

## CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

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

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Name of the Insurance Product and Unique Identification Number	ICICI Pru Sarv Jana Suraksha-Micro Insurance Plan UIN: 105N081V06	Policy Schedule
2	Policy Number / Application number		Policy Schedule
3	Type of Insurance Policy	A Non Participating, Non-Linked, Life Individual Pure Risk Micro Insurance Plan	Policy Schedule
4	Basic Policy details	Premium Instalment (in ₹): _____ (excluding taxes) Mode of premium payment - _____ Sum Assured on Death - _____ Premium payment Term - _____ years Policy Term - _____ years	Policy Schedule
5	Policy Coverage/ Benefits payable	Benefits payable on death Death Benefit is highest of <ul style="list-style-type: none"> <li>• 125% of Single premium</li> <li>• Sum Assured for more details refer Part C, Clause 1</li> </ul> Benefits payable on surrender Unexpired risk premium value, if any, will be payable, if You voluntarily terminates the policy during the Policy Term. For more details refer, Part D, Clause 2.	Policy Part D, Clause 2
6	Exclusions (events where insurance coverage is not payable), if any	If the Life Assured, whether sane or insane, commits suicide within 12 months from the date of commencement of risk of this Policy, We will refund higher of 80% of the total premiums paid or unexpired risk premium value, as available on the date of death, provided the Policy is in force.	Policy Schedule, Part F, Clause 11
7	Grace period	Not applicable	
8	Free Look Period	30 days	Policy Schedule, Part D, Clause 1
9	Claims/ Claims Procedure	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>  For any assistance on Claims, you can call Us on 1800-2660 (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>  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>  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>  For information on documents required to process claims, please refer to the policy document (Part F, Clause 10) 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>	Part G

Sr. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
10	Policy Servicing	<p>Turn around Time – For TAT details for policy servicing - refer to <a href="https://www.icicprulife.com/contact-us/our-services-turn-around-times.html">https://www.icicprulife.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 1800-2660 or visit Our website: <a href="http://www.icicprulife.com">www.icicprulife.com</a>.</p> <p>Alternatively, You may communicate with Us at any of our branches or the customer service helpline number 1800-2660 or email at <a href="mailto:lifeline@icicprulife.com">lifeline@icicprulife.com</a>. For updated contact details, We request You to regularly check Our website.</p>	Part G
11	Grievances/ complaints	<p><b>i. Grievance Redressal Officer:</b> 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@icicprulife.com">gro@icicprulife.com</a> or 1800-2660. 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>For more details please refer to the “Grievance Redressal” section on <a href="http://www.icicprulife.com">www.icicprulife.com</a>.</p> <p>• 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>15255 (or) 1800 4254 732</b> Email ID: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a> You can also register your complaint online at <a href="http://igms.irda.gov.in">igms.irda.gov.in</a> 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>	Part G

Declaration by the Policyholder

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

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

Place: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
Signature of the Policyholder



**ICICI PRU LIFE**  
**Sarv Jana Suraksha**  
(Non-Participating Non-Linked Life Individual  
Pure Risk Micro Insurance Plan)

## Acknowledgement

Declaration by the Policyholder

I have received the Customer Information Sheet containing the policy details

Place

Date

\_\_\_\_\_  
Signature of the Policyholder