

An Individual, Non-Linked, Non-Participating, Life Insurance, Pure Risk /Savings Product with Return of Premium

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

Sl. No.	Title	Description in Simple Words (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	SBI Life – eShield Insta << as allotted by system >>	Part A, Welcome Letter
2.	Policy Number	<< as allotted by system >>	Policy Schedule, 1
3.	Type of Insurance Policy	SBI Life – eShield Insta is an Individual, Non - Linked, Non-Participating, Life Insurance, Pure Risk / Savings Product with Return of Premium	Cover Page
4.	Basic Details Policy	<ul style="list-style-type: none"> Plan Option Chosen: <<as allotted by system>> Instalment Premium: << as allotted by system >> Mode of Premium Payment: << as allotted by system Yearly/Monthly >> Sum Assured: << as allotted by system >> Sum Assured on Maturity: <ul style="list-style-type: none"> ○ Plan A: Pure Term Insurance - Nil ○ Plan B: Term Insurance with Return of Premium - 100% of Total Premiums Paid[^] Premium Payment Term: << as allotted by system >> Policy Term: << as allotted by system>> <p>[^]Total Premiums Paid means total of all the Premiums Paid under the base product, excluding any extra Premium and taxes, if collected explicitly.</p>	Policy Schedule
5.	Policy Coverage/Benefits Payable	<p><u>Maturity Benefit:</u> Plan A: Pure Term Insurance - There is no maturity benefit under this option. Plan B: Term Insurance with Return of Premium – In case the life assured survives till the end of Policy Term and the Policy is In-Force, then 100% of Total Premiums Paid[^] will be payable.</p> <p><u>Death Benefit:</u> Death Benefit for In-Force Policies: In case of death of Life Assured during the Policy Term and provided Policy is In-Force, Sum Assured on Death will be payable as lump sum which is Higher of <ul style="list-style-type: none"> • 11 times the Annualized Premium*, or • Sum Assured, or • 105% of the Total Premiums Paid[^] up to the date of death </p> <p>*Annualized Premium is the Premium amount payable in a year excluding taxes, rider Premiums, underwriting extra Premiums and loadings for modal Premiums.</p> <p><u>Surrender Benefits:</u></p>	Part C Clause II – 4 Part C Clause II – 2 Part C Clause II – 7.2

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		<p>Plan A: Pure Term Insurance - No surrender benefit is available under this option.</p> <p>Plan B: Term Insurance with Return of Premium - The Policyholder can surrender the policy at any time during the Policy Term provided one full year's premium has been paid. On surrender, policy will be terminated and surrender value, if any will be payable.</p> <p>Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV), whichever is higher, will be payable as Surrender Value.</p>	
6.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide Exclusion: In case of death due to suicide within 12 months from the date of commencement of risk under the Policy or from the date of Revival of the Policy, as applicable, the Nominee or beneficiary of the Policyholder shall be entitled to 80% of the Premium paid or 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 Policy is In-Force.</p>	Part C Clause II – 12
7.	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 Clause II – 5
8.	Free Look Period	30 days.	Part C Clause IV – 1
9.	Lapse, Paid-Up and Revival of the Policy	<p>Lapse</p> <p>Plan A: Pure Term Insurance - Is the status of the Policy if due Premiums have not been paid within the Grace Period.</p> <p>Plan B: Term Insurance with Return of Premium - Is the status of the Policy wherein the Policy has not acquired Surrender Value and the due Premiums have not been paid for at least the first Policy year in full.</p> <p>Paid-Up Value:</p> <p>Plan A: Pure Term Insurance - No Paid- Up benefit is available under this option.</p> <p>Plan B: Term Insurance with Return of Premium - If Premiums have been paid for at least one full Policy year and thereafter not paid, the Policy will acquire a Paid-Up status.</p> <p>Revival:</p> <p>Revival is the process of restoration of a Policy, which was discontinued due to the non-payment of Premium, by the Company with all the benefits mentioned in the Policy Document, with or without rider benefits if any, upon the receipt of all the Premiums due and other charges or late fee if any, during the Revival Period, as per the terms and conditions of the Policy, upon being satisfied as to the continued insurability of the insured or Policyholder on the basis of the information, documents and reports furnished by the Policyholder, in accordance with Board approved underwriting Policy/ies.</p>	Part C Clause II – 6 Part C Clause II – 7.1 Part C Clause II – 8
10.	Policy Loan, if applicable	<p>Plan A: Pure Term Insurance - No Policy Loan is available under this option.</p> <p>Plan B: Term Insurance with Return of Premium - Loans will be available under this option, subject to maximum of 50% of the</p>	Part C Clause II – 9

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		Surrender Value acquired as on the date of availing the Policy Loan, during the Policy Term.	
11.	Claims/Claims Procedure	<ul style="list-style-type: none"> Turn Around Time (TAT) for claims settlement and brief procedure: Download 'Turn Around Times' pdf">https://www.sbilife.co.in/en/services->Download 'Turn Around Times' pdf Helpline/Call Centre Number: <ul style="list-style-type: none"> Toll free no.: 1800 267 9090 (Customer Service Timing:24X7). Our Contact details : <p>SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6000 Email : claims@sbilife.co.in</p> Link for downloading claim form and list of documents required including bank account details. https://www.sbilife.co.in/en/services/download-center/claim-forms <p>For details, please refer the Claims section of the Policy Document.</p>	Part C Clause III
12.	Policy Servicing	<ul style="list-style-type: none"> Turn Around Time (TAT): Download 'Turn Around Times' pdf">https://www.sbilife.co.in/en/services->Download 'Turn Around Times' pdf Helpline/Call Centre Number: <ul style="list-style-type: none"> Toll free no.: 1800 267 9090 (Customer Service Timing:24X7). Our Contact Details: For any information/ clarification, please contact: Your local SBI Life service branch: <<SBI Life branch address>> 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/en/services/download-center/policy-servicing-forms 	Part C Clause II – 11
13.	Grievances /Complaints	<ul style="list-style-type: none"> Contact details of Grievance Redressal Officer: SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6200 Email - wecare@sbilife.co.in Link for registering the grievance with Our portal: https://www.sbilife.co.in/en/grievances Contact details of Ombudsman: https://cioins.co.in/ombudsman 	Part C Clause V

Declaration by the Policyholder

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

Part A**SBI Life – eShield Insta** (UIN: 111N141V02)**An Individual, Non-Linked, Non-Participating, Life Insurance, Pure Risk /Savings Product with Return of Premium**

Place:

Date:

(Signature of the Policyholder)

Note:

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