

SCHEDULE-A- Citizens' Charter
(refer clause 1.1)
CITIZENS' CHARTER (LIFE)

BASIC SERVICE STANDARDS

S. No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Regulatory Turnaround Time
1	New Business Proposal Processing	Processing of Insurance Proposal and seeking further requirements for consideration of the proposal	7 days
		Decision on proposal from the date of receipt of proposal or from the date of receipt of additional requirement whichever is later	
		Providing copy of the policy along with the proposal form	15 days
2	Post Policy Service Request	Post Policy Service Requests concerning mistakes / corrections in the Policy document	7 days
3	Free-Look Cancellation	Free Look Cancellation & Refund from the date of receipt of request	
4 (from the date of receipt of request for the service specified)	Policy Servicing	Change of Address (KYC Norms to be complied)	7 days
		Registration /Change of Nomination, Assignment.	
		Inclusion of new member in case of group policy	
		Alteration in ORIGINAL POLICY CONDITIONS (where applicable)	
		Policy loan	

S. No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Regulatory Turnaround Time
		Unit / Index Linked Insurance Policy-Switch, Top-up, and other related Services. Decision on Policy Revival after receipt of all requirements. Issue of Premium Payment Certificates (PPC) Issue of Duplicate Policy	7 days
5	Death claims	Death claims settlements (not requiring investigations) Early death claims requiring investigations – decision & payment	15 days 45 days
6	Survival, Maturity, annuity payments	Settlement of Maturity Claims Settlement of Survival Benefits Annuity payments / Pension Payment Surrender or partial withdrawal of Policy	On due date 7 days
7	Auto Action by the Insurer	Premium Due Intimation Policy payments information (Survival Benefits, Maturity Benefits, etc.)	One month before due date
8	Complaints	Acknowledgement to complainant Action on Complaint & Intimation of Decision to the complainant If complaint is NOT resolved by the Insurer, communicate the details to the	Immediately 14 days 14 days from original date of

S. No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Regulatory Turnaround Time
		Policyholder of options including referring the complainant to Insurance Ombudsman / Consumer Court.	receipt of complaint. *

*(The policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.)

