

# 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 (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Name of the Insurance Product and Unique Identification Number (UIN)	Canara HSBC Life Insurance Promise2Protect UIN 136N091V01	-
2	Proposal Number	<Proposal Number>	-
3	Type of Insurance Policy	Non-Linked Non-Participating Individual Pure Risk Premium Life Insurance Plan	-
4	Basic Policy details	Instalment Premium:(Life Assured/Spouse) ₹ <Modal Premium Amount>	-
		Premium Payment Mode: < Monthly/ Quarterly/ Half-Yearly/ Yearly >	-
		Sum Assured on death: Life Assured ₹ < Life Assured's Sum Assured>, Spouse ₹ < Spouse's Sum Assured>	-
		Sum Assured on Maturity: < Life Secure> - Not applicable <Life Secure with Return of Premium > - ₹ <Sum Assured on Maturity>	-
		Premium payment Term: <Premium Payment Term> years	-
		Policy Term: <Policy Term> years	-
5	Policy Coverage/ benefits payable	Benefits payable on maturity: Following is applicable for an in-force policy: < Life Secure> - Not applicable <Life Secure with Return of Premium > - Sum Assured on Maturity. Upon payment of this benefit, the Policy will immediately and automatically terminate and no other benefit will be payable under the Policy	Clause 1 of Part C
		Benefits payable on death: Following is applicable for an in-force policy: Sum Assured on Death, in accordance with the Death Benefit Payout Option opted at inception of the Policy and as specified in the Policy Schedule. Upon payment of this benefit, the Policy will immediately and automatically terminate and no other benefit will be payable under the Policy	Clause 1 of Part C
		Survival benefits excluding that payable on maturity: Not applicable	-
		Surrender benefits: < Life Secure> <ul style="list-style-type: none"> <li>Limited Premium: Surrender Value is payable provided all due premiums have been paid</li> <li>Regular Premium: Not applicable</li> </ul> <Life Secure with Return of Premium > Surrender Value is higher of Guaranteed Surrender Value and Special Surrender Value. Policy will acquire Guaranteed Surrender Value after receipt of at least first 2 consecutive Policy Years' Premiums in full. Policy will acquire Special	Clause 5 of Part D

		Surrender Value after completion of first Policy Year provided one full policy year's Premium has been paid.	
		Other benefits/ options payable, specific to the policy, if any: <ul style="list-style-type: none"> <li>• Special Exit Value</li> <li>• Life Stage Enhancement</li> <li>• Level/ Increasing Cover</li> <li>• Death Benefit Payout options</li> </ul>	Clause 2 of Part C, Clause 1.1 of Part C, Part B
		Lock-in period: Not applicable	-
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	Suicide Exclusion	Clause 19 (A) of Part F
10	Waiting/ lien Period, if any	Not applicable	-
11	Grace period	30 days in case of yearly and half-yearly premium payment mode 15 days in case of monthly premium payment mode	Clause 3 of Part C
12	Free Look Period	30 days from the date of receipt of the Policy Document, whether received electronically or otherwise (whichever is earlier).	Clause 10 of Part D
13	Lapse, paid-up and revival of the Policy	Lapse: <i>&lt; Life Secure&gt;</i> Policy acquires lapsed state at the expiry of grace Period if due premiums are not paid within the Grace Period <i>&lt;Life Secure with Return of Premium &gt;</i> Policy acquires lapsed state at the expiry of grace Period if the premium for at least one full policy year's is not paid	Clause 2.3(a) of Part C
		Paid-up: <i>&lt; Life Secure&gt;</i> Not applicable <i>&lt;Life Secure with Return of Premium &gt;</i> After payment of at least first year's premium, if any subsequent due premium is not paid within the grace period, the policy shall acquire a paid-up status	Clause 4 of Part D
		Revival: Policy can be revived within 5 consecutive years from the date of first unpaid premium	Clause 6 of Part D
14	Policy Loan, if applicable	Not applicable	Clause 7 of Part D

15	Claims/ Claims Procedure	<p>Turn Around Time (TAT) for death claims settlement:</p> <table><tr><td>Death Claim, except in cases warranting investigation</td><td>Within 15days from the date of intimation of claim</td></tr><tr><td>Death Claim warranting investigation</td><td>Within 45 days from the date of intimation of claim</td></tr></table> <p>Above shall be aligned to comply with the Regulatory changes, if any at all times.</p> <p>Claims procedure:</p> <p>Step 1 – Claim Intimation &amp; Registration: The nominee/ claimant can intimate about the claim by filling the 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> <p>Helpline/ Call-centre number: 1800-103–0003 / 1800-891-0003</p> <p>Contact details of the Insurer: <a href="https://www.canarahsbclife.com/contact-us/contact-details">https://www.canarahsbclife.com/contact-us/contact-details</a></p> <p>Register and track claim at: Customer Portal: <a href="https://customer.canarahsbclife.com/#/login">https://customer.canarahsbclife.com/#/login</a> Customer service App: For android mobile: <a href="https://play.google.com/store/apps/details?id=com.choiceapp.genius&amp;hl=en_IN">https://play.google.com/store/apps/details?id=com.choiceapp.genius&amp;hl=en_IN</a> For ios: <a href="https://apps.apple.com/in/app/canara-hsbc-life/id1637840399">https://apps.apple.com/in/app/canara-hsbc-life/id1637840399</a></p> <p>Link for downloading Claim form &amp; list of documents required: <a href="https://www.canarahsbclife.com/claims">https://www.canarahsbclife.com/claims</a></p>	Death Claim, except in cases warranting investigation	Within 15days from the date of intimation of claim	Death Claim warranting investigation	Within 45 days from the date of intimation of claim	-
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16	Policy Servicing	<p>Turn Around Time (TAT):</p> <ul style="list-style-type: none"><li>• Free-look cancellation - Within 7 days from date of request or last necessary document received</li><li>• Surrender/ Partial-withdrawal – Within 7 days from date of request or last necessary document received</li><li>• Survival payouts – on or before due date (subject to NAV)</li></ul> <p>Helpline/ Call-centre number: 1800-103–0003 / 1800-891-0003</p> <p>Contact details of the Insurer: <a href="https://www.canarahsbclife.com/contact-us/contact-details">https://www.canarahsbclife.com/contact-us/contact-details</a></p> <p>Download forms, access list of documents and/or place service request through following modes:</p> <ul style="list-style-type: none"><li>• Customer Portal: <a href="https://customer.canarahsbclife.com/#/login">https://customer.canarahsbclife.com/#/login</a></li><li>• Customer service App: <a href="https://www.canarahsbclife.com/app-download.html">https://www.canarahsbclife.com/app-download.html</a></li><li>• Email: <a href="mailto:customerservice@canarahsbclife.in">customerservice@canarahsbclife.in</a></li></ul>	-				

		<ul style="list-style-type: none"> <li>Walk-in to any of our nearest branches</li> </ul>	
17	Grievances/ Complaints	<p>Complaint Redressal Unit: Toll Free: 1800-103-0003 / 1800-891-0003, Email ID: <a href="mailto:cru@canarahsbclife.in">cru@canarahsbclife.in</a>. Website link for registering complaints: <a href="https://www.canarahsbclife.com/contact-us/grievance-redressal">https://www.canarahsbclife.com/contact-us/grievance-redressal</a> , 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: <a href="mailto:gro@canarahsbclife.in">gro@canarahsbclife.in</a></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 <a href="https://bimabharosa.irdai.gov.in">https://bimabharosa.irdai.gov.in</a> , Toll Free No: 18004254732/155255, Email ID: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a>.</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 <a href="https://cioins.co.in/Ombudsman">https://cioins.co.in/Ombudsman</a> for the list of Ombudsman and office details.</p>	-

Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date:

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