

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 in Simple Words (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Bharti Life Dream Shield Plus UIN – 130L125V01	Part A
2.	Policy Number	Proposal Number -	Part A
3.	Type of Insurance Policy	Linked	Part A - Policy Preamble
4.	Basic Policy details	1) Instalment Premium 2) Mode of premium payment 3) Sum Assured on death 4) Sum Assured on Maturity 5) Premium payment Term 6) Policy Term	Part A Policy Schedule
5.	Policy Coverage/benefits payable	<p>1) Benefits payable on maturity – If the Life Insured survives till the Maturity Date and all due premiums have been received till the Maturity Date, the Maturity Benefit will be payable. The Maturity Benefit will be equal to the Policy Fund Value, as on the Date of Maturity.</p> <p>2) Benefits payable on death – The Death Benefit will be highest of: a) Sum Assured less Applicable Partial Withdrawals or b) 105% of Total premiums paid as on date of death less Applicable Partial Withdrawal; or c) Policy Fund Value on the date of intimation of death of the Life Insured.</p> <p>3) Survival Benefits excluding that payable on maturity Not Applicable</p> <p>4) Surrender benefits - a) For during Lock-in Period: the Policyholder has an option to surrender the Policy anytime and proceeds of the discontinued Policy shall be payable at the end of lock-in period or date of</p>	1) Part C Clause 2 2) Part C Clause 1 4) Part D Clause 2 5) a) Part C

	<p>surrender whichever is later.</p> <p>b) For after the Lock-in Period: the Policyholder has an option to surrender the Policy anytime and proceeds of the Policy Fund Value shall be payable.</p> <p>5) Other benefits/options payable, specific to the policy, if any</p> <p>a) Loyalty Boosters :</p> <p>Provided the policy is in-force and all due premiums have been paid, Loyalty Booster will be credited to the Fund at the Date of Maturity. The Loyalty Booster shall be added to the Policy as a percentage of the average Policy Fund Value of the three years preceding the Date of Maturity depending upon the Policy Term. Loyalty booster will be allocated to the Policy by creating additional Units across Investment Funds, in the same proportion as the investment fund allocation instruction then in effect. Once added, they will become payable along with the Policy Fund Value. Loyalty booster shall not be credited to Policies in Paid-up status.</p> <p>b) Milestone Benefits: Provided the policy is in-force and all due premiums have been paid, the Milestone Benefit will be credited to the Fund at the end of each of the applicable policy years during the Policy Term until 5 years preceding the maturity.</p> <p>The Milestone Benefits shall be added to the Policy as a percentage of the Policy Fund Value at the end of each of the applicable policy years. Milestone Benefits will be allocated to the Policy by creating additional Units across Investment Funds, in the same proportion as the investment fund allocation instruction then in effect.</p> <p>Once added, they will become payable along with the Policy Fund Value.</p> <p>Milestone Benefits shall not be credited to Policies in Paid-up</p> <p>c) Return of Mortality Charges::</p> <p>Provided the policy is in-force and all due premiums have been paid, a multiple of the Mortality Charges starting from the 11th Policy Year and onwards shall be refunded to the Policy Fund Value as stated below:</p> <p>At the end of each month starting from the 11th Policy Year, a multiple (as provided in the table below) of the Mortality Charge, excluding Goods & Services Tax and cess and underwriting extra charge, deducted in the month which is 120 months prior shall be refunded to the Policy Fund Value by creating additional Units across Investment Funds, in the same proportion as the Investment Fund Allocation Instruction then in effect for this Policy.</p>	<p>Clause 3 a</p> <p>b) Clause 3 b</p> <p>Clause 3 c</p> <p>6) Part D</p> <p>Clause 6</p> <p>7) Part B</p> <p>Clause 1(s)</p>
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	<p>6)Options to policyholders for availing benefits, if any, covered under the policy – Detailed under "Options available (in case of Linked Insurance Products)"</p> <p>7) Lock-in period for Linked Insurance products- Lock-in Period is a period of five years from the Date of Commencement of Risk.</p> <p><i>For complete and detailed description of benefits, please refer the policy document</i></p>	
6.	<p>Options available (in case of Linked Insurance Products)</p> <p>1) Partial Withdrawal The Policyholder has the option to apply for Partial Withdrawal of funds from the Policy Fund Value in the specified form, at any time after the completion of the Lock-in Period, if Policy is in-force or in Reduced Paid-Up status. The minimum partial withdrawal limit is Rs 5,000. The Policy Fund Value should be at least equal to 120% of one Annualized Premium after a Partial Withdrawal. The partial withdrawals shall not be allowed which would result in termination of this Policy. In a Policy Year, the Policyholder is entitled to make any number of Partial Withdrawals free of charge subject to the limit of minimum and maximum Partial Withdrawal amount as described above.</p> <p>Systematic Withdrawal Benefit (SWB): It is an automated partial withdrawal facility which can be opted by the Policyholder. Under this facility, a pre-decided amount will be withdrawn</p>	1) Part D Clause 3 & 4 2) Part E Clause E 3) Part D Clause 6

	<p>from the Policy Fund Value from the end of chosen Policy Year and paid to Policyholder till the end of the Policy Term. At the time of the written request to effect the SWB, the Policyholder needs to choose the following:</p> <ul style="list-style-type: none"> i. Systematic Withdrawal amount per annum. In this case, the payout will only be annually. ii. Policy Year from which the amount under SWB will be payable. <p>2) Switches</p> <p>There is an option available to the Policyholders to apply for Switch of Investment Fund/s from one Investment Fund to another through a Switch Application Form specified by the Company, subject to Policy being in force. The facility of Switch would be subject to the administrative rules of the Company, existing at the time of Your Switch application and will be applicable to all Premium Payment Term options.</p> <p>Switch of funds will be effected at a Unit Price declared on the date Your Switch application is received and accepted by the Company before 3.00 p.m. and on the next day's Unit Price declared if the application is received and accepted at the Company after 3.00 p.m. The Policyholder is entitled to make any number of Switches in a Policy Year free of charge. The minimum investment in any allocated fund should not be less than 5% of the Fund Value at the time of allocation, However, there is no minimum amount of transaction.</p> <p>3) Settlement option</p> <p>The Policyholder may choose to receive the Policy Fund Value as:</p> <ul style="list-style-type: none"> 1. A lumpsum payment on the Maturity Date, or 2. At regular intervals chosen by the Policyholder, during the Settlement Period as defined below, or 3. A combination of 1 & 2 above <p>Settlement Period is the period not exceeding five years commencing from the Maturity Date and is an option available to the Policyholder at maturity.</p> <ul style="list-style-type: none"> a. The Policyholder is required to apply to The Company, in the specified form, intimating the choice at least 90 days prior to the Maturity Date. The default option in case of non-receipt of such an application would be Option 1 as mentioned above. b. During the Settlement Period, the risk cover shall be maintained at 105% of the total premiums paid. Accordingly, mortality charges will be deducted. On death, the Company shall pay higher of the below to the nominee and the Policy will stand terminated: <ul style="list-style-type: none"> A. Total Fund Value as on date of intimation of death B. 105% of the total premiums paid at the time of death <p><i>For complete and detailed description of benefits, please refer the policy document</i></p>	
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7.	Option available (in case of Annuity product)	Not Applicable	
8.	Riders opted, if any	<p>Rider Name:</p> <p>Rider Sum Assured: Premium Payment Term: Policy Term:</p>	Part A Policy Schedule
9.	Exclusions (events where insurance coverage is not payable), if any.	<p>Suicide</p> <p>In case of death due to suicide within 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 the Policy Fund Value as available on the date of intimation of death, provided the Policy is in force as on the death of Life Insured.</p> <p>Any charges recovered, other than Fund Management Charges subsequent to the date of death shall be added back to the fund value as available on the date of intimation of death.</p>	Part D Clause 11
10.	Waiting /lien Period, if any	Not Applicable	
11.	Grace period	<p>Fifteen (15) days in case of Monthly Premium Payment Mode</p> <p>Thirty (30) days in case of Non-monthly Premium Payment mode</p> <p>Not Applicable for Single Premium Policies</p>	Part C Clause 4
12.	Free Look Period	30 days from the receipt of Policy Document	Part D Clause 1
13.	Lapse, paid-up and revival of the Policy	<p>1) Lapsation: Lapse is the status of the Policy where the premium due is not paid before the expiry of grace period.</p> <p>2) Paid Up Benefit: Reduced Paid Up</p>	<p>1) Part B Clause q</p> <p>2) Part D Clause 9</p>

		<p>a) In the event the Policy moves into Reduced Paid Up status, the Policy shall continue with Reduced Paid Up Sum Assured, as mentioned in the policy document</p> <p>b) The timing of reduced benefits under a Paid up Policy remains unaltered and all applicable charges i.e. Policy Administration Charge, Mortality Charge and Fund Management Charge will continue to be levied</p> <p>3) Revival:</p> <p>a) Revival of a discontinued policy during lock-in period: Where the policyholder exercises the option to revive the Policy, the Policy shall be revived restoring the risk cover along with the investments made in the segregated funds as chosen by the policyholder, out of the discontinued fund less the applicable charges as mentioned below and conditions as mentioned above. The Company, at the time of revival:</p> <ul style="list-style-type: none"> a. Shall collect all due and unpaid premiums without charging any interest or fee. b. Shall levy Policy administration charge and premium allocation charge as applicable during the Discontinuance period. No other charges shall be levied. c. Shall add back to the fund, the Discontinuance Charges deducted at the time of Discontinuance of the Policy. <p>b) Revival of a discontinued policy after lock-in period: The policyholder can revive the Policy, as mentioned above. Where the policyholder revives the Policy, the Policy shall be revived restoring the original risk cover in accordance with the terms and conditions of the Policy. The insurer, at the time of revival:</p> <ul style="list-style-type: none"> a) Shall collect all due and unpaid premiums under Base Plan without charging any interest or fee. The Rider may also be revived at the option of the policyholder. b) Will levy premium allocation charge as applicable. c) No other charges shall be levied. 	3) Part D Clause 10
14.	Policy Loan, if applicable	Not Applicable	
15.	Claims/Claims Procedure	<p>1) Turn Around Time (TAT) for claims settlement and brief procedure</p> <ul style="list-style-type: none"> i. Settlement (paid, rejected or repudiated) of death claims when investigation is not required is 30 days from date of receipt of all relevant papers and clarifications under death claim ii. Death claim settlement / repudiation when investigation is required is 30 days after 90 days of investigation TAT post claim intimation <p><u>Easy ways of claim intimation</u></p> <p>Claim can be conveniently intimated at any of the following customer servicing touchpoints:</p> <ul style="list-style-type: none"> iii. Walk-in to your nearest Bharti Life Branch. Branch Locator: https://www.bhartilife.com/contact-us iv. Call us toll-free: 1800-102-4444 from 9:00 AM to 7:00 PM, Monday to Saturday 	Part F

	<p>v. Intimate Online through Claims Portal*: https://online.bhartilife.com/OnlineClaims</p> <p>vi. Request for a call back on https://www.bhartilife.com/contact-us*</p> <p>vii. e-mail us at lifeclaims@bhartilife.com*</p> <p>*Claims intimated through these modes will be considered as verbal intimation. Claim will be formally registered only when written intimation is received at branch or directly to Claims team at Service Office</p> <p>2) Helpline/Call Centre number Call us toll-free: 1800-102-4444 from 9:00 AM to 7:00 PM, Monday to Saturday</p> <p>3) Contact details of the insurer Bharti Life Insurance Company Ltd. Spectrum tower, 3rd Floor, Malad link road, Malad (west), Mumbai 400064. Maharashtra</p> <p>4) Link for downloading claim form and list of documents required including bank account details. https://online.bhartilife.com/OnlineClaims</p> <p>→ Detailed claim process / document requirement can be checked on https://www.bhartilife.com/claims</p>	
16.	<p>1) Turn Around Time (TAT) All servicing TATs can be accessed on - https://www.bhartilife.com/service-tats</p> <p>2) Helpline/Call Centre number Bharti Life provides following digital servicing options for the convenience of our valued customers:</p> <p>i. Mobile App / Customer portal – access host of digital DIY (Do it Yourself) services on https://bhartilife.com/customer-service-login/?qr=true</p> <p>ii. WhatsApp – Our WhatsApp BOT “Uttara” caters to policy services digitally. Simply send “Hi” on 022-48815768 to start a chat</p> <p>Additionally, policy services can also be availed through:</p> <p>i. Your sales representative ii. Contact Center – Call at 1800-102-4444 from 9:00 AM to 7:00 PM, Monday to Saturday iii. IVR – DIY (Do it Yourself) services available on 1800-102-4444 iv. e-mail – write to service@bhartilife.com v. Request for a call back: on https://www.bhartilife.com/contact-us</p>	Part G

	<p>vi. Branch – Visit a Bharti Life branch. Locate it on https://www.bhartilife.com/contact-us</p> <p>vii. Physical letter can be sent on:</p> <p>Policy Servicing Department: Bharti Life Insurance Company Ltd. Spectrum tower, 3rd Floor, Malad link road, Malad (west), Mumbai 400064. Maharashtra</p> <p>3) Contact details of the insurer Policy Servicing Department: Bharti Life Insurance Company Ltd. Spectrum tower, 3rd Floor, Malad link road, Malad (west), Mumbai 400064. Maharashtra</p> <p>4) Link for downloading applicable forms and list of documents required including bank account details</p> <p>Policy servicing form can be downloaded from “Key Services” tab on https://www.bhartilife.com/customer-service</p>	
17.	<p>1) Contact details of Grievance Redressal Officer: https://www.bhartilife.com/sites/default/files/Files/go-list-june-2024.pdf</p> <p>2) Link for registering the grievance with the insurer’s portal Detailed Grievance Redressal process can be accessed on https://www.bhartilife.com/grievance-redressal</p> <p>Level 1 of Grievance Redressal: In case you have any grievance, you may approach our Grievance Redressal Cell at any of the below-mentioned helplines:</p> <ul style="list-style-type: none"> i. Lodge your complaint online at www.bhartilife.com ii. Call us at our toll-free number 1800 102 4444 iii. e-mail us at complaints.unit@bhartilife.com iv. Write to us at: <p>Registered Office: Bharti Life Insurance Company Limited Unit No. 1902, 19th Floor, Parinee Crescenzo, 'G' Block, BandraKurla Complex, BKC Road, Near MCA Club, Bandra East, Mumbai-400051</p> <p>Grievance Redressal Cell Bharti Life Insurance Company Limited Spectrum Towers, 3rd Floor, Malad link road, Malad (west), Mumbai-400064</p> <p>v. Visit our nearest branch (Locate it on https://www.bhartilife.com/contact-us) and meet our Grievance Officer who will assist you to redress your grievance/ lodge your complaint.</p>	Part G

Level 2 of Grievance Redressal:

→ In case you are not satisfied with the decision provided by Level 1 or if you have not received any response post completion of 14 days, you may write to our Head Customer Service at head.customerservice@bhartilife.com

Level 3 of Grievance Redressal:

→ In case you are not satisfied with the decision of the Company, you may approach the Insurance Ombudsman.

3) Contact details of Ombudsman:
<https://www.cioins.co.in/Ombudsman>

State	Ombudsman Details
Gujarat	AHMEDABAD 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.c o.in
Dadra & Nagar Haveli	AHMEDABAD 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.c o.in

		Daman and Diu	<p>AHMEDABAD 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</p>
		Karnataka	<p>BENGALURU Office of the Insurance Ombudsman, Jeevan Soudha Building,PID No. 57-27-N- 19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, BENGALURU – 560 078. Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in</p>
		Madhya Pradesh	<p>BHOPAL Office of the Insurance Ombudsman, 1st Floor of LIC Zonal Office Building, Jeevan Shikha, 60-B, Hoshangabad Road, (Opp Gayatri Mandir) Bhopal 462011. Tel.: - 0755- 2769201/2769202/2769 203 Email: oio.bhopal@cioins.co.in</p>
		Chattisgarh	<p>BHOPAL Office of the Insurance Ombudsman, 1st Floor of LIC Zonal Office Building, Jeevan Shikha, 60-B, Hoshangabad Road, (Opp Gayatri Mandir) Bhopal 462011.</p>

		<p>Tel.: - 0755- 2769201/2769202/2769 203 Email: oio.bhopal@cioins.co.in</p>	
	Odisha	<p>BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.: - 0674- 2596461/2596455/2596 429/2596003 Email: oio.bhubaneswar@cioins .co.in</p>	
	Punjab	<p>CHANDIGARH 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.c o.in</p>	
	Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh)	<p>CHANDIGARH 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.c o.in</p>	

			CHANDIGARH 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.c o.in	
	Himachal Pradesh		CHANDIGARH 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.c o.in	
	Union Territories of Jammu & Kashmir		CHANDIGARH 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.c o.in	
	Ladakh & Chandigarh		CHANDIGARH 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.c o.in	
	Tamil Nadu		CHENNAI 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	

		<p>CHENNAI 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</p>	
		<p>DELHI - Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building ,Asaf Ali Road, NEW DELHI-110 002. Tel.: - 011 - 46013992/23213504/23 232481 Email: oio.delhi@cioins.co.in</p>	
		<p>DELHI - Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building ,Asaf Ali Road, NEW DELHI-110 002. Tel.: - 011 - 46013992/23213504/23 232481 Email: oio.delhi@cioins.co.in</p>	
		<p>DELHI - Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building ,Asaf Ali Road, NEW DELHI-110 002. Tel.: - 011 - 46013992/23213504/23 232481 Email: oio.delhi@cioins.co.in</p>	

			GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Assam		GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Meghalaya		GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Manipur		GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Mizoram		GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	

			GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Arunachal Pradesh		GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, S.S. Road, GUWAHATI-781001 (ASSAM) Tel.: - 0361- 2632204 / 2602205 / 2631307 Email: oio.guahati@cioins.co.in	
	Nagaland and Tripura		HYDERABAD. Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka- Pool, HYDERABAD-500 004. Tel: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in	
	Andhra Pradesh			

		<p>Telangana</p> <p>HYDERABAD. Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka- Pool, HYDERABAD-500 004. Tel: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co .in</p>	
		<p>Yanam and part of Union Territory of Puducherry</p> <p>HYDERABAD. Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka- Pool, HYDERABAD-500 004. Tel: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co .in</p>	
		<p>Rajasthan</p> <p>JAIPUR 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</p>	

	Kerala	<p>ERNAKULAM Office of the Insurance Ombudsman, 10TH FLOOR, LIC BUILDING 'JEEVAN PRAKASH', Opp to Maharaja's College Ground, M G ROAD, ERNAKULAM KOCHI – 682011. Tel.: 0484- 2358759/2359338 Email: oio.ernakulam@cioins.co .in</p>	
	Lakshadweep	<p>ERNAKULAM Office of the Insurance Ombudsman, 10TH FLOOR, LIC BUILDING 'JEEVAN PRAKASH', Opp to Maharaja's College Ground, M G ROAD, ERNAKULAM KOCHI – 682011. Tel.: 0484- 2358759/2359338 Email: oio.ernakulam@cioins.co .in</p>	
	Mahe-a part of Union Territory of Puducherry	<p>ERNAKULAM Office of the Insurance Ombudsman, 10TH FLOOR, LIC BUILDING 'JEEVAN PRAKASH', Opp to Maharaja's College Ground, M G ROAD, ERNAKULAM KOCHI – 682011. Tel.: 0484-2358759 Email: oio.ernakulam@cioins.co .in</p>	

		West Bengal	KOLKATA Office of the Insurance Ombudsman, Hindustan Building. Annexe, 4th Floor, 4, C.R.Avenue, KOLKATA - 700072 Tel.: 033- 22124339/22124341 Email: oio.kolkata@cioins.co.in	
		Sikkim	KOLKATA Office of the Insurance Ombudsman, Hindustan Building. Annexe, 4th Floor, 4, C.R.Avenue, KOLKATA - 700072 Tel.: 033- 22124339/22124341 Email: oio.kolkata@cioins.co.in	
		Andaman & Nicobar Islands	KOLKATA Office of the Insurance Ombudsman, Hindustan Building. Annexe, 4th Floor, 4, C.R.Avenue, KOLKATA - 700072 Tel.: 033- 22124339/22124341 Email: oio.kolkata@cioins.co.in	
		Uttar Pradesh		
		Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdha, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahrach, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	LUCKNOW 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	

		<p>Mumbai Metropolitan Region : Wards covered: A,B,C,D,E,F/N,F/S,G/N,G/S,H/E,H/W,K/E,K/W ,L,P/N,P/S,R/C,R/N,R/S.</p>	<p>MUMBAI 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</p>	
		Uttarakhand	<p>NOIDA 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</p>	
		<p>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.</p>	<p>NOIDA 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</p>	
		Bihar	<p>PATNA Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, PATNA 800 001. Tel.: 0612- 2547068 Email: oio.patna@cioins.co.in</p>	

			<p>Jharkhand</p> <p>PATNA Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, PATNA 800 001. Tel.: 0612- 2547068 Email: oio.patna@cioins.co.in</p>	
			<p>PUNE State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region</p>	<p>PUNE 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</p>
			<p>Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T.</p>	<p>THANE 2nd Floor, Jeevan Chintamani Building, Vasantrao Naik Mahamarg, Thane (West). Tel.: 022-20812868/69 Email : oio.thane@cioins.co.in</p>

Data Privacy Complaints: Can be sent to:

Data Privacy Officer:

1) Pankaj Gupta
Bharti Life Insurance Company Ltd.
Unit No. 1902, 19th Floor, Parinee Crescenzo, 'G' Block,
Bandra Kurla Complex, BKC Road, Near MCA Club, Bandra East,
Mumbai -400051, Maharashtra

Contact details:

gro@bhartilife.com
022 48815678

IRDAI Grievance Call Centre (IGCC)

Toll-free number: 155255 or 18004254732

e-mail ID: complaints@irda.gov.in

You can also register your complaint online at

<https://bimabharosa.irdai.gov.in/>

Address for communication for complaints by paper:

Consumer Affairs Department

Insurance Regulatory and Development Authority of India

		Sy no.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032	
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Declaration by the Policyholder

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

Place: (Signature of the Policyholder)

Date:

In case of any conflict, the terms and conditions mentioned in the policy document shall prevail