entitled to 80% of the Total Premiums Paid till the date of death Plus Surrender Value of Attached PUA, if any, Plus balance in SBA, if any, or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-force with full or reduced benefits and the Policy will terminate.</p>   | Part F<br>(Clause 6.3)   |
| 8  | Waiting period   | Not Applicable   | Not Applicable   |
| 9  | Grace Period   | 15 days for monthly premium paying frequency and 30 days for other frequencies   | Part C<br>(Clause 3.1.6.5)   |
| 10 | Free Look Period   | 30 days  | Part D<br>(Clause 4.1)   |
| 11 | Lapse, paid-up and revival of the Policy                             | <p><b><u>Lapse:</u></b><br/> If any Premium remains unpaid after the expiry of the Grace Period and the Policy has not acquired the surrender value, the Policy status will be altered to Lapse and the Death Benefit and Rider Benefit, if any, will cease immediately.<br/> The policy will not accrue any bonuses and no Benefits will be paid when the Policy is in Lapse status.</p> <p><b><u>Paid-Up:</u></b><br/> If the Policy has acquired a surrender value and no future premiums are paid, the Policy will continue as Paid-up and the Benefits will be reduced.<br/> Please refer the policy document for detailed information.</p> <p><b><u>Revival:</u></b><br/> A policy in lapsed or paid-up condition can be revived within the revival period of five years from the due date of first unpaid premium, but before the policy maturity date. The policy can be revived by paying the arrears</p> | <p>Part D<br/>(Clause 4.3.1)</p> <p>Part D<br/>(Clause 4.3.2)</p> <p>Part D<br/>(Clause 4.5)</p> |

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|    |                                 | of premiums along with applicable interest. On revival, the policy will be eligible for its complete Benefits as per the original contract. If a lapsed policy is not revived within the revival period, then the policy will be terminated.  |                        |
| 12 | Policy Loan                     | Loan will be available under a Policy for up to 70% of the applicable Surrender Value (excluding Surrender Value of APUA, if any and Balance in SBA, if any), provided the Policy has acquired a Surrender Value. The interest on loans will be charged at prevailing rate of interest set by the company from time to time. Please contact us to know the prevailing rate of interest on policy loan.  | Part D<br>(Clause 4.4) |
| 13 | Claims /<br>Claims<br>Procedure | <p>Turn Around Time (TAT) for claims settlement –<br/>15 days from the date of receipt of request in case of claims not requiring investigation.<br/>45 days from the date of receipt of request in case of claims requiring investigation.</p> <ul style="list-style-type: none"> <li>Claim Procedure -<br/>To intimate a claim please submit the required documents at your nearest RNLIC Branch office<br/>OR<br/>You can send the documents via courier to:<br/>The Claims Department<br/>Reliance Nippon Life Insurance Company Limited<br/>The Claims Department<br/>Office no. 701 &amp; 702, 7th floor<br/>Silver Metropolis, Off Western Express Highway<br/>Goregaon East, Mumbai – 400063<br/>OR<br/>You can email us the scanned copies of duly filled claims forms and other mandatory documents at <a href="mailto:rnlic.claims@relianceada.com">rnlic.claims@relianceada.com</a></li> </ul> <p>Helpline no: For any assistance on claim, call us on our Toll-Free helpline number 1800 102 3330 (Monday to Saturday, from 8:00 AM to 8:00 PM, excluding public holidays)</p> <ul style="list-style-type: none"> <li>Link for downloading claim form and list of documents required:<br/>Click on <a href="https://www.reliancenipponlife.com/claims">https://www.reliancenipponlife.com/claims</a> to know the documents required and to download claim forms</li> </ul> | PART F<br>(Clause 6.2) |
| 14 | Policy<br>Servicing             | <ul style="list-style-type: none"> <li>Turn Around Time (TAT) – 7 days from request received date</li> <li>Contact Details:<br/>Call Us between 8am to 8pm, Monday to Saturday (except business holiday), on Our Toll-Free Call Centre Number 1800 102 1010 or<br/><br/>Email Us at: <a href="mailto:rnlife.customerservice@relianceada.com">rnlife.customerservice@relianceada.com</a> or<br/><br/>Chat with us on WhatsApp number (+91) 7028852700</li> <li>Link for downloading forms:<br/>Click on <a href="https://www.reliancenipponlife.com/downloads">https://www.reliancenipponlife.com/downloads</a> &gt;<br/>Select Policy Servicing Request forms</li> </ul>  | Part G                 |

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| 15 | Grievances / Complaints | <p>If You are dissatisfied with any of our services, please feel free to contact Us through any of the mode mentioned above under Policy Servicing.</p> <p>If your complaint is unresolved, you can escalate in the following manner:<br/> Step 1: contact Our Service Branch Manager, who is also the Local Grievance Redressal Officer at Your nearest branch.<br/> Step 2: Write to Head of Customer Care at <a href="mailto:rnlife.headcustomercare@relianceada.com">rnlife.headcustomercare@relianceada.com</a><br/> Step 3: Write to Our Grievance Redressal Officer at <a href="mailto:rnlife.gro@relianceada.com">rnlife.gro@relianceada.com</a></p> <p>Where the complaint is unresolved or the redressal is unsatisfactory, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:<br/> IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255<br/> Bima Bharosa TOLL FREE NO: 1800 4254 732<br/> Email ID: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a><br/> You can also register Your complaint online at <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a></p> <p>While we expect to satisfactorily resolve your grievances, you may also at any time approach the Insurance Ombudsman. For contact details, contact number and email of the relevant Ombudsman office, kindly refer the policy document or the website <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a> or our website <a href="https://www.reliancenipponlife.com/">https://www.reliancenipponlife.com/</a></p> | Part G (Clause 7.3 & 7.4) |
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Declaration by the Policy Holder:

I have read the above and confirm having noted the details. I am aware that on request I can avail of the CIS in local language.

Place:

Date:

(Signature of the Policyholder)

Please Note:

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