

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your Policy.

You are also advised to go through your Policy Document

SI No.	Title	Description <i>(Please refer to applicable Policy Clause Number in next column)</i>	Policy Clause Number
1	Name of the Insurance Product and Unique Identification Number (UIN)	Canara HSBC Life Insurance IncomeNow Plan Option < <i>Early Income / Step-up Income</i> > UIN 136N121V01	-
2	Proposal Number	< <i>Proposal Number</i> >	-
3	Type of Insurance Policy	A Non-Linked, Non-Participating, Individual, Life Insurance, Savings cum Protection Plan	-
4	Basic Policy details	Instalment Premium: ₹ < <i>Modal Premium Amount</i> >	Policy Schedule
		Premium Payment Mode: Annual	
		Income Payment Mode: Annual	
		Sum Assured: ₹ < <i>11 / 7 X Annualized Premium</i> >	
		Premium payment Term: < <i>Premium Payment Term</i> > years	
		Policy Term: < <i>Policy Term</i> > years	
		Survival Benefit: ₹ < <i>Guaranteed Income</i> >	
		Maturity Benefit: ₹ < <i>Maturity Benefit</i> >	
5	Policy Coverage/benefits payable	Benefits payable at maturity: << Early Income : A lumpsum benefit shall be payable at maturity, along with the balance in the Savings Wallet, if any. The Policy will immediately and automatically terminate on payment of the Maturity Benefit, and no other benefit shall be payable.>> <u>This will be printed if customer chooses Early Income plan variant.</u> << Step-up Income : A lumpsum benefit shall be payable at maturity, along with the balance in the Savings Wallet, if any. The Policy will immediately and automatically terminate on payment of the Maturity Benefit, and no other benefit shall be payable.>> <u>This will be printed if customer chooses Step-up Income plan variant.</u>	Clause 2 of Part C
		Benefits payable on death: Higher of: <ul style="list-style-type: none">• Sum Assured on Death; or• Prevailing Surrender Value payable	
			Clause 2 of Part C

	<p>Where Sum Assured on Death is higher of Sum Assured or 105% of Total Premium Paid. Sum Assured equal to 11 or 7 times the Annualized Premium, as chosen by You at inception of the Policy.</p> <p>Additionally, any balance in the Savings Wallet is also payable along with the Death Benefit.</p> <p>Upon payment of the death benefit, the policy terminates and no further benefits are provided.</p> <p>Survival benefits excluding that payable on maturity:</p> <p><< Early Income: Guaranteed Income shall be payable in << advance / arrears >> from the first policy year till the end of the policy term.>> <u>This will be printed if customer chooses Early Income plan variant.</u></p> <p><< Step-up Income: Guaranteed Income shall be payable in advance from the first policy year till the end of the policy term. The Guaranteed Income payable will grow progressively:</p> <ul style="list-style-type: none"> • During the first one-third of the policy term i.e. the Premium Payment Term: 100% of the Guaranteed Income. • During the second one-third of the policy term: 150% of the Guaranteed Income. • During the final one-third of the policy term: 200% of the Guaranteed Income. >> <u>This will be printed if customer chooses Step-up Income plan variant.</u> <p>Surrender benefits: Surrender Benefit will be higher of GSV (Guaranteed Surrender Value) or SSV (Special Surrender Value) subject to a minimum of zero. The Policy will acquire Surrender Value (i.e. both Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV) as follows:</p> <ul style="list-style-type: none"> • Premium Payment Term of 5 years or more: The GSV and SSV shall become payable after completion of first policy year, provided one full policy year's Premium has been received • Premium Payment Term of less than 5 years: The GSV and SSV will become payable immediately on the receipt of one full policy year's Premium. <p>Options to policyholders for availing benefits, if any, covered under the policy:</p> <p>Savings Wallet: Under this option, the Policyholder can choose to deposit the amounts receivable under their Policy in Savings Wallet maintained with the Company. The amounts added to Savings Wallet will be accumulated at a non-participating accumulation rate. This non-participating annual accumulation rate shall be calculated as the 10 Year G-Sec (as of 31st December every year) less 2.0% (floored at 0%), which shall be applicable over the following financial year. The benefits shall be payable upon death of the Life Assured or upon Surrender / Maturity under the Policy, whichever is earlier.</p> <p>Premium Offset Option: Under this option, the Policyholder can use to adjust the premiums payable against the Guaranteed Income receivable under the policy (if any).</p>	Clause 2 of Part C
		Clause 3 of Part D
		Clause 2 (2.3) of Part C

		<p>Policyholder cannot opt for Premium Offset Option and Savings Wallet together.</p> <p>Other benefits/ options payable, specific to the policy, if any: Not applicable</p> <p>Lock-in period: Not applicable</p>	
6	Options available (in case of Linked Insurance Products)	Not applicable	-
7	Option available (in case of Annuity product)	Not applicable	-
8	Riders opted, if any	Not applicable	-
9	Exclusions (events where insurance coverage is not payable), if any	<p>Suicide Exclusion: If the Life Assured commits suicide within 12 months from the date of commencement of risk under the policy or date of revival of the policy, the benefits payable to nominee / beneficiary under this policy shall be</p> <ul style="list-style-type: none"> • In case of death due to suicide within 12 months from the date of commencement of risk under the policy and the policy is in force, 80% of the Total Premiums Paid till the date of death or the surrender value available as on date of death. • In case of death due to suicide within 12 months from the revival date of the policy, higher of 80% of the Total Premiums Paid till the date of death or the surrender value as available on the date of death. <p>Further, balance in Savings Wallet, if any, will be paid. Upon payment of the above benefit, the Policy will terminate.</p> <p>There are no exclusions other than suicide clause.</p>	Clause 19 of Part F
10	Waiting/ lien Period, if any	Nil	-
11	Grace period	30 days	Clause 2 (2.4) of Part C
12	Free Look Period	30 days	Clause 8 of Part D
13	Lapse, paid-up and revival of the Policy	<p>Non-Payment of Premiums (Lapse and Paid-up):</p> <p>If at least first one (1) full years' premiums have been paid under a Policy, and subsequent premiums are not paid – Policy will be converted to a paid-up policy at expiry of the grace period.</p>	Part B
		<p>Revival: A policy can be revived anytime during the policy term within five years from the date of first unpaid Premium.</p>	Clause 4 of Part D
14	Policy Loan, if applicable	Option to take policy loan, subject to a maximum limit of 80% of the surrender value available under the policy, if any and subject to a minimum loan amount	Clause 5 of Part D

		of Rs. 20,000. The tenure of any such loan will be equal to the outstanding Policy Term.		
15	Claims/ Claims Procedure	Turn Around Time (TAT) for death claims settlement:		
		Death claim, except in cases warranting investigation	Within 15 days from the date of intimation of claim	
		Death claim warranting investigation	Within 45 days from the date of intimation of claim	
		Above shall be aligned to comply with the Regulatory changes, if any at all times.		
		Claims procedure:		
		<p>Step 1 – Claim Intimation & Registration: The nominee/ claimant can intimate about the claim by filling the Death Claim Form and sending it to Insurer at head office/ nearest Bank branch/ Insurer offices or online along with mandatory documents.</p> <p>Step 2 – Claim Processing: Special Claim Team will assess the claim and inform in case any further document is needed to be submitted.</p> <p>Step 3 – Claim Settlement: Once the claim is intimated, and all the relevant documents are received, the claim decision shall be taken.</p>		
		Helpline/ Call-centre number: 1800-103-0003 / 1800-891-0003		
		Contact details of the Insurer: https://www.canarahsbclife.com/contact-us/contact-details		
		<p>Register and track claim at:</p> <p>Customer Portal: https://customer.canarahsbclife.com/#/login</p> <p>Customer service App:</p> <p>For android mobile: https://play.google.com/store/apps/details?id=com.choiceapp.genius&hl=en_IN</p> <p>For ios: https://apps.apple.com/in/app/canara-hsbc-life/id1637840399</p>		
		Link for downloading Claim form & list of documents required: https://www.canarahsbclife.com/claims		
16	Policy Servicing	Turn Around Time (TAT):		
		<ul style="list-style-type: none"> • Free-look cancellation - Within 7 days from date of request • Surrender/ Partial-withdrawal – Within 7 days from date of request • Survival payouts – on or before due date (subject to NAV) 		
		Helpline/ Call-centre number: 1800-103-0003 / 1800-891-0003		
		Contact details of the Insurer: https://www.canarahsbclife.com/contact-us/contact-details		
<p>Customers can place the servicing requests through any of the below modes:</p> <ul style="list-style-type: none"> • Customer Portal: https://customer.canarahsbclife.com/#/login • Customer service App: https://www.canarahsbclife.com/app-download.html • Email: customerservice@canarahsbclife.in • Walk-in to any of our nearest branches 				

		Link for downloading applicable forms and list of documents required: https://www.canarahsbclife.com/download-centre/policy-servicing-forms	
17	Grievances/ Complaints	<p>Complaint Redressal Unit: Toll Free: 1800-103-0003 / 1800-891-0003, Email ID: cru@canarahsbclife.in. Website link for registering complaints: https://www.canarahsbclife.com/contact-us/grievance-redressal, Resolution time: two weeks from the date of receipt of complaint</p> <p>Escalation: Grievance Redressal Officer: Canara HSBC Life Insurance Company, 139P, sector 44, Gurugram - 122003, Haryana, India. Toll Free: 1800-103-0003 / 1800-891-0003, Email ID: gro@canarahsbclife.in</p> <p>In case not satisfied or no response received from Us within 2 weeks, you can approach the Grievance cell of IRDAI and register complaint at Bima Bharosa Shikayat Nivaran Kendra at https://bimabharosa.irdai.gov.in, Toll Free No: 18004254732/155255, Email ID: complaints@irdai.gov.in.</p> <p>Or You can approach Insurance Ombudsman of your respective State, if you do not receive response from us within 30 days from the date of filing the complaint or if your complaint is rejected or if you are not satisfied with our response. Kindly refer the website at https://cioins.co.in/Ombudsman for the list of Ombudsman and office details.</p>	Clause 27 of Part G

Web-link for the product where product related documents can be downloaded:
<https://www.canarahsbclife.com/savings-and-investment-plans/incomenow>

Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date:

Note: Incase of any conflict, the terms and conditions mentioned in the policy document shall prevail.