

**CUSTOMER INFORMATION SHEET/KNOW
YOUR POLICY**

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

Sl No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Name of Insurance Product and Unique Identification Number (UIN)	ICICI Pru Immediate Annuity UIN: <UIN Immediate Annuity>	Certificate of Insurance schedule
2	Policy number	<Member policy number>	Certificate of Insurance schedule
3	Type of Insurance Policy	ICICI Pru Immediate Annuity - A Non-Participating Non-Linked Single Premium, Group , Savings Immediate Annuity Plan	Certificate of Insurance schedule
4	Basic Policy details	Annuity Option chosen : <Annuity Option> Purchase Price: <Rs. xxxxx> Purchase Price (Including Taxes: <Rs. xxxxx>	Certificate of Insurance schedule
5	Policy Coverage/benefits payable	Benefits payable on maturity- Not Applicable Benefits payable on death- Purchase Price is payable on death of the Annuitant. The size of Purchase price(Benefit) and when the benefit is payable depends on the annuity option chosen. For more information, refer to Clause 22 of certificate of insurance. Surrender benefits- Surrender of Member policy by a member/annuitant shall be allowed only for options with return of Purchase Price under the circumstances mentioned below: i.For Life Annuity with Return of Purchase Price on Critical illness (CI) or Permanent Disability due to accident (PD) or Death annuity option, if the annuitant is	Clause 22,23

		<p>diagnosed with any of the critical illnesses mentioned in Clause 22.8 of certificate of insurance beyond the age of 80 years. For other annuity options with return of Purchase Price, if either of the annuitant(s) is diagnosed with any of the critical illnesses mentioned in in Clause 22.8 of certificate of insurance.</p> <p>ii.If the Primary Annuitant/Secondary Annuitant is shifting to another country permanently as evidenced in their visa or citizenship documents.</p> <p>For more information related to surrender, refer to Part D, Clause 2 of policy document.</p> <p>Survival Benefits excluding that payable on maturity-</p> <p>1.This is a Single Premium product. The Master Policyholder shall intimate to the Company in writing the Annuity Option selected and the frequency elected by the Member to whom the benefits becomes payable.</p> <p>2. The annuity payable to the Member shall be basis the annuity rates prevailing at the time of payment of Purchase Price by the Master Policyholder, frequency and annuity option as opted for by the Member</p> <p>Options to policyholders for availing benefits, if any, covered under the policy- Not Applicable</p> <p>Other benefits/options payable, specific to the policy, if any- Not applicable</p>	
6	Options available (in case of Linked Insurance Products)	Not Applicable	

7	Option available (in case of Annuity product)	Not Applicable	
8	Riders opted, if any		
9	Exclusions (events where insurance coverage is not payable), if any	Not applicable	
10	Waiting /lien Period, if any	Not applicable	
11	Grace Period	Not applicable	
12	Free Look Period	30 days For more information, Clause 28 of certificate of insurance	Clause 28
13	Lapse, paid-up and revival of the Policy	Not applicable	
14	Policy Loan, if applicable	Not applicable	
15	Claims/Claims Procedure	<p>Turn around Time – For TAT details for death claim refer to https://www.icicprulife.com/contact-us/our-services-turn-around-times.html</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 claimsupport@icicprulife.com</p> <p>The claim form can be downloaded from the following links: Digital Claim Form Link: https://buy.icicprulife.com/buy/Claim-Intimation.htm?execution=e2s1 Physical Claim Form Link:</p>	

		<p>https://www.iciciprulife.com/insurance-library/life-insurance-claims-related-faqs.html#linked_content</p> <p>For information on documents required to process claims, please refer to the policy document (Part F, Clause 11) under the section 'Specimen Policy Document' available on our website at https://www.iciciprulife.com/services/download-centre.html</p>	
16	Policy Servicing	<p>Turn around Time – For TAT details for policy servicing - refer to https://www.iciciprulife.com/contact-us/our-services-turn-around-times.html</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: www.iciciprulife.com.</p> <p>Alternatively, You may communicate with Us at any of our branches or the customer service helpline number 18002660 or email at lifeline@iciciprulife.com. For updated contact details, We request You to regularly check Our website.</p>	
17	Grievances /Complaints	<p>i. Grievance Redressal Officer:</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 gro@iciciprulife.com or 18002660.</p> <p>Address: ICICI Prudential Life Insurance Company Limited, Ground Floor & Upper Basement,</p>	Clause 35

Unit No. 1A & 2A, Raheja
Tipco Plaza,
Rani Sati Marg, Malad
(East),
Mumbai-400097

The concerns of senior citizens will be resolved on priority ensuring there is a speedy disposal of the grievances.

For more details please refer to the "Grievance Redressal" section on www.icicprulife.com.

- **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: **155255 (or) 1800 4254 732**

Email ID: complaints@irdai.gov.in

You can also register your complaint online at igms.irda.gov.in

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

Ombudsman list: Please refer to the policy document (Part G) under the section under the 'Specimen Policy Document' available

		at https://www.icicprulife.com/services/download-centre.html This is subject to change from time to time. Refer https://www.icicprulife.com/services/grievance-redressal.html for more details.	
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Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date