

Policyholders Servicing| Process Note

Background & Objective

Being a customer centric organization, at Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd., we want to make sure that we engage with our customers and provide servicing avenues which are convenient for our customers. We always strive to make our customer experience simple and easy.

The purpose of this note is to outline the policies/procedures along with processing timelines for servicing requests at Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.

How to reach us

Customer Service Avenues	Services
Call at Resolution Center	<p>Call timings from 8 am to 8 pm IST @ 18001030003 / 18001800003 from Monday to Friday and 9 am to 6 pm on Saturday and Sunday</p> <p>NRI (Non-resident Indian) call timings from 8 am to 8 pm IST at 0124-4315200 from Monday to Friday and 9am to 6pm on Saturday & Sunday</p> <p>24*7 policy details availability in Resolution Center at IVR</p>
Email	<p>For any assistance, send email at customerservice@canarahsbclife.in</p> <p>NRI customers can send email at customercare.NRI@canarahsbclife.in or customerservice@canarahsbclife.in</p> <p>Customers can update their bank account details at ps.ac@canarahsbclife.in</p>
Call back through Missed call	<p>Customers can give a missed call at 0124-6156600 for a call back</p>
Website	<p>Options available for customers to ASK Questions / get call back at our website, i.e., www.canarahsbclife.com</p>
Walk-in at Hubs	<p>Customers can visit or send the servicing requests at various Hubs which are located at different locations across India.</p> <p>List and addresses of these HUB locations are available at our website, i.e., www.canarahsbclife.com</p>
Customer Portal @ Website	<p>Customer has direct access to all the information / services in one click at customer portal by simply logging through his/her credentials.</p> <p>New customers can register with a simple process to access the customer portal on our website, i.e., www.canarahsbclife.com</p>

<p>Service center at Head Office</p>	<p>Customers can send us their service requests at our service center at below mentioned address,</p> <p>Policy Servicing Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited 139P, Sector 44, Gurugram 122003, Haryana, India</p>
<p>Servicing on phone</p>	<p>Below requests can be processed over phone by calling at over Resolution center:</p> <ul style="list-style-type: none"> • Issuance of Duplicate Policy Pack • Change of Premium Payment Method • Switching of Funds • Redirection of Funds • Change in contact details • Addition/change in nominee • Change of appointee • Decrease in sum assured • Activation and deactivation of maturity switch option • Activation and deactivation of safety switch option • Activation and deactivation of ACC • Activation and deactivation of auto fund re-balancing • Pan card updation • Renewal premium payment over the call • Issuance of Renewal premium receipt • Reinstatement of policy

Note - All of the above requests as given in "Servicing on phone" might not be applicable to the products which you have purchased.

Premium payment options

<p>Various options to pay premium</p>	<ul style="list-style-type: none"> • Online payment via Debit/Credit card or Net Banking or using UPI (unified payment interface) by visiting our website. • Cheque /DD by visiting our Hub Offices • Premium payment on IVR by calling at our Resolution center
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Request-wise documentary requirements -

Avenues/Type Of Request	Documents required for placing the service request
Activation of Maturity switch option	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Activation of Milestone withdrawal	Duly signed requisite Policy Servicing form "Premium and Fund Related options"
Activation of Married Women Property Act (MWPA)	1) Duly filled MWP Addendum 2) Trust deed on the Stamp paper (Only if the policy has been purchased through our corporate agent - HSBC) 3) Policy document. 4) Required KYC of the beneficiary/ trustee
Activation of Settlement Option	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Activation of systematic Partial Withdrawal	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Addition/Change in Nomination	Duly signed requisite Policy Servicing form i.e. "Policy Alterations"
Allocation of Top up premium	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Assignment of Policy	Requisite Policy Servicing form i.e. "Form for transfer/Assignment", Assignment deed on the notarized stamp according to the state value along with Payor questionnaire, if applicable.
Auto Cover Continuance	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Auto Fund Rebalancing	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Change in other personal details	Duly signed customer request i.e. "Policy Alterations"
Change of Address	Duly signed requisite Policy Servicing form i.e. "Policy Alterations" along with valid self attested supporting address proof
Change of Appointee details	Duly signed requisite Policy Servicing form i.e. "Policy Alterations"
Change of Contact details	Duly signed requisite Policy Servicing form i.e. "Policy Alterations"
Change of Date Of Birth	Duly signed requisite Policy Servicing form i.e. "Policy Alterations" and self attested valid identity proof
Change of Family History	Duly signed request letter by the policy holder

Avenues/Type Of Request	Documents required for placing the service request
Change of Gender	Duly signed requisite Policy Servicing form i.e. "Policy Alterations", self attested valid identity proof and Policy document
Change of Medical History	Duly signed request letter by the policy holder and supporting proof of the medical report
*Change of Name	<ol style="list-style-type: none"> 1. A duly signed and completely filled 'Policy Servicing Form A i.e. Policy Alterations' 2. Self attested copy of valid ID proof along with attestation of Gazatted officer 3. Gazette notification/ affidavit on a stamp paper of Rs.20 attested by the judicial magistrate/Notary or Marriage Certificate for Women
Change of Occupation	Duly signed customer request
Change of Ownership	Notarized Affidavit, Copy of Death Certificate, Copy of Identity Proof and address proof of the proposed policy holder, Policy document and new nomination details along with Payor questionnaire, if applicable
Change of Premium Payment Method	Duly signed requisite Policy Servicing form i.e. "Policy Alterations" along with Payor Questionnaire (in case of change in Payor), Standing Instruction mandate/ Credit Card Mandate (if applicable)
Change of Premium Payment Mode	Duly signed requisite Policy Servicing form i.e. "Policy Alterations"
Deactivation of Settlement Option	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Deactivation of Auto Cover Continuance	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Deactivation of Maturity Switch Option	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Deactivation of Milestone Withdrawal	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Deactivation of Married Women Property Act (MWPA)	Policy document along with Revocation of MWPA Trust Deed duly signed by the policyholder and beneficiaries on a stamp paper of Rs. 20 and should be duly witnessed
Deactivation of Safety Switch Option	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Deactivation of systematic Partial Withdrawal	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Decrease in Sum Assured	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"

Avenues/Type Of Request	Documents required for placing the service request
Discontinuance of Premium	Duly signed customer request
Fax Indemnity	Duly witnessed Fax indemnity bond on Rs. 100 stamp paper
Free Look Cancellation	Duly signed Freelook Cancellation request form along with Original Policy Document, NEFT details
Increase of Sum Assured	Duly signed requisite "Policy Revival/ Increase in Sum Assured form"
Issuance of Duplicate Policy Pack	Duly signed and completely filled Policy Servicing Form i.e. "Policy Alterations"
Issuance of sum assured statement	Written Request/E-mail/Call
Loan	Completely filled and duly signed Application for loan and Policy Servicing form
Partial Assignment	Requisite Policy Servicing form for Partial Assignment, Assignment deed on a stamp paper according to the state value along with Payor questionnaire (if applicable), Policy Document.
Partial Withdrawal	<ol style="list-style-type: none"> 1. A duly signed and completely filled 'Policy Surrender/Partial Withdrawal Form' 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook 3. Self attested ID proof 4. Photocopy of schedule page of Policy Document 5. Based on the case details, further requirements may be raised.
Premium Holiday	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Reassignment of Policy	Requisite Policy Servicing form i.e. Form for transfer/Assignment", Assignment deed on the stamp paper according to the state value along with Payor questionnaire, if applicable.
Redirection of Funds	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Reinstatement of Policy	<ol style="list-style-type: none"> 1. A duly signed and completely filled 'Policy Revival Form/Increase in Sum Assured form' 2. All due premiums till date
Revalidation of Refund Cheque	<ol style="list-style-type: none"> 1. A duly signed request letter for revalidation of cheque 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook 3. Refund cheque issued earlier (if same is available with customer)

Avenues/Type Of Request	Documents required for placing the service request
Sign Updation-Autovested Policy	<p>Duly signed requisite Policy Servicing Form i.e. Updation in Signature for auto vested signature and New nomination details along with the self attested supporting proof of signature, AML questionnaire, latest photo, Payor questionnaire.</p> <p>The above documents will be required for new owner of the policy.</p>
Surrender of Policy	<ol style="list-style-type: none"> 1. A duly signed and completely filled ‘Policy Surrender/Partial Withdrawal form’ 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook 3. Self attested ID proof 4. Policy Document 5. Based on the case details, further requirements may be raised.
Switching of Funds	Duly signed requisite Policy Servicing form i.e. "Premium and Fund Related options"
Updation of 15G/15H Form	Duly signed and filled form 15G/H
Updation of Bank Account Details	<ol style="list-style-type: none"> 1. A duly signed and completely filled Policy Servicing Form i.e. Updation of NEFT details 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook
Updation of PAN Card details	Duly signed customer request along with self-attested copy of PAN card
Updation of Residential status	Self attested declaration for duration of stay in the respective country during respective financial year for updation of residential status in our records and Bank details as per the residential status
**Updation regarding TDS details	<p>The request can come basis the requirements raised</p> <p>If customer belongs to DTAA country below are the requirements:</p> <ol style="list-style-type: none"> 1. Completely filled and duly signed Form 10F 2. Copy of self attested Tax Residency Certificate 3. Self attested declaration for duration of stay in the respective country during financial year <e.g 2015-2016> for updation of residential status 4. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook 5. Self attested copy of PAN Card <p>If customer belongs to “No DTAA country” below are the requirements :</p> <ol style="list-style-type: none"> 1. Self attested declaration for duration of stay in the respective country during financial year <e.g 2015-2016>for updation of residential status 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook 3. Self attested copy of PAN Card

Avenues/Type Of Request	Documents required for placing the service request
Vesting Benefit Payout	1. A duly signed and completely filled 'Policy Benefit Discharge Form' 2. Cancelled cheque with account number and name of the account holder printed on it or Copy of self attested Bank Account Statement / Bank Passbook *Additional documents for complying with regulatory requirements may be required basis Residential Status and Country of Residence for the policies which fall under TDS criteria

The respective servicing requests forms are available at Download center section at Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd. website, i.e. www.canarahsbclife.com

* A Gazetted Officer as specified by Government of India / Authorized personnel of our Company (including our Corporate Agents) / Branch Manager of a Nationalized Bank.

****DTAA**, also referred to as a Tax Treaty, is a bilateral economic agreement between two nations that aims to avoid or eliminate double taxation of the same income in two countries. Example citing the working of a **DTAA**: An NRI individual living in a country (Say X) maintains an NRO account with a bank based in India.

Service request timelines and procedures

At Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd., our focus is to provide superior customer experience. We process the servicing requests of our customers within timelines, as mentioned below.

On receipt of a servicing request, Policy Servicing team verifies the applicable documents, customer signature, and validity of a servicing request. Post checking of the requisite documents, decision (as mentioned below) is provided on a servicing request.

Type of Decisions on servicing requests-

A. Acceptance of Servicing Request - If a servicing request is accepted, then it will be processed in system and accordingly changes/payouts (as applicable) will be done. Also, a communication along with payout details (if applicable) will be sent to a customer. Policy documents will be endorsed in a few requests like assignment, change in ownership, etc.

B. Incomplete Request - If the requisite documents that are required to process a servicing request are incomplete, then pending for requirement (PFR) letter containing such documentary requirements will be communicated to a customer.

C. Rejection of Servicing Request - If a service request received is invalid or is not acceptable, then a rejection letter (mentioning the reason(s) for rejection of a servicing request) will be sent to a customer.

Turn-Around-Times For Processing Service Requests

Type of servicing request	TAT in days
Financial & non financial service requests	15

Note:

- The above TAT's are subject to completion of the requirements (if any) from the policyholders.
- All other TAT's will be followed as per the regulatory guidelines.
- In case of any delays, penal interest will be paid to the policyholder from the date of receipt of the request/ last requirement received date or refund due date whichever is later
- In ULIP policies, TAT will be applicable from NAV day (business days when Net Asset Value is declared)