

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

Financial Payout Request – Met Loan Assure Surrender

Definition: In case as a borrower, you completely prepay the outstanding loan before the coverage expiry date or if the group policy holder cancels the policy under circumstances such as winding up or any other form of corporate restructuring and results in group policy holder ceasing to exist after such restructuring, the coverage shall be terminated and a surrender value shall be paid.

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		
2	Certificate of Insurance-Original copy	Yes	Yes	Yes		
3	Self-attested ID proof of Policy Owner Note : Customer should carry the original documents in case of physical submission	Yes	Yes	Yes		
4	No Objection Certificate/Clearance certificate from the bank-Original copy to be submitted by customer	Yes	Yes	Yes		
5	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	Yes	Yes	Yes		
6	If request submitted by Third Party along with Original Certificate of Insurance following document of PO will be provided: 1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login OR 2. Copy of Bank Statement reflecting premium paid to PNB MetLife OR 3. Original ID proof same as provided at the time of Proposal Login of the policy owner OR 4. Self-Attested ID proof like Passport/ Adhaar Card/ Driving License along with original of the same	No	No	Yes	No Such Option	No Such Option
7	If request submitted by Third Party with Indemnity bond / Duplicate PD, following document of PO will be provided: 1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login OR 2. Copy of Bank Statement reflecting premium paid to PNB MetLife OR 3. Original ID proof same as provided at the time of Proposal Login of the policy owner	No	No	Yes		

8	Self-Attested Address Proof Note : Mandatory only in case of Indemnity/Duplicate Policy Document requests or where there is an address change	Yes	Yes	Yes		
9	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**