www.pramericalife.in

Pramerica
LIFE INSURANCE



Pramerica Life Smart Income

A Non-Linked Non-Participating Individual Savings Life Insurance Plan
UIN: 140N044V05



As a successful entrepreneur there are many responsibilities on your shoulders, shaping your business to make it bigger and better, giving your family the lifestyle that they deserve and making sure that your children get an education that prepares them for a successful life. However, life is unpredictable and while you do your best to take care of everything, there are times when things don't work out the way you would like them. It's for times like these that you need to make sure that you have sufficient savings so that you can continue to fulfill your responsibilities without any compromises.

Presenting Pramerica Life Smart Income
A Non-Linked Non-Participating Individual Savings Life Insurance Plan

Pramerica Life Smart Income plan is non-participating guaranteed annual income plan that has been designed keeping your financial needs in mind. The guaranteed annual income benefits of this plan make sure that you and your family have a steady income stream while the death benefit provides financial security to your loved ones when you are no longer around to take care of them.

Key Features

- **Guaranteed Annual Payouts:** Get guaranteed Annual Payouts for a duration equal to the Premium Payment Term
- **Align Policy to your needs:** Flexibility to choose from various Premium Payment Term options for each Policy Term.
- **Comprehensive Protection:** Option to enhance your protection cover against death, disease and disability through riders
- **Tax Benefits:** You may get tax Benefits on the Premium paid and the benefits received as per the prevailing tax laws

How does the plan work?

- The Annual Payouts are expressed as Annualized Premium multiplied by MBM Factors.
- Select a suitable policy term from the available options of 7 to 20 years.
- Basis your requirements, select a suitable premium payment term from available options.
- The policy will provide life cover during the Policy Term only.
- Annual payouts will start from the maturity date for duration equal to the Premium Payment Term.
- You can also choose from the available riders for enhanced protection

Benefits in Detail

The Policy will pay the following benefits in case of death or maturity provided the Policy is in force for full risk benefits as on the date of the insured event.

Death Benefit

In case of unfortunate demise of the Life Insured during the Policy Term, the Company will pay lump sum benefit equal to Death Sum Assured, which will be highest of

- Base Sum Assured OR
- Maturity Sum Assured OR
- 105% of the total premiums (excluding underwriting extra Premium, rider premium and taxes if any) till the date of death

Where Maturity Sum Assured is

Annualized Premium# (multiplied by) Maturity Benefit Multiplier (MBM) (multiplied by) Lump sum factor

Lump Sum Factor is defined in eligibility criteria

The policy will terminate after payment of Death Benefit.

Maturity Benefit

On Survival of the Life Insured till Maturity date, the Company will pay Annual Payouts for duration equal to the payout period, where Annual Payout is defined as

Annualized Premium# (multiplied by) Maturity Benefit Multiplier (MBM)

The Maturity Benefit Multiplier (MBM) would vary by Policy Term and entry age of life insured. Please refer below for sample illustration.

The first Annual Payout would be made on the Maturity Date. If the Life Insured dies while he/she is receiving the Annual Payouts, the Annual Payouts would continue for the remaining duration of Payout Period.

#Annualized Premium shall be the Premium payable in a year chosen by the Policyholder, excluding the rider premiums, underwriting extra Premium and loadings for modal Premium, if any

Payout Period

Payout Period is the period over which the maturity benefit is paid in equal installments. The payout period is equal to the premium paying term and commences immediately after the end of policy term.

Option to receive Lump Sum benefit

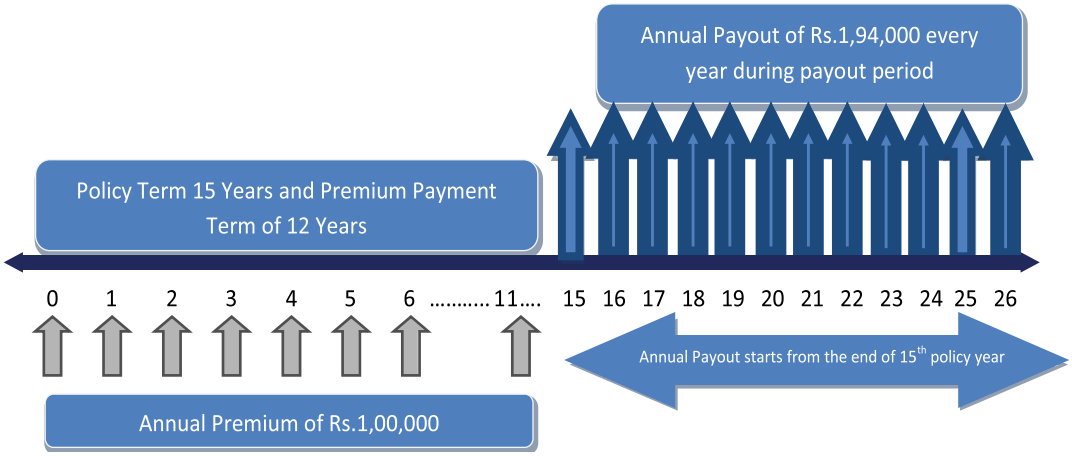
At any time during the payout period, the beneficiary would have the option to receive the outstanding annual payouts as a lump sum amount by making a written request. Lump sum amount, if opted, will be calculated as Lump sum factors (multiplied by) Annual Payouts. The claim payment obligation of the company will end on the payment of lump sum and no further benefits will be paid. The Company may change the lump sum factor depending on economic conditions and subject to prior approval from the IRDAI.

Please refer Company website for Lump sum factors applicable to this plan.

Sample Illustration

Here is an example of a customer aged 25 Years who opts for Pramerica Life Smart Income with 15 Years as Policy Term and 12 Years of Premium Payment Term. He/she is paying an amount of ₹1,00,000 every year. Below are benefits which he/she will receive:

Age	Policy Term	Premium Payment Term	Annual Premium	MBM Factor	Guaranteed Annual Income
25 Years	15 Years	12 Years	₹1,00,000	1.940	₹1,94,000



Modes offered and Modal factors

Premium Modes	Factors
Yearly	1
Half-Yearly	0.515
Monthly*	0.0875

*Monthly mode of premium payment is available only through credit card, direct debit and ECS

Eligibility Criteria

Age at Entry##	Minimum: 8 Years, subject to minimum age at maturity 18 Years. Maximum: 60 Years			
Maturity Age##	Minimum: 18 Years Maximum: 75 Years			
Policy Term	Minimum : 7 Years Maximum: 20 Years			
Premium Payment Terms	Policy Term (Years)	Premium Payment Term Options (Years)		
	7	5		
	8	5 or 6		
	9	5, 6 or 7		
	10	5, 6, 7, 8, 9 or 10		
	11	6, 7, 8, 9, 10 or 11		
	12	7, 8, 9, 10, 11 or 12		
	13	8, 9, 10, 11, 12 or 13		
	14	9, 10, 11, 12, 13 or 14		
	15	10, 11, 12, 13, 14 or 15		
	16	11, 12, 13, 14 or 15		
	17	12, 13, 14 or 15		
	18	13, 14 or 15		
	19	14 or 15		
	20	15		
Payout Period	Equal to Premium Payment Term			
Annual Premium	Minimum Annual Premium: ₹17,142 Maximum Annual Premium: No Limit, but subject to underwriting			
Premium Paying Mode	Yearly, Half-yearly and Monthly For Policy Term less than 10 Years, only Annual mode of premium payment is available			
Base Sum Assured	11x Annualized Premium			
Maturity Sum Assured	Annual Payout X Lump Sum Factor Lump sum Factor Table:			
	PPT	Factor	PPT	Factor
	5	4.4258	11	8.1888
	6	5.1557	12	8.6890
	7	5.8410	13	9.1587
	8	6.4845	14	9.5997
	9	7.0888	15	10.0138
	10	7.6561		

##Age as on last birthday

Substandard lives may also be covered subject to Company's Board Approved Underwriting Policy and with any extra premium, if applicable

Can loans be availed against this policy?

During financial emergencies, you may require funds to meet some expenses. To fulfill this need, we allow you to avail loan against your Policy. Loan will be available after the Policy acquires surrender value, up to 80% of the surrender value. Any outstanding loan amount and unpaid interest on the loan amount shall be deducted from any amount payable under your Policy. The rate of interest shall be reset on an annual basis at the beginning of every financial year (April) and would be determined based on the average 10-year G-Sec YTM plus 150 bps rounded down to 25 bps. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year G-Sec rate would be "CCIL". The current applicable rate of interest applicable on the loapolicy will be 8.25% per annum for FY 2025-26.

Surrender

It is advisable to pay premiums for the full premium payment term to enjoy maximum benefits under the policy. The Policy will acquire Surrender Value on payment of premium for first complete policy year and will become payable after completion of first policy year Thereafter, if you decide not to pay further Premiums, you would have the option to either surrender the Policy or let the Policy continue with reduced benefits in accordance with the conditions mentioned in the Premium Discontinuance section above. If you choose to discontinue your policy, you will be entitled to receive Surrender Value which will be the higher of Guaranteed Surrender Value (GSV), if applicable or Special Surrender Value (SSV) of the policy. Please refer to our website or policy document for details.

The Guaranteed Surrender Value is Y% of total premiums paid (excluding underwriting extras, rider premium and taxes if any) till date of surrender where Y is as defined below:

GSV as a percentage of Total premiums paid (Y)

Policy Year in which policy is surrendered	Policy Term in Years													
	7	8	9	10	11	12	13	14	15	16	17	18	19	20
2	50%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	55%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
4	60%	55%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	75%	60%	55%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	90%	75%	60%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%
7	90%	90%	75%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%	60%
8	NA	90%	90%	75%	65%	65%	65%	65%	65%	65%	65%	65%	65%	65%
9	NA	NA	90%	90%	75%	70%	70%	70%	70%	70%	70%	70%	70%	70%
10	NA	NA	NA	90%	90%	75%	75%	75%	75%	75%	75%	75%	75%	75%
11	NA	NA	NA	NA	90%	90%	80%	80%	80%	80%	80%	80%	80%	80%
12	NA	NA	NA	NA	NA	90%	90%	80%	80%	80%	80%	80%	80%	80%
13	NA	NA	NA	NA	NA	NA	90%	90%	80%	80%	80%	80%	80%	80%
14	NA	NA	NA	NA	NA	NA	NA	90%	90%	80%	80%	80%	80%	80%
15	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	80%	80%	80%	80%
16	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	80%	80%	80%
17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	80%	80%
18	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	80%
19	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

#Total Premiums paid shall be the premium paid in a policy year chosen by the policyholder, excluding the underwriting extra premiums, rider premium and taxes but including the loadings for modal premiums, if any

The Policy shall terminate on payment of Surrender Value and all rights, benefits and interests under this Policy will cease.

What happens if I am unable to pay premium?

Before paying premium for the first complete policy year

If the policyholder discontinues the premium payment before paying premium for first complete Policy years , the Policy will lapse at the expiry of the grace period.

A lapse policy can be revived within a period of five years from the date of first unpaid premium and before Maturity Date by paying all due premiums with interest subject to Board Approved Underwriting Policy.

After paying premium for at least first complete policy year

If you decide not to pay any further premiums after paying premium for at least first complete Policy years your Policy will be converted into a Paid-Up Policy after the expiry of the Grace Period with following reduced benefits.

The benefits payable while the policy is in paid-up state:

Death Benefit:

In case of death during the Policy term while the policy is in paid-up status, the following lump sum benefit would be payable.

T (divided by) N (multiplied by) Death Sum Assured

Maturity Benefit:

On survival to maturity, the following benefit would be payable at the end of each year during Payout Period:

T (divided by) N (multiplied by) Annual Payout

Where:

T = Number of premiums paid under the policy
N = Number of premiums payable under the policy

However, if Premium for first complete Policy Year have been received and complete second policy year's premium is not received, then the Company would pay an amount equal to higher of 15% of Premium paid or Special Surrender Value on subsequent death or on the expiry of revival period or immediately on receiving a written request from the policyholder, whichever is earlier.

Riders

For added protection you can enhance your insurance coverage during the policy term by adding following riders at a nominal extra cost over and above your base policy premium:

- Pramerica Life Accidental Death Benefit Rider (UIN: 140B029V01 or any later version)
- Pramerica Life Accidental Total and Permanent Disability Rider (UIN: 140B027V01 or any later version)
- Pramerica Life Critical Illness Rider (UIN: 140B026V01 or any later version)

Please note the following w.r.t riders:

- The rider can be attached at inception or any policy anniversary as per the board approved underwriting policy of the Company during the premium payment term of the base plan, subject to minimum applicable premium payment term and policy term of the rider.
- The rider policy term and rider premium payment term would be equal to the corresponding outstanding base policy term and premium payment term, subject to the maximum term and premium paying term available under the rider; i.e. rider will not be offered if the term of the rider exceeds outstanding term under the base policy.
- The rider sum assured shall not exceed the base sum assured chosen at inception of the policy
- The premium for Critical Illness and Accidental Total and Permanent Disability cannot exceed 100% of the Annualized Premium in a policy whereas the premium for Accidental Death Benefit rider premium cannot exceed 30% of the Annualized Premium.
- Please refer to the respective rider brochure(s) available on the website for more information on rider benefits, exclusions and eligibility conditions.
- Rider benefits are payable subject to fulfilment of rider terms and conditions. For more details, refer to Rider Terms and conditions available on the website.

Can I revive the Policy at a later stage?

Revival of a Policy is available within the policy term up to 5 years from the date of first unpaid premium.

Payment of all unpaid premium with interest is required to revive the Policy in all cases.

Revival of the policy is subject to Board approved underwriting policy.

Once the Policy is revived, all the benefits under the Policy would be revived.

The revival rate of interest shall be reset on an annual basis at the beginning of every financial year (April) and would be determined based on the average of 10-year G-Sec YTM plus 75 basis points rounded down to 25 basis points. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest on policy reinstatement is 7.50% p.a. compounding monthly which would be applicable for the FY 2025-26.

Are there any Tax Benefits available?

Tax benefits may be applicable as per prevailing tax laws. Tax laws are subject to change. Please consult your tax advisor for details.

Free look cancellation

You will have a period of 30 days from the date of receipt of the Policy Document to review the terms and conditions of the Policy and where you disagree to any of these terms and conditions, you have an option to return the Policy stating the reasons for objection. On receipt of the letter along with the Policy bond, the Company will refund the Premiums paid, subject to the deduction of proportionate risk premium and any expenses incurred by the Company on insurance stamp duty and medical examination.

What is the grace period in the plan?

If you are unable to pay your premium by the due date, you will be given a grace period of 15 days for monthly mode and 30 days for all other premium payment modes. During the grace period the Policy shall continue to remain in force along with all the benefits under this policy and claim, if any, shall be payable subject to deduction of the unpaid due premium till the date of death.

What are the exclusions in the plan?

There are no exclusions in the plan.

What if the Life insured commits suicide?

If death occurs due to suicide or attempted suicide, whether sane or insane, within twelve months of the Risk Commencement Date or within twelve months from the date of revival of the Policy, then the Company's obligation under this Policy shall be to pay an amount equal to higher of 80% of total Premiums paid (excluding underwriting extra if any) till the date of death, or Surrender Value, if any, as on date of death, provided the policy is in force.

Nomination and Assignment

Nomination in this policy is allowed as per Section 39 of Insurance Act, 1938 as amended from time to time. Assignment in this policy is allowed as per Section 38 of Insurance Act, 1938 as amended from time to time.

Section 41 of the Insurance Act 1938: Prohibition of rebate, (as amended from time to time):

1. No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.
2. Any person making a default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

Section 45 of the Insurance Act 1938, as amended from time to time

Fraud and mis-statement would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time. For provisions of this Section, please contact the insurance Company or refer to the sample policy contract of this product on our websitewww.pramericalife.in

MBM Factors Table

Entry Age	Policy Term													
	7	8	9	10	11	12	13	14	15	16	17	18	19	20
8	1.263	1.333	1.423	1.503	1.583	1.663	1.754	1.845	1.956	2.067	2.189	2.310	2.442	2.615
9	1.263	1.333	1.423	1.503	1.583	1.663	1.754	1.845	1.956	2.067	2.189	2.310	2.442	2.615
10	1.263	1.333	1.423	1.503	1.583	1.663	1.753	1.845	1.956	2.067	2.188	2.309	2.441	2.613
11	1.262	1.332	1.422	1.501	1.581	1.662	1.752	1.843	1.954	2.065	2.186	2.307	2.438	2.610
12	1.260	1.330	1.420	1.500	1.580	1.660	1.750	1.840	1.950	2.063	2.184	2.305	2.435	2.607
13	1.260	1.330	1.420	1.500	1.580	1.660	1.750	1.840	1.950	2.060	2.180	2.300	2.430	2.600
14	1.260	1.330	1.420	1.500	1.580	1.660	1.750	1.840	1.950	2.060	2.180	2.300	2.430	2.600
15	1.260	1.330	1.420	1.500	1.580	1.660	1.750	1.840	1.950	2.060	2.180	2.300	2.430	2.600
16	1.260	1.330	1.420	1.500	1.580	1.660	1.750	1.840	1.949	2.058	2.174	2.294	2.423	2.592
17	1.257	1.327	1.416	1.500	1.578	1.658	1.747	1.836	1.944	2.053	2.172	2.292	2.421	2.589
18	1.256	1.326	1.415	1.500	1.576	1.656	1.745	1.834	1.943	2.052	2.171	2.290	2.419	2.587
19	1.255	1.325	1.415	1.500	1.575	1.655	1.744	1.833	1.942	2.051	2.170	2.288	2.417	2.585
20	1.255	1.325	1.414	1.500	1.575	1.654	1.744	1.833	1.941	2.050	2.169	2.287	2.416	2.584
21	1.254	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.163	2.285	2.406	2.557
22	1.254	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.281	2.405	2.556
23	1.254	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.555
24	1.253	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.550
25	1.253	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.550
26	1.253	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.550
27	1.253	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.550
28	1.253	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.160	2.280	2.400	2.550
29	1.252	1.320	1.410	1.500	1.570	1.650	1.730	1.830	1.940	2.040	2.157	2.273	2.393	2.542
30	1.252	1.318	1.407	1.498	1.568	1.649	1.729	1.827	1.935	2.034	2.152	2.271	2.389	2.537
31	1.252	1.312	1.402	1.482	1.551	1.631	1.712	1.803	1.914	2.016	2.127	2.249	2.370	2.513
32	1.250	1.310	1.400	1.480	1.550	1.630	1.710	1.800	1.910	2.010	2.123	2.245	2.366	2.507
33	1.250	1.310	1.400	1.480	1.550	1.630	1.710	1.800	1.910	2.010	2.120	2.240	2.360	2.500
34	1.250	1.310	1.400	1.480	1.550	1.630	1.710	1.800	1.910	2.010	2.120	2.238	2.354	2.493
35	1.246	1.306	1.395	1.476	1.546	1.625	1.705	1.794	1.903	2.002	2.110	2.228	2.346	2.484
36	1.245	1.305	1.394	1.466	1.546	1.615	1.696	1.788	1.890	1.993	2.097	2.222	2.333	2.454
37	1.243	1.303	1.393	1.463	1.543	1.613	1.693	1.784	1.886	1.987	2.088	2.210	2.322	2.445
38	1.240	1.300	1.390	1.460	1.540	1.610	1.690	1.780	1.880	1.980	2.080	2.200	2.310	2.430
39	1.237	1.296	1.386	1.457	1.537	1.606	1.686	1.775	1.874	1.972	2.071	2.190	2.298	2.416
40	1.233	1.292	1.381	1.452	1.532	1.602	1.681	1.769	1.866	1.963	2.059	2.178	2.286	2.399
41	1.222	1.292	1.373	1.442	1.512	1.583	1.665	1.756	1.849	1.934	2.038	2.144	2.259	2.366
42	1.216	1.286	1.367	1.436	1.506	1.577	1.657	1.749	1.841	1.924	2.028	2.131	2.242	2.343
43	1.210	1.280	1.360	1.430	1.500	1.570	1.650	1.740	1.830	1.910	2.010	2.110	2.220	2.320
44	1.204	1.273	1.353	1.423	1.493	1.563	1.642	1.731	1.819	1.897	1.995	2.089	2.197	2.296
45	1.197	1.265	1.344	1.414	1.485	1.554	1.633	1.721	1.807	1.882	1.978	2.072	2.176	2.270
46	1.195	1.260	1.331	1.410	1.470	1.531	1.593	1.677	1.757	1.827	1.898	1.981	2.080	2.142
47	1.191	1.252	1.322	1.405	1.455	1.522	1.583	1.666	1.742	1.811	1.880	1.957	2.064	2.142
48	1.180	1.240	1.310	1.400	1.450	1.510	1.570	1.650	1.725	1.792	1.861	1.955	2.064	2.142
49	1.168	1.228	1.297	1.395	1.445	1.496	1.556	1.634	1.712	1.781	1.861	1.955	2.064	2.142

50	1.167	1.217	1.285	1.390	1.440	1.490	1.543	1.621	1.697	1.781	1.861	1.955	2.064	2.142
51	1.165	1.207	1.269	1.388	1.435	1.483	1.537	1.590	1.623	1.700	1.756	1.812	1.914	1.937
52	1.151	1.193	1.255	1.380	1.430	1.480	1.535	1.590	1.623	1.700	1.756	1.812	1.914	1.937
53	1.140	1.180	1.240	1.378	1.425	1.474	1.535	1.590	1.623	1.700	1.756	1.812	1.914	1.937
54	1.135	1.170	1.225	1.375	1.423	1.474	1.535	1.590	1.623	1.700	1.756	1.812	1.914	1.937
55	1.131	1.165	1.207	1.375	1.420	1.474	1.535	1.590	1.623	1.700	1.756	1.812	1.914	1.937
56	1.111	1.142	1.181	1.329	1.380	1.417	1.469	1.532	1.549	1.601	1.648	1.696	1.775	NA
57	1.111	1.142	1.181	1.329	1.380	1.417	1.469	1.532	1.549	1.601	1.648	1.696	NA	NA
58	1.111	1.142	1.181	1.329	1.380	1.417	1.469	1.532	1.549	1.601	1.648	NA	NA	NA
59	1.111	1.142	1.181	1.329	1.380	1.417	1.469	1.532	1.549	1.601	NA	NA	NA	NA
60	1.111	1.142	1.181	1.329	1.380	1.417	1.469	1.532	1.549	NA	NA	NA	NA	NA

Grievance Redressal

I. In case of any clarification or query please contact your Company Salesperson. Any concern may also be raised at any of the branch offices of the Company, the addresses of the branch offices are available on the official website of the company.

II. The Company may be contacted at:
Customer Service Helpline 1860 500 7070
(Local charges apply) / 011 48187070
(9:00 am to 7:00 pm from Monday to Saturday)
Email: contactus@pramericalife.in
Email for Senior Citizen:
seniorcitizen@pramericalife.in
Website: www.pramericalife.in

Communication Address:
Customer Service
Pramerica Life Insurance Ltd.
7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018
Office hours: 9:30 am to 6:30 pm from
Monday to Friday

III. Grievance Redressal Officer:
If the response received from the Company is not satisfactory or no response is received within two weeks of contacting the Company, the matter may be escalated to:
Email- customerfirst@pramericalife.in

Grievance Redressal Officer,
Pramerica Life Insurance Ltd.,
7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018
GRO Contact Number: 0124 – 4697069
Email- gro@pramericalife.in
Office hours: 9:30 am to 6:30 pm from
Monday to Friday

IV. IRDAI- Grievance Redressal Cell:
If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within timelines the Grievance Redressal Cell of the IRDAI may be contacted.
Bima Bharosa Toll Free number – 155255 or 1800-425-4732
Email Id- complaints@irdai.gov.in
Website: https://bimabharosa.irdai.gov.in

Complaints against Life Insurance Companies: Insurance Regulatory and Development Authority of India Policyholder's protection & Grievance Redressal Department (PPGR), Sy. No. 115/1, Financial District Nanakramguda, Gachibowli, Hyderabad– 500032

V. Insurance Ombudsman:
The office of the Insurance Ombudsman has been established by the Government of India for the redressal of any grievance in respect to life insurance policies.

Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located.

The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.

In case you are not satisfied with the decision/resolution of the insurer, you may approach the Insurance Ombudsman if your grievance pertains to any of the following:

a. Delay in settlement of claim beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999

b. Any partial or total repudiation of claims

c. Disputes over premium paid or payable in terms of insurance policy

d. Misrepresentation of policy terms and conditions

e. Legal construction of insurance policies in so far as the dispute relates to claim

f. Policy servicing related grievances against insurers and their agents and intermediaries

g. Issuance of Life insurance policy, which is not in conformity with the proposal form submitted by the proposer

h. Non-issuance of insurance policy after receipt of premium

i. Any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f)

No complaint to the Insurance Ombudsman shall lie unless

(a) The complainant has made a representation in writing or through electronic mail or online through website of the insurer or insurance broker concerned named in the complaint and—

(i) Either the insurer or insurance broker, as the case may be, had rejected the complaint, or

(ii) The complainant had not received any reply within a period of one month after the insurer or the insurance broker, as the case may be, received his representation, or

(iii) The complainant is not satisfied with the reply given to him by the insurer, or the insurance broker, as the case may be.

(b) The complaint is made within one year—

(i) After the order of the insurer or insurance broker, as the case may be rejecting the representation is received, or

(ii) After receipt of decision of the insurer or insurance broker, as the case may be, which is not to the satisfaction of the complainant, or

(iii) After expiry of a period of one month from the date of sending the written representation to the insurer or the insurance broker as the case may be, if the insurer or insurance broker, as the case may be, named fails to furnish reply to the complainant.

The address of the Insurance Ombudsman are attached herewith as Annexure and may also be obtained from the following link on the internet - Link: //www.cioins.co.in/ombudsman

Address & Contact Details of Ombudsmen Centres

Council for Insurance Ombudsmen (Monitoring Body for Offices of Insurance Ombudsman) 3rd Floor, Jeevan Seva Annexe, Santacruz (West), Mumbai - 400054. Tel no: 022 - 69038800/69038812. Email id: inscoun@cioins.co.in Website: www.cioins.co.in
If you have a grievance, approach the grievance cell of Insurance Company first. If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman (OIO) Please visit our website for details to lodge complaint with Ombudsman.

Sl.	Centre	Contact Person	Office Details***	Jurisdiction of Office Union Territory, District
1	AHMEDABAD	Shri Collu Vikas Rao	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD - 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in	Jurisdiction : Gujarat, Dadra & Nagar Haveli, Daman and Diu.

2	BENGALURU	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27- N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in	Jurisdiction : Karnataka.
3	BHOPAL	Shri R. M. Singh	Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor, "Jeevan Shikha", 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal - 462 011. Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: oio.bhopal@cioins.co.in	Jurisdiction : Madhya Pradesh, Chhattisgarh.
4	BHUBANESWAR	Shri Manoj Kumar Parida	Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar - 751 009. Tel.: 0674 - 2596461 /2596455 / 2596429 / 2596003 Email: oio.bhubaneswar@cioins.co.in	Jurisdiction : Odisha.
5	CHANDIGARH	Mr Atul Jerath	Insurance Ombudsman Office Of The Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh - 160 017. Tel.: 0172 - 2706468 Email: oio.chandigarh@cioins.co.in	Jurisdiction : Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir,Ladakh & Chandigarh.
6	CHENNAI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in	Jurisdiction : Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
7	DELHI	Ms Sunita Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 – 46013992 / 23213504 / 23232481 Email: oio.delhi@cioins.co.in	Jurisdiction : Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonepat & Bahadurgarh.
8	GUWAHATI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: oio.guwahati@cioins.co.in	Jurisdiction : Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
9	HYDERABAD	Shri N. Sankaran	Insurance Ombudsman Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 – 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in	Jurisdiction : Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
10	JAIPUR	Shri Rajiv Dutt Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141- 2740363 Email: oio.jaipur@cioins.co.in	Jurisdiction : Rajasthan.
11	KOCHI	Shri G. Radhakrishnan	Insurance Ombudsman Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: oio.ernakulam@cioins.co.in	Jurisdiction : Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
12	KOLKATA	Ms Kiran Sahdev	Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341 Email: oio.kolkata@cioins.co.in	Jurisdiction : West Bengal, Sikkim, Andaman & Nicobar Islands.
13	LUCKNOW	Shri. Atul Sahai	Insurance Ombudsman Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: oio.lucknow@cioins.co.in	Jurisdiction : Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.

14	MUMBAI	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in	Jurisdiction : Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).
15	NOIDA	Shri Bimbadhar Pradhan	Insurance Ombudsman Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P - 201301. Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in	Jurisdiction : State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16	PATNA	Ms Susmita Mukherjee	Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna - 800 001. Tel.: 0612-2547068 Email: oio.patna@cioins.co.in	Jurisdiction : Bihar, Jharkhand.
17	PUNE	Shri Sunil Jain	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-24471175 Email: oio.pune@cioins.co.in	Jurisdiction : Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

***Please note that the address may change. For the most up-to-date information, please refer to the following link: www.cioins.co.in/ombudsman

The brochure gives the salient features for the product. Please refer to Policy document for further details of the terms and conditions

About Pramerica Life Insurance Limited

Pramerica Life Insurance Limited is a joint venture between DHFL Investments Limited (DIL), a wholly-owned subsidiary of Piramal Finance Limited^ ("PFL") and Prudential International Insurance Holdings, Ltd. (PIIH), a fully owned subsidiary of Prudential Financial, Inc. (PFI). Pramerica Life Insurance Limited represents the coming together of two renowned financial services organizations with a legacy of business excellence spread over decades.

Pramerica Life Insurance Limited, started operations in India on September 01, 2008 and has a pan India presence through multiple distribution channels which have been customized to address the specific insurance needs of diverse customer segments. The Company is committed to providing protection and quality financial advice to its customers.

Pramerica is the brand name used in India and select countries by Prudential Financial, Inc.

Prudential International Insurance Holdings, Ltd. and Prudential Financial, Inc. of the United States are not affiliated with Prudential Plc. a Company incorporated in the United Kingdom.

For further information on the Company, please visit www.pramericalife.in

About Piramal Finance Limited (PFL)

Piramal Finance Limited (PFL), a wholly owned subsidiary of Piramal Enterprises Limited (flagship company of the Piramal Group), is a housing finance company engaged in retail and wholesale lending.In retail lending, PFL is one of the leading players that addresses the diverse financing needs of the under-served and unserved people of 'Bharat' market. It serve our 5 million customers with presence in 26 states with a network of 500+ branches. It offers multiple products, including home loans, small business loans to Indian budget conscious customers at the periphery of metros and in Tier I, II and III cities. In wholesale lending, it caters to both real estate as well as non-real estate sector and offers multiple products including construction finance, structured debt and senior secured debt. The Piramal Group also has strategic partnerships with leading global funds such as CDPQ, CPPIB, APG, Ivanhoe Cambridge and Bain Capital.

About Prudential Financial, Inc. (PFI)

Prudential Financial, Inc. (PFI), a financial services leader with $1.6 trillion of assets under management as of September,2025 has operations in the United States, Asia, Europe and Latin America. Prudential's diverse and talented employees are committed to helping individual and institutional customers grow and protect their wealth through a variety of products and services, including life insurance, annuities, retirementrelated services, mutual funds and investment management. Prudential International Insurance Holdings & Prudential Financial Inc. of the United States are not affiliated with Prudential Plc, a Company incorporated in the United Kingdom. In the U.S., PFI's iconic Rock symbol has stood for strength, stability, expertise and innovation for more than a century. For more information, please visit www.prudential.com/about

Pramerica Life and the Rock Logo are proprietary service marks and may not be used without the permission of the owner.

^Erstwhile Piramal Capital & Housing Finance Limited

TAKE THE DECISION TO PROTECT
YOUR FAMILY'S FUTURE TODAY.

CALL AT
1860 500 7070 (Local charges apply)
or 011 4818 7070

EMAIL
contactus@pramericalife.in

This product provides Life Insurance coverage. Pramerica Life Smart Income - A Non-Linked Non-Participating Individual Savings Life Insurance Plan. UIN: 140N044V05. This plan offers guaranteed benefits provided the policy is in force and all due premiums are paid in full. This Product brochure is indicative of the terms, warranties, conditions and exclusions contained in the insurance policy. Tax Benefits may be available as per the applicable laws as amended from time to time. Please know the associated risk and applicable charges from your insurance agent or the intermediary or policy document of the insurer.

IRDAI Registration No. 140. Pramerica Life Insurance Limited. Registered Office and Communication Address: 7th & 8th Floor, Tower 2, Capital Business Park, Sector 48, Gurugram-122018, Haryana. CIN: U66000HR2007PLC052028. Customer Service Helpline Numbers: 1860 500 7070 (Local charges apply) or 011 4818 7070 Timings: 9:00 a.m. to 7:00 p.m. (Monday-Saturday). For policy details, login to your account at https://customer.pramericalife.in or Send 'Hi' to LISA on WhatsApp at 9289187070, Email: contactus@pramericalife.in, Website www.pramericalife.in.The Pramerica mark displayed belongs to 'The Prudential Insurance Company of America' and is used by Pramerica Life Insurance Limited under license.

SI/B-ENG/26/MAR/V11

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS. IRDAI or its officials do not involve in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.