

## DIGIT GLOW TERM LIFE INSURANCE

(A Non-Linked Non-Participating Individual Pure Risk Premium Life Insurance 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, **aka, if you are short on time, this quick read is a must!** 😊

S.No.	Title	Description in simple words (Please refer to applicable Policy Clause Number in next column)		Policy Clause Number (When you have time, go through in detail!)
1	Name of the Insurance Product and Unique Identification Number (UIN)	Digit Glow Term Life Insurance (UIN:165N005V01)		
2	Policy Number	<_____>		
3	Type of Insurance Policy	Pure Risk		
4	Basic Policy Details	Instalment Premium	₹ <Amount>	
		Mode of premium payment	<Single> / <Annual> / <Half-Yearly> / <Quarterly> / <Monthly>	
		Sum Assured (SA) on Death	₹ <Amount>	
		Sum Assured on Maturity	Not Applicable	
		Premium Payment Term	<_____> Years	
		Policy Term	<_____> Years	
		Additional Accidental Death Benefit (ADB) Sum Assured (SA)	<<Additional Benefit of ₹<ADB SA> will be payable, over and above the Death Benefit, in case of Accidental Death i.e. a total Benefit of ₹< Death SA + ADB SA> is payable.> / Not Applicable>	
		Additional Accidental Total & Permanent Disability (ATPD) Benefit Sum Assured (SA)	<<Additional Benefit of ₹<ATPD SA> will be payable, in case of Accidental Total & Permanent Disability. After that if death occurs, another amount of ₹<Death SA> is payable.>/Not Applicable>	
		Accelerated Terminal Illness Benefit Sum Assured (SA)	<<In case Life Assured is diagnosed with a Terminal Illness, Benefit amount of ₹<Terminal Illness SA> shall be payable immediately and the policy will end.>/Not Applicable>	
		Benefits payable on Death		Part C, Clause 1
		Benefits payable on Maturity – Not Applicable		Part C, Clause 3

5	<b>Policy Benefits/Coverage Payable</b>	Survival Benefits excluding those payable on Maturity – Not Applicable	Part C, Clause 3
		Surrender benefits	Part D, Clause 4
		Options to policyholders for availing benefits, if any, covered under the policy.	Not Applicable
		Other Benefits/options payable, specific to the policy, if any	Part C, Clause 2 & 4
6	<b>Riders opted, if any</b>	Not Applicable	
7	<b>Exclusions (events where insurance coverage is not payable), if any.</b>	Suicide Exclusion	Part F, Clause 14
		<Exclusions to Accidental Death Benefit> <i>(for non-POS cases only)</i>	<Annexure IV>
		<Exclusions to Accidental Total and Permanent Disability Benefit> <i>(for non-POS cases only)</i>	<Annexure V>
8	<b>Waiting /lien Period, if any</b>	Not Applicable	
9.	<b>Grace Period</b>	<p><b>Grace Period</b> is the additional time provided to the policyholder for paying premiums, after the premium due date, to keep the policy benefits intact.</p> <p><b>Grace Period applicable –</b></p> <ul style="list-style-type: none"> <li>• 15 days for monthly mode of premium payment</li> <li>• 30 days for annual, half-yearly, quarterly modes of premium payment</li> </ul>	Part C, Clause 6
10.	<b>Free Look Period</b>	<p><b>Free Look Period</b> is the time given to a policyholder, at the start of the policy term, to re-assess the policy and to get a refund of premium subject to applicable deductions, if they decide to not continue with the policy.</p> <p><b>Free Look Period applicable - 30 days</b></p>	Part D, Clause 1
11	<b>In Force, Lapse, Reduced Paid-Up, Revival and Surrender of the Policy</b>	<p><b>In Force</b> means status of the Policy is active, all due Premiums have been paid and the Policy is not terminated or in Lapsed Status i.e. the covers are in force and applicable Benefits would become payable.</p>	Part B, Definition no. 22
		<p><b>Lapsation</b> means state of a non-active life insurance policy due to non-payment of Premium within the Grace Period i.e. If due premiums are not paid till the end of the grace period, the policy is said to enter lapsed status i.e. the covers/benefits of the policy cease.</p>	Part D, Clause 2
		<p><b>Reduced Paid-Up</b> – Not Applicable for this policy.</p>	Part D, Clause 3
		<p><b>Revival</b> – A policyholder can revive a lapsed Policy. A Policy can be revived by paying all the due premiums and late fee, if any. Revival can be done during the policy term and within five years from the due date of first unpaid premium only.</p>	Part D, Clause 5
		<p><b>Early Termination (Surrender)</b> – Policyholder can choose to completely withdraw / terminate the Policy before completion of Policy Term, as per terms &amp; conditions of the Policy</p>	Part D, Clause 4
12	<b>Policy Loan, if applicable</b>	Not Applicable	Part D, Clause 6
13	<b>Claims/Claims Procedure</b>	<p><b>Turn Around Time (TAT) for claims settlement</b> - 7 working days from the date the last document is received</p>	
		<p><b>Claims Procedure –</b></p> <p><b>Step -1:</b> Register a claim using any of the below methods –</p> <p>a. (Preferred) Email Us at <a href="mailto:lifeclaims@godigit.com">lifeclaims@godigit.com</a> OR</p> <p>b. Call Our helpline number: 9960126126 OR</p> <p>c. Intimate Us in writing at Our nearest branch or Corporate Office (address given below). We recommend the above two methods, as Our address may have changed over the years.</p>	Part F, Clause 15,16

		<b>Claims department</b> Go Digit Life Insurance Limited Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095 <b>Step – 2:</b> Email Us all the claim documents on <a href="mailto:lifecclaims@godigit.com">lifecclaims@godigit.com</a> You can also send us all the claim documents at the above mentioned 'Claims department' address.	
		<b>Helpline/Call Centre/Whatsapp number</b> - 9960126126	
		<b>Contact details of the insurer -</b> <b>Address</b> - Go Digit Life Insurance Limited Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095 <b>Contact No.</b> – 9960126126 <b>Email ID</b> - <a href="mailto:lifecclaims@godigit.com">lifecclaims@godigit.com</a>	
		Link for downloading claim form and list of documents required including bank account details. <Link>	
14	<b>Policy Servicing</b>	<b>Turn Around Time (TAT)</b> -7 working days from the date the last document is received	
		<b>Helpline/Call Centre number</b> - 9960126126	
		<b>Contact details of the insurer -</b> <b>Address</b> - Go Digit Life Insurance Limited Atlantis, 95, 4th B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095 <b>Contact No.</b> – 9960126126 <b>Email ID</b> - <a href="mailto:life@godigit.com">life@godigit.com</a>	
		Link for downloading applicable forms and list of documents required including bank account details. <Link>	
15	<b>Grievances /Complaints</b>	<b>Contact details of Grievance Redressal Officer of the insurer</b> <b>Address:</b> The Chief Grievance Redressal Officer Go Digit Life Insurance Limited. Atlantis,95,4 <sup>th</sup> B Cross Road, Koramangala Industrial Layout, 5th Block, Bengaluru, Karnataka 560095 <b>Contact No.</b> – 9960126126 <b>Email ID</b> - <a href="mailto:lifegro@godigit.com">lifegro@godigit.com</a>	Part G
		Link for registering the grievance with the insurer's portal - <a href="https://www.godigit.com/life/grievance-redressal-procedure#disclaimerModal">https://www.godigit.com/life/grievance-redressal-procedure#disclaimerModal</a>	
		<b>Contact details of Ombudsman</b> For latest updated list of Ombudsman Office addresses and contact details, kindly visit the following website. <a href="https://www.cioins.co.in/Ombudsman">https://www.cioins.co.in/Ombudsman</a>	Part G

#### Declaration by the Policyholder

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

<Name of Policyholder>

(Signature of Policyholder)

The document is being electronically shared and the receipt of the same is considered as an acknowledgement. In case of any query or concern, you may feel free to connect with us at the provided contact details within freelook period.

Place:

Date:

**Note:** In case of any conflict, the terms and conditions mentioned in the policy document shall prevail. Basically, we want you to go through the details as well for full clarity!