

Customer Information Sheet: Aviva Saral Jeevan Bima

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	Name of the Insurance Product and Unique Identification Number (UIN)	Aviva Saral Jeevan Bima UIN:122N135V01	Part A
2	Policy Number	<<Policy Number>>	Part A
3	Type of Insurance Product / Policy	Linked	Part A
4	Basic Policy details	<p>Instalment Premium <<Instalment Premium>></p> <p>Mode of premium payment (e.g. Monthly, Quarterly, Half Yearly or Yearly) <<Mode of premium payment>></p> <p>Sum Assured on Death <<Sum Assured on death>></p> <p>Sum Assured on Maturity Not Applicable</p> <p>Premium Payment Term <<Premium payment Term>></p> <p>Policy Term <<Policy Term>></p>	Part A
5	Policy Coverage / benefits payable	Benefits payable on maturity Not Applicable	Part C Clause B
		Benefits Payable on Death (provided that all due regular premiums have been received) As per clause 1.1 of Part C	Clause 1.1



Aviva Life Insurance Company India Limited
401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20,
NH-8, Gurugram, Haryana-122 016
www.avivaindia.com



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



Email
customerservices@avivaindia.com

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5	Policy Coverage / benefits payable	<p>Survival Benefits excluding that payable on maturity Not Applicable</p> <p>Surrender Benefits Not Applicable</p> <p>Options to policyholders for availing benefits, if any, covered under the policy Not Applicable</p> <p>Other benefits/options payable, specific to the policy, if any Not Applicable</p>	Part D
		<p>Lock-inperiod for Linked Insurance products Not Applicable</p>	
6	Options available (in case of Linked Insurance Products)	<p>Partial Withdrawal Not Applicable</p> <p>Top-up Provision Not Applicable</p> <p>Switches Not Applicable</p> <p>Settlement option Not Applicable</p>	
7	Option available (in case of Annuity product)	Not Applicable	
8	Riders opted, if any	Not Applicable	
9	Exclusions (events where insurance coverage is not payable), if any	<p>Under Regular/Limited Premium Policy: This policy shall be void if the Life Assured commits suicide at any time within 12 months from the date of commencement of risk, provided the policy is inforce or within 12 months from the date of revival and the Company will not entertain any claim except for 80% of the premiums paid (excluding any extra amount if charged under the policy due to underwriting decisions, taxes and rider premiums, if any) till the date of death. This clause shall not be applicable for a lapsed policy as nothing is payable under such policies.</p> <p>Under single Premium Policy: This policy shall be void if the Life assured commits suicide at any time within 12 months from the date of commencement of risk and the Company will not entertain any claim except 90 % of the Single Premium paid excluding any extra amount if</p>	Part F Clause 4

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		charged under the policy due to underwriting decisions and rider premiums, if any.	
10	Waiting / lien Period, if any	Not Applicable	
11	Grace period	30 Days	Part B
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 Policy Document and a written request stating the reasons for the return.	Part D Clause 2
13	Lapse, paid-up and revival of the Policy	As per Clause 3 of Part D	Part D Clause 3
14	Policy Loan, if applicable	Not Applicable	
15	Claims / Claims Procedure	<p>i. Claim Procedure: Detail claim procedure can be checked from https://www.avivaindia.com/claims-process-0</p> <p>ii. Turn Around Time (TAT) for claims settlement:</p> <ul style="list-style-type: none"> 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. <p>iii. Helpline number: 1800-103-77-66</p> <p>iv. Hospitals which are blacklisted or from where no claims will be accepted by insurer: NA for us</p> <p>v. Downloading / getting claim form: Death/rider claim forms can be downloaded from https://www.avivaindia.com/form-and-resource-help-desk</p>	Part F

Sl. No.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
16	Policy Servicing	<p>a. Call at 1800-103-7766 / 1800-180-2266 or E-mail: customerservices@avivaindia.com</p> <p>b. Contact Grievance Redressal Officer (GRO) at i. Head Office; or ii. Call at 0-124-2709046, or iii. Email: complaints@avivaindia.com</p> <p>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 http://www.igms.irdai.gov.in</p> <p>d. Office of the Governing Body of Insurance Council 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), MUMBAI -400021. Tel:- 022-26106245/ 022-26106980, Fax:- 022-26106949, E mail: inscouncil@gmail.com</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 - https://www.cioins.co.in/ombudsman</p>	Part G
17	Grievances / Complaints	<p>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</p> <p>b. Call at 0124-2709046; or</p> <p>c. email: gro@avivaindia.com</p> <p>d. Our Website www.avivaindia.com or IRDAI's website www.irdai.gov.in for update contact details of the Insurance Ombudsman</p>	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

Date: