

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)reviva	Policy Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Edelweiss Life – Guaranteed Income STAR UIN - 147N073V03	Part A
2.	Policy Number	<< >>	Part A
3.	Type of Insurance Policy	An Individual, Non-Linked, Non-Participating, Savings, Life Insurance Plan	Part A
4.	Basic Policy details	<ul style="list-style-type: none">• Instalment Premium << >>• Mode of premium payment (e.g. Monthly, Quarterly, Half yearly or Yearly) << >>• Sum Assured on death << >>• Sum Assured on Maturity << >>• Premium payment Term << >>• Policy Term << >>	Part A
5.	Policy Coverage/benefits payable	<p><u>Death Benefit:</u></p> <p>If neither of Family Income Benefits options is selected: In case of death of the Life Insured during the Policy Term, while the Policy is In-Force, the Death Benefit will be payable as lumpsum and the policy will terminate without any further benefits.</p> <p>Size of such benefits Sum Assured on Death will be payable. At any point of time, provided the Policy is In-Force, it will be the highest of:</p> <p>1) 10 times the Annualized Premium 2) Any absolute amount assured to be paid on death* 3) 10 times the Annual Premium</p> <p>*Absolute Amount Assured to be paid on Death any time during the policy year will be calculated as below</p> <p>Σ(Remaining Income Benefit Pay-outs multiplied by DB Factor corresponding to the respective Income Benefit Pay-out) plus (Sum Assured on Maturity, if applicable, multiplied by applicable DB Factor)</p> <p>If none of the Family Income Benefit option is selected, at any point of time, Death Benefit will not be less than Surrender Value applicable at the time of death.</p> <p>If either of the Family Income Benefits is selected: In case of death of the Life Insured during the Policy Term, while the Policy is In-Force, the Death Benefit will be payable as lumpsum.</p> <p>Size of such benefits Sum Assured on Death will be payable. At any point of time, provided the Policy is In-Force, it will be the highest of:</p> <p>1. 10 times the Annualized Premium 2. Any absolute amount assured to be paid on death* 3. 10 times the Annual Premium</p>	Part C & Part D

	<p>* Absolute Amount Assured to be paid on Death is Nil In addition, no future Premiums are required to be paid and the Policy will continue as In-Force policy. The Income Benefit Pay-out, if applicable, will continue and in addition on the Date of Maturity, Sum Assured on Maturity, if applicable, will be paid and Policy will terminate without any further benefit.</p> <p><u>Critical Illness Benefit:</u></p> <p>If Family Income Benefit on Critical Illness and Death is selected: In case of diagnosis of the Life Insured suffering from one of the Covered Critical Illness Conditions, subject to the Critical Illnesses definitions and exclusions mentioned below during the Policy Term, while the Policy is In-Force.</p> <p>Size of such benefits Then, On diagnosis of one of the Covered Critical Illnesses to the Life Insured while the Policy is In-force, on survival of 30 days following the date of diagnosis, no future premiums are required to be paid and Policy will continue as In-Force policy.</p> <p>The Income Benefit Pay-out, Death Benefit and Maturity Benefits, if applicable under the Policy will continue till the end of the Policy Term.</p> <p>During the period from the reporting of the critical illness claim till its acceptance, the Policy shall be treated akin to a continuing Policy. However, if the Policyholder has paid any Premiums falling due during this period, the same will be refunded back on acceptance of the critical illness claim.</p> <p><u>Income Benefit Pay-out:</u></p> <p>Plan Option : Flexible Income If neither of Family Income Benefits options is selected: On survival of the Life Insured, while the Policy is In-Force, Income Benefit Pay-out will commence on the date mentioned in the Policy Schedule. Income Benefit Pay-outs will be payable in arrears at the chosen Income Benefit Pay-out Frequency. The Income Benefit Pay-outs will be continued till the date of death of the Life Insured or till the Date of Maturity, whichever is earlier. If either of the Family Income Benefits is selected: Whether Life Insured survives or not, while the Policy is In-Force, Income Benefit Pay-out will commence on the date mentioned in the Policy Schedule. Income Benefit Pay-outs will be payable in arrears at the chosen Income Benefit Pay-out Frequency. The Income Benefit Pay-outs will be continued till the Date of Maturity.</p> <p>Size of such benefits In case 'Income Start Point' is after the Premium Paying Term (PPT), then then Income Benefit Pay-out amount mentioned in the Policy Schedule, will be payable. In case 'Income Start Point' is before the Premium Paying Term (PPT), then the Income Benefit Pay-out amount mentioned in the Policy Schedule will be payable during PPT and post completion of PPT, two times the Income Benefit Pay-out amount mentioned in the Policy Schedule will be payable</p> <p>Plan Option : Large Income If neither of Family Income Benefits options is selected: On survival of the Life Insured, while the Policy is In-Force, Income Benefit Pay-out will commence on the date mentioned in the Policy Schedule and will be payable every five policy years thereafter till the date of death of the Life Insured or till the Date of Maturity, whichever is earlier.</p> <p>If either of the Family Income Benefits is selected: Whether Life Insured survives or not, while the Policy is In-Force,</p>	
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Policy Year	PPT 5, 8, 10	PPT 12																								
10	1	NA																								
15	1.5	1																								
20	2	2																								
25	2.5	2.5																								
30	3	3																								
35	3.5	3.5																								
40	4	4																								

		<p>The Guaranteed Surrender Value is equal to (GSV Factor x Total Premiums Paid) less Total Income Benefit Pay-outs already paid till the date of surrender, if any</p> <p>The GSV is floored to zero.</p> <p><u>Special Surrender Value ('SSV')</u> : Your Policy also acquires a Special Surrender Value. Before making a request for Surrender, you may approach us to know about the Surrender Value in respect of your Policy.</p>																																																							
6.	Options available (in case of Linked Insurance Products)	Not Applicable																																																							
7.	Option available (in case of Annuity product)	Not Applicable																																																							
8.	Riders opted, if any	<table><tr><th>Rider Name</th><th>UIN</th><th>Rider Sum Assured</th><th>Modal Premium plus applicable taxes</th><th>Term (years)</th><th>PPT (years)</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="3">Total</td><td></td><td></td><td></td></tr></table>	Rider Name	UIN	Rider Sum Assured	Modal Premium plus applicable taxes	Term (years)	PPT (years)																																											Total						Part A
Rider Name	UIN	Rider Sum Assured	Modal Premium plus applicable taxes	Term (years)	PPT (years)																																																				
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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 at least 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-Force.</p> <p>Exclusions for Critical Illness Benefit</p> <p>These exclusions apply in addition to the exclusions specified in the definition of each of the covered Critical Illness.</p> <p>The Life Insured will not be entitled to any benefits if a covered Critical Illness results either directly or indirectly from any one of the following causes –</p> <p>i. Pre-Existing disease (PED): Pre-Existing Disease means any condition, ailment or injury or disease:</p> <ul style="list-style-type: none">• That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer or its reinstatement or• For which medical advice or treatment was recommended by, or received from, a physician not more than 36 months prior to the date of commencement of the policy or its reinstatement. <p>ii. Intentional self-inflicted injury or attempted suicide.</p> <p>iii. 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.</p>	Part C																																																						

		<p>iv. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, strikes.</p> <p>v. Taking part in any naval, military or air force operation during peace time.</p> <p>vi. Participation by the insured person in any flying activity, except as a bona fide, fare-paying passenger, pilot, air crew of a recognized airline on regular routes and on a scheduled timetable.</p> <p>vii. Participation by the insured person in a criminal or unlawful act with a criminal intent.</p> <p>viii. 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.</p> <p>ix. Any external congenital anomaly. Congenital Anomaly which is in the visible and accessible parts of the body is called External Congenital Anomaly. Congenital Anomaly refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.</p> <p>x. Failure to seek or follow medical advice where a “medical advice” means any consultation or advice from a Medical Practitioner including the issuance of any prescription or follow-up prescription.</p> <p>xi. 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.</p>	
10.	Waiting /lien Period, if any	<p>a) In case Family Income Benefit is opted: Waiting Period means the period of 90 calendar days from the Date of Commencement of Risk or the date of Revival of the Policy, whichever is later, during which the Life Insured will not be entitled to the Critical Illness Benefit.</p> <p>b) In case Policy is purchased through POS channel: There is a waiting period of 90 calendar days (other than accidental death only) from the Date of Commencement of Risk.</p>	Part B
11.	Grace period	<p>If we do not receive the Premium in full by the premium due date, then:</p> <p>(i) We will allow a Grace Period of 15 days where the Policyholder pays the Premium on a monthly basis, and 30 days in all other cases during which you must pay the Premium due in full. The Policy will be In-Force during the Grace Period.</p> <p>(ii) All the benefits under the Policy will continue to apply during the Grace Period.</p> <p>In case of death during the Grace Period, the Death Benefit will be paid (after deducting the Premium due for the Policy Year in which death occurs).</p>	Part C
12.	Free Look Period	<p>You have a Free Look period of thirty (30) days beginning from the date of receipt of the Policy Document, whether received electronically or otherwise, to review the terms and conditions of this Policy. If you disagree with any of the terms or conditions, or otherwise, and you have not made any claims, you may return this Policy for cancellation to us by giving us written reasons for your objection within the said Free Look period. We will refund the Premium received after deducting stamp duty charges, proportionate risk premium for the period of cover and expenses incurred by us on medical examination (if any) of Proposer/Life Insured.</p> <p>To exercise the Free Look option, you would need to send the Policy Document along with a request letter to us at any of our branches or at our Corporate Office address provided in Policy</p>	Part D

		Document. You are required to maintain the acknowledgement received from the Company as a proof of submission	
13.	Lapse, paid-up and revival of the Policy	<p>Premium Discontinuance:</p> <p>(i) If all the Premiums for at least the first Policy Year have not been paid in full within the Grace Period, the Policy shall immediately and automatically lapse and no benefits shall be payable by us under the Policy, unless the Policy is revived within the revival period.</p> <p>(ii) After completion of first Policy Year provided one full year's Premium has been paid and if we do not receive subsequent Premiums within the Grace Period, the Policy will acquire Reduced Paid-up status and benefits will continue as per the Reduced Paid-up provision.</p> <p>After completion of first Policy Year provided one full year's premium has been paid, then on premium discontinuance, the policy will acquire Surrender Value and Reduced paid-up value.</p> <p>Reduced Paid-up If all Premiums for at least first Policy Year have not been paid in full, then paid-up value is nil. After completion of first Policy Year provided one full year's Premium has been paid, then on premium discontinuance the policy will continue as a 'Reduced Paid-up' policy and all the benefits shall be reduced proportionately.</p> <p><u>Death of the Life Insured</u></p> <p>If neither of Family Income Benefits options selected is selected: In case of death of the Life Insured during the Policy Term, Reduced Paid-up Death Benefit will be payable as lumpsum and policy will terminate without any further benefit.</p> <p>Size of such benefits/policy monies Reduced Paid-up Death Benefit</p> <p>If either of the Family Income Benefits is selected: In case of death of the Life Insured during the Policy Term, Reduced Paid-up Death Benefit will be payable as lumpsum.</p> <p>Size of such benefits/policy monies Reduced Paid-up Death Benefit ^(a)</p> <p>The Policy will continue for Reduced paid-up benefits[#].</p> <p><u>Applicable Policy Anniversary(ies)</u></p> <p>If neither of Family Income Benefits options selected is selected: On survival of the Life Insured, Reduced Income Benefit Pay-outs will be payable in arrears till the date of death of the Life Insured or till the Maturity Date, whichever is earlier.</p> <p>If either of the Family Income Benefits is selected: Whether the Life Insured survives or not, Reduced Income Benefit Pay-outs will be payable in arrears till the Maturity Date.</p> <p>Size of such benefits/policy monies Reduced Paid-up Income Benefit Pay-out.</p>	Part C & Part D

		<p><u>Maturity of the policy</u></p> <p>If neither of Family Income Benefits options selected is selected: On survival of the Life Insured till the Date of Maturity, Reduced Paid-up Maturity Benefit is payable as lumpsum and the policy will terminate without any further benefit.</p> <p>If either of the Family Income Benefits is selected: Whether the Life Insured survives till the Date of Maturity or not, Reduced Paid-up Maturity Benefit is payable as lumpsum and the policy will terminate without any further benefit.</p> <p>Size of such benefits/policy monies Reduced Paid-up Sum Assured on Maturity ^(b)</p> <p>#Reduced paid-up benefits includes Reduced paid-up pay-out and Reduced paid-up Sum Assured on Maturity if applicable.</p> <p>^(a)Reduced Paid-up Death Benefit will as per below:</p> <p>Sum Assured on Death * Total number of months for which Premiums are paid / Total number of months for which Premiums were originally payable</p> <p>The Reduced Paid-up Death Benefit during the entire Policy Term will not be less than 105% of Total Premiums Paid upto date of death.</p> <p>If none of Family Income Benefit options is selected, at any point of time, Reduced Paid-up Death Benefit will not be less than Surrender Value applicable at the time of death.</p> <p>^(b) Reduced Paid-up Sum Assured on Maturity will as per below:</p> <p>Sum Assured on Maturity * Total number of months for which Premiums are paid / Total number of months for which Premiums were originally payable</p> <p>Reduced Paid-up Income Benefit Pay-out will as per below:</p> <p>Reduced Paid-up Income Benefit Pay-out = Income Benefit Pay-outs due to be paid * (Total number of months for which Premiums are paid / Total number of months for which Premiums are payable)</p> <p>less</p> <p>Total 'Income Benefit Pay-outs' already paid till the policy becomes Reduced paid-up * (1- Total number of months for which Premiums are paid / Total number of months for which Premiums are payable) / Remaining number of Income Benefit Pay-out instalments till policy became Reduced paid-up</p> <p>Revival:</p> <p>If due premiums are not paid within the Grace Period, the Policy shall Lapse or become Reduced Paid-up as the case may be. Any such Policy may be revived within a revival period of five years from the due date of the first unpaid Premium by giving us a written intimation to revive the Policy and payment of all overdue Premiums with interest, as may be declared by Us from time to time, for every completed month from the date of first unpaid Premium.</p> <p>The Revival will be effected subject to the receipt of the proof of continued insurability of Life Insured and the acceptance of the risk by the Underwriter. Cost for the medical examination, if applicable shall be borne by the Policyholder. The effective date of Revival is when these requirements are met and approved by us.</p> <p>Revival would be as per Board approved underwriting policy. All the benefits of the Policy will be reinstated on the Policy Revival.</p>	
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14.	Policy Loan, if applicable	<p>Conditions for grant of a loan under the Policy: You may take a loan under the Policy by giving us a written request provided the Policy has acquired the Surrender Value. The maximum loan amount you may avail is a specific percentage of Surrender Value applicable under the Policy when a request for a loan is received less any outstanding Policy Loan plus accumulated/accrued interest, if any, on that date. The specific percentage is as mentioned below:</p> <p>Without Family Income Benefit: 60% With Family Income Benefit: 50%</p> <p>Effect of grant of loan under the Policy: If a loan is granted by us under the Policy, then:</p> <p>Interest will be charged on the outstanding loan amount at a rate declared by Us from time to time based on then prevailing market conditions and will be equal to Three-year (tenure) SBI MCLR + 0.50% subject to floor of 7.00%. The rate of interest for policy loan as on 15th September 2024 is 9.60% per annum. The interest on loan will be calculated on annual compounding basis. The interest rate methodology is reviewable with prior approval from IRDAI. We will review the interest rate at least once a year and if the interest rate is revised, the same interest rate will be applied to both existing and new loan from the date of revision.</p> <p>For In-Force and fully Paid-up policies: Policy can't be foreclosed on the ground of outstanding loan amount including interest exceeds the Surrender Value. For other than In-force and fully paid-up policies, if at any point of time outstanding loan amount and accumulated interest balance equal or exceed Surrender Value, then the Policy shall be terminated without value. Prior to this, we will notify you when your outstanding loan balance is 95% of the Surrender Value and will give an opportunity to repay all or part of the loan balance.</p> <p>Any benefit payable by us on the death of the Life Insured or on applicable Policy Anniversaries as Income Benefit Pay-out or on the Surrender of the Policy or on the Maturity of the Policy will first be reduced by any outstanding policy loan and accumulated interests, if any.</p>	Part D
15.	Claims/Claims Procedure	<p>Death Claim Procedure</p> <p>A claim would be settled within 15 days from the date of intimation of claim, for cases not warranting investigation 45 days from the date of intimation of claim, for cases warranting investigation</p> <p>You are requested to intimate us of the claim at any of our branch offices or to our Corporate Office address mentioned below: Claims Officer Edelweiss Life Insurance Company Limited 6th Floor, Tower 3, Wing 'B', Kohinoor City, Kirol Road, Kurla (W), Mumbai - 400070</p>	Part F

		Email Id: claims@edelweisslife.in Phone no: 1800 2121 212 Receipt of the claim intimation does not amount to acceptance of claim by the Company under the Policy and is subject to review by the Company. The decision on acceptance and admissibility of the Claim will be communicated separately by the Company to the claimant. Click here to know more about the claim procedure, download claim form and list of documents required to register a claim	
16.	Policy Servicing	Click here to know the procedure/touchpoints/Turn Around Time for various Policy Servicing request Click here to download the applicable forms and list of documents required for various policy servicing request.	
17	Grievances /Complaints	Grievance Redressal Mechanism: We have established a Grievance Redressal Mechanism to assist in the resolution of any complaint, grievance, or dispute in respect of the Policy. Click here to know the Grievance Redressal Procedure	Part G

Declaration by the Policyholder

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

Place:

(Signature of Policyholder)

Date:

Note:

Click here for the product related documents including the Customer Information sheet.
In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.