Pre-Sales Process

i. Filling up the Proposal Form:

Proposal Form consists of the Product and Personal details of the Life to be Insured, Nominee, Beneficiary and Appointee (where applicable). You need to fill the Proposal Form and scan and submit the KYC and Income Documents (where applicable). You would need to scan and submit your PAN Card. The provisions of the Income Tax Act, 1961, casts an obligation of quoting the PAN on the person entering into the transaction for payment of life insurance premium aggregating to Rs.50,000 or more in a financial year.

Benefit Illustration
The Benefit Illustration ('BI') for the product opted by you will be generated and you can download the same for your ready reference. The BI contains basic policy details such as Product Name, Premium Payment Term, Policy Term, Frequency and the assumed returns on investment (8% and 4%) at various stages of the policy including the effect of charges (applicable only for Unit Linked Insurance Policies)

Navigation of the Online Portal
After coming onto our website, you have the option of either choosing from our products on the 'Products' page, and then proceeding to buy; or you can directly *'get a free quote'* from the homepage.

On entering all the required details and choosing the desired riders and payout options, you are given the option of either:
- Pay now and then proceed; or
- Proceed and pay later

a) PAY NOW
- After clicking on *pay now*, you need to download the Benefit Illustration and click on *proceed*
- An OTP will be sent on the email and mobile number you had entered for seeking a quote.
- After this, you will be directed to the payment gateway to make the payment.

b) PROCEED AND PAY LATER
- After clicking on *proceed and pay later*, you need to download the Benefit Illustration and click on *proceed*; you will then be directed to the *personal details* page.
- After filling in all the details (personal, health and others), a summary page of the policy appears, displaying all the policy details as chosen by you.
- On clicking *next*, a terms and conditions page pops up asking for consent (agree/cancel).
- You will then be directed to download the Proposal Form and the Benefit Illustration to verify all the details as filled in by you.
- You then need to click on the *'I agree'* option, after which an OTP is sent to your selected email ID and mobile number (entered during *'get a free quote'*).
- After the OTP is successfully verified, you are then directed to the payment gateway, whereon you can make the payment.

ii. Acceptance of the Proposal

- After the payment and the Proposal Form are complete, an email will be sent to you advising you to upload the documents - KYC and other required documents (this option is also available after completing the process for you to upload it on the website).
- Within 15 days of receipt of the documents, a decision for acceptance or rejection will be made and the policy will be issued.

iii. Compliance of KYC Norms

- For processing your proposal, we need your recent colour photograph together with few documents for Identity proof, Address proof and Income proof, wherever applicable.
- For Age proof and Identity proof, you can submit any one of the following: Aadhaar Card, PAN Card, Passport, Driving License, Voter id card, NREGA job card.
- For Address proof, you can submit any one of the following: Aadhaar Card, Passport, Driving License, Voter Id card, Utility Bill (Gas/Mobile/Electricity/Landline – not beyond two months old),
- For Income proof in case of an individual, you can submit last 2-3 years' ITR with computation of income, salary slips of last 3 months, Form 16 of last financial year, bank statement of last 6 months, CA Networth certificate and in case of a Company, latest audited profit and loss statement and balance sheet of Company.
- The necessary documents can be uploaded on the website.
- A decision on your Proposal will then be taken based on all the documents received from you.
- The Company will have the discretion to call for additional documents at any time before issuance of the policy.

(The lists of valid KYC documents are mentioned at the end.)

iv. Payment of Premium

We offer various premium payment options to you as mentioned below:

- **Pay Online**
  Pay your premium online by using your credit card, debit card, internet banking account, UPI or e-wallet, NEFT
  (*For NEFT, please find details of net banking on our website under the section 'Payment Options'*)

- **InstaPay**
  - Pay your premium via net banking on your bank's website
  - visit bank website and select instapay
  - select "Edelweiss Tokio Life Insurance" from list of payees under Insurance category
  - enter your policy number and date of birth, proceed to pay

- **Payment by Cash**
  New Customer and Policyholders can deposit premium in cash at branch office of Edelweiss Tokio Life Insurance Company Limited or at a Yes Bank branch.

- **Payment by Cheque**
  Pay your premium by cheque in person either at nearest Edelweiss Tokio Life Insurance Company Limited branch or at a Yes Bank branch.
  Cheques should be drawn in favour of 'Edelweiss Tokio Life Insurance Company Limited – Application No./Policy No. XXXXXXXXE'. The cheque should also contain your Name, Contact Number on its reverse)

List of Officially Valid documents for KYC purposes

Features	Documents
Insurance Contracts with individuals	i. Passport ii. PAN Card iii. Voter's identity Card issued by Election Commission of India iv. Driving License v. Job card issued by NREGA duly signed by an officer of the State Government vi. Letter issued by the Unique Identification Authority of India or National Population Register containing details of name, address and Aadhaar number. Provided that where simplified measures are applied for verifying the identity of the clients the following documents shall be deemed to be 'officially valid documents': (a) identity card with applicant's Photograph issued by Central/State Government Departments, Statutory/ Regulatory Authorities, Public Sector Undertakings, Scheduled Commercial Banks, and Public Financial Institutions; (b) letter issued by a gazetted officer, with a duly attested photograph of the person; Provided further that where simplified measures are applied for verifying the limited purpose of proof of address of the clients, where a prospective customer is unable to produce any proof of address, the following documents shall be deemed to be 'officially valid documents': (a) utility bill which is not more than two months old of any service provider (electricity, telephone, postpaid mobile phone, piped gas, water bill); (b) property or Municipal tax receipt; (c) bank account or Post Office savings account statement; (d) pension or family pension payment orders (PPOS) issued to retired employees by Government Department or Public Sector Undertakings, if they contain address; (e) letter of allotment of accommodation from employer issued by State or Central Government departments, statutory or regulatory bodies, public sector undertakings, scheduled commercial banks, financial institutions and listed companies. Similarly, leave and licence agreements with such employers allotting official accommodation; and (f) documents issued by Government departments of foreign jurisdiction and letter issued by Foreign Embassy or Mission in India.
Insurance Contracts with companies	i. Certificate of incorporation and Memorandum & Articles of Association ii. Resolution of the Board of Directors iii. Power of Attorney granted to its managers, officers or employees to transact business on its behalf iv. An officially valid document in respect of managers, officers or employees holding an attorney to transact on its behalf
Insurance Contracts with Partnership firms	i. Registration certificate, if registered ii. Partnership deed iii. Any officially valid document in respect of the person holding an attorney to transact on its behalf.
Insurance Contracts with trusts & foundations	i. Certificate of registration ii. Trust Deed iv. Any officially valid document to v. identify the trustees, settlers, beneficiaries and those holding Power of Attorney, founders/ managers/ directors and their addresses