

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

We request you to kindly review the CIS and acknowledge the same through a link shared to you on your registered mobile number/Email ID/WhatsApp.

Sl. no.	Title	Description in Simple Words (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Bajaj Life ACE (UIN - 116N186V03)	Policy Schedule
2.	Policy Number	<xxxxxxxxxx>	Policy Schedule
3.	Type of Insurance Policy	Non-Linked other than pure risk and pension	Policy Schedule
4.	Basic details Policy	• Instalment Premium for Year 1 (Rs.) - <xxxxxx> • Instalment Premium Year 2 onwards (Rs.) - <xxxxxx> • Mode of premium payment – <xxxxx> • Sum Assured on death (Rs.) – <xxxxx> • Sum Assured on Maturity (Rs.)- <xxxxxx> • Premium Payment Term (years)– <xxxxx> • Policy Term (years)– <xxxxx>	Policy Schedule
5.	Policy Coverage/benefits payable	1. Benefits payable on maturity – On maturity of the Policy, sum assured on maturity, accumulated income benefits (if any) and bonuses, if declared will be paid. 2. Benefits payable on death – On death of Life assured during the policy term, sum assured on death, 105% of accumulated income benefits (if any) and bonuses, if declared will be paid. 3. Survival Benefits excluding that payable on maturity – i. Option 1- Deferred Income: Guaranteed Income plus cash bonuses, if declared will be paid after the end of the Premium Payment Term and Deferment period and is payable till the end of policy term. ii. Option 2- Early Income: Guaranteed Income plus cash bonuses, if declared will be paid after the end of Deferment period and is payable for the end of policy term. iii. Option 3- Increasing Income: Guaranteed Income plus	Part C – Section 4

		cash bonuses, if declared will be paid after the end of the Premium Payment Term and Deferment period and is payable till the end of policy term. These incomes will be declared as a percentage of the Benefit Sum Assured. Benefit Sum Assured is guaranteed to increase at 5% p.a. (on compounding basis) every year. The increased Benefit Sum Assured will be used for calculation of respective years Guaranteed Incomes and Cash bonuses. iv. Option 4- Wealth: No Survival benefit is paid. 4. Surrender benefits: • The policyholder will have the option to surrender the policy. The surrender value payable will be the higher of the guaranteed surrender value (GSV) or the special surrender value (SSV). • The policy will acquire a GSV provided two (2) full years' regular premiums have been paid. SSV shall become payable after completion of first (1st) policy year provided at least one (1) full years' regular premium has been received. • A product option alone in a policy cannot be surrendered. 5. Options to policyholders for availing benefits, if any, covered under the policy – • You can avail the policy survival benefits in yearly, half-yearly, quarterly and monthly instalments (in advance or arrears) or accumulate within the policy. The accumulated amount can be withdrawn anytime during the policy term • Option to take Death/ Maturity Benefit in Installments 6. Other benefits/options payable, specific to the policy, if any - No other benefit payable other than survival, maturity, surrender and death benefit 7. Lock-in period for Linked Insurance products – Not Applicable	Part D – Section 8 Part D – Section 10						
6.	Options available (in case of Linked Insurance Products)	Not Applicable	Not Applicable						
7.	Option available (in case of Annuity product)	Not Applicable	Not Applicable						
8.	Riders opted, if any	If no riders are opted << Not opted>> If riders are opted << <table><tr><td>Rider Name</td><td>UIN</td><td>Sum Assured</td></tr><tr><td><Rider Name></td><td><XX></td><td><XX></td></tr></table>	Rider Name	UIN	Sum Assured	<Rider Name>	<XX>	<XX>	Policy Schedule
Rider Name	UIN	Sum Assured							
<Rider Name>	<XX>	<XX>							

		For details on the rider, please refer the customer information sheet of the respective rider. >>	
9.	Exclusions (events where insurance coverage is not payable), if any.	Suicide Exclusions: In case of death of Life Assured due to suicide within twelve (12) months from the Date of Commencement of Risk or the date of latest revival of the Policy, whichever is later, then, the Claimant shall be entitled to receive the higher of 80% of the total premiums received till the date of death of the Life Assured or the Surrender Value, if any, available as on the date of death, provided the Policy is in-force and the Policy will be terminated. There are no other exclusions in the Policy.	Part F – Section 12
10.	Waiting Period, if any	Not Applicable	Not Applicable
11.	Grace Period	Thirty (30) days for premium payment frequencies other than monthly and fifteen (15) days for monthly frequency.	Part B – Section 1
12.	Free Look Period	30 days	Part D – Section 5
13.	Lapse, and revival of the paid-up Policy	1) Non- payment of premium – - If at least one (1) full years' premium is not paid, the policy will, immediately & automatically, lapse at the expiry of the grace period, and no benefit other than the Accumulated income benefit, if any, will be payable under the policy. The Accumulated income benefit, if any, in the policy will be paid out at the end of grace period. - If at least one (1) full years' premium has been paid and subsequent premiums are not paid, then, the policy will be, immediately & automatically, converted to a reduced paid-up policy at the expiry of the grace period. 2) Revival of the policy – Within five (5) years from the due date of the first unpaid premium, before the Maturity Date.	Part D – Section 6 Part B – Section 1
14.	Policy Loan, if applicable	You will have the option to take Policy loan, subject to a maximum limit of 80% of the [Surrender Value less TB on surrender (if any) less any AIB] + 50% of TB on surrender (if any). Loan interest rate applicable for the loan will be as decided by the company from time-to-time.	Part D – Section 11
15.	Claims/Claims Procedure	Turn Around Time (TAT) for claims settlement and brief procedure: Link for Brief Procedure https://www.bajajlifeinsurance.com/life-insurance-claim-assistance.html Link for Turn Around Time (TAT) for claims settlement: https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf Helpline/Call Centre Numbers: 020 6712 1212(Customer care number) Mail Us : customercare@bajajlife.com	Part F – Section 22

		Contact details of the insurer: Bajaj Life Insurance Limited (Formerly known as Bajaj Allianz Life Insurance Company Limited) Bajaj Insurance House, Airport Rd, Yerawada, Pune, Maharashtra 411006 Link for downloading claim form and list of documents required including bank account details: https://www.bajajlifeinsurance.com/life-insurance-claim-assistance.html WhatsApp- 8806727272	
16.	Policy Servicing	Turn Around Time (TAT): https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf Helpline/Call Centre number: 020 6712 1212 Contact details of the insurer: In case you have any query, you may communicate with the Company: By post at: Customer Care Desk, Bajaj Life Insurance Limited, Bajaj Insurance House, 5th floor, Airport Road, Yerawada, Pune – 411006 By Email: customercare@bajajlife.com Link for downloading applicable forms and list of documents required including bank account details : https://online.bajajlife.com/online/portal/logon/serviceRequest.do?user_name=WEBSITE&p_flag=0	Part G – Section 25
17.	Grievances /Complaints	Contact details of Grievance Redressal Officer of the insurer: Grievance Redressal Officer of the insurer - In case you do not receive a response within 15 days or if you are not satisfied with the resolution, you may approach Grievance Redressal Officer at gro@bajajlife.com Link for registering the grievance with the insurer's portal: Insurance company grievance portal - https://webpartner2.bajajlife.com/GrvOnlineApi/indexOnlineGrv.jsp#_ga=2.7272630.541013491.1717475077-1601763320.1694668355&_gac=1.52751388.1715749803.EAlalQobChMlyeqivKOhgMVdWsPAh0NFQrEEAAYASAAEgJObPD_BwE	Part G – Section 25 and 26

		Contact details of Ombudsman: Find your nearest Ombudsman office at https://www.cioins.co.in/ombudsman	
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Declaration by the Policyholder

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

Place: (Signature of the Policyholder)
Date:

Web-link for the product where sample policy document can be downloaded:

<https://www.bajajlifeinsurance.com/savings-plans/bajaj-life-ace.html>

Disclaimer: In case of conflict in the content mentioned hereinabove, the terms and conditions mentioned in the policy document shall prevail.