

## 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](http://www.pnbmetlife.com),

Email: [indiaservice@pnbmetlife.co.in](mailto: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 – Surrender/Full Withdrawal

**Definition:** Surrender of Policy refers to foreclosure of policy before the end of Policy term. Once the request is accepted, the policy contract stands terminated. Surrender value if applicable will be paid to the policy holder post deduction of applicable surrender charges.

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	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.	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/ Aadhaar Card/ Driving License along with original of the same	No	No	Yes	No Such Option	No Such Option
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 <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	No	No	Yes		

	<b>Note:</b> For cases where, Sum Assured is equal to 5 lakhs and more, then surety need to be signed in the indemnity bond. Also, Indemnity bond to be duly witnessed					
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**