

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 (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 Super Protect - Life UIN: 105N180V02	Policy Schedule
2	Application number/ Policy Number	<Member policy number>	Policy Schedule
3	Type of Insurance Policy	ICICI Pru Super Protect – Life – A Non-Participating, Non- linked Group Term Insurance Plan.	Certificate of Insurance
4	Basic Policy details	Sum Assured<<>> Total Premium Amount<> Policy Term << Months>> Premium Payment Term <<Months>> Date of Termination of Cover<>	Certificate of Insurance
5	Policy Coverage/benefits payable	Benefits payable on maturity- Not Applicable Benefits payable on death- This is equal to the base Death Sum Assured chosen by the member at cover inception and is payable on death of the member. On payment of this amount, member's cover will terminate and all rights, benefits and interests under the member's cover will stand extinguished. Surrender benefits- In case the Master Policyholder voluntarily terminates the Master Policy, the cover shall continue for the insured members up to the end of the coverage term, and the member shall have an option to voluntarily terminate the cover except where premium is paid by the Master Policyholder. Survival Benefits excluding that payable on maturity- Not applicable	Certificate of Insurance Clause 3,6
6	Options available (in case of Linked	Not applicable	

	Insurance Products)		
7	Option available (in case of Annuity product)	Not applicable	
8	Riders opted, if any	Not applicable	
9	Exclusions (events where insurance coverage is not payable), if any	<p>Suicide- In case of death due to suicide within 12 months from the risk commencement date of the member cover or from the date of revival of the member cover, as applicable, the nominee or beneficiary of the Life Assured shall be entitled to an amount which is 80% of the total premiums paid till the date of death, provided the member cover is in force.</p> <p>Exclusions for optional benefits mentioned in Certificate of Insurance Addendum.</p>	Certificate of Insurance Clause 7
10	Waiting /lien Period, if any	<p>No waiting period / pre-existing condition will apply for death benefit</p> <p>Waiting for other optional benefits mentioned in Certificate of Insurance Addendum</p>	
11	Grace Period	<p>15 Days – Monthly frequency of premium payment</p> <p>30 Days- Quarterly and Half- Yearly frequency of premium payment.</p> <p>For more information, clause 7</p>	Certificate of Insurance Clause 4
12	Free Look Period	<p>30 days</p> <p>For more information, refer Part D, clause 1</p>	Certificate of Insurance Clause 1
13	Lapse, paid-up and revival of the Policy	<p>Revival- For Regular Pay option - application for member revival can be made through the Master Policyholder within 5 years from the due date of the first unpaid premium and before the end of coverage term. Revival will be based on the prevailing Board approved underwriting policy and guidelines framed thereunder.</p> <p>Lapse</p> <p>If any premium instalment is not paid within the grace period, then the member cover/ policy shall lapse, and the member cover/ policy will</p>	Certificate of Insurance Clause 5

		cease. If the member cover/policy is not revived within the revival period, then the member cover/ policy shall foreclose without any value and all rights and benefits under the member cover/ policy shall be extinguished.	
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</p> <p>Physical Claim Form Link: https://www.icicprulife.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.icicprulife.com/services/download-centre.html</p>	Certificate of Insurance Clause 8
16	Policy Servicing	<p>Turn around Time – For TAT details for policy servicing - refer to https://www.icicprulife.com/contact-us/our-services-turn-around-times.html</p> <p>For any clarification or assistance, You may contact Our advisor or call Our</p>	Part G, Clause 1

		<p>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.icicprulife.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@icicprulife.com. For updated contact details, We request You to regularly check Our website.</p>	
17	<p>Grievances /Complaints</p>	<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@icicprulife.com or 18002660.</p> <p>Address: ICICI Prudential Life Insurance Company Limited, Ground Floor & Upper Basement, Unit No. 1A & 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 www.icicprulife.com.</p> <ul style="list-style-type: none"> • 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 	<p>Part G, Clause 1</p>

	<p>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</p> <p>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</p> <p>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</p> <p>This is subject to change from time to time. Refer https://www.icicprulife.com/services/grievance-redressal.html 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