

CITIZEN'S CHARTER BASIC SERVICE STANDARDS

Sr. No.	Type of Pay-out or Service request	Maximum Processing TAT
Policy Servicing – Servicing requests not involving a payout		
1	Decision on Revival after receipt of all requirements/ Reinstatement and communication of decision	7 Days from receipt of all requirement
2	Change of <ul style="list-style-type: none"> Name, address and contact details Nomination Appointee, Policy details (sum assured / premium / rider) Premium Frequency 	7 Days from receipt of request
3	Assignment of Policy	
4	Issuance of duplicate policy document	
5	Fund Switch, top-up	
6	Premium Redirection	
7	Request for duplicate premium receipts, Premium Paid Certificates, unit statements or policy account statement	
8	Alteration in ORIGINAL POLICY CONDITIONS (where applicable)	
9	Inclusion of new member in case of group policy	
10	Acknowledgement of service request	Immediately
Policy Servicing – Requests for Payouts		
11	<ul style="list-style-type: none"> Surrender Partial Withdrawal Free Look Cancellation Cover Cancellation Policy Loan 	7 days from receipt of request
12	Policy Deposit Refund / Excess Policy Deposit Refund	7 days
13	Refund of Policy Deposits paid along with a Revival / reinstatement request if such request is declined or postponed or where requirement is not fulfilled	7 days
14	Maximum waiting period for processing request to revive a policy *	45 days from cashiering date
New Business – Payouts		
15	Refund of Proposal Deposits *	Within 7 days from the date of Underwriting decision on the proposal / issuance of a policy
16	Refund of payment if Proposal for POS product is not accepted	Within 7 days from the date of the decision.
New Business – Servicing requests not involving a payout		
17	Processing of Insurance Proposal and seeking Requirements or clarifications on details given in the proposal form	7 days from receipt of proposal form
18	Decision of proposals from the date of receipt of proposal or from the date of receipt of additional requirement whichever is later / renewal of group policies and communication of decisions - Requirements or Issuance of Policy	7 days
19	Furnishing a copy of the policy document to the policyholder along with proposal form	Within 15 days of acceptance of the proposal
20	Maximum waiting period for a proposal to be processed *	45 days from the date of First cashiering of proposal deposit
21	Post policy issuance service requests regarding errors in the policy document	Within 7 days of receipt of request
21	POS Products and Non POS Products sourced by POSP Channels:- Underwriting acceptance of risk and communication of acceptance or otherwise to the consumer	4 working days from the date of collection of proposal at the point of sale

CITIZEN'S CHARTER BASIC SERVICE STANDARDS

Sr. No.	Type of Pay-out or Service request	Maximum Processing TAT
Claim Payouts		
23	Survival Benefit	On due date
24	Maturity of Non Linked Products Other than Pension	On due date
25	Maturity of Pension products and Unit Linked Insurance Products *+	On due date
26	Annuity payouts	On due date
27	Death Claim Non investigated	15 days from the date of intimation of claim
28	Death Claim – Investigated claims	Within 45 days from the date of intimation of claim
29	Health Claims	15 days from the date of intimation of claim
30	Death claims under Group Fund Policies	15 days from the date of intimation of claim
Auto action by the insurer		
31	Premium due intimation Policy payments information (survival benefits, maturity benefits etc)	One month before due date
32	Acknowledgement on premium collection	Immediately
Complaints		
33	Acknowledgement of complaints	Immediately
34	Seek and obtain further details, if any, from the complainant (permitted only once)	7 days
35	Action on complaint & intimation of the decision to the complainant	14 days
36	If complaint is not resolved communicate the details to the policyholder of options including referring complaints to ombudsman	14 days from original date of receipt of complaint

Note:

* Adherence would be ensured with Regulations, Circulars and clarifications issued by IRDAI from time to time and industry best practices.

+ In case of ULIP Maturity, NAV effective date shall be due date and payment shall be made next day.

Toll-free No.: 1800 267 9090 (Customer Service Timing: 24X7) | **NRI Helpline No. :** +91 22 6928 9090 (Customer Service Timing: 24X7)

Trade logo displayed above belongs to State Bank of India and is used by SBI Life under license. SBI Life Insurance Company Limited. Registered and Corporate Office: Natraj, M. V. Road & Western Express Highway Junction, Andheri (East), Mumbai - 400 069. | **IRDAI Regn. No. 111** | CIN L99999MH2000PLC129113 | SMS 'LIBERATE' to 56161 | Email: info@sbilife.co.in | Web: www.sbilife.co.in

SBI LIFE TAT – Ver 1.0 – 2025-26