

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

Customer Information Sheet reference no. _____

This document provides key information about your Certificate of Insurance. You are also advised to go through your Certificate of Insurance document.

Sl. no.	Title	Description in Simple Words (Please refer to applicable Certificate of Insurance Clause Number in next column)	Certificate of Insurance (COI) Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Axis Max Life Smart Guaranteed Pension Plan UIN: 104N122V26	COI Header
2.	COI Number	<COI Number>	COI Header
3.	Type of Insurance Policy	A Non-linked Non-Participating Single Premium Group General Annuity Savings Plan	COI Header
4.	Basic Policy details	• Instalment Premium: <Amount> • Mode of Premium payment: Single Premium • Sum Assured on Death: <add SA on Death> • Sum Assured on Maturity: Not Applicable • Policy Term: < In case of single life annuity, till the death of the annuitant/ In case of joint life annuity, till the death of last survivor > • Premium Payment Term: 1 Year	COI Schedule
5.	Policy Coverage/benefits payable	• Benefits payable on Death: In the event of the Annuitant's death after the Date of Commencement of Risk <<Pick text from below>> In case of 'Single Life Immediate Annuity for life (without Death Benefit)' or the 'Joint Life Immediate Annuity for life (without Death Benefit)' is in force, <<no Death Benefit will be payable.>> In case of 'Single Life Immediate Annuity for life (with Death Benefit)' is in force, <<We will pay the Claimant a lump sum amount equal to the Single Premium plus Top Up Premium (if any) received and the Policy will terminate. Note: If any Annuity is paid by Us after the date of death of the Annuitant, but before the date of intimation of death, We shall deduct an amount equal to the total of such Annuity paid from the Death Benefit that may be payable under this Policy, if any.>>	Clause 2

		In case of 'Joint Life Immediate Annuity for life (with Death Benefit)' is in force, <<on death of the last surviving Annuitant, We will pay the Claimant a lump sum amount equal to the Single Premium plus Top Up Premium (if any), received and the Policy will terminate. Note: If any Annuity is paid by Us after the date of death of the Annuitant or last surviving Annuitant, as the case may be, but before the date of intimation of death, We shall deduct an amount equal to the total of such Annuity paid from the Death Benefit that may be payable under this Policy, if any.>> • Survival Benefit excluding that payable on maturity: ➤ We will pay the Annuity on the due dates specified in the Schedule as per the frequency of payment selected by the Member provided that: <<Text from below will come here>> In case of 'Single Life Immediate Annuity for life (without Death Benefit)' or 'Single Life Immediate Annuity for life (with Death Benefit)' has been chosen, <<the Policy is in force and the Annuitant is alive on the due date.>> In case of 'Joint Life Immediate Annuity for life (with Death Benefit)' or 'Joint Life Immediate Annuity for life (without Death Benefit)' has been chosen, <<the Policy is in force and one of the Annuitants is alive on the due date. If one of the Annuitants dies after the Date of Commencement of Risk, We will continue to pay the same Annuity on the due dates specified in the Schedule to the Secondary Annuitant.	Clause 3
		• Benefits payable on maturity No Maturity Benefit is payable under the Policy.	Clause 7
		• Surrender Benefit In case of 'Single Life Immediate Annuity for life (without Death Benefit)'; or; 'Joint Life Immediate Annuity for life (without Death Benefit)' << No Surrender benefit under this Policy>> In case of Single Life Immediate Annuity for life (with Death Benefit) or Joint Life Immediate Annuity for life (with Death Benefit) options <<The Policy will acquire Surrender Value immediately after the end of Free look period.	Clause 6

		The Surrender Value will be higher of the Guaranteed Surrender Value and the Special Surrender Value. The Guaranteed Surrender Value will equal to 50% of the sum of (i) Single Premium and (ii) Top-Up Premium, if any, received under this Policy reduced by amount of Annuity already paid during the Policy Year in which COI is surrendered. The Special Surrender Value will be equal to 50% of the sum of Single Premium and Top-Up Premium, if any, received under this Policy reduced by amount of Annuity already paid during the Policy Year in which COI is surrendered. We may review the Special Surrender Value factor from time to time based on the experience, subject to prior approval of IRDAI. Once Member have surrendered the Policy, the same cannot be reinstated.>> For National Pension System subscriber, payment of Surrender Value shall be subject to regulations, guidelines or other directions issued by Pension Fund Regulatory and Development Authority. • Options to policyholders for availing benefits, if any, covered under the policy: Advance Annuity Option In case of 'Joint Life Immediate Annuity for life (with Death Benefit)' as Annuity Option, then within 3 months from the date of death of any of the Annuitants, the surviving Annuitant will have an option to receive the present value of Annuity payable in next 5 Policy Years as advance Annuity amount, which will be computed as per the below formula: Advance annuity amount = 4.00 x Annuity instalment x number of Annuities payable per Policy Year The interest rate applicable to arrive at the advance annuity amount is the weighted average pricing interest rate of all age/premium bands. Currently this discount rate is 8.05 % per annum. Once this option is selected, the advance Annuity amount will be payable immediately in lump sum. It is clarified that the Annuity amount payable, if any, during the Policy Year of exercising this option shall continue as and when due as per the Schedule.	Clause 4
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		Once the lump sum advance Annuity amount is paid, the Annuity payment during the next 5 Policy Years shall stop from the Policy Anniversary. The regular Annuity payouts shall start after the expiry of the above said 5 Policy Years as per the original terms and conditions of the Policy. In case of death of the surviving Annuitant or Surrender of Policy anytime during the above 5 Policy Years, We will pay the applicable death/Surrender benefit after adjusting the remaining advance Annuity amount. Remaining advance Annuity amount will be calculated as per the below formula: Remaining advance Annuity amount = (1- months elapsed during advance Annuity period/60) x advance Annuity amount For National Pension System subscriber, payment of advance Annuity amount shall be subject to regulations, guidelines or other directions issued by Pension Fund Regulatory and Development Authority. Top Up Option Member will have an option to pay a Top Up Premium on any Policy Anniversary, during the first 10 Policy Years to enhance the Annuity. The Annuity paid from the Top Up Premium will be dependent on the Age of the Annuitant(s) and annuity rate prevailing for the respective Annuity option, at the time of Top Up Premium payment. The minimum amount that can be paid as Top Up Premium is Rs.1,00,000/- In cases where the Age of any of the Annuitant is less than 30 years the top up option will not be available. The date and mode of payment of the Annuity in respect of the Top Up Premium will be same as specified in the Schedule. It may be noted that: i) The Annuity Option for the Top Up Premium will be same as chosen under the Policy. ii) For Policy sourced under QROPS, the prevailing His Majesty's Revenue & Customs (HMRC) regulations will apply. iii) For Policy purchased using the funds from National Pension System, the prevailing regulations, guidelines or	Clause 5
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		other directions issued by Pension Fund Regulatory and Development Authority shall apply. • Other benefits/options payable, specific to the policy, if any: Nil • Lock-in period for Linked Insurance products: ➤ This is not applicable.	
6.	Options available (in case of Linked Insurance Products)	This is not applicable	
7.	Option available (in case of Annuity product)	This product is a <<Chose from below options>> Single Life Immediate Annuity for life (without Death Benefit) Single Life Immediate Annuity for life (with Death Benefit) Joint Life Immediate Annuity for life (without Death Benefit) Joint Life Immediate Annuity for life (with Death Benefit)	COI Schedule
8.	Riders opted, if any	None	
9.	Exclusions (events where insurance coverage is not payable), if any.	Brief list of the applicable exclusions, if any: In case of Suicide by the Annuitant or the Secondary Annuitant (in case of death of the Primary Annuitant), the Death Benefit (as applicable) shall be payable.	Clause 6 of Part F
10.	Waiting /lien Period, if any	Number of Days: Not Applicable	
11.	Grace period	Number of Days: Not applicable, as this is a single premium product.	
12.	Free Look Period	Number of days: 30 days beginning from the date of receipt of the Policy	Clause 8
13.	Lapse, paid-up and revival of the Policy	Not applicable, as this is a single premium product.	
14.	Policy Loan, if applicable	Members are not entitled to any loans under this Policy or Certificate of Insurance.	Clause 12

15.	Claims/Claims Procedure	• Turn Around Time (TAT) for claims settlement: 30 days after receipt of entire documents or completion of investigation, if any, whichever is later. • Brief procedure Notice of Claim – All cases of death must be notified immediately to us in writing. However, We may condone delay on merit for delayed claims where the reason for delay is proved to be for reasons beyond the control of the Claimant. Claim forms as required by us must be completed and furnished to us, at the Claimant's expense, within 90 days after the date the insured event happens, unless specified otherwise. A list of primary claim documents listing the normally required documents is attached to the Policy. Submission of the listed documents, forms or other proof, however, shall not be construed as an admission of liabilities by the Company. We reserve the right to require any additional proof and documents in support of the claim. • Helpline number ➤ 1860-120-5577 (Call charges apply) or 0124- 4219090 • Contact Details of the Insurer: ➤ Axis Max Life Insurance Limited, Plot No. 90C, Urban Estate, Udyog Vihar, Sector 18, Gurugram-122015, Haryana, India. Website – https://www.axismaxlife.com • Link for downloading claim form and list of documents required including bank account details: ➤ https://www.axismaxlife.com/downloads ➤ We will require the following documents in case of claim under this Policy regarding the death of the Life Insured: For Death Benefit: • Claimant's statement in the prescribed form (death claim application form form A); • original COI; • a copy of police complaint/ first information report (only in the case of death by accident or unnatural death of the Annuitant); • a copy of duly certified post mortem report, autopsy/viscera report and a copy of the final police investigation report /charge sheet (only in the case	Clause 13
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		of death by accident or unnatural death of the Annuitant); • original/ attested death certificate issued by the local/municipal authority; • identity proof of the Claimant bearing their photographs and signatures; and • discharge summary / indoor case papers in case death happened due to medical reasons in a hospital; • medical booklet / CGHS card details in case of defence and central government personnel; • body transfer certificate / embassy documents / postmortem report whichever applicable in case of death in foreign country; • complete passport copy in case of death in foreign country; • other life / health insurance details with claim history details; • employer certificate with complete leave records (Form E); • copy of bank passbook / cancelled cheque of the Claimant; • ITR for last 3 years / GST certificate in case of self employed; • in case of a medical/natural death of the Life Insured, the attending physician's statement (Form C) and the medical records (admission notes, discharge/death summary, test reports, etc.); • NEFT mandate form attested by bank authorities; • Bank details of Claimant; • any other documents or information required by Us for assessing and approving the claim request. For Survival Benefit: • the Annuitant (the Secondary Annuitant in case of death of the Primary Annuitant) to submit to Us a Living Certificate in the format prescribed by Us at least 30 days before the end of each Policy Year. However, in case Member have chosen 'Single Life Immediate Annuity for life (with Death Benefit)' or the 'Joint Life Immediate Annuity for life (with Death Benefit)', the Living Certificate, in the format prescribed by Us, is required to be submitted at least 30 days before the end of every 5th Policy Year. • Unless otherwise informed, Member will be required to submit the above documents duly signed by a gazetted officer or a Registered Medical Practitioner (who should quote his medical council registration number) or a scheduled bank branch manager or notary public or any other	
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		person as notified by the Company from time to time. • If the foregoing documentation is not received by Us at least 30 days before the end of period as mentioned above, the payment of survival benefit (including arrears, if any) will automatically cease from the commencement of the immediately succeeding Policy Year until the same is submitted to Us. • In certain cases, we may either require the Annuitant (the Secondary Annuitant in case of death of the Primary Annuitant) to submit the above documents in person or may allow submit the proof of survival via electronic modes. • Any other document or information required by Us for assessing and approving the claim request.	
16.	Policy Servicing	• Turn Around Time (TAT): up to 15 days • Helpline number ➤ 1860-120-5577 (Call charges apply) or 0124- 4219090 • Contact Details of the Insurer: ➤ Axis Max Life Insurance Limited, Plot No. 90C, Urban Estate, Udyog Vihar, Sector 18, Gurugram-122015, Haryana, India. Website - https://www.axismaxlife.com • Link for downloading applicable forms and list of documents required including bank account details: ➤ https://www.axismaxlife.com/downloads ➤ We will require the following documents regarding policy servicing: • Application in the prescribed form; • original Policy document (if any); • identity proofs (such as copy of Passport, PAN card, Voter identity card, Aadhar (UID) card, etc.) of the Policyholder or Life Insured (bearing their photographs and signatures); • NEFT mandate form attested by bank authorities, along with a cancelled cheque or bank account passbook; • any other documents or information required by Us for processing the servicing request.	
17.	Grievances /Complaints	• Contact Details of Grievance Redressal Officer of the insurer:	Clause 17

		➤ Grievance Redressal Officer, Axis Max Life Insurance Limited, Plot No. 90C, Urban Estate, Udyog Vihar, Sector 18, Gurugram-122015, Haryana, India • Link for registering the grievance with the insurer's portal ➤ https://www.axismaxlife.com/customer-service/grievance-redressal • Contact details of Ombudsman ➤ Refer Annexure A for the Ombudsman details	
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Declaration by the Member

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

Place:

(Signature of the Member)

Date:

Note:

- i. For the product related documents including the Customer Information sheet please refer to the <https://www.axismaxlife.com/retirement-plans/smart-guaranteed-pension-plan>.
- ii. In case of any conflict between the terms contained in this document and COI, the terms and conditions mentioned in the COI shall prevail. However, in case of any conflict between the terms contained in the COI and policy contract, the terms and conditions mentioned in the policy contract shall prevail.
- iii. In the event of any conflict or discrepancy between any translated version and the English language version of this CIS, the English language version of this CIS shall prevail.

Annexure A: List of Insurance Ombudsman

AHMEDABAD - Office of the Insurance Ombudsman, 6th Floor, Jeevan Prakash Bldg, Tilak Marg, Relief Road, Ahmedabad-380 001. Tel:- 079-25501201/02 Email: io.ahmedabad@cioins.co.in. (State of Gujarat and Union Territories of Dadra & Nagar Haveli and Daman & Diu.)

BENGALURU - Office of the Insurance Ombudsman, Jeevan Soudha Bldg., PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080-26652049/26652048 Email: io.bengaluru@cioins.co.in. (State of Karnataka)

BHOPAL- Office of the Insurance Ombudsman, 1st Floor, Jeevan Shikha, 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills, Bhopal-462 011. Tel.: 0755-2769201/2769202/2769203 Email: io.bhopal@cioins.co.in (States of Madhya Pradesh and Chhattisgarh.)

BHUBANESHWAR - Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneswar - 751009. Tel:- 0674-2596461/2596455/2596429/2596003. Email: io.bhubaneswar@cioins.co.in. (State of Odisha.)

CHANDIGARH - Office of the Insurance Ombudsman, S.C.O. No. 20-27, Ground Floor, Jeevan Deep Building, Sector 17-A, Chandigarh-160017. Tel:- 0172 - 2706468 Email: io.chandigarh@cioins.co.in [States of Punjab, Haryana (excluding 4 districts viz, Gurugram, Faridabad, Sonapat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh and Chandigarh]

CHENNAI- Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai-600 018. Tel:- 044-24333668 / 24333678 Email: io.chennai@cioins.co.in [State of Tamil Nadu and Union Territories - Puducherry Town and Karaikal (which are part of Union Territory of Puducherry).]

DELHI- Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi- 110002. Tel:- 011– 46013992/ 23213504/ 23232481 Email: io.delhi@cioins.co.in (State of Delhi, 4 districts of Haryana viz, Gurugram, Faridabad, Sonapat and Bahadurgarh)

KOCHI- Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi 682011. Tel : 0484-2358759 Email: io.ernakulam@cioins.co.in (State of Kerala and Union Territory of (a) Lakshadweep (b) Mahe - a part of Union Territory of Puducherry.)

GUWAHATI - Office of the Insurance Ombudsman, "Jeevan Nivesh", 5th Floor, Near. Panbazar, S.S. Road, Guwahati- 781001(ASSAM) Tel:- 0361-2632204/ 2602205/ 2631307 Email: io.guwahati@cioins.co.in (States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.)

HYDERABAD - Office of the Insurance Ombudsman, 6-2-46, 1st Floor, "Moin Court", Lane Opp. Hyundai Showroom, A.C. Guards, Lakdi-Ka-Pool, Hyderabad-500 004. Tel : 040-23312122/ 23376991 / 23376599 / 23328709 / 23325325 Email: io.hyderabad@cioins.co.in (State of Andhra Pradesh, Telangana and Yanam and part of the Union Territory of Puducherry.)

JAIPUR- Office of the Insurance Ombudsman, Ground Floor, Jeevan Nidhi II Bldg, Bhawani Singh Marg, Jaipur – 302005 Tel : 0141-2740363 Email: io.jaipur@cioins.co.in (State of Rajasthan)

KOLKATA Office of the Insurance Ombudsman, Hindustan Building. Annexe, 7th Floor, 4, C.R. Avenue, Kolkata-700 072. Tel : 033-22124339/22124341 Email: io.kolkata@cioins.co.in (States of West Bengal, Sikkim, and Union Territories of Andaman and Nicobar Islands.)

LUCKNOW- Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-2, Nawal Kishore Road, Hazratganj, Lucknow- 226001. Tel.: 0522 - 4002082 / 3500613 Email:

io.lucknow@cioins.co.in (Following Districts of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.)

MUMBAI - Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), Mumbai 400054. Tel : 022- 69038800/27/29/31/32/33 Email: io.mumbai@cioins.co.in (List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N , S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai.)

NOIDA - Office of the Insurance Ombudsman, 4th Floor, Bhagwan Sahai Palace, Main Road, Naya Bans, Sector-15, Distt: Gautam Buddha Nagar, U.P. - 201301. Tel: 0120-2514252/2514253 Email: io.noida@cioins.co.in (State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.)

PATNA - Office of the Insurance Ombudsman, 2nd floor, Lalit Bhawan, Bailey Road, Patna - 800001 Tel No: 0612-2547068, Email id : io.patna@cioins.co.in (State of Bihar, Jharkhand.)

PUNE - Office of the Insurance Ombudsman, 3rd Floor, Jeevan Darshan Bldg, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411030. Tel.: 020-24471175 Email: io.pune@cioins.co.in (State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region.)

THANE - Office of the Insurance Ombudsman, 2nd Floor, Jeevan Chintamani Building, Vasant Rao Naik Mahamarg, Thane (West), Thane – 400604 Email id: io.thane@cioins.co.in (Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T".) Tel No. 022-20812868/69