## Customer Information Sheet

This document provides key information about Your Base Policy. You are also advised to go through Your Policy Document.

| **Sl. No.** | **Title** | **Description in Simple Words** ***(Please refer to applicable Base Policy Clause Number in next column)*** | **Policy Clause Number** |
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| 1. | Name of the Insurance Product and Unique Identification Number (UIN) | SBI Life – Smart Lifetime Saver (UIN: 111N136V02) | Part A, Welcome Letter |
| 2. | Policy Number | << as allotted by system >> | Policy Schedule, 1 |
| 3. | Type of Insurance Policy | SBI Life – Smart Lifetime Saver is an Individual, Non-Linked, Participating (PAR), Whole Life Insurance Savings Product | Cover Page |
| 4. | Basic Policy Details | • Instalment Premium: << as allotted by system >><br>• Premium Payment Frequency: << as allotted by system >><br>• Basic Sum Assured: << as allotted by system >><br>• Sum Assured on Death :<< as allotted by system>><br>• Guaranteed Survival Benefit:<br><<For 31- 60 payouts<br>Rs << >> payable Annually for 1st 30 payouts<br>Rs << >> payable Annually for next 30 payouts or till maturity, whichever is earlier.>><br><<For 61- 91 payouts<br>Rs << >> payable Annually for 1st 30 payouts<br>Rs << >> payable Annually for next 30 payouts<br>Rs << >> payable Annually till maturity.>><br>• Guaranteed Sum Assured on Maturity: << as allotted by system>><br>• Premium Payment Term: << as allotted by system >><br>• Policy Term: << as allotted by system>> | Policy Schedule |
| 5. | Policy Coverage/Benefits Payable | **<u>Maturity Benefit:</u>** In case the Life Assured survives till the end of Policy Term and the Policy is In-Force, Guaranteed Sum Assured on Maturity plus Terminal Bonus, if declared, is payable.<br>Additionally, Accumulated Deferred Survival Income, if any will be paid<br><br>**<u>Death Benefit:</u>**<br>In case of death of Life Assured during the Policy Term and provided Policy is In-Force, higher of the following will be payable<br>• Sum Assured on Death plus Guaranteed Survival Income, if any, plus Interim Non-Guaranteed Survival Income (Interim Cash Bonus), if declared, plus Terminal Bonus, if declared; Or<br>• 105% of Total Premiums Paid^ upto the date of death<br>Additionally, Accumulated Deferred Survival Income, if any will be paid | Part C (II) (4)<br><br>Part C (II) (2) |

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| | | Sum Assured on Death is Death Benefit Multiple multiplied by the Annualized Premium*<br>**Annualized Premium is the Premium amount payable in a year excluding taxes, Rider Premiums, underwriting extra Premiums and loadings for modal Premiums.*<br><br>*^Total Premiums Paid means total of all the Premiums Paid, under the base product, excluding any extra Premium and taxes, if collected explicitly.*<br><br>**<u>Survival Benefit:</u>**<br>Non-Guaranteed Survival Income (Cash Bonus): On survival till the end of 7th Policy Year and if the Base Policy is In-Force, Non-Guaranteed Survival Income (Cash Bonus) will be paid annually till death, Surrender or maturity, whichever is earlier.<br><br>Guaranteed Survival Income: On survival till the end of Premium Payment Term and if the Base Policy is In-Force, Guaranteed Survival Income will be paid annually till death, Surrender or maturity, whichever is earlier.<br><br>**<u>Surrender Benefits:</u>**<br>The Policyholder can surrender the In-Force Policy or Paid-up Policy at any time during the Policy Term provided one full Policy Year's Premium(s) has been paid. The Surrender Value payable will be higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV). On payment of applicable Surrender Value the Policy will be terminated.<br><br>Please refer Non-forfeiture benefits of the Policy Document.<br><br>**<u>Other benefit/options payable, specific to the Base Policy, if any</u>**:<br>Auto Cover Period is applicable for Base Policy if at least first 2 Policy Year's Premium are paid but subsequent Premiums are not paid.<br><br>Please refer Part C of the Policy Document. | Part C (II) (3)<br><br>Part C (II) (9.2)<br><br>Part C (II) (5) |
| 6. | Riders opted, if any | Rider Name & UIN: << NA/as allotted by system >><br><<If only Option A is selected:<br>Option A: Accident Death Benefit (AD Benefit)– In case of Accidental Death of the Life Assured, provided the rider is in-force, Rider Sum Assured for AD Benefit payable as per terms and conditions of the rider >><br><<If only Option B is selected:<br>Option B: Accidental Partial Permanent Disability Benefit (APPD Benefit)– In case of Accidental Partial Permanent Disability of the Life Assured, provided the rider is in-force, the Rider Sum Assured for APPD Benefit is payable as per terms and conditions of the rider>><br><<If both Option A & B is selected:<br>Option A: Accident Death Benefit (AD Benefit)– In case of Accidental Death of the Life Assured, provided the rider is in-force, Rider Sum Assured for AD Benefit payable as per terms and conditions of the rider<br>Option B: Accidental Partial Permanent Disability Benefit (APPD Benefit)– In case of Accidental Partial Permanent Disability of the Life Assured, provided the rider is in-force, the Rider Sum Assured for APPD Benefit is payable as per terms and conditions of the rider>> | Part C (II) (6) |

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| | | <<If SBI Life – Waiver of Premium Rider is selected:<br>SBI Life – Waiver of Premium Rider - In case of Death, diagnosis of Specified Critical Illnesses or Accidental Total Permanent Disability of the Proposer of the Base Policy, as applicable, provided the rider is in-force, All Future Premiums payable will be waived off >><br><br>For more details on Rider exclusions, terms & conditions, kindly read rider document carefully | |
| 7. | Exclusions (events where insurance coverage is not payable), if any. | Suicide Exclusion: In case of death due to suicide within 12 months from the Date of Commencement of Risk or from the Date of Revival, as applicable, We will not pay the Death Benefit and the Claimant shall be entitled to the higher of 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death, provided the Base Policy is In-Force. | Part C (II) (15) |
| 8. | Grace Period | 30 days from the due date for the payment of premium for yearly and half-yearly mode and 15 days for monthly mode. | Part C (II) (7) |
| 9. | Free Look Period | 30 days | Part C (IV) (1) |
| 10. | Lapse, Paid-Up and Revival of the Policy | **Lapse**<br>If You do not pay the Premium in full for the first Policy Year, then the Base Policy and all Riders will Lapse immediately and automatically on the expiry of the Grace Period.<br>All the benefits under the Base Policy shall cease and no benefit shall be payable under the Base Policy.<br><br>**Paid-Up**<br>If You have paid Premium for at least first full Policy Year, but have not paid any subsequent Premium on the expiry of the Grace Period, then the Base Policy will immediately and automatically become Reduced Paid-Up on the expiry of the Grace Period.<br><br>Please refer Non-forfeiture benefits of the Policy Document.<br><br>**Revival**<br>If Premiums are not paid within the Grace Period and the Base Policy is not surrendered, the Base Policy may be revived with or without Rider for full benefits within the Revival Period of five consecutive complete years from the date of the first unpaid Premium on payment of all overdue Premiums with interest. | Part C (II) (8)<br><br>Part C (II) (9.1)<br><br>Part C (II) (10) |
| 11. | Policy Loan, if applicable | Loans will be available, subject to maximum of 50% of the Surrender Value acquired as on the date of availing the Policy Loan, during the Policy Term. | Part C (II) (12) |
| 12. | Claims/Claims Procedure | • Turn Around Time (TAT) for claims settlement and brief procedure: https://www.sbilife.co.in/services -> Download Turn Around Times pdf<br>• Helpline/Call Centre Number<br>o Toll free no.: 1800 267 9090 (Customer Service Timing: 24X7)<br>o NRI Helpline No.: +91-22 6928 9090 (Customer Service Timing: 24X7)<br>• Our Contact Details:<br>SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower | Part C (III) |

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| | | 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6000 Email : claims@sbilife.co.in. Senior citizens can also write to Us on claims.seniorcitizen@sbilife.co.in<br><br>• Link for downloading claim form and list of documents required including bank account details. https://www.sbilife.co.in/customer-services/download-centre/claim-forms<br><br>For details, please refer the Claims section of the policy document | |
| 13. | Policy Servicing | • Turn Around Time (TAT): https://www.sbilife.co.in/services -> Download Turn Around Times pdf Helpline/Call Centre Number<br>o Toll free no.: 1800 267 9090 (Customer Service Timing:24X7).<br>o NRI Helpline No.: +91-22 6928 9090 (Customer Service Timing: 24X7)<br>• Our Contact Details: For any information/ clarification, please contact: Your local SBI Life service branch: <<SBI Life branch address>><br>• Link for downloading applicable forms and list of documents required including bank account details. Various forms are available on SBI Life Website: https://www.sbilife.co.in/customer-services/download-centre/policy-servicing-forms | Part C (II) (14) |
| 14. | Grievances /Complaints | • Contact details of Grievance Redressal Officer: SBI Life Insurance Company Limited Central Processing Centre<br>7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40,<br>Seawoods, Nerul Node, Navi Mumbai - 400706<br>Telephone No. 022-6645 6200<br>**Email** - wecare@sbilife.co.in<br>Senior citizens can also write to Us on wecare.seniorcitizen@sbilife.co.in<br>• Link for registering the grievance with Our portal: https://www.sbilife.co.in/grievances<br>• Contact details of Ombudsman: https://cioins.co.in/ombudsman | Part C (V) |

Declaration by the Policyholder

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

Place:
Date:
(Signature of the Policyholder)

Note:

i. Product related documents including the Customer Information sheet are available on Our website www.sbilife.co.in.
ii. In case of any conflict, the terms and conditions mentioned in the Policy Document shall prevail.