

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 Non-Payout Request – Top-Up

Definition: Top up is an option available with the policy owner to apply more premium in addition to regular premium.

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	PAN card if the Top-Up premium is >Rs. 49999 and Income proof if the top up premium is >Rs. 99999	Yes	Yes	Yes		
4	Premium payment towards Top-Up	Yes	Yes	Yes		
5	Policy Owner Authorization Letter and ID proof of the person submitting the request on behalf of Policy Owner	No	No	Yes		

Note:

- If service request is received on or before 3 PM on a business/ working day, the same day's Net Assets Value (NAV) will be applied. However, if service request is received after 3 PM, next working day NAV will be applied.
- If Top-Up premium is >Rs. 99999, then acceptance of Top-up premium will be subject to underwriting decision
- NAV for Top-Up would be given as per the Top-Up request received Date/Time

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

- POS Fund Switch, Top up and Other Financial Form Version 1.0 for submission of the above mentioned service request
Go to Download Forms >> Service Forms >> Select Regional Language – POS Fund Switch, Top up and Other Financial 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