

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**1. Part A**

**1.1. Welcome Letter**

[Mr./Ms. Name of the policyholder]  
[Father/husband name]  
[Address]  
[Mobile no.]  
<Policy No> <Sourcing Branch>

Date: dd-mm-yyyy

Dear Mr./Ms. Valued Customer, (Client ID: XXXXXX)

Welcome to the PNB MetLife family! Thank you for choosing a PNB MetLife product and showing Your confidence in us. At PNB MetLife, We value Your patronage and are committed to offering You the best services always.

PNB MetLife brings together financial strength, credibility and reliability of MetLife Inc., one of the leading global providers of insurance, annuities and employee benefit programs, serving more than 90 million customers for the last 140+ years and Punjab National Bank, a leading nationalized bank in India serving more than 80 million customers in the last 120+ years. You can be assured that You have chosen the right partner for life.

This booklet contains Your Policy Document, Customer Information Sheet along with Business Illustration, other related information, including a copy of Your Proposal Form. Please preserve this document as it would be required if the need arises.

**Free look Provision:** Please go through the terms and conditions of Your Policy very carefully. If You have any objections to the terms and conditions of Your Policy, You may cancel the Policy by giving a written notice to Us within 30 (thirty) days beginning from the date of receipt of Policy Document, whether received electronically or otherwise, stating the reasons for our objection. You will be entitled to a refund of the Premium paid, subject only to a deduction of a proportionate risk premium for the period of cover and the expenses, if any, incurred on medical examination and stamp duty charges.

For any queries or concerns You can contact Us via the touch points given below, We are always there to help you. For easy reference sourcing details for Your Policy are mentioned below.

<b>Channel</b>	<<XX>>		
<b>Name</b>	<<Valued Advisor>>	<b>Code</b>	<<XXXXXX>>
<b>E-Mail ID</b>	<< <a href="mailto:valuedadvisor@pnbmetlife.co.in">valuedadvisor@pnbmetlife.co.in</a> >>	<b>Mobile/ No.</b>	<b>Landline</b> <<XXXXXX>>

Wishing You a healthy, secured and prosperous life.

Yours Sincerely,  
PNB MetLife India Insurance Co. Ltd.

[Signature]  
[Name of signing authority]  
[Designation of signing authority]

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
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<b>In case of any queries / concerns, You can reach Us at:</b>			
<b>Call Us at 1800-425-6969</b> (Toll Free) or <b>022 - 4179 0300</b> (8am -8pm)	<b>Email Us at</b> <b>indiaservice@pnbmetlif</b> <b>e.co.in</b>	<b>Visit</b> <a href="http://www.pnbmetlife.com">www.pnbmetlife.com</a> to manage Your Policy online. <b>Register online</b> using Your <b>Customer</b> <b>ID &amp; Policy No.</b>	<b>Visit Your nearest PNB</b> <b>MetLife Office.</b> Our address details are available on <a href="http://www.pnbmetlife.com">www.pnbmetlife.com</a>

**1.2. Policy Preamble**

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product)**  
**Non-linked, Non-Participating, Individual Micro Life Insurance Savings Plan**

This is a contract of insurance between You and PNB MetLife India Insurance Company Limited. This contract of insurance has been enacted on receipt of the Premium and is based on the details in the Proposal Form received together with the other information, documentation and declarations received from You for effecting a life insurance contract on the life of the person named in the Policy Schedule below.

We agree to pay the Benefits under this Policy on the occurrence of the insured event described in Part C of this Policy, subject to the terms and conditions of the Policy.

**On examination of the Policy, if You notice any mistake or error, please return the Policy Document to Us in order that We may rectify it.**

Signed by and on behalf of PNB MetLife India Insurance Company Limited

[Signature]

[Name of signing authority]

[Designation of signing authority]

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY**

This document provides key information about Your Policy. You are also advised to go through Your Policy Document.

Sl. no.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of Insurance Product and Unique Identification Number (UIN)	PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) (UIN: 117N168V01)	
2	Policy Number	<<Policy Number from LA>>	
3.	Type of Insurance Policy	Non-linked, Non-Participating, Individual Micro Life Insurance Savings Plan	
4.	Base Policy details	Single Premium -<<Rs. xxx>> Base Sum Assured - Rs. <<>> Accidental Death Benefit- Rs. <<>> Premium Payment Term/Mode – Single Pay Maturity Benefit Policy Term – <<5/10>> years	Policy Schedule
5.	Policy Coverage/Benefits Payable	Death Benefit Accidental Death Benefit Maturity Benefit Surrender	3.2.1 3.2.2 4.4
6.	Options available (in case of Linked Insurance Products) – <b>Not Applicable</b>		
7.	Options available (in case of Annuity Product) – <b>Not Applicable</b>		
8.	Riders opted, if any	Not Applicable	
9.	Exclusions (events where insurance coverage is not payable), if any	<b>Suicide Exclusion</b> Death caused due to suicide within first 12 months <b>Accidental Death Benefit Exclusions</b>	6.8
10.	Waiting/lien Period, if any	Not Applicable	
11.	Grace Period	Not Applicable	3.4
12.	Free Look Period	30 days	4.1
13.	Lapse/paid-up and revival of the Policy	<b>Lapse:</b> Not Applicable. <b>Paid-up:</b> Not Applicable. <b>Revival:</b> Not Applicable	4.3 4.5
14.	Policy Loan, if applicable	Up to 80% of the Surrender Value as per terms and conditions	4.2
15.	Claims / Claims Procedure	<ul style="list-style-type: none"> <li>• Turn Around Time (TAT) for claims settlement and brief procedure – <ul style="list-style-type: none"> <li>a. For cases not warranting investigation – 15 days from date of intimation of claim</li> <li>b. For cases warranting investigation – 45 days from date of intimation of claim</li> </ul> </li> <li>• Helpline/Call Centre number - 1800 425 6969 (Toll-free)</li> <li>• Email - <a href="mailto:claimshelpdesk@pnbmetlife.com">claimshelpdesk@pnbmetlife.com</a></li> </ul>	6.3

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

		<ul style="list-style-type: none"> <li>Contact details of the Insurer - 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062.</li> </ul> <p>Link for downloading claim form and list of documents required including bank account details. - You can download the claim form from the following link <a href="https://www.pnbmetlife.com/downloads/claims-forms/english.html">https://www.pnbmetlife.com/downloads/claims-forms/english.html</a></p>	
16.	Policy Servicing	<ul style="list-style-type: none"> <li>Turn Around Time (TAT) <ul style="list-style-type: none"> <li>Financial and Non-Financial – 7 calendar days</li> </ul> </li> <li>Helpline/Call Centre number - 1800 425 6969 (Toll-free)</li> <li>Contact details of the insurer - 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062.</li> </ul> <p>Link for downloading applicable forms and list of documents required including bank account details - <a href="https://www.pnbmetlife.com/downloads/serviceform/english.html">https://www.pnbmetlife.com/downloads/serviceform/english.html</a></p>	6.14
17.	Grievances /Complaints	<ul style="list-style-type: none"> <li>Contact details of Grievance Redressal Officer of the Insurer:</li> <li>Call 1800-425-6969 (Toll free)</li> <li>Email at <a href="mailto:indiaservice@pnbmetlife.co.in">indiaservice@pnbmetlife.co.in</a></li> <li>Write to Our Grievance Redressal Department PNB MetLife India Insurance Co. Ltd, Unit no. 302, 3rd floor, Tower-3, Worldmark, Village Maidawas, Sector 65, District Gurugram, Haryana – 122018</li> </ul> <p>For any escalation with the resolution provided by any of the above touch points, You may, write to Our Grievance Redressal Officer at <a href="mailto:gro@pnbmetlife.co.in">gro@pnbmetlife.co.in</a></p> <ul style="list-style-type: none"> <li>Link for registering the grievance with the insurer's portal:<a href="https://www.pnbmetlife.com/grievance-cell/grievance-redressal.html">https://www.pnbmetlife.com/grievance-cell/grievance-redressal.html</a></li> </ul> <p><b>Ombudsman Details:</b> Please refer to <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a> for the list of Insurance Ombudsman</p>	7

Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place: \_\_\_\_\_ (Signature of the Policyholder)

Date: \_\_\_\_\_

**Note:**

In case of any conflict, the terms and conditions mentioned in the Policy Document shall prevail.

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**1.3. Policy Schedule**

<b>Name of the Plan</b>	PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product)
<b>Nature of the Plan</b>	Non-linked, Non-Participating, Individual Micro Life Insurance Savings Plan
<b>UIN</b>	117N168V01

<b>Proposal Form number</b>		<b>Policy number</b>		<b>Date of issue</b>		<b>Issuing office</b>	
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**1. Details of the Policyholder and Insured**

Name of the Policyholder		Gender		Date of Birth	
Name of the Insured		Gender		Date of Birth	
Address of Policyholder					
Telephone Number of the Policyholder					
Mobile Number of the Policyholder					
Address of Life Assured					
Age admitted of the Life Assured	<Yes/No>				

**2. Policy Benefits**

<b>Base Plan</b>	PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product)
<b>Rider details</b>	Not Applicable

<b>Base Sum Assured (Rs.)</b>	<b>Accidental Death Benefit (Rs.)</b>	<b>Premium Payment Mode</b>	<b>Single Premium (Rs.)</b>	<b>Goods &amp; Service Tax (GST) (Rs.)</b>	<b>Single Premium including GST (Rs.)</b>
		Single Pay		N.A.	

**3. Policy Details**

Date of Commencement of Risk / Inception of Policy	<<DD MM YY>>	Maturity Date	<<DD MM YY>>
Maturity Benefit (Rs.)		Policy Term (Years)	

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**4. Details of Agent/Intermediary**

<b>Name</b>	
<b>License number / Registration Number</b>	
<b>Phone number</b>	
<b>Address</b>	
<b>Email address</b>	

**5. Nominee details**

<b>Name(s) of the Nominee</b>	<b>Relationship with Life Assured</b>	<b>Age</b>	<b>Gender</b>	<b>Share(s) %</b>
1) <<Name of Nominee>>	<<Relation>>	<<>>	<<>>	<<Percentage>>
2)				
3)				
4)				

**6. Appointee details ( In case Nominee is a Minor)**

<b>Appointee name</b>	<b>Relationship with Nominee</b>	<b>Age</b>	<b>Gender</b>
<<Name of appointee>>	<<Relation>>	<<Age>>	<<>>

**7. E-Policy document**

Your soft copy of Policy Document is available in the customer portal. You can access the same through [www.pnbmetlife.com](http://www.pnbmetlife.com) > **Customer login** > **Provide user ID and password** (for existing customer), else click **New User** (for new customer).

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**2. Part B**

**2.1. Definitions applicable to Your Policy**

The words or terms below that appear in this **Policy** in initial capitals and **bold** type will have the specific meaning given to them below. These defined words or terms will, where appropriate to the context, be read so that the singular includes the plural, and the masculine includes the feminine.

- 1) **“Accident”** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 2) **“Age”** means Age as on the last birthday; i.e. the Age of the Life Assured in completed years as on Date of Inception of the Policy.
- 3) **“Appointee”** means the person named in the Policy Schedule to receive payment under this Policy, if the Nominee is a Minor at the time payment becomes due under this Policy.
- 4) **“Assignee”** means the person to whom the rights, Benefits and liabilities under this Policy are transferred by virtue of an Assignment under Section 38 of the Insurance Act, 1938, as amended from time to time.
- 5) **“Assignment”** means the process of transferring the rights, Benefits and liabilities to an “Assignee”. Assignment should be in accordance with the provisions of Section 38 of Insurance Act, 1938 as amended from time to time.
- 6) **“Base Sum Assured (BSA)/Sum Assured on Death”** means the absolute amount specified in the Policy Schedule which is the minimum amount assured to be paid on the death of the Life Assured.
- 7) **“Basis point”** refers to one hundredth of 1 percentage i.e. 100 basis points equals to 1%
- 8) **“Benefit Illustration”** means an Annexure along with the Policy Schedule that illustrates the Premiums, guarantees, returns, Benefits and values of the proposed Policy. This Benefit Illustration complies with IRDAI regulations and contains clear disclosure of both guaranteed and non-guaranteed Benefits, if any, of the Policy.
- 9) **“Benefits”** means the Death Benefit, Maturity Benefit, Surrender Benefit or any other benefit, as the case may be, applicable in the terms and conditions of this Policy.
- 10) **“Claimant/Beneficiary”** means either the Assignee or the Policyholder or the Nominee or their legal heirs as the case may be.
- 11) **“Company/Us/We/Our”** means PNB MetLife India Insurance Company Limited.
- 12) **“Date of Commencement of risk”** means the date on which the risk under the Policy and Riders, if opted for, comes into effect and is as specified in the Policy **Schedule**. The Date of Commencement of Risk cover on the Life Assured shall depend on the Age of the Life Assured on Date of commencement of the Policy.
- 13) **“Death Benefit”** means the benefit, which is payable on death of Life Assured, as stated in this Policy.
- 14) **“IRDAI”** means the Insurance Regulatory and Development Authority of India.
- 15) **“Life Assured/Insured”** means the person, named as such in the Policy Schedule, on whose life, the insurance cover is effected in the terms of this Policy.

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

- 16) **“Maturity Benefit”** means the benefit which is payable on maturity i.e. at the end of the Policy Term, as stated in the Policy Schedule at the inception of the Policy.
- 17) **“Maturity Date”** means the date specified in the Policy Schedule on which the Maturity Benefit is payable to the You.
- 18) **“Nominee”** means the person or persons nominated under Section 39 of the Insurance Act, 1938, as amended from time to time, by the Policyholder under this Policy and is(are) and named and authorized in the Policy Document to receive the claim Benefits payable under this Policy.
- 19) **“Policy/Policy Document”** means this PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product), which is the evidence of the contract between Us and You.
- 20) **“Policy Term”** means the entire term of the Policy as specified in the Policy Schedule.
- 21) **“Policy Year”** means a period of 12 (twelve) consecutive months starting from the Date of Commencement of the Policy as stated in the Policy Schedule and ending on the day immediately preceding the following anniversary date and each subsequent period of 12 (twelve) consecutive months thereafter.
- 22) **“Policyholder/Policy owner/Proposer/You/Your”** means the person specified as such in the Policy Schedule or such other person, who may become the holder of this Policy in respect of the terms and conditions of this contract or by virtue of operation of law. In the event the Proposer named in the Proposal Form is different from the Life Assured, then the Proposer shall be the Policyholder.
- 23) **“Premium”** means the payments to be made by You as per the chosen Premium Payment Term, to keep the Policy in force, in accordance with the frequency of payment chosen by You and is the amount as specified in the Policy Schedule. For this Policy, Premium means Single Premium.
- 24) **“Premium Payment Term”** means the period or the term of the Policy during which You are required to pay the Premiums with respect to the Policy, to Us. For this Policy, the Premium Payment Term is single pay only.
- 25) **“Proposal Form”** means a form to be filled in by the prospect in physical or electronic form, for furnishing the information including material information, if any, as required by the insurer in respect of a risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.
- 26) **“Policy Schedule”** means the attached Schedule that provides Your Policy Benefits, the terms of the contract and details provided by You, along with all its annexes, issued by Us for this Policy. The Schedule also includes any amendments to the attached Schedule which may be issued from time to time
- 27) **“Surrender”** means the complete withdrawal or termination of the entire Policy.
- 28) **“Surrender Value”** means an amount, as specified under the Policy, if any, that becomes payable on Surrender of the Policy during its term, in accordance with the terms and conditions of this Policy.

### **3. Part C: Policy Features, Benefits & Premium Payment Conditions**

#### **3.1. Policy Features**

PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) is a Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan. This is a single Premium plan and offers the Benefits listed below.

#### **3.2. Policy Benefits**

**3.2.1 Death Benefit:** In the event of Death of Life Assured during the Policy Term, provided the Policy is in force, higher of the following amounts shall be payable:

- i. Sum Assured on Death defined as 1.25 times single Premium, or
- ii. Surrender Value payable as on the date of death.

Policy shall terminate after payment of the Death Benefit.

**Accidental Death Benefit:** If the death of Life Assured is due to an Accident and within 180 days from the date of Accident, an additional amount of 1.25 times the single Premium shall be payable along with Death Benefit, subject to terms conditions and exclusions mentioned in this document. Accidental Death Benefit shall be paid even in case when Accident happens during the Policy Term and death occurs beyond the Policy Term but happens within 180 days from the date of the Accident. It is clarified that if death occurs after Maturity Date, Sum Assured on Death shall not be payable and only Accidental Death Benefit shall be payable.

Policy shall terminate after payment of the Accidental Death Benefit.

#### **3.2.2 Maturity Benefits**

Upon survival of the Life Assured till the Maturity Date as specified in the Policy Schedule, provided the Policy is in force, Maturity Benefit mentioned in the Policy Schedule shall be payable.

**3.3. Premium Payment Conditions:** This is a single Premium Policy and no future Premiums are necessary to be paid in this Policy

**3.4. Grace Period:** Not Applicable since this is a single Premium Policy

#### **4. Part D: Policy Servicing Conditions**

##### **4.1. Free Look Period**

Please go through the terms and conditions of Your Policy carefully. If You have any objections to the terms and conditions of Your Policy, You may cancel the Policy by giving a written notice to Us within 30(thirty) days beginning from the date of receipt of Policy Document, whether received electronically or otherwise, stating the reasons for Your objection and You will be entitled to a refund of the Premium paid, subject only to a deduction of proportionate risk premium for the period of cover and the expenses if any, incurred on medical examination and stamp duty charges.

##### **4.2. Loan**

###### **Eligibility for Policy Loan**

While the Policy is in force and after a Surrender Value has been acquired under the Policy, We may grant You a loan under the Policy provided that:

- (a) The proposed loan amount does not exceed 80% of the Surrender Value at the end of the Policy Year (in which loan is requested) less any outstanding loans previously granted on this Policy and loan interest (if any) accrued to the end of that Policy Year;
- (b) The Policy is assigned to Us to the extent of the outstanding loan amount. It is understood and agreed that, subject to the provisions of Section 38 and 39 of the Insurance Act 1938, as amended from time to time, this Assignment will automatically cancel all Nominations and other Assignments in force at the time, to the extent of the outstanding loan and interest.
- (c) If there is an existing loan the owner of the Policy can increase it.

###### **Applicable rate of interest**

- (a) The rate of interest to be charged for new loans shall be 10 Year G-Sec Rate as on 1<sup>st</sup> of April of each financial year plus 250 Basis Points, rounded up to the nearest 50 Basis Points. If the 10 Year G-Sec Rate have not been declared on 1<sup>st</sup> April, the G-Sec Rate declared on the first date of the financial year shall be reckoned.
- (b) However, at any point in time, if the prevailing 10 Year G-Sec Rate changes in excess of 200 Basis Points from the 10 Year G-Sec rate prevailing as on 1st April of that year; the Company shall revise the rate of interest based on the prevailing 10 Year G-Sec Rate.
- (c) As on 1<sup>st</sup> April 2025, the Company charges 9.5% p.a. compounded annually on outstanding policy loan amounts and interest accrued thereon.
- (d) The Company may review the formula for determining aforementioned rate of interest to be charged on

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

outstanding loan and reserves the right to change it

- (e) Any change in the loan interest rate will apply only to new loans including any incremental loan on policies which already have existing loan from previous years.
- (f) Once a loan is granted at a given rate, such interest rate will remain fixed until the respective loan amount and interest thereof is received by Us.

**Repayment of loan**

- (a) You shall re-pay the loan in the manner and in the amounts specified by Us at the time of disbursement of the loan.
- (b) Interest on the loan shall become due at the end of each Policy Year. If the interest amount is not received in full by the Company within 30 (thirty) days of it becoming due, the interest amount will be added to the loan principal amount.
- (c) The revised loan principal (including the unpaid interest) (as of the due date) will bear interest at the same rate as the original loan amount.
- (d) If the Life Assured dies before all outstanding loan amounts have been received by the Company, then the amount equal to the outstanding loan amount plus the unpaid interest (if any) due thereon shall be deducted from the Death Benefit payable under the Policy.
- (e) If the outstanding loan amounts have not been received by the Company before the date of Surrender, an amount equal to the outstanding loan amount plus the unpaid interest (if any) due thereon shall be deducted from the Surrender benefit payable under the Policy.
- (f) If the outstanding loan amounts have not been received by the Company before a survival benefit or income benefit or cash bonus payout becomes due, such amount shall first be utilized towards repayment of outstanding loan and interest thereon.
- (g) If the outstanding loan amounts have not been received by the Company before the Maturity Date, an amount equal to the outstanding loan amount plus the unpaid interest (if any) due thereon shall be deducted from the Maturity Benefit payable under the Policy.

**Additional loans**

- (a) You may take additional loan under the Policy provided that the proposed loan amount and the existing loan principal cumulatively do not exceed 80% of the Surrender Value at the end of the current Policy Year less any loan interest (if any) accrued to the end of that Policy Year.
- (b) Rate of interest for such additional loan shall be the loan rate prevailing for the year and may be different from the interest rate for any previously granted loans.

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**Foreclosure**

- (a) Any in-force and fully paid-up Policy will not be foreclosed on the ground of outstanding Policy loan amount including interest exceeding the Surrender Value.
- (b) For other than in-force and fully paid-up, wherein the loan outstanding (including interest thereon) exceeds the prevailing Surrender Value, the Company shall send a notice to Policyholder to repay the outstanding loan amount along with the interest. If the Policyholder does not repay the loan or fails to respond to the notice within 90 days of the date of issuance of such notice, the Policy shall be foreclosed, and the Policyholder will be paid the Surrender Value less loan outstanding including interest.

**4.3. Lapse and Policy Revival: Not Applicable**

**4.4. Surrender**

The Policy shall acquire Guaranteed Surrender Value and Special Surrender Value immediately on Date of Commencement of Risk.

The Policy shall be terminated after payment of Surrender Value. The Surrender Value payable shall be higher of Guaranteed Surrender Value or Special Surrender Value as given below:

**Guaranteed Surrender Value (GSV):**

GSV = Total Premiums Paid \* GSV Factor;

Where,

**Total Premiums Paid** means total of all the Premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly.

<i>GSV Factors: GSV as a % of Total Premiums Paid for Single Pay</i>		
<i>Policy Year of Surrender</i> ↓	<i>5 Years Policy Term</i>	<i>10 Years Policy Term</i>
<i>Year 1, 2 and 3</i>	75%	75%
<i>Year 4 or later</i>	90%	90%

**Special Surrender Value (SSV):**

Special Surrender Value (SSV) shall be as determined by the Company from time-to-time basis changing economic scenario. The Company may revise SSV, based on the then prevailing market conditions.

SSV is not guaranteed and the applicable SSV shall be reviewed annually by the Company.

**4.5. Termination of the Policy**

The Policy will be terminated on the earliest of the following:

- Cancellations during freelook period; or
- The date on which the Surrender Benefits are settled under the Policy; or

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

- On payment of Death or Maturity claim amount; or
- On payment of eligible Premium/Surrender Value described in suicide exclusion clause.

**5. Part E**

Not Applicable

**6. Part F: General Terms & Conditions**

**6.1. Nomination:** Nomination shall be in accordance with provisions of Section 39 of the Insurance Act 1938 as amended from time to time. Please refer Our website [www.pnbmetlife.com](http://www.pnbmetlife.com) for more details.

**6.2. Assignment:** Assignment shall be in accordance with provisions of Section 38 of the Insurance Act 1938 as amended from time to time. Please refer Our website [www.pnbmetlife.com](http://www.pnbmetlife.com) for more details.

**6.3. Claims Procedure**

We will not be obliged to make any payment of the Death Benefit under this Policy unless and until We have received all of the information and documentation We request, including but not limited to:

We request the following set of documents:

1. Duly filled and signed Claim form;
2. Copy of valid death certificate issued by local authority;
3. Current address proof & Photo identity proof of the rightful Nominee/ legal heir;
4. PAN Card or Form 60 of the Nominee;
5. Cancelled cheque / Copy of bank passbook of the rightful Nominee/legal heir;
6. **\*\*Doctor's Certificate prescribed in PNB MetLife Format (From the family physician or treating doctor);**

**If the death of the Life Assured is due to Accident, suicide, and murder then the additional documents mentioned below shall be required:**

1. Copy of the First Information Report (FIR), Panchnama and Postmortem Report (PMR), Viscera report if applicable;

**If the death of the Life Assured occurred at home & hospital, then the additional documents mentioned below shall be required:**

1. Complete Medical records for any treatment taken in past or at the time of death
  - Indoor Case papers;
  - Death summary;
2. Medical cause of death certificate;

**\*\*To download the forms, please visit our website [www.pnbmetlife.com](http://www.pnbmetlife.com)**

**Note** - PNB MetLife reserves the right to ask for additional documents deemed necessary to decide the claim which do not form part of the above-mentioned list.

**6.4. Maturity Benefit Payout Procedure:** You will have to submit the following information and documentation

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

We request, including but not limited to:

- a. Updated bank details and cancelled cheque copy,
- b. Current address proof & Photo identity proof of the Policyholder,
- c. PAN Card or Form 60 of the Policyholder.

**6.5. Taxation:** The tax benefits on the Policy shall be as per the prevailing tax laws in India and amendments thereto from time to time. Tax laws are subject to change.

**6.6. Currency & Place of Payment:** All amounts payable either to or by Us will be paid in Indian Rupees (INR).

**6.7. Fraud and Misstatement:** Fraud and Misstatement would be dealt with in accordance with provisions of Section 45 of the Insurance Act 1938, as amended from time to time. Please refer Our website [www.pnbmetlife.com](http://www.pnbmetlife.com) for more details.

**6.8. Exclusions**

**a) Suicide:**

If the Life Assured's death is due to suicide within twelve (12) months from the Date of Commencement of risk or from the date of Revival of the Policy, as applicable, the Nominee or Beneficiary of the Policyholder shall be entitled to receive at least 80% of the Total Premiums Paid and received by Us till the date of death of the Life Assured or the Surrender Value available as on the date of death of the Life Assured, whichever is higher, provided the Policy is in in-force status. We shall not be liable to pay any interest on this amount.

**b) Accidental Death Benefit Exclusions:**

For **Accidental Death Benefit**, the Life Assured will not be entitled to any Accidental Benefits directly or indirectly due to or caused, occasioned, accelerated or aggravated by any of the following:

- Suicide: If the death was due to suicide.
- Self-inflicted injury: Intentional self-inflicted injury.
- War, terrorism, invasion, act of foreign enemy, hostilities, civil war, martial law, rebellion, revolution, insurrection, military or usurper power, riot or civil commotion. War means any war whether declared or not.
- Taking part in any naval, military or air force operation during peace time.
- Committing an assault, a criminal offence, an illegal activity or any breach of law with criminal intent.
- Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee jumping.
- Alcohol or solvent abuse or taking of drugs, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner.
- Participation by the Insured person in any flying activity, except as a bonafide, fare paying passenger or pilot and cabin crew of a commercially licensed airline.
- Nuclear contamination: The radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or Accident arising from such nature.

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**6.9. Loss of the Policy Document:** If the original Policy Document is lost or destroyed, a duplicate Policy Document shall be issued upon receipt of a written request from You subject to submission of affidavit-cum-indemnity in the format prescribed by Us on stamp paper of requisite value of Rs. 200/-. Please note that laws related to stamp duty are subject to amendments made thereto from time to time. Upon the issuance of a duplicate Policy, the original Policy Document will cease to have any legal force or effect. You agree that You shall indemnify and hold Us free and harmless from and against any claims or demands that may arise under or in relation to the original Policy Document.

**6.10. Policyholder's Rights:** To exercise Your rights or options, under this Policy, You should follow the procedures stated in this Policy. If You want to change Your Nominee, change an address or exercise any other options under the Policy, You shall do so only using the forms prescribed for each purpose which are available with Your financial advisor, from Our local office or can be downloaded from Our website [www.pnbmetlife.com](http://www.pnbmetlife.com). If You change Your address, or if the address of the Nominee changes, You must notify Us immediately. Failure in timely notification of change of address could result in a delay in processing of Benefits payable under the Policy.

**6.11. Travel, Residence & Occupation:** This Policy does not impose any restrictions as to travel, residence or occupation.

**6.12. Governing Law & Jurisdiction:** The terms and conditions of the Policy shall be governed by and be interpreted in accordance with Indian law, as amended from time to time and all disputes and differences arising under or in relation to the Policy shall be subject to the sole and exclusive jurisdiction of the jurisdictional courts in India.

**6.13. Our Address for Communications:** All notices and communications in respect of this Policy shall be addressed to Us at the following address:

**PNB MetLife India Insurance Company Limited,**

**Unit No. 101, First Floor, Techniplex I, Techniplex Complex, Off Veer Savarkar Flyover, S.V. Road, Goregaon (West), Mumbai – 400 062, Maharashtra, Call us Toll-free at 1800-425-6969**

**Visit Our website: [www.pnbmetlife.com](http://www.pnbmetlife.com), Email: [indiaservice@pnbmetlife.co.in](mailto:indiaservice@pnbmetlife.co.in)**

**PNB MetLife Dhan Suraksha Yojna (Micro Insurance Product) UIN: 117N168V01**  
Non-linked, Non-Participating, Individual, Micro Life Insurance Savings Plan

**7. Part G: Grievance Redressal Mechanism & Ombudsman details**

**7.1. In case You have any query or complaint or grievance, You may approach any of Our following touch points:**

- Call 1800-425-69-69 (Toll free); Email at [indiaservice@pnbmetlife.co.in](mailto:indiaservice@pnbmetlife.co.in); Online through Our website [www.pnbmetlife.com](http://www.pnbmetlife.com); Our nearest PNB MetLife branch across the country.
- Write to :- **Customer Service Department, 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062.**

In case not satisfied with the resolution provided by the above touch points, or have not received any response within 10 (ten) days, You may write to Our Grievance Redressal Officer at [gro@pnbmetlife.co.in](mailto:gro@pnbmetlife.co.in)

In case You are not satisfied with the decision from above offices or have not received any response within 2 (two) weeks You may contact the Bima **Bharosa Shikayat Nivaran Kendra** (Grievance Cell of IRDAI) on the following contact details: IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 1800 4254 732 or email at: [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in). You can register Your complaint online at <https://bimabharosa.irdai.gov.in/> or refer to IRDAI website for more details. You can write or fax Your complaints to - Policyholder Protection and Grievance Redressal Department- Grievance Redressal Cell, Insurance Regulatory and Development Authority of India, Sy No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032, Telangana State.

In case You are not satisfied with the decision/resolution and the claim amount is up to Rs. 50 lakhs, You may approach the Insurance Ombudsman at the address in the list of Ombudsman below or please refer to <https://www.cioins.co.in/Ombudsman> for a list of updated Insurance Ombudsman.

<b>Insurance Ombudsman</b>	<b>Address</b>
Ahmedabad	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001.
Bengaluru	Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078.
Bhopal	1 <sup>st</sup> floor, "Jeevan Shikha", 60- B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal, Madhya Pradesh – 462 011.
Bhubaneswar	62, Forest park, Bhubaneswar, Odisha – 751 009.
Chandigarh	Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh – 160 017.
Chennai	Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai – 600 018.
Delhi	2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002.
Guwahati	Jeevan Nivesh, 5th Floor, Near Pan Bazar , S.S. Road, Guwahati – 781001(ASSAM)
Hyderabad	6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom , A.C.Guards, Lakdi-Ka-Pool, Hyderabad - 500 004
Jaipur	Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.
Kochi (Kerala)	10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground M.G.Road, Kochi - 682 011.
Kolkata	Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, Kolkata - 700 072.
Lucknow	6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow – 226001.
Mumbai	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.
Noida	Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, Uttar Pradesh - 201301.
Patna	2nd Floor, Lalit Bhawan, Bailey Road, Patna 800001.
Pune	Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030.
Thane	2nd Floor, Jeevan Chintamani Building, Vasanttrao Naik Mahamarg, Thane (West) Thane – 400604