

LIFE INSURANCE Customer Information Sheet / Know Your Policy

	This document provides key information about your policy. You are also advised to go through your Policy Document.						
Sr.	Title	Description in simple words (Please refer applicable Policy Clause Number in next column)	Policy Clause Number				
No. 1.	Name of the Insurance Product and Unique	Future Generali Long Term Income Plan (UIN: 133N090V05)	Part A.1				
	Identification Number (UIN)						
2.	Proposal Number Type of Insurance Policy	XXXXXXXXX This is an individual, Non Linked, Non-Participating (without profits), Savings, Life Insurance Plan	Part A.3a Part A.1				
4.	Basic Policy Details	This is an individual, Not Linked, North Deferred Income Option. You have chosen Option 1 with Deferred Income Option. Your Policy Term is of 40 years and Premium Payment Term is of 10 years. You have chosen Premium Payment frequency as Yearly with Installment Premium (without applicable taxes) of Rs. 1,00,000 Your Survival Benefit Frequency is Yearly and Sum Assured is of Rs. 10,00,000 Your Death Benefit Multiple is 10.	Part A.3e,3f & PART. C				
5.	Policy Coverage/ Benefits payable	Maturity Benefit You will receive Sum Assured on Maturity plus Maturity Loyalty Addition, along with the last Income Payout upon survival till the end of the Policy Term subject to payment of all due premiums. The policy terminates on the payment of the Maturity Benefit under both Plan Options. Your Maturity Benefit is Rs 20,00,000 which comprises of Sum Assured on Maturity of Rs. 10,00,000 and Maturity Loyalty Addition of Rs. 10,00,000. Deach Benefit Option 1 In case of unfortunate demise of the Life Assured during the Policy Term, the Life Assured's nominee shall receive the Death Benefit as specified below, provided the policy is in force and all due premiums till the date of death have been paid. The Death Benefit shall be highest of: I. Sum Assured on Death is . Rs. 10,00,000 or II. 105% of Total Premiums Paid (excluding applicable taxes, rider premiums and extra premiums, if any) as on date of death or III. 105% of Total Premiums Paid (excluding applicable taxes, rider premiums and extra premiums, if any) as on the date of death minus the Total Survival Benefit already paid or IV. Surrender value as on the date of death The policy will terminate on payment of the entire Death Benefit as defined above. Survival Benefit shall be equal to the sum of Guaranteed Income Ditus Income Loyalty Addition. The Survival Benefit is payable in arrears upon the survival of the Life Assured on payout due date, subject to payment of all due premiums. You will receive Yearly guaranteed income of Rs. 23,614 and Rs. 94,455 respectively. Surrender Were premised in the payment be Resent as dearned Income plus Income Loyalty addition starting from 11th policy year along with the guaranteed income, which will increase every 5 years till the end of the policy term. You unit receive Yearly guaranteed income of Rs. 23,614 and Rs. 94,455 respectively. Survival Benefit in the premiums paying the premiums has been received. The survival Benefit in the policy term. You may evaluate been grain all we premium has been received. Years till	Part C. 2,3,4 Part D.3				
6.	Riders opted, if any	Future Generali Non-Linked Accidental Death Benefit Rider with Sum Assured of Rs. 30,00,000 Your Benefit Payout type is Combined. You will receive lumpsum amount of Rs. 15,00,000 and an Monthly income of Rs.63,411 for duration of 2 years. And Future Generali Non-Linked Accidental Total & Permanent Disability Rider with Sum Assured of Rs. 10,00,000 Your Benefit Payout type is Income. You will receive Quarterly income of Rs. 67,499 for 4 years.	Part C5				
7.	Exclusions (What the policy does not cover)	Suicide Exclusion In case of death of Life Assured 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 at least 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-force.	Part F. 7				
8.	Waiting /lien Period, if any	Not Applicable					
9.		Grace period means the time granted by the Company from the due date of payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy. As you have opted for Yearly premium payment frequency, the grace period applicable to you is 30 days.	Part C.6				
10	. Free Look Period	If You disagree with any of the terms and conditions, You have a right to return the Policy within 30 days of receipt of the Policy Document and the Company will retund the premium if no claim made.	Part D.6				
11.	Lapse, paid-up and revival of the Policy	Lace If due premiums for first (1) year have not been paid in full within the grace period, the policy shall lapse and will have no value. All risk cover and benefit cease while the policy is in lapsed status. Paid-Lip If due premiums for the first (1) or more policy years have been paid in full and any subsequent premium is not paid within the grace period, the policy will be converted into a paid-up policy. A paid- up policy will not be eligible for any locome Loyalty Addition or Maturity Loyalty Addition. Revival You have the option to revive a lapsed/paid-up policy within five (5) consecutive years from the date of the first unpaid premium. • You have the option to revive a lapsed/paid-up policy within five (5) consecutive years from the date of the first unpaid premium. • The revival will be considered on the receipt of the application from the policyholder along with the proof of continued insurability of life assured and on payment of all overdue premiums with nterest, if any. • On revival, the simple interest rate of 9% p.a. shall be charged by the Company for the Financial Year 2024 -2025. However, the company may decide to increase the interest charged on revival from time to time with a prior approval from IRDAI.	Part D. 1, 2,& 4				
12	. Policy Loan, if applicable	You may avail a loan once the policy has acquired a Surrender Value. The maximum amount of loan that can be availed is up to 85% of the Surrender Value. The minimum amount of policy loan that can be taken is Rs. 10,000. For more details, please refer to the policy document.	Part D.5				

3. Claims / Claims Procedure Raising claim decision for cases without investigation requirement. Within 10 days 2. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Death claim decision for cases with investigation requirement. Within 45 days 3. Call centre number of the insurer: 1800/1022355 Clustomer Service email: care@futuregenerali.in or claims.support@futuregenerali.in Website: Life.futuregenerali.in Claim Servicing Tei + 91-22-4097 6666 Chief Operating Officer Unit 801 and 802, 801 fhoor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroi (W), Mumbai - 400083 Part A.1 4. Policy Servicing TAT: Financial Transaction - 7 days from the date of request received. Non-Financial Transaction - 7 days from the date of request received. Part A.1
2. Death claim decision for cases withour investigation requirement. Within 15 days 3. Death claim decision for cases with investigation requirement. Within 45 days Claims Procedures a) The death of the Life Assured b) The Claim Procedures is defailed at the company website https://life.futuregenerali.in/claims Call centre number of the insurer: 18001022355 Customer Service email: care@tuturegenerali.in or claims.support@futuregenerali.in Website: Life.futuregenerali.in Customer/Portat: Customer/life.futuregenerali.in OR FG Life App Tei: 91-92-007 6666 Details of Company officials Chief Operating Officer Unit 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroil (W), Mumbai - 400085 L.B.S. Marg, Vikhroil (W), Servicing TAT: Policy Servicing
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a) The death of the Life Assured, must be notified to us in writing along with proof of death, mandatory documents and any other available appropriate documents, not later than 90 days from the date of death of the Life Assured, date of death of the Life Assured, b) The Claim Procedure is detailed at the company website https://life.futuregenerali.in/claims Call centre number of the insurer: 18001022355 Customer Service email: care@futuregenerali.in or claims.support@futuregenerali.in Website: Life.futuregenerali.in Customer Portal: Customer Portal: Customer Portal: Customer Portal: Customer Jife.futuregenerali.in OR FG Life App Tei: +91-22.4079 6666 Details of Company officials Chief Operating Officer Unit 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai - 400083 Policy Servicing Policy Servicing TAT: Policy Servicing
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Website link for List of documents required for policy servicing: https://life.futuregenerali.in/customer-service/customer-service/faqs
Call centre number of the insurer/ Customer Service email / Website / Customer Portal/ Details of Company officials: Same as section 14 (Claims/Claims Procedure)
5. Grievances/Complaints In case you have any grievance, you may approach our Grievance Redressal Cell: Part 6,1 - Grievance Redress
a. Orievances/companies in case you nave any grevance, you may approach our drievance requests at Cent. Prat.C.1. * Create @ Uture green requests at Cent. Prat.C.1. * Create @ Uture green requests at Cent. Procedure & List of Insurance Procedure & List of Insurance
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•You may also reach out to Your nearest branch. You can locate Your nearest branch on Our Website at https://iife.futuregenerali.in/customer-service/branch-locator/
-Raise your concern online at https://life.futuregenerali.in/customer-service/enquiry-form
If you are a Senior citizen, you may write to us at the following id: senior.citizens@futuregenerali.in for priority assistance
In case not satisfied with the resolution of your grievance:
•Write to our Grievance Redressal Officer at gro@futuregenerali.in, or
Approach IRDAI (Insurance Regulatory and Development Authority of India)
Online portal: http://www.igms.irda.gov.in
 Toll Free Number: 155255 / 1800 425 4732, or
 Approach Insurance Ombudsman; please visit https://www.cioins.co.in/ombudsman for details

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LIFE INSURANCE Customer Information Sheet / Know Your Policy

Sr.	Title	This document provides key information about your policy. You are also advised to go through your Policy Document. Description in simple words (Please refer applicable Policy Clause Number in next column)	Policy Clause Number
No.			
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Future Generali Long Term Income Plan (UIN: 133N090V05)	Part A.1
2.	Proposal Number	XXXXXXX	Part A.3a
	Type of Insurance Policy	This is an individual, Non Linked, Non-Participating (without profits), Savings, Life Insurance Plan	Part A.1
	Basic Policy Details	You have chosen Option 1 with Deferred Income Option. Your Policy Term is of 40 years and Premium Payment Term is of 10 years. You have chosen Premium Payment frequency as Yearly with Installment Premium (without applicable taxes) of Rs. 1,00,000 Your Survival Benefit Frequency is Yearly and Sum Assured is of Rs. 10,00,000 Your Death Benefit Multiple is 10.	Part A.3e,3f & PART. C
5.	Policy Coverage/ Benefits payable	Maturity Benefit You will receive Sum Assured on Maturity plus Maturity Loyalty Addition, along with the last Income Payout upon survival till the end of the Policy Term subject to payment of all due premiums. The policy terminates on the payment of the Maturity Benefit under both Plan Options.	Part C. 2,3,4 Part D.3
		Your Maturity Benefit is Rs 20,00,000 which comprises of Sum Assured on Maturity of Rs. 10,00,000 and Maturity Loyalty Addition of Rs. 10,00,000. Death Benefit Option 1 In case of unfortunate demise of the Life Assured during the Policy Term, the Life Assured's nomine shall acceive the Death Benefit as specified below, provided the policy is in force and all due premiums till the date of death have been paid. The Death Benefit shall be highest of:	
		i. Sum Assured on Death i.e. Rs. 10,00,000 or ii. 105% of Total Premiums Paid (excluding applicable taxes, rider premiums and extra premiums, if any) as on date of death or iii. 150% of Total Premiums Paid (excluding applicable taxes, rider premiums and extra premiums, if any) as on the date of death minus the Total Survival Benefit already paid or iv. Surrender value as on the date of death The policy will terminate on payment of the entire Death Benefit as defined above.	
		Survival Benefit You will receive Survival Benefit till the end of the Policy Term as per the Income Option and Survival Benefit Payout frequency you have chosen. You can choose to receive the survival benefits in yearly, half-yearly, quarterly or monthly frequency.	
		The Survival Benefit shall be equal to the sum of Guaranteed Income plus Income Loyalty Addition. The Survival Benefit is payable in arrears upon the survival of the Life Assured on payout due dates, subject to payment of all due premiums.	
		You will receive Yearly guaranteed income of Rs. 23,614. You will also receive Income loyalty addition starting from 11th policy year along with the guaranteed income, which will increase every 5 years till the end of the policy term. Your first and last income payout will be Rs. 23,614 and Rs. 94,455 respectively.	
		Surrender We recommend you to continue paying the premiums regularly to enjoy all the benefits in the policy and achieve your planned milestones. You do have an option to cash-in (surrender) after completion of first policy year provided one full year premium has been received. The surrender value may be less than the sum of premiums paid. You may evaluate loan option allowed under this policy instead of surrender in case of a temporary.	
		The policy terminates on surrender and no further benefits are payable under the Policy. Please refer to your Benefit Illustration and Policy Document for more details.	
6.	Riders opted, if any	Future Generali Non-Linked Accidental Death Benefit Rider with Sum Assured of Rs. 30,00,000 Your Benefit Payout type is Combined. You will receive lumpsum amount of Rs. 15,00,000 and an Monthly income of Rs.63,411 for duration of 2 years. And	Part C5
		Future Generali Non-Linked Accidental Total & Permanent Disability Rider with Sum Assured of Rs. 10,00,000 Your Benefit Payout type is Income. You will receive Quarterly income of Rs. 67,499 for 4 years.	
7.	Exclusions (What the policy does not cover)	 Subcide Exclusion In case of death of Life Assured 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 at least 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-force. 	Part F. 7
8.	Waiting /lien Period, if any	Not Applicable	
9.	Grace period	Grace period means the time granted by the Company from the due date of payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy.	Part C.6
		As you have opted for Yearly premium payment frequency, the grace period applicable to you is 30 days.	
10.	Free Look Period	If You disagree with any of the terms and conditions, You have a right to return the Policy within 30 days of receipt of the Policy Document and the Company will refund the premium if no claim made.	Part D.6

11	. Lapse, paid-up and revival of the Policy	Lapse If due premiums for first (1) year have not been paid in full within the grace period, the policy shall lapse and will have no value. All risk cover and benefit cease while the policy is in lapsed status. Paid-Up	Part D. 1, 2,& 4
		rance up If due premiums for the first (1) or more policy years have been paid in full and any subsequent premium is not paid within the grace period, the policy will be converted into a paid-up policy. A paid- up policy will not be eligible for any Income Loyalty Addition or Maturity Loyalty Addition. Revival	
		1 reviews + You have the option to revive a lapsed/paid-up policy within five (5) consecutive years from the date of the first unpaid premium. + The revival will be considered on the receipt of the application from the policyholder along with the proof of continued insurability of life assured and on payment of all overdue premiums with interest. if any.	
		naterest, it any. - On revival, the simple interest rate of 9% p.a. shall be charged by the Company for the Financial Year 2024 - 2025. However, the company may decide to increase the interest charged on revival from time to time with a prior approval from IRDAI.	
12	. Policy Loan, if applicable	You may avail a loan once the policy has acquired a Surrender Value. The maximum amount of loan that can be availed is up to 85% of the Surrender Value. The minimum amount of policy loan that can be taken is Rs. 10,000. For more details, please refer to the policy document.	Part D.5
13	. Claims / Claims Procedure	Claims TAT 1. Raising claim requirements after lodging the claim- Within 10 days 2. Death claim decision for cases without investigation requirement- Within 15 days 3. Death claim decision for cases with investigation requirement- Within 45 days	Part F.4
		Claims Procedures a) The death of the Life Assured must be notified to us in writing along with proof of death, mandatory documents and any other available appropriate documents, not later than 90 days from the date of death of the Life Assured. b) The Claim Procedure is detailed at the company website https://life.futuregenerali.in/claims	
		Call centre number of the insurer: 18001022355 Customer Service email: care@futuregenerali.in or claims.support@futuregenerali.in Website: Life.futuregenerali.in Customer Portal: Customer.life.futuregenerali.in OR FG Life App Tei: + 91-22-4097 6666 Details of Company officials	
		Chief Operating Officer Unit 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai - 400083	
14	Policy Servicing	Policy Servicing TAT: Financial Transaction - 7 days from the date of request received. Non-Finacial Transaction - 7 days from the date of request received.	Part A.1
		Website link for downloading the policy servicing forms: https://life.futuregenerali.in/customer-service/forms-downloads Website link for List of documents required for policy servicing: https://life.futuregenerali.in/customer-service/customer-service/aqs	
		Call centre number of the insurer/ Customer Service email / Website / Customer Portal/ Details of Company officials: Same as section 14 (Claims/Claims Procedure)	
15	 Grievances/Complaints 	In case you have any grievance, you may approach our Grievance Redressal Cell: - Email us at care@futuregeneratiin, or - Write in to our below Communication address: Customer Services Department	Part G.1 - Grievance Redressal Procedure & List of Insurance Ombudsmen
		Customer Services Department Unit 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai – 400083, or	
		+You may also reach out to Your nearest branch. You can locate Your nearest branch on Our Website at https://life.futuregenerali.in/customer-service/branch-locator/	
		•Raise your concern online at https://life.futuregenerali.in/customer-service/enquiry-form •If you are a Senior citizen, you may write to us at the following id: senior.citizens@futuregenerali.in for priority assistance	
		In case not satisfied with the resolution of your grievance: -Write to our Grievance Redressal Officer at gro@huturegeneral.in, or -Approach IRDA (Insurance Regulatory and Development Authority of India)	
		Online portal: http://www.igms.itda.gov.in Tol Free Number: 15255 / 1800 425 4732, or Approach Insurance Ornbudsman; please visit https://www.cioins.co.in/ombudsman for details	
De	claration by the Policy Holder:		

Declaration by the Policy-Holder: I have read the above and confirm having noted the details. Place: Date: Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between Customer Information Sheet (CIS) and the policy document the terms and conditions mentioned in the policy document shall prevail.

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