

Subject: Relief to Policy Holders affected due to floods in Kerala & Karnataka States

The unprecedented natural calamity in States of Kerala/Karnataka has resulted in large number of deaths and human suffering.

As a compassionate Life Insurer, it is our endeavour to ensure smooth policy servicing and hassle free settlement of Death Claims and Living benefits for SBI Life Policyholders affected in the said devastation.

1. Renewal Premium Payments & Revival of policies

Full interest Waiver shall be provided on payment of due premiums under lapsed policies if premiums are paid by 31st Oct 2018

2. Settlement of Death Claims

A. Treatment of early claims

If the death claim or disability claim during the period of flood the claim will be treated as non-early claim, irrespective of the duration of the policy. Hence, we may waive the following requirements:-

- a) Original Policy Document till 10 Lakhs Sum Assured. Same will be processed on the basis of indemnity letter.
- b) Grace period for premium falling due for the months of August and September will be extended for a further period of 30 days over and above the grace period applicable for the policies
This measure is directed to help in those claims which may occur during the period of the calamity or immediately after it in the same months.
- c) Waiver of title requirement will be decided on case to case basis.

B. Proof of death

Proof of death can be submitted in the form of certificate issued by any Government Machinery, wherever available and the same may be accepted. Such evidence may be in the form of

- a) Entry in the register of births and deaths
- b) Panchanama.
- c) Police Inquest Report
- d) Post Mortem Report
- e) List published by State Government or Municipal Authority or any authority recognised by State/Central Government including persons missing or any compensation paid on account of presumed death during the calamity.

3. Living Benefit (Maturity Claim, Survival Benefit, Annuity)

For Living Benefit Claim as many policyholders of Kerala/Karnataka might have lost their original policy document, same will be processed on the basis of a simple declaration from policyholder for Sum Assured till 10 Lakhs. For annuity policies wherever Certificate of Existence end day is falling during August and September without insisting on Certificate of Existence, annuity can be released annuity due August/September for annuitants of Kerala/Karnataka subject to verification of the correct bank account details of the policyholder.

4. Nodal persons for Claims assistance

- a) The following special team members will assist speedy and hassle free settlement of claims. Victims of Flood affected areas can contact the following Officers 24 x 7 for any assistance or support for settlement of claims under SBI Life policies and/or PMJJBY claims.

Location	Contact Person	Landline Number	Mobile Number
ALAPPUZHA	Satheesh Kumar M G	0477-2238704	8129656111
KANNUR	Sivadas Varma	0497-2765388	9249965228
ERNAKULAM	Prashanth PR	9037001207	9947993300
KOLLAM	Aneesh Kumar T	0474-2769130	9567546982
KOTTAYAM	Ajesh S	0481-6451258	9961455898
KOZHIKODE	Praveesh Ravindran	0495-2766233	9745223122
MALAPPURAM	Joseph Francis	0493-3224802	9995527948
THIRUVANANTHAPURAM	Deepu S	0471-2578826	9349860424
THRISSUR	Ajeesh Puthukkudi	0487-2320380	9947541605
MAVELIKARA	Govinda R	0479-2344441	9288142566
PALAKKAD	Sudheer A	0491-2548201	9747733415
PATHANAMTHITTA	Manu M	0468-2321144	9946200471

- b) In addition to the above team members the claimants/policyholders can contact our Nodal Officers in the following numbers or can contact our toll free number **1800 22 9090** (between 9.00 a.m. to 9.00 p.m.) or Email us at keralaclaimshelp@sbilife.co.in or visit our nearest SBI Life Branch office

Details	State Nodal Officer 1	State Nodal Officer 2
Name	Girish G	Shiraj Pathan
Telephone No.	0471 - 2727215	0471 -2728688
Mobile No.	91 9847180943	91 9845382779
Email ID	girish.g@sbi-life.com	shiraj.pathan@sbi-life.com

- c) A Special Claims Cell formulated in CPC to ensure quick and prompt settlement of death claims and guide the claimants. The Special Claims Cell in CPC will review the Claim documents received from flood affected policyholders of Kerala and put up to the Competent Authority within the Company for waiver of the requirements based on the merits available.

5. Other measures related to servicing

a) **Simplified Duplicate policy issuance process till 31st Dec 2018**

- a. When approached for a duplicate policy, branches shall primarily suggest and process a Dematerialization (DEMAT) of the policies wherever feasible. Copy of the policy document shall be provided free of cost for DEMAT policies if requested.
- b. If duplicate policy is insisted upon or where dematerialization is NOT feasible, the duplicate policy shall be issued free of charge and based on a simple letter of indemnity after establishing the identity of the policyholder if the policyholder expressly mentions that the original policy has got lost in the floods or submits a mutilated policy document.
- c. Requirements for notarized indemnity bond, surety or news paper advertisement and copy of previous communications from SBI Life shall be waived
- d. Duplicate policy issuance shall be based on the recommendations of the Regional Operations Head

b) **Simplified Surrender / Last Terminated Refund (LTR) process till 31st Oct 2018**

- a. Surrender / LTR requests up to an amount of Rs. 10 Lakhs will be processed without original policy document on the basis of a letter of indemnity after establishing the identity of the policyholder for requests received till 31st Oct 2018.
- b. Walk in of the customer shall be mandatory while all other requirements for payout without OPD shall stand relaxed
- c. Payout under such cases will be mandatorily made into an account from which premium payments are received (first premium and/or renewal premiums)

c) **Simplified Free Look Cancellation (FLC) Processing**

- a. For policies where the FLC Period is ending on or after 15th Aug 2018, FLC requests received even after the end of the 15 day free look period shall be accepted if the FLC request is received by 31st Oct 2018
- b. OPD will not be insisted upon for FLC but payout will be mandatorily made into the bank account details provided in the proposal form

This special initiative is applicable only to SBI Life policyholders who are affected in Kerala Floods.

“However, SBI Life reserves the right to call for any requirement based on the merits of the case on a case to case basis to decide the claim”

Glossary:

Sr. No.	Abbreviation	Full Word(s)
1.	PMJJBY	Pradhan Mantri Jeevan Jyoti Bima Yojana
2.	CPC	Central Processing Centre
3.	DEMAT	Dematerialization (of Policy)
4.	LTR	Last Terminated Refund
5.	OPD	Original Policy Document
6.	FLC	Free Look Cancellation