

## 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 Goal Assure IV UIN:116L204V01	Policy Schedule
2.	Policy Number	<XXXXXXXXXX>	Policy Schedule
3.	Type of Insurance Policy	Linked	-
4.	Basic Policy Details	<ul style="list-style-type: none"> <li>• Installment Premium (₹): &lt;XXXXXXXXXX&gt;</li> <li>• Mode of Premium Payment: &lt;XXXXXXXXXX&gt;</li> <li>• Sum Assured on Death (₹): &lt;XXXXXXXXXX&gt;</li> <li>• Sum Assured on Maturity (₹): &lt;XXXXXXXXXX&gt;</li> <li>• Premium Payment Term (Years): &lt;XXXXXXXXXX&gt;</li> <li>• Policy Term(Years): &lt;XXXXXXXXXX&gt;</li> </ul>	Policy Schedule
5.	Policy Coverage/benefits payable	<b>Benefits payable on maturity:</b> Fund Value as on date of maturity	Part C Section 5
		<b>Benefits payable on death:</b> Higher of (Prevailing Sum Assured or Regular Premium Fund Value) Plus Higher of (Top-up Sum Assured or Top-up Premium Fund Value) The Death Benefit is subject to the Guaranteed Death Benefit of 105% of the Total Premiums paid, till the date of death.	Part C Section 5
		<b>Survival Benefits excluding that payable on maturity:</b> Not Applicable	
		<b>Surrender benefits:</b> <ul style="list-style-type: none"> <li>• During the first 5 policy year (lock in period): Discontinuance value at the end of the lock-in period will be available as surrender value.</li> <li>• Post the lock in period: Fund value as on the date of surrender.</li> </ul>	Part D Section 9
		<b>Options to policyholders for availing benefits, if any, covered under the policy:</b> Policy holder / Claimant can opt to take maturity benefit and death benefit in form of installments spread over a period of 5 years under Settlement option	Part D Section 11
		<b>Other benefits/options payable, specific to the policy, if any:</b> Not applicable	-
		<b>Lock-in period for Linked Insurance products:</b> Five (5) Years	Part B Section 1

6.	Options available (in case of Linked Insurance Products)	<ul style="list-style-type: none"> <li>• <b>Partial Withdrawal (Non- Systematic)</b>- Available</li> <li>• <b>Top-up premium</b>- Available</li> <li>• <b>Switch Funds</b> - Available</li> <li>• <b>Settlement Option</b> - Available</li> <li>• <b>Change Premium Payment Term</b> - Available</li> <li>• <b>Decrease sum assured</b> - Available</li> <li>• <b>Reduce Regular premium</b> – Available</li> <li>• <b>Premium Apportionment</b>: Available</li> <li>• <b>Change Premium Payment Frequency</b>: Available</li> <li>• <b>Switch Portfolio strategies</b>: Available</li> <li>• <b>Partial Withdrawal (Systematic)</b>- Available</li> </ul>	Part D Section 11												
7.	Option available(in case of Annuity product)	<b>Not Applicable</b>	--												
8.	Riders Opted if Any	<p>If no riders are opted &lt;&lt; Not Applicable&gt;&gt; If riders are opted &lt;&lt;</p> <table border="1"> <thead> <tr> <th>Rider Name</th><th>Rider Benefit</th><th>UIN</th><th>Sum Assured</th></tr> </thead> <tbody> <tr> <td><b>Bajaj Life Linked Accident Protection Rider II</b></td><td><b>Linked Accidental Death Benefit (ADB)</b></td><td>&lt;XX&gt;</td><td>&lt;XX&gt;</td></tr> <tr> <td><b>Bajaj Life Linked Accident Protection Rider II</b></td><td><b>Linked Accidental Total Permanent Disability Benefit (ATPD)</b></td><td>&lt;XX&gt;</td><td>&lt;XX&gt;</td></tr> </tbody> </table> <p>For details on the rider, please refer the customer information sheet of the respective rider. &gt;&gt;</p>	Rider Name	Rider Benefit	UIN	Sum Assured	<b>Bajaj Life Linked Accident Protection Rider II</b>	<b>Linked Accidental Death Benefit (ADB)</b>	<XX>	<XX>	<b>Bajaj Life Linked Accident Protection Rider II</b>	<b>Linked Accidental Total Permanent Disability Benefit (ATPD)</b>	<XX>	<XX>	Policy Schedule
Rider Name	Rider Benefit	UIN	Sum Assured												
<b>Bajaj Life Linked Accident Protection Rider II</b>	<b>Linked Accidental Death Benefit (ADB)</b>	<XX>	<XX>												
<b>Bajaj Life Linked Accident Protection Rider II</b>	<b>Linked Accidental Total Permanent Disability Benefit (ATPD)</b>	<XX>	<XX>												
9.	Exclusions (events where insurance coverage is not payable), if any	<p><b>Suicide claim provision:</b> In case of death due to suicide within 12 months from the Date of Commencement of Risk or from the date of latest revival of the Policy, whichever is later, the Claimant shall be entitled to the Fund Value, as available on the date of intimation of death.</p> <p>There is no other exclusion applicable w.r.t death other than suicide clause.</p> <p>No other exclusions in the product</p>	Part F Section 21												
10.	Waiting Period/ /lien Period, if any	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	Thirty (30) Days	Part D												

			Section 6
13.	Lapse, paid-up and Revival of the Policy	<b>Lapse</b> If premiums have not been paid During the first five (5) policy years: Policy will be converted to a discontinued life policy at the end of the grace period After first five (5) policy years: Policy will be, immediately & automatically, converted to a paid-up policy at the end of the grace period.	Part D Section 7
		<b>Paid-up</b> If premiums have not been paid After the lock-in period, Policy will be, immediately & automatically, converted to a paid-up policy at the end of the grace period	Part D Section 7
		<b>Revival</b> Three (3) years from the date of first unpaid premium	Part B Section 1
14.	Policy Loan If Applicable	Not Applicable	-
15.	Claims / Claims Procedure	1) <b>Turn Around Time (TAT) for claims settlement and brief procedure:</b> <ul style="list-style-type: none"> <li>Link for Brief Procedure:  <a href="https://www.bajajlifeinsurance.com/life-insurance-claim-assistance.html">https://www.bajajlifeinsurance.com/life-insurance-claim-assistance.html</a> </li> <li>Link for Turn Around Time (TAT) for claims settlement:  <a href="https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf">https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf</a> </li> </ul> 2) <b>Helpline/Call Centre Numbers:</b> 020 6712 1212 (Customer Care Number) Mail Us: <a href="mailto:customercare@bajajlife.com">customercare@bajajlife.com</a>	Part F Section 33
16.	Policy Servicing	<b>Turn Around Time (TAT):</b> <a href="https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf">https://www.bajajlifeinsurance.com/content/dam/balic-web/pdf/customer-services/services-tat.pdf</a>	Part G Section 37
		<b>Helpline/Call Centre number:</b> 020 6712 1212  <b>Contact details of the insurer:</b> In case you have any query, you may communicate with the Company: 1. By post at: Customer Care Desk, Bajaj Life Insurance Limited, Bajaj Insurance House, 5th floor, Airport Road, Yerawada, Pune – 411006 2. By Email: <a href="mailto:customercare@bajajlife.com">customercare@bajajlife.com</a>	

		<b>Link for downloading applicable form and list of documents required including bank account details:</b> <a href="https://online.bajajlife.com/online/portal/logon/serviceRequest.do?user_name=WEBSITE&amp;p_flag=0">https://online.bajajlife.com/online/portal/logon/serviceRequest.do?user_name=WEBSITE&amp;p_flag=0</a>	
17.	Grievances /Complaints	<b>Contact details of Grievance Redressal Officer of the insurer:</b> Grievance Redressal Officer of the insurer - In case you do not receive a response within 14 days or if you are not satisfied with the resolution, you may approach Grievance Redressal Officer at <a href="mailto:gro@bajajlife.com">gro@bajajlife.com</a>  <b>Link for registering the grievance with the insurer's portal:</b> Insurance company grievance portal – <a href="https://webpartner2.bajajlife.com/GrvOnlineApi/indexOnlineGrv.jsp#_ga=2.7272630.541013491.1717475077-1601763320.1694668355&amp;_gac=1.52751388.1715749803.EAlaIQobChMIy_eqivKOhgMVdWsPAh0NFQrEEAAYASAAEgJObPD_BwE">https://webpartner2.bajajlife.com/GrvOnlineApi/indexOnlineGrv.jsp#_ga=2.7272630.541013491.1717475077-1601763320.1694668355&amp;_gac=1.52751388.1715749803.EAlaIQobChMIy_eqivKOhgMVdWsPAh0NFQrEEAAYASAAEgJObPD_BwE</a>  <b>Contact details of Ombudsman:</b> Find your nearest Ombudsman office at <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a>	Part G Section 37 and Section 38

**Declaration by the Policyholder**

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

Place:

Date:

(Signature of the Policyholder)

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

<https://www.bajajlifeinsurance.com/ulip-plans/financial-life-goals-assure.html>

**Disclaimer:**

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