

**CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY**

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

Sl. no.	Title	Description in Simple Words (Please refer to applicable Master Policy Clause Number in next column)	MPD Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	SBI Life – Group Micro Shield – SP (UIN: 111N137V02)	MPD Schedule
2.	Master Policy Number	<< as allotted by system >>	MPD Schedule
3.	Type of Insurance Policy	SBI Life - Group Micro Shield - SP, is a Group, Non-Linked, Non-Participating, Pure Risk, Micro Life Insurance Product.	MPD Schedule
4.	Basic Policy details	<ul style="list-style-type: none"> <li>Master Policyholder Name: &lt;&lt; as allotted by system &gt;&gt;</li> <li>Date of Commencement of Master Policy: &lt;&lt; dd/mm/yyyy&gt;&gt;</li> <li>Type of Scheme: &lt;&lt; Voluntary / Compulsory&gt;&gt;</li> <li>Options opted: &lt;&lt; Level Cover / Reducing Cover &gt;&gt;</li> <li>Type of Group: &lt;&lt; Employer-Employee/ Lender-Borrower / Other Non-Employer-Employee &gt;&gt;</li> <li>Instalment Premium: &lt;&lt; as allotted by system (excluding taxes)&gt;&gt;</li> <li>Mode of Premium payment: &lt;&lt; Single premium &gt;&gt;</li> <li>Sum Assured: &lt;&lt; as allotted by system &gt;&gt;</li> <li>Sum Assured on Maturity: Nil</li> <li>Policy Term &lt;&lt; 1 month to 120 months &gt;&gt;</li> </ul>	MPD Schedule
5.	Policy Coverage/benefits payable	<b>1. Death Benefit</b> 1.1. In the unfortunate event of death of the Insured Member or first death of any one of the Insured Members under a Joint Life cover, during the Cover Term, the Death Benefit will get paid out in lump sum and the cover of that Insured Member will cease. 1.2. The Death Benefit payable under this Master Policy: a. <b>Level Cover:</b> Sum Assured on Death equal to Sum Assured will be paid out and cover of the Insured Member will cease. b. <b>Reducing Cover (only in case of non-employer employee group with lender-borrower relationship):</b> Sum Assured on Death equal to the Sum Assured, reducing from the beginning of the 2nd policy month at Loan Interest Rate at the beginning of every policy month, as per the Loan Cover Schedule as specified in the Certificate of Insurance will be paid out and cover of the Insured Member will cease.	Part C Clause 3.1

		<p>In case of simultaneous death of both Insured Members in a Joint life cover, only one Death Benefit will be payable and the cover of both the Insured Members under the Master Policy will terminate. In case of Joint Life, post payout of Death Benefit (on the first death) the cover for surviving Insured Member will terminate and no benefits are payable thereafter.</p> <p>2. <b>Maturity Benefit:</b> We will not pay any benefit on the Cover End Date.</p> <p>3. <b>Surrender Benefits:</b> The Master Policy can be Surrendered any time during the Policy Term and We will pay Surrender Value in accordance with Part D of the Master Policy.</p> <p>4. <b>Options to Insured Members for availing benefits, if any, covered under the Master Policy:</b> The Master Policy provides for Level Cover and Reducing Cover. Reducing Cover is only applicable where the Master Policy is issued to non-employer employee group with lender-borrower relationship.</p>	<p>Part C Clause 3.2</p> <p>Part D Clause 8.1</p>
6.	Exclusions (events where insurance coverage is not payable), if any.	<p><b>Suicide claim provision</b></p> <ul style="list-style-type: none"> <li>In case of death of the Insured Member due to suicide, within 12 months from the Cover Start Date, We will not pay the Death Benefit and the Claimant shall be entitled to 80% of the total Premium paid till the date of death in respect of the Insured Member, or the Surrender Value, if any as on the date of death whichever is higher, provided the Insured Member's cover under the Master Policy/Certificate of Insurance is In-Force.</li> <li>The total Premium paid is total of the Premium paid for that Insured Member, excluding any extra Premium and taxes, if collected explicitly.</li> </ul>	Part D Clause 12.3
7.	Grace Period	Not applicable under this Master Policy.	Part C Clause 5.1
8.	Free Look Period	<p>In case, You/Insured Member do/does not agree with any terms and conditions of the Master Policy/Certificate of Insurance or otherwise, You/Insured Member have/has the option to cancel the Master Policy/Certificate of Insurance by sending a written request to the Company stating the reasons for objection within the Free Look Period of 30 days from the receipt of the Master Policy Document/Certificate of Insurance whether received electronically or otherwise.</p> <p>Upon Your/Insured Member's request and if no claim(s) has been made under the Master Policy/Certificate of Insurance, We shall refund the Premium paid by You/Insured Member for the Master Policy/Certificate of Insurance subject only to deduction of the proportionate risk Premium for the period of the cover, stamp duty charges and medical expenses (if any), irrespective of the reasons mentioned.</p> <p>Your/Insured Members' request for cancellation of this Master Policy/Certificate of Insurance must reach Your nearest SBI Life</p>	Part D Clause 12.2

		Office within a period of 30 days from the date of receipt of the Master Policy/Certificate of Insurance.	
9.	Lapse, Paid-Up and Revival of the Master Policy	<p><b><u>Lapse</u></b> Not applicable under this Master Policy.</p> <p><b><u>Paid-Up:</u></b> Not applicable under this Master Policy.</p> <p><b><u>Revival:</u></b> Not applicable under this Master Policy.</p>	<p>Part C Clause 6</p> <p>Part D Clause 9.1</p>
10.	Policy Loan, if any	Not applicable	Part D Clause 12.4
11.	Claims/Claims Procedure	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT) for claims settlement and brief procedure: <a href="https://www.sbilife.co.in/en/services">https://www.sbilife.co.in/en/services</a>-&gt;Download 'Turn Around Times' pdf</li> <li>• Toll free no.: 1800 267 9090 (Customer Service Timing:24X7).</li> <li>• Our Contact Details: SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) &amp; 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: <a href="mailto:claims@sbilife.co.in">claims@sbilife.co.in</a></li> <li>• Link for downloading claim form and list of documents required including bank account details. <a href="https://www.sbilife.co.in/en/services/download-center/claim-forms">https://www.sbilife.co.in/en/services/download-center/claim-forms</a></li> </ul> <p>List of documents required-</p> <ul style="list-style-type: none"> <li>• Policy document/Certificate of Insurance</li> <li>• Valid death certificate from municipal / local authorities</li> <li>• KYC documents of the Claimant</li> <li>• Valid bank account proof of the Claimant</li> <li>• Claimant's statement and claim forms in prescribed formats</li> <li>• Hospital records including discharge summary, etc, wherever applicable</li> <li>• Any other documents including post-mortem report, first information report where applicable</li> <li>• Any other document which SBI Life may call, if found necessary in support of the claim</li> </ul>	Part D Clause 10

12.	Policy Servicing	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT): <a href="https://www.sbilife.co.in/en/services">https://www.sbilife.co.in/en/services</a>-&gt;Download 'Turn Around Times' pdf</li> <li>• Our Contact Details</li> <li>• Toll free no.: 1800 267 9090 (Customer Service Timing:24X7).</li> <li>• For any information/ clarification, please contact: Your local SBI Life service branch: &lt;&lt;SBI Life branch address&gt;&gt;</li> <li>• Link for downloading applicable forms and list of documents required including bank account details.</li> <li>• Various forms are available on SBI Life Website: <a href="https://www.sbilife.co.in/en/services/download-center/policy-servicing-forms">https://www.sbilife.co.in/en/services/download-center/policy-servicing-forms</a></li> </ul>	Part F Clause 14.13
13.	Grievances /Complaints	<ul style="list-style-type: none"> <li>• Contact details of Grievance Redressal Officer: SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) &amp; 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6100 <b>Email - <a href="mailto:hcr@sbilife.co.in">hcr@sbilife.co.in</a></b></li> <li>• Link for registering the grievance with Our portal: <a href="https://www.sbilife.co.in/en/grievances">https://www.sbilife.co.in/en/grievances</a></li> <li>• Contact details of Ombudsman: <a href="https://ciains.co.in/ombudsman">https://ciains.co.in/ombudsman</a></li> </ul>	Part G Clause 15.1

Declaration by the Master Policyholder

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

Place:

Date:

(Signature of the Master Policyholder)

**Note:**

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