Customer Information Sheet: Aviva New Corporate Life

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

Sl. No.	Title	**Description** (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	**Name of the Insurance Product and Unique Identification Number (UIN)**	Aviva New Corporate Life (UIN:122N149V01)	Part A
2	**Policy Number**	<<Policy Number>>	Part A
3	**Type of Insurance Product / Policy**	Pure Risk	Part A
4	**Basic Policy details**	• Instalment Premium- <<Instalment Premium>> • Mode of Premium Payment-<<Mode>> • Sum Assured on death - <<Death Sum Assured>> • Sum Assured on Maturity - <<Maturity Sum Assured>> • Premium payment Term: <<PPT>> • Policy Term: <<PT>>	Part A
5	**Policy Coverage / Benefits**	• **Benefits payable on maturity:** Not Applicable • **Benefits payable on death:** Sum Assured is payable in lumpsum upon the death of the Members as per the chosen option (Basic Death Cover Option or Basic Death Cover with an Accelerated Terminal Illness Benefit Option • **Survival Benefits excluding that payable on maturity:** Not Applicable • **Surrender Benefits:** Not Applicable • **Options to policyholders for availing benefits, if any, covered under the policy:** Not Applicable • **Other benefits/options payable, specific to the policy, if any:** Not Applicable	Part C Section 1
6	**Options available (in case of Linked Insurance Products)**	Not Applicable	-
7	**Option available (in case of Annuity product)**	Not Applicable	-

8	**Riders opted, if any**	1) Aviva Group New Critical Illness Non-Linked Rider (UIN: 122B038V03) 2) Aviva Group Accidental Death Benefit Non-Linked Rider (UIN:122B039V01) 3) Aviva Group Accidental Total and Permanent Disability Non-Linked Rider (UIN:122B040V01) 4) Aviva Group Flexi Critical Illness Non-Linked Rider (UIN:122B041V01)	Part C Section 3
9	**Exclusions (events where insurance coverage is not payable), if any**	There will not be any suicide exclusion for compulsory employer-employee schemes for the basic death benefit. However, Terminal Illness claim arising from suicide shall be excluded during the first policy year of coverage from the risk commencement date or from the reinstatement date, whichever is later for all types of schemes whether voluntary or compulsory.	Part F Section 11
10	**Waiting / Lien Period, if any**	Not Applicable	-
11	**Grace Period**	Grace period is 30 days for Half Yearly & Quarterly modes and 15 days for monthly mode.	Part C Section 4
12	**Free Look Period**	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 Master Policy Document and a written request stating the reasons for the return.	Part D Section 1
13	**Lapse, Paid-up and Revival of the Policy**	If Master Policy is lapsed due to non-payment of Premium within the Grace Period it can be revived during the Revival Period. Revival is available up to 180 days from the date of first unpaid Premium but within the policy term of one year. Revival period will not exceed the term of the policy	Part D Section 4
14	**Policy Loan, if applicable**	Not Available	-
15	**Claims/Claims Procedure**	i. **Claim Procedure:** Detail claim procedure can be checked from https://www.avivaindia.com/claims-process-0 ii. **Turnaround Time(TAT) for claim Settlement:** 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. iii. **Helpline number:** 1800-103-77-66 iv. **Hospitals which are blacklisted or from where no claims will be accepted by insurer:** NA for us v. **Downloading / getting claim form:** Death/rider claim	Part F Section 1

		forms can be downloaded from https://www.avivaindia.com/form-and-resource-help-desk	
16	**Policy Servicing**	a. Call at 1800-103-7766 / 1800-180-2266 or E-mail: customerservices@avivaindia.com b. Contact Grievance Redressal Officer (GRO) at i. Head Office; or ii. Call at 0-124-2709046, or iii. Email: complaints@avivaindia.com c. IRDA of India Grievance Call Centre (IGCC) TOLL FREE NO:155255 or 1800 4254732 Email ID: complaints@irdai.gov.in You can also register Your complaint online at https://bimabharosa.irdai.gov.in/RegComplaint/RegisterComplaint d. Office of the Governing Body of Insurance Council 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), MUMBAI -400054. Tel:- 022-26106889 / 022-26106671 / 022-26106980 Fax:- 022-26106949, E mail: inscoun@gbic.co.in 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 - https://www.cioins.co.in/ombudsman	Part G
17	**Grievance/ Complaints**	a. Head Office Aviva Life Insurance Company India Limited, 401-A, 4th Floor, Block-A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122016 or b. Call at 0124-2709046; or c. email: gro@avivaindia.com d. Our Website www.avivaindia.com or IRDAI's website www.irdai.gov.in for updated contact details of the Insurance Ombudsman	Part G

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**