

PNB MetLife India Insurance Company Limited

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road,
Bangalore -560001, Karnataka. IRDA of India Registration number 117.

CI No. U66010KA2001PLC028883, call us Toll-free at 1-800-425-6969, Website: www.pnbmetlife.com ,
Email: indiaservice@pnbmetlife.co.in

Or write to us at 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West),
Mumbai – 400062. Phone: +91-22-41790000, Fax: +91-22-41790203

Non-Financial Request – Change of Name

Definition: Changes or rectifications requested in the name available in Policy records of the Policy Owner/Person Insured, assignee and nominee.

Sno.	Documents	Submission of Service Request by Policy Owner in PNB MetLife or Bank (PNB/JKB & KBL) or CAMS Branches	Submission of Service Request by Policy Owner through Courier	Submission of Service Request by Third Party in PNB MetLife or Bank (PNB/JKB & KBL) or CAMS Branches	Customer Portal	E-mail from registered email ID
1	Policy Servicing Request form duly filled and signed by the Policy Owner	Yes	Yes	Yes	No Such Option	No Such Option
2	Self-attested ID proof of Policy Owner Note : Customer should carry the original documents in case of physical submission	Yes	Yes	Yes		
3	For significant changes in the name, Gazette notification or Newspaper Advertisement	Yes	Yes	Yes		
4	Marriage Certificate (in case of Maiden name change)	Yes	Yes	Yes		
5	For minor name alterations, Self-Attested ID proof like Driving License, Valid Passport, Aadhar Card, PAN card or any other standard age proof acceptable to PNB MetLife	Yes	Yes	Yes		
6	Policy Owner Authorization Letter and ID proof of the person submitting the request on behalf of Policy Owner	No	No	Yes		

Note: For Name change due to Marriage cases where Policy Owner does not have Marriage Certificate, below documents to be submitted in original at Branch:

1. Self-attested Photo ID Proof of Policy Owner prior to Marriage (With maiden name) and post Marriage (With New Name) **OR**
2. Self-attested Passport of Policy Owner with the New Name

You may visit our Website (<https://www.pnbmetlife.com>) for information on below points:

- **Customer Details and Policy Feature Change Request Form Version 1.0** for submission of the above mentioned service request
Go to Download Forms >> Service Forms >> Select Regional Language – Customer Details and Policy Feature Request Form Version 1.0
- **Customer Authorization Letter – Policy Owner Servicing Request Version 1.0** if request is being submitted through Third-Party
Go to Download Forms >> Service Forms >> Select Regional Language – Customer Authorization Letter – Policy Owner Servicing Request Version 1.0
 - **List of Operational CAMS Branches**
Go to Customer Service >> Get In Touch >> Service Options – CAMS>> CAMS Branches
 - **List of Operational PNB MetLife Branches**
Go to Contact Us >> Select the nearest Branch >> Enter State, City, Area as per your preference