

## **CUSTOMER INFORMATION** **SHEET/KNOW YOUR POLICY**

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

<b>Sl No</b>	<b>Title</b>	<b>Description</b>  (Please refer to applicable Policy Clause Number in next column)	<b>Policy Clause Number</b>
<b>1</b>	<b>Name of Insurance Product and Unique Identification Number (UIN)</b>	ICICI Pru Group Suraksha Plus <UIN: UIN ICICI Pru Group Suraksha Plus>	Policy Schedule
<b>2</b>	<b>Application number/ Policy Number</b>	<Member policy number>	Policy Schedule
<b>3</b>	<b>Type of Insurance Policy</b>	A Non- Participating, Non- Linked Life Group Savings Product	Policy Schedule
<b>4</b>	<b>Basic Policy details</b>	Sum Assured <<Amount>> Total Premium Amount<> Policy Term << Years>>	Policy Schedule
<b>5</b>	<b>Policy Coverage/benefits payable</b>	<p>Benefits payable on maturity- Not Applicable</p> <p>Benefits payable on death- In the event of death of a Member amount calculated as per the Scheme Rules will be paid in addition to the Sum Assured of Rs 10,000/-, Sum assured under the product is guaranteed. For more information, refer Part C, Clause III</p> <p>Surrender benefits- The Master Policyholder may surrender the policy at any time, by giving one month's notice. On policy surrender, Surrender value is paid. For more information, refer Part D, Clause II</p> <p>Survival Benefits excluding that payable on maturity- Not applicable</p> <p>Options to policyholders for availing benefits, if any, covered under the policy- Not applicable</p>	Part C, clause II,III Part D, Clause II of Policy document

		<p>Other benefits /options payable, specific to the policy – In case of Member's exit from employer's service/Leave encashment while in service.</p> <p>Amount calculated as per the scheme rules will be paid. MVA will apply.</p> <p>For more information, refer Part C, Clause II, III</p>	
<b>6</b>	<b>Options available (in case of Linked Insurance Products)</b>	Not Applicable	
<b>7</b>	<b>Option available (in case of Annuity product)</b>	Not Applicable	
<b>8</b>	<b>Riders opted, if any</b>	Not Applicable	
<b>9</b>	<b>Exclusions (events where insurance coverage is not payable), if any</b>	<p>Suicide- In case of death of the member due to suicide, Sum Assured in addition to benefits as per the Scheme Rules will be payable.</p> <p>For more information, refer Part C, clause V of Policy document</p>	Part C, clause V
<b>10</b>	<b>Waiting /lien Period, if any</b>	Not applicable	
<b>11</b>	<b>Grace Period</b>	Not applicable	
<b>12</b>	<b>Free Look Period</b>	<p>30 days</p> <p>For more information, refer Part D, clause I</p>	Part D, Clause I
<b>13</b>	<b>Lapse, paid-up and revival of the Policy</b>	<p>Revival- Premiums will be paid in accordance with exact accounting standards governing the measurement of long-term employee benefits. The Master policyholder may not pay future contributions and premium under the policy and the policy shall not be treated as discontinued.</p> <p>For more information, refer Part D, clause V of Policy Document</p>	Part D, Clause V
<b>14</b>	<b>Policy Loan, if applicable</b>	Not applicable	

15	<b>Claims/Claims Procedure</b>	<p>Turn around Time – For TAT details for death claim refer to <a href="https://www.iciciprulife.com/contact-us/our-services-turn-around-times.html">https://www.iciciprulife.com/contact-us/our-services-turn-around-times.html</a></p> <p>For any assistance on Claims, you can call Us on 18002660 (for calls within India) or +91 8069385555 (for calls outside India). You can also register a health or a death claim by sending us an email at <a href="mailto:claimsupport@iciciprulife.com">claimsupport@iciciprulife.com</a></p> <p>The claim form can be downloaded from the following links:  Digital Claim Form Link:  <a href="https://buy.iciciprulife.com/buy/Claim-Intimation.htm?execution=e2s1">https://buy.iciciprulife.com/buy/Claim-Intimation.htm?execution=e2s1</a></p> <p>Physical Claim Form Link:  <a href="https://www.iciciprulife.com/insurance-library/life-insurance-claims-related-faqs.html#linked_content">https://www.iciciprulife.com/insurance-library/life-insurance-claims-related-faqs.html#linked_content</a></p> <p>For information on documents required to process claims, please refer to the policy document ( under the section ‘Specimen Policy Document’ available on our website at <a href="https://www.iciciprulife.com/services/download-centre.html">https://www.iciciprulife.com/services/download-centre.html</a></p>	Part G
16	<b>Policy Servicing</b>	<p>Turn around Time – For TAT details for policy servicing - refer to <a href="https://www.iciciprulife.com/contact-us/our-services-turn-around-times.html">https://www.iciciprulife.com/contact-us/our-services-turn-around-times.html</a></p> <p>For any clarification or assistance, You may contact Our advisor or call Our customer service representative (between 10.00 a.m. to 7.00 p.m, Monday to Saturday; excluding national holidays) on 18002660 or visit Our website: <a href="http://www.iciciprulife.com">www.iciciprulife.com</a>.</p> <p>Alternatively, You may communicate with Us at any of our branches or the customer service helpline number 18002660 or email</p>	Part G

		at <a href="mailto:lifeline@iciciprulife.com">lifeline@iciciprulife.com</a> . For updated contact details, We request You to regularly check Our website.	
<b>17</b>	<b>Grievances /Complaints</b>	<p><b>i. Grievance Redressal Officer:</b></p> <p>If You do not receive any resolution from Us or if You are not satisfied with Our resolution, You may get in touch with Our designated grievance redressal officer (GRO) at <a href="mailto:gro@iciciprulife.com">gro@iciciprulife.com</a> or 18002660.</p> <p>Address: ICICI Prudential Life Insurance Company Limited, Ground Floor &amp; Upper Basement, Unit No. 1A &amp; 2A, Raheja Tipco Plaza, Rani Sati Marg, Malad (East), Mumbai-400097</p> <p>The concerns of senior citizens will be resolved on priority ensuring there is a speedy disposal of the grievances.</p> <p>For more details please refer to the “Grievance Redressal” section on <a href="http://www.iciciprulife.com">www.iciciprulife.com</a>.</p> <ul style="list-style-type: none"> <li>• IRDAI/(IGMS/Call Centre): If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details: IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: <b>155255 (or) 1800 4254 732</b> Email ID: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a></li> </ul>	Part G

		<p>You can also register your complaint online at <a href="https://igms.irda.gov.in">igms.irda.gov.in</a></p> <p>Address for communication for complaints by fax/paper:  Consumer Affairs Department  Insurance Regulatory and Development Authority of India  Survey No. 115/1, Financial District,  Nanakramguda, Gachibowli,  Hyderabad, Telangana State – 500032</p> <p>Ombudsman list: Please refer to the policy document (Part G) under the section under the ‘Specimen Policy Document’ available at  <a href="https://www.icicprulife.com/services/download-centre.html">https://www.icicprulife.com/services/download-centre.html</a></p> <p>This is subject to change from time to time. Refer  <a href="https://www.icicprulife.com/services/grievance-redressal.html">https://www.icicprulife.com/services/grievance-redressal.html</a> for more details.</p>	
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Note: In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.

Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date