

## Customer Information Sheet: Aviva Signature 3D Term Plan

This document serves as a comprehensive summary of the policy you have purchased with us.

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	<b>Name of the Insurance Product and Unique Identification Number (UIN)</b>	<b>Aviva Signature 3D Term Plan</b> UIN: 122N148V02	Part A
2	<b>Policy Number</b>	As mentioned in the Policy Schedule	Part A
3	<b>Type of Insurance Product / Policy</b>	Non-Linked	Part A
4	<b>Basic Policy Details</b>	<p><b>Instalment Premium</b> &lt;&lt;Instalment Premium&gt;&gt;</p> <p><b>Mode of Premium Payment (e.g. Monthly, Quarterly, Half Yearly or Yearly)</b> &lt;&lt;Mode of Premium Payment&gt;&gt;</p> <p><b>Sum Assured on Death</b> &lt;&lt;Sum Assured on Death&gt;&gt;</p> <p><b>Sum Assured on Maturity</b> Not Applicable</p> <p><b>Premium Payment Term</b> &lt;&lt;Premium Payment Term&gt;&gt;</p> <p><b>Policy Term</b> &lt;&lt;Policy Term&gt;&gt;</p>	Part A
5	<b>Policy Coverage / Benefits Payable</b>	<p><b>Benefits Payable on Maturity</b> Only Applicable with 3D TROP: On survival, Total Premiums Paid shall be returned to the policyholder as Maturity Sum Assured. Benefits Payable on Death (provided that all due regular premiums have been received)</p> <p>&lt;&lt;Death Sum Assured&gt;&gt;</p>	Part C Clause 1.2



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**Customer Service Helpline Number**  
1800-103-77-66 (Toll Free)  
0124-270-9046



**Email**  
customerservices@avivaindia.com

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
5	Policy Coverage / Benefits Payable	<b>Survival Benefits excluding that Payable on Maturity</b> Not Applicable	Part C Clause 1.2
		<b>Surrender Benefits</b> Applicable for Plan Option 3D TROP Higher of Guaranteed Surrender Value or Special Surrender Value.  <b>Options to policyholders for availing benefits, if any, covered under the policy</b> Not Applicable  <b>Other benefits/options payable, specific to the policy, if any</b> Not Applicable  <b>Lock-inperiod for Linked Insurance products</b> Not Applicable	Part D Clause 3
6	Options Available (in case of Linked Insurance Products)	<b>Partial Withdrawal</b> Not Applicable  <b>Top-up Provision</b> Not Applicable  <b>Switches</b> Not Applicable  <b>Settlement Option</b> Not Applicable	
7	Option Available (in case of Annuity Product)	Not Applicable	
8	Riders opted, if any	<b>Aviva Accidental Casualty Non-Linked Rider</b> UIN: 122B035V01  <b>Rider Name: Aviva New Critical Illness Non-Linked Rider</b> UIN:122B036V02  <b>Aviva Cancer Cardio Non-Linked Rider</b> UIN:122B037V02	Part A
9	Exclusions (events where Insurance Coverage is not payable), if any	In case of death of the life insured due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the nominee or beneficiary of the policyholder shall be entitled to 80% of the total premiums paid till the date of death or the surrender value available, if any, as on the date of death whichever is higher, provided the policy is in-force.	Part F Clause 11

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
10	<b>Waiting / Lien Period, if any</b>	Not Applicable	
11	<b>Grace Period</b>	30 Days for Yearly / Half-Yearly and Quarterly Mode 15 Days for Monthly Mode	Part C Clause 2
12	<b>Free Look Period</b>	You have an option to return this Policy for cancellation at any time within the first thirty (30) days of receipt of this Policy, if you disagree with this Policy. You can return this Policy by submitting to us the original Policy Document and a written request stating the reasons for the return.	Part D Clause 1
13	<b>Lapse, Paid-up and Revival of the Policy</b>	3D Pure Term,3D Accelerated, 3D Family Plus: if the due Regular / Limited Premium is not paid before the expiry of the Grace Period, then the Policy shall lapse and risk cover shall cease immediately. The Policy will not acquire any Surrender Value or Paid Up Value. 3D TROP : If due Regular / Limited premium of first policy year has not been paid before the expiry of the grace period, then the policy will lapse without acquiring any benefit. The Policy will not acquire any Surrender Value or Paid Up Value and if all due premiums of the first policy year have been paid provided the policy has completed first policy year and any subsequent due Regular / Limited Premium is not paid before the expiry of the Grace Period then the Policy shall become a Paid Up Policy with reduced benefits viz Paid Up Death Sum Assured and Paid Up Maturity Sum Assured.	Part D Clause 2
14	<b>Policy Loan, if applicable</b>	Allowed under 3D TROP Option	Part D Clause 5
15	<b>Claims / Claims Procedure</b>	<b>i. Claim Procedure:</b> Detail claim procedure can be checked from <a href="https://www.avivaindia.com/claims-process-0">https://www.avivaindia.com/claims-process-0</a>  <b>ii. Turn Around Time (TAT) for claims settlement:</b> a. Death claim, except in cases warranting investigation - Within 15 days from the date of intimation of claim. b. Death claim warranting investigation - Within 45 days from the date of intimation of claim. c. Surrender, Partial Withdrawal - Within 7 days of receipt of request. d. Maturity Benefits, Survival Benefits, Annuity Payouts, Income Benefits etc. - On due date.	Part F Clause 1

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
15	Claims / Claims Procedure	<p><b>iii. Helpline number:</b> 1800-103-77-66</p> <p><b>iv. Hospitals which are blacklisted or from where no claims will be accepted by insurer:</b> NA for us</p> <p><b>v. Downloading / getting claim form:</b> Death/rider claim forms can be downloaded from <a href="https://www.avivaindia.com/form-and-resource-help-desk">https://www.avivaindia.com/form-and-resource-help-desk</a></p>	Part F Clause 1
16	Policy Servicing	<p>a. Call at 1800-103-7766 / 1800-180-2266 or E-mail: <a href="mailto:customerservices@avivaindia.com">customerservices@avivaindia.com</a></p> <p>b. Contact Grievance Redressal Officer (GRO) at i. Head Office; or ii. Call at 0-124-2709046, or iii. Email: <a href="mailto:complaints@avivaindia.com">complaints@avivaindia.com</a></p> <p>c. IRDA of India Grievance Call Centre (IGCC) TOLL FREE NO:155255 or 1800 4254732 Email ID: <a href="mailto:complaints@irdai.gov.in">complaints@irdai.gov.in</a> You can also register Your complaint online at <a href="http://www.igms.irdai.gov.in">http://www.igms.irdai.gov.in</a></p> <p>d. Office of the Governing Body of Insurance Council 3<sup>rd</sup> Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), MUMBAI -400021. Tel:- 022-26106245/ 022-26106980, Fax:- 022-26106949, E mail: <a href="mailto:inscouncil@gmail.com">inscouncil@gmail.com</a></p> <p>e. Insurance Ombudsman The address of the Insurance Ombudsman are attached herewith and may also be obtained from the following link on the internet. Link - <a href="https://www.cioins.co.in/ombudsman">https://www.cioins.co.in/ombudsman</a></p>	Part G Clause 1.1
17	Grievances / Complaints	<p>a. Head Office Aviva Life Insurance Company India Limited, 401-A, 4<sup>th</sup> Floor, Block-A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122016 or</p> <p>b. Call at 0124-2709046; or</p> <p>c. email: <a href="mailto:gro@avivaindia.com">gro@avivaindia.com</a></p> <p>d. Our Website <a href="http://www.avivaindia.com">www.avivaindia.com</a> or IRDAI's website <a href="http://www.irdai.gov.in">www.irdai.gov.in</a> for update contact details of the Insurance Ombudsman</p>	Part G Clause 1.2



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

**Declaration by the Policyholder**

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

**Place:**

**Signature of the Policyholder**

**Date:**