

CITIZEN'S CHARTER BASIC SERVICE STANDARDS

Sl	Service	Maximum Processing TAT in days
New Business		
1	Processing of Insurance Proposal and seeking Requirements or clarifications on details given in the proposal form	7 days details given in the proposal form
2	Decision of proposals from the date of receipt of proposal or from the date of receipt of additional requirement whichever is later	7 days
3	Inclusion of New member in case of group policy Renewal of group policies and communication of decisions	7 days
4	Furnishing a copy of the policy document to the policyholder along with proposal form	Within 15 days of acceptance of the proposal
5	Post policy issuance service requests regarding errors in the policy document	Within 7 days of receipt of request
6	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
7	Refund of Proposal deposit	Within 7 days from the date of Underwriting decision on the proposal / issuance of a policy
8	Refund of payment if Proposal for POS product is not accepted	Within 7 days from the date of the decision
Policy Servicing requests not involving a payout		
9	Decision on Revival after receipt of all requirements	7 Days
10	Change of address and/or contact details Change of Nomination Assignment of Policy Issue of Premium Paid Certificate Issuance of duplicate policy document Change in Premium Frequency Change in policy details (Sum Assured / premium / rider) Fund Switch, Top-up Premium Redirection Alteration in ORIGINAL POLICY CONDITIONS (where applicable)	7 Days from receipt of request
11	Premium Due Intimation Policy Payments Information (Survival Benefit, Maturity Benefit, etc)	One month before due date
12	Acknowledgement of a service request	Immediately
13	Acknowledgement on premium collection	Immediately
Policy Servicing requests for a payout		
14	Surrender / Partial Withdrawal / Free Look Cancellation / Deposit Refund / Cover Cancellation / Policy Loan	7 days
15	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
Claim Payouts		
Death & Health Claims		
16	Death Claims – Non Investigated	15 days from the date of intimation of claim
17	Death Claims – Investigated	Within 45 days from the date of intimation of claim
18	Health Claims	15 days from the date of intimation of claim
19	Maturity Benefits	On due date or 5 days from the receipt of last necessary document
20	Annuity payouts	
21	Refunds due to Termination of Lapsed policies	
22	Survival Benefit	On due date
Grievance Redressal		
23	Acknowledge a grievance	Immediate
24	Seek and obtain further details, if any, from the complainant (permitted only once)	7 days
25	Action on complaint & intimation of the decision to the complainant	14 days
26	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: Turnaround times shall be reckoned from the Company's next working day if the due date of payment happens to be a holiday.

SBI Life Insurance Company Limited and SBI are separate legal entities

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS

IRDAI or its officials do not involve in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.

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SBI Life TAT - Ver. 1.0 – 2024-25