



Milkar life aage badhain

## PNB MetLife India Insurance Company Limited

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### Financial Payout Request – Free look Cancellation (FLC) - Fund Transfer

**Definition:** Free look Fund Transfer is an Option given to the Policy owner where within a stipulated period (30 days for online products and 15 days for other products) from the Policy Document received date, customer can opt for cancellation of policy and give a request to transfer his Free look amount to another application

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. <b>Note:</b> Reason for FLC is mandatory. For Fund Transfer requests, new application number to be mandatorily mentioned	Yes	Yes	Yes	No Such Option	No Such Option
2	Original Policy Document (PD): <b>Note:</b> Indemnity bond / Duplicate PD can be submitted in case original PD is not received/destroyed/lost etc.	Yes	Yes	Yes		
3	Self-attested ID proof of Policy Owner <b>Note :</b> Customer should carry the original documents in case of physical submission	Yes	Yes	Yes		
4	Cancelled cheque leaf / Copy of self-attested bank passbook / Copy of Self-attested bank statement - containing the Account holder's name, A/c No. & IFSC code. <b>Note:</b> In case of any change in Bank account number, declaration with reason for change is required	Yes	Yes	Yes		
5	<b>If request submitted by Third Party with Original Policy Document, following additional document of PO is required:</b> 1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login <b>OR</b> 2. Copy of Bank Statement reflecting premium paid to PNB MetLife <b>OR</b> 3. Original ID proof same as provided at the time of Proposal Login of the policy owner <b>OR</b> 4. Self-Attested ID proof like Passport/ Adhaar Card/ Driving License along with original of the same	No	No	Yes		
6	<b>If request submitted by Third Party with Indemnity bond / Duplicate PD, following additional document of PO is required:</b> 1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login	No	No	Yes		

	<b>OR</b>  2. Copy of Bank Statement reflecting premium paid to PNB MetLife <b>OR</b>  3. Original ID proof same as provided at the time of Proposal Login of the policy owner					
7	Self-Attested Address Proof of PO <b>Note</b> : Mandatory only in case of Indemnity/DPD requests or where there is an address change	Yes	Yes	Yes		
8	Policy Owner Authorization Letter and ID proof of the person submitting the request on behalf of Policy Owner	No	No	Yes		

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

- **Financial Payout Request Form Version 1.0 for submission of the above mentioned service request**

Go to Download Forms >> Service Forms >> Select Regional Language – **Financial Payout 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**