

## 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.

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Email: [indiaservice@pnbmetlife.co.in](mailto:indiaservice@pnbmetlife.co.in)

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### Financial Payout Request – Survival Benefit

**Definition:** Survival Benefit is the payment of the sum assured to the Policy Owner by the insurer through installments as per the policy Terms & Conditions (T&C). This usually is the case with a money-back policy where the Policy Owner enjoys the benefits of surviving the contingency (e.g. death) or as mentioned in the product T&C. All customers who opted for products with Survival Benefit feature are eligible for SB payout at the end of the specified period.

| 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<br><b>Note :</b> Customer should carry the original documents in case of physical submission  | Yes   | Yes   | Yes  |                 |                                 |
| 3    | 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  |                 |                                 |
| 4    | <b>If request submitted by Third Party, following additional document of PO will be submitted:</b><br>1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login<br><b>OR</b><br>2. Copy of Bank Statement reflecting premium paid to PNB MetLife <b>OR</b><br>3. Original ID proof same as provided at the time of Proposal Login of the policy owner <b>OR</b><br>4. Self-Attested ID proof like Passport/ Adhaar Card/ Driving License along with original of the same | No  | No  | Yes  |                 |                                 |
| 6    | 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