

**CUSTOMER INFORMATION SHEET/KNOW
YOUR POLICY**

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

SI No	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1	Name of Insurance Product/Policy	<ul style="list-style-type: none"> • ICICI Pru Linked Waiver of Premium Rider <p style="margin-left: 40px;">Benefit Option: Life option</p>	
2	Application/Policy number	<Application Number>	
3	Type of Insurance/Policy	Waiver of Premium	
4	Sum Insured (Basis) (Along with amount)	<p>Sum Assured - <Sum Assured></p> <p><i>Sum Assured is the sum of the Annualized Premium and Annualized Underwriting Extra Premium amount of the Base Policy or the subsisting other rider(s) as applicable that will be waived by the Company every year of the outstanding premium payment term, on occurrence of the contingent event.</i></p>	Rider Schedule
5	Policy Coverage (What the policy covers?) (Policy Clause Number/s)	<p>This Rider can be attached to Your Base Policy or other Subsisting Rider(s) (premium paying) if any. Depending on the manner of attachment, the following benefit is applicable on the occurrence of the contingent event, as mentioned under the chosen Benefit Option:</p> <ul style="list-style-type: none"> a. If attached with the Base Policy: Smart Benefit shall be applicable; b. If attached with Subsisting Rider(s) if any: all future premiums payable under the Subsisting Rider(s) including any Underwriting Extra Premiums shall be waived off. 	Part C, Clause A

		<p>Smart Benefit: Under Smart Benefit, following the acceptance of a valid claim,</p> <ul style="list-style-type: none">• All future premiums under the base policy shall be waived; and• In case of any premium due dates falling between date of incidence of insured event and acceptance of claim, units will be allocated on the date of acceptance of claim by the Company, equivalent of total instalment premiums unpaid over this period, net of any applicable Premium allocation charge; and• Units will be allocated on the subsequent premium due dates by the Company equivalent to the instalment premium of the base policy, net of any applicable Premium allocation charge.• This will continue till the end of the WoP rider term, provided the base policy is not terminated earlier for any reason. <p>Rider Benefit is applicable in the event of earlier of death or terminal illness of the Life Assured named under this rider.</p> <p>For more information please refer to the policy document (Part C, Clause A) under the section 'Specimen Policy Document' available on our website at https://www.icicprulife.com/services/download-centre.html</p>	
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6	Exclusions (what the policy does not cover)	For more information please refer to the policy document (Part C, Clause B) under the section 'Specimen Policy Document' available on our website at https://www.icicprulife.com/services/download-centre.html for exclusions and conditions applicable.	Part C, Clause B
7	Waiting period <ul style="list-style-type: none"> • Time period during which specified diseases/treatments are not covered • It is counted from the beginning of the policy coverage 	Not Applicable	
8	Financial limits of coverage <p>i. Sub-limit (It is a pre-defined limit and the insurance company will not pay any amount in excess of the limit)</p> <p>ii. Co- payment (It is a specified amount/percentage of the admissible claim amount to be paid by policyholder/insured)</p> <p>iii. Deductible (It is a specified amount:</p> <ul style="list-style-type: none"> - Up to which an insurance company will not pay any claim, any - Which will be deducted from total claim amount (if claim amount is more than the specified amount) <p>iv. Any other limit (as applicable)</p>	Not Applicable	

<p>9</p>	<p>Claims/Claims Procedure</p>	<p>For processing a death claim, we will require the following documents (as may be relevant):</p> <p>For natural deaths:</p> <ul style="list-style-type: none"> a) Claimant's Statement b) Original Policy Document c) Death Certificate of the Life Assured issued by the local municipal authority d) Cancelled Cheque for processing electronic payment e) Claimant's Photo Identity proof and address proof f) Medical cause of the death certificate issued by the last treating/ last attending doctor, if any g) Medical records (Admission notes, Discharge Summary/Death summary, test reports etc., if any h) Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the death. <p>For unnatural deaths:</p> <ul style="list-style-type: none"> a) Claimant's Statement b) Original Policy Document c) Death Certificate of the Life Assured issued by the local municipal authority d) Cancelled Cheque for processing electronic payment e) Claimant's Photo Identity proof & address proof f) Post Mortem report & viscera/ chemical analysis report g) FIR report, final police investigation report, police panchnama/ Inquest report, driving license h) Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the death. 	<p>Part F, Clause 10</p>
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For processing a Terminal Illness claim under this Rider, We will require the following documents (as may be relevant):

- a) Claimant's Statement
 - b) Original Policy Certificate
 - c) Claimant ID Proof.
 - d) Claimant's residence proof
 - e) Recent Photograph of LA
 - f) PAN/form 60
 - g) EPM form with cancelled cheque
 - h) Certificate from two independent medical practitioners giving life expectancy of life assured in view of terminal illness.
 - i) First and all consultation papers with all investigation reports, discharge summary, Indoor case papers, follow up paper
 - j) Current and previous medical records for last 5 years, if any.
 - k) Other Insurance policy Life/health/mediclaime with details of past claims/ settlement letters.
- We may ask for below requirements basis case to case

- a) Certificate from employer. Income documents: Salary slip of last 6 months/ITR for last 3years/ Bank Statement of last 1 year giving income credit.

For any assistance on Claims, you can call Us on 1-860-266-7766 (for calls within India) or +91 8069385555 (for calls outside India). You can also register a health or a death claim by sending us an email at claimsupport@iciciprulife.com

The claim form can be downloaded from the following links:

Digital Claim Form Link:

		https://buy.icicprulife.com/buy/Claim-Intimation.htm?execution=e2s1 Physical Claim Form Link: https://www.icicprulife.com/insurance-library/life-insurance-claims-related-faqs.html#linked_content	
10	Policy Servicing	For any clarification or assistance, You may contact Our advisor or call Our customer service representative (between 10.00 a.m. to 7.00 p.m, Monday to Saturday; excluding national holidays) on 1-860-266-7766 or visit Our website: www.icicprulife.com . Alternatively, You may communicate with Us at any of our branches or the customer service helpline number 1-860-266-7766 or email at lifeline@icicprulife.com . For updated contact details, We request You to regularly check Our website.	Part G
11	Grievances/Complaints	i. Grievance Redressal Officer: If You do not receive any resolution from Us or if You are not satisfied with Our resolution, You may get in touch with Our designated grievance redressal officer (GRO) at gro@icicprulife.com or 1860 266 7766. Address: ICICI Prudential Life Insurance Company Limited, Ground Floor & Upper Basement, Unit No. 1A & 2A, Raheja Tipco Plaza, Rani Sati Marg, Malad (East), Mumbai-400097	Part G

The concerns of senior citizens will be resolved on priority ensuring there is a speedy disposal of the grievances.

For more details please refer to the "Grievance Redressal" section on www.iciciprulife.com.

ii. Grievance Redressal Committee:

If You do not receive any resolution or if You are not satisfied with the resolution provided by the GRO, You may escalate the matter to Our internal grievance redressal committee at the address mentioned below:

ICICI Prudential Life Insurance Co. Ltd.
Ground Floor & Upper Basement,
Unit No. 1A & 2A, RahejaTipco Plaza,
Rani Sati Marg, Malad (East), Mumbai- 400097 Maharashtra.

• IRDAI/(IGMS/Call Centre):

If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC)
TOLL FREE NO: **155255 (or) 1800 4254 732**

Email ID: complaints@irdai.gov.in

You can also register your complaint online at igms.irda.gov.in

Address for communication for

		<p>complaints by fax/paper: Consumer Affairs Department Insurance Regulatory and Development Authority of India Survey No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad, Telangana State – 500032</p> <p>Ombudsman list: Please refer to 'Specimen Policy Document' available at https://www.iciciprulife.com/service/s/download-centre.html</p>	
12	Things to remember	<p>Free Look cancellation: You have an option to review the Rider within <15/30> days from the date you receive it. In this period, if you are not satisfied with the Rider terms and conditions, you can return the Rider to us with reasons for cancellation. We will refund the premium paid for rider after deduction of Stamp duty, proportionate risk premium for the period of cover and the expenses borne by us on medical tests, if any. In case the Base Policy is cancelled within free-look period, Rider will also be automatically cancelled.</p> <p>Policy renewal: Not Applicable</p> <p>Migration and Portability: Not Applicable</p> <p>Change in Sum Insured: Not Applicable</p> <p>Moratorium Period: Not Applicable</p>	

<p>13</p>	<p>Your Obligations</p>	<p>Please disclose all pre-existing disease/s or condition/s before a rider. Non-disclosure may affect the claim settlement.</p> <p>Material information includes:</p> <ul style="list-style-type: none"> • Date of birth • Gender • Education • Annual Income • Occupation details • Nationality & country of residence • Question on criminal charges • Avocation/dangerous hobbies • Address & Pincode • Details of existing & applied insurance policies with other companies & terms of acceptance • Personal details like habits, Height & weight • Health Questions 	
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