

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, 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.

Sl. no.	Title	Description (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number
1.	Name of Insurance Product / Policy	PNB MetLife Century Plan (UIN 117N129V03)	
2	Policy Number	<<Policy Number from LA>>	
3.	Type of Insurance Product / Policy	Non-Linked, Participating, Life Insurance Plan offering fixed benefits	
4.	Basic Policy details	Plan Option - <<Super Income/Smart Income/Future Income>> Family Care Benefit - <<Yes/No>> Maturity Age - <<80 years/100 years>> Installment Premium (excluding GST) -<<Rs. xxx>> Mode of premium payment - <<>> Basic Sum Assured of - Rs. <<>> Premium payment term - <<xxx years>> Policy term - <<xxx years>>	Policy Schedule
5.	Policy Coverage/Benefits Payable	The policy offers three Plan options, and Your chosen plan is displayed in Policy Schedule. (1) Super Income Option (2) Smart Income Option (3) Future Income Option All above-mentioned plan options offer Survival Benefit (3.2.1), Maturity Benefit (3.2.2) and Death Benefit (3.2.3) Family Care Benefit (3.2.3.1) is available as a sub-option within all the three plan options.	3.2.1, 3.2.2 and 3.2.3 3.2.3.1
6.	Options available (in case of Linked Insurance Products) – Not Applicable		
7.	Options available (in case of Annuity Product) – Not Applicable		
8.	Riders opted, if any	Rider details are mentioned in the Rider CIS	3.3.1
9.	Exclusions (events where insurance coverage is not payable), if any	Suicide Exclusion (6.8.1) Death caused due to Suicide within first 12 months	6.8.1
10.	Waiting/lien Period, if any	Not Applicable	
11.	Grace Period	15 days for Monthly and 30 days for other frequencies	3.4.3

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

12.	Free Look Period	30 days	4.1
13.	Lapse/paid-up and revival of the Policy	4.3.1 Lapse: If the first full Policy year's premium is not paid, the policy shall lapse at the end of the Grace Period and the risk cover and rider benefits, if any, will cease immediately. 4.3.2 Paid-up: Policy will become paid up on payment of one full year premium payment and no further payments. 4.5 Revival: Lapsed or paid-up policy can be revived within a period of 5 years from the date of first unpaid premium by paying all outstanding premium along with interest if any	4.3.1, 4.3.2 and 4.5
14.	Policy Loan, if applicable	Up to 80% of the Surrender Value as per terms and conditions	4.2
15.	Claims / Claims Procedure	• Turn Around Time (TAT) for claims settlement and brief procedure – a) For cases not warranting investigation – 15 days from date of intimation of claim b) For cases warranting investigation – 45 days from date of intimation of claim • Helpline/Call Centre number - 1800 425 6969 (Toll-free) • Email – claimshelpdesk@pnbmetlife.com • Contact details of the insurer – PNB MetLife India Insurance Co. Ltd, Unit No. 101, 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. • Link for downloading claim form and list of documents required including bank account details. https://www.pnbmetlife.com/downloads/claims-forms/english.html	6.3
16.	Policy Servicing	• Turn Around Time (TAT) - o Financial and Non-Financial – 7 calendar days • Helpline/Call Centre number - 1800 425 6969 (Toll-free) • Contact details of the insurer – PNB MetLife India Insurance Co. Ltd Unit No. 101, 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. Link for downloading applicable forms and list of documents required including bank account details - https://www.pnbmetlife.com/downloads/serviceform/english.html	6.15
17.	Grievances /Complaints	• Contact details of Grievance Redressal Officer of the Insurer: • Call 1800-425-6969 (Toll free) • Email at indiaservice@pnbmetlife.co.in • Write to our Grievance Redressal Department - PNB MetLife India Insurance Co. Ltd, Unit no. 302, 3rd floor, Tower-3, Worldmark, Village Maidawas Road, Sector 65, District Gurugram, Haryana – 122018	7.1

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

		For any escalation with the resolution provided by any of the above touch points, you may, write to our Grievance Redressal Officer at gro@pnbmetlife.co.in • Link for registering the grievance with the insurer's portal: https://www.pnbmetlife.com/grievance-cell/grievance-redressal.html Ombudsman Details: Please refer to https://www.cioins.co.in/Ombudsman for the list of Insurance Ombudsman	
--	--	---	--

Declaration by the Policyholder

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

Place:

(Signature of the Policyholder)

Date:

Note:

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

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

1. Part A

1.1. Welcome Letter

[Name of the policyholder]

Date: dd-mm-yyyy

[Father/husband name]

[Address]

[Mobile no.]

<Policy No> <Sourcing Branch>

Dear Mr./Ms. Valued Customer, (Client ID: XXXXXX)

Welcome to the PNB MetLife family! Thank you for choosing a PNB MetLife product and showing your confidence in us. At PNB MetLife, we value your patronage and are committed to offering you the best services always.

PNB MetLife brings together financial strength, credibility, and reliability of MetLife Inc., one of the leading global providers of insurance, annuities and employee benefit programs, serving more than 90 million customers for the last 140+ years and Punjab National Bank, a leading bank in India serving more than 80 million customers in the last 120+ years. You can be assured that you have chosen the right partner for life.

This booklet contains your Policy Document, Customer Information Sheet along with Business Illustration, other related information, and a copy of your Proposal Form. Please preserve this document as it would be required if the need arises.

Free look Provision: Please go through the terms and conditions of your Policy very carefully. If you have any objections to the terms and conditions of your Policy, you may cancel the Policy by giving a written notice to us within 30 days beginning from the date of receipt of policy document whether received electronically or otherwise, stating the reasons for your objection and you will be entitled to a refund of the premium paid, subject only to a deduction of a proportionate risk premium for the period of cover and the expenses, if any, incurred on medical examination and stamp duty charges.

For any queries or concerns you can contact us via the touch points given below, we are always there to help you. For easy reference sourcing details of your policy are mentioned below.

Channel	<<XX>>		
Name	<<Valued Advisor>>	Code	<<XXXXXX>>
E-Mail ID	<<valuedadvisor@pnbmetlife.co.in>>	Mobile/ Landline No.	<<XXXXXXX>>

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

We look forward to being your partner in this wondrous journey of life.

Yours Sincerely,
PNB MetLife India Insurance Co. Ltd.

[Signature]
[Name of signing authority]
[Designation of signing authority]

In case of any queries / concerns, You can reach Us at:			
Call us at 1800-425-6969 (Toll Free) or 022 - 4179 0300 (8am -8pm)	Email Us at indiaservice@pnbmetlife.co.in	Visit www.pnbmetlife.com to manage your policy online. Register online using your Customer ID & Policy No.	Visit your nearest PNB MetLife Office . Our address details are available on www.pnbmetlife.com

PNB MetLife India Insurance Company Limited,

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore - 560001, Karnataka.

Corporate office: Unit No. 101, First Floor, Techniplex I, Techniplex Complex,
Off Veer Savarkar Flyover, S.V. Road, Goregaon (West), Mumbai – 400 062, Maharashtra
IRDAI of India Registration Number: 117, CI No.: U66010KA2001PLC028883

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

1.2. Policy Preamble

**PNB MetLife Century Plan
An Individual, Non-linked, Participating, Savings, Life Insurance Plan**

This is a contract of insurance between You and PNB MetLife India Insurance Company Limited. This contract of insurance has been issued by us on receipt of the premium and is based on the details in the Proposal Form together with the other information, documentation and declarations received from you for effecting a life insurance contract on the life of the person named in the Schedule below.

We agree to pay the benefits under this Policy on the occurrence of the insured event described in Part C of this Policy, subject to the terms and conditions of the Policy.

On examination of the Policy, if you notice any mistake or error, please return the Policy document to us in order that We may rectify it.

Signed by and on behalf of PNB MetLife India Insurance Company Limited

[Signature]

[Name of signing authority]

[Designation of signing authority]

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

1.3. Policy Schedule

Name of the Plan	PNB MetLife Century Plan
Nature of the Plan	Individual, Non-linked, Participating, Savings Life Insurance Plan
UIN	117N129V03

Proposal form number		Policy number		Date of Issue		Issuing office	
-----------------------------	--	----------------------	--	----------------------	--	-----------------------	--

1. Details of the Policyholder and Life Assured

Name of Policyholder		Gender		Date of Birth	
Name of Life Assured		Gender		Date of Birth	
Address of Policyholder					
Telephone Number					
Mobile Number					
Address of Life Assured					
Age admitted of the Life Assured	<Yes/No>				

2. Policy Details

Base Plan	PNB MetLife Century Plan		
Survival Benefit Option	<< “Super Income” / “Smart Income” / “Future Income” >>	Maturity Age (years)	<< “Age 80” / “Age 100” >>
Premium Payment Term (Yrs.)		Family Care Benefit	<< “Yes” / “No” >>
Policy Term (Yrs.)			

Basic Sum Assured (Rs.)	Premium Payment Mode	Installment Premium (Rs.)	Goods & Services Tax (Rs.)*	Instalment premium including GST (Rs.)	Annualized Premium (Rs.)

* **Goods and Services Tax** levied at prevailing rate subject to change from time to time. You will be responsible to pay any new or additional tax/levy or any changed amount of tax/cess being made applicable/ imposed on the premium(s) by any competent authority.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

3. Rider Details

Rider Name	Rider Sum Assured (Rs.)	Policy Term (years)	Premium Paying Term (years)	Installment Premium (Rs.)	Goods & Services Tax (Rs.)*	Instalment Premium including GST (Rs.)	Annualised Premium (Rs.)
<<Rider name 1>>							
<<Rider name 2>>							
<<Rider name 3>>							

4. Contract Details

Date of Inception of Policy	<<DD MM YY>>	Premium Due Date	<<DD MM YY>>
Date of Commencement of Risk	<<DD MM YY>>	Premium Payment Type	Limited Pay
Policy Anniversary date	<<DD MM YY>>	Last Premium Due Date	<<DD MM YY>>
Policy currency	INR	Total Installment Premium (incl. of rider(s) premium, any extra premium, taxes & cess)	Rs. << >>
Policy Maturity Date	<<DD MM YY>>		
Survival Benefit payout mode	<< “Yearly”/ “Half- yearly” / “Quarterly” / “Monthly” >>		
Date of Survival Benefit Payout (chosen)	<< DD1 MM1 >>		
Survival Benefit Start Date	<< DD1 MM1 YYY>>	Survival Benefit End Date	<< DD1 MM1 YYY>>

5. Details of Agent/Intermediary

Name	
License/Registration number	
Phone number	
Address	
Email address	

Special provisions/options (if any)	
-------------------------------------	--

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

6. Nominee details

Name(s) of the Nominee	Relationship with Life Assured	Age	Gender	Share(s) %
1) <<Name off nominee>>	<<Relation>>	<<◇>>	<<◇>>	<<Percentage>>
2)				
3)				
4)				

7. Appointee details (Only in case Nominee is less than 18 years of Age)

Appointee name	Relationship with Nominee	Age	Gender
<<Name off appointee>>	<<Relation>>	<<Age>>	<<◇>>

8. E-Policy document

Your soft copy of policy document is available in the customer portal. You can access through www.pnbmetlife.com > **Customer login** > **Provide user ID and password** (for existing customer), else click **New User** (for new customer)

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Key Feature Document

Survival Benefit Payout Options	Option 1: Super Income – Provides Cash Bonus, if declared, every year from the end of 1st Policy Year until death or end of Policy Term, whichever is earlier, in the mode of Survival Benefit payout opted subject to a minimum Cash Bonus Rate during Premium Payment Term as described in Part C Option 2: Smart Income - Provides Cash Bonus, if declared, every year from the end 1st Policy Year until death or end of Policy Term, whichever is earlier as described in Part C, in the mode of Survival Benefit payout opted. Option 3: Future Income – Provides Cash Bonus, if declared from the end of the 15th Policy Year until death or end of Policy Term whichever is earlier. Fixed Income pay-out will begin from the end of the 15th Policy Year until the Maturity Date as specified in the Schedule or a fixed period or until death, whichever is earlier, subject to a minimum Cash Bonus Rate during Fixed Income Payout Period as described in Part C, in the mode of Survival Benefit payout opted.
Maturity Benefit Options	Maturity Option 1: Till age 80 years Maturity Option 2: Till age 100 years On survival of the Life Assured till the Maturity Date as specified in the Schedule, provided that the Policy is in In-force Status, the Policyholder will receive aggregate of: Sum Assured on Maturity; Accrued Cash Bonuses, if not paid earlier; Accrued Fixed Income, if applicable and not paid earlier; Terminal Bonus, if declared.
Death Benefit	In the event of the unfortunate death of the Life Assured during the Policy Term provided that the Policy is still In-force Status on the date of death, the Nominee shall receive Death Benefit as below; Death benefit equal to the following shall be payable as lump sum Sum Assured on Death <i>plus</i>; Accrued Cash Bonuses, if not paid earlier <i>plus</i>; Accrued Simple Reversionary Bonus less Sum of all Fixed Incomes already paid (if applicable) <i>plus</i> Interim Cash Bonus (if any) <i>plus</i>; Terminal Bonus on death (if declared) The Policy terminates with the payment of Death Benefit except where Family Care Benefit is in force. Where Family Care Benefit is chosen (as specified in Schedule), then in case of death of Life Assured all future Installment Premiums (if any) shall be waived off and Sum Assured on Death shall be payable as lumpsum and all future Survival Benefits & Maturity Benefit as defined in Part C shall also be payable to the Nominee.
Flexibility to accumulate Survival Benefit payout	There is an option with Policyholder to defer Survival Benefit Payouts and accrue them instead by giving the Company a written notice at least 30 days before the next Survival Benefit Payout. The Policyholder can withdraw the accrued Cash Bonuses and/or Fixed Income partly/ fully at any point during the Policy Term. If the unpaid Survival Benefits are not taken by the Policyholder

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

	during the Policy Term, the same shall be payable along with benefits payable at the time of termination of the Policy in the form of death, maturity or surrender.
Flexibility to Choose mode of Survival Benefit payout	There is an option to receive Survival Benefit Payouts as yearly, half yearly, quarterly or monthly installments at any point during the Point Term by giving the Company a written notice at least 30 days before the next Policy Anniversary. The mode of Survival Benefit Payout as requested will be applicable from next Policy Anniversary.
Flexibility to choose the date of survival benefit payout	The option selected at inception to receive the benefits on any one date, succeeding the default date of Survival Benefit payout, is specified in the Schedule. For Future Income Option: The selected date of Survival Benefit can be changed before the start of Survival Benefit payout by giving the Company a written notice at least 30 days before Survival Benefit Payout Start Date. The chosen date of receiving Survival Benefit payout must be before the date of immediately succeeding Policy Anniversary.

Key Service Features

Nomination	Nomination shall be allowed as per the provisions of Section 39 of the Insurance Act, 1938 as amended from time to time.
Assignment	Assignment shall be allowed under this policy as per the provisions of Section 38 of the Insurance Act, 1938 as amended from time to time.
Policy Loan	The maximum amount of Policy loan that You can avail will be limited to 80% of the Surrender Value of Your Policy at the end of the relevant Policy Year less any unpaid Instalment Premiums for that year and loan interest accrued.
Riders	You may opt for any of the following Riders at inception or at any Policy Anniversary during premium payment term. Each Rider shall be subject to the terms and conditions of that rider: a) PNB MetLife Accidental Death Benefit Rider Plus (UIN: 117B020V04) – This rider provides additional protection over and above the Death Benefit under this Policy in the event of the death of the life assured in an Accident. b) PNB MetLife Serious Illness Rider (UIN: 117B021V04) - This rider provides additional protection over and above the Death Benefit under this Policy in the event of the life assured being diagnosed with any of the 10 critical illnesses listed in the rider. c) PNB MetLife Goal Protector Waiver of Premium Rider (UIN: 117B028V01) - This Rider will waive all the future Premiums of Base Policy, (including underwriting extra premiums and modal loadings) along with the Premiums of any existing Rider attached to this Policy, in the event of Death of Life Assured under Rider Policy. The Life Assured under the Rider shall be the Policyholder of the Base

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

	Policy and Riders attached to the Base Policy. This Rider will be available only if Life Assured under the Base Policy is different from the Policyholder under the Base Policy.
Premium Payment	Premium payment can be made by cash, cheque, credit card, ECS, online payment, demand draft, and direct debit or any other permissible mode as prescribed by the IRDAI.
Customer Service No.	1800 425 6969 (Toll-free)
Grievance Redressal Mechanism	Visit us www.pnbmetlife.com Email us: indiaservice@pnbmetlife.co.in Write to us: PNB MetLife India Insurance Co. Ltd, Unit No 302, 3rd Floor, Tower 3 Worldmark, Maidawas Road, Sector 65, Gurugram, Haryana 122018.

For detailed benefits, please refer to policy terms and conditions

2. Part B

2.1. Definitions applicable to your policy

The words or terms below that appear in this **Policy** in initial capitals and **bold** type will have the specific meaning given to them below. These defined words or terms will, where appropriate to the context, be read so that the singular includes the plural, and the masculine includes the feminine.

1. **“Age”** means age as on the last birthday; i.e. the age of the Life Assured in completed years as on the Date of Inception of the Policy and is as shown in the Schedule.
2. **“Annualized Premium”** shall be the premium amount payable in a year excluding taxes, rider premiums, underwriting extra premiums and loadings for modal premiums.
3. **“Appointee”** means the person named in the Schedule to receive payment under this Policy, if the Nominee is a minor at the time payment becomes due under this Policy
4. **“Assignee”** means the person to whom the rights, Benefits and liabilities under this Policy are transferred by virtue of an assignment under Section 38 of the Insurance Act, 1938, as amended from time to time.
5. **“Assignment”** means the process of transferring the rights, Benefits and liabilities to an “assignee”. Assignment should be in accordance with the provisions of Section 38 of insurance act, 1938 as amended from time to time.
6. **“Basic Sum Assured (BSA)”** means the absolute amount specified in the Schedule which is the minimum amount assured to be paid on the death of the Life Assured. The Basic Sum Assured is equal to ‘10 times of the Annualised Premium’.
7. **“Benefit Illustration”** means an Annexure along with the Schedule that illustrates the premiums, guarantees, returns, benefits and values of the proposed policy. This Benefit Illustration complies with IRDAI Regulations and contains clear disclosure of both guaranteed and non-guaranteed benefits, if any, of the Policy
8. **“Benefits”** means the Death Benefit, Maturity Benefit, Surrender Benefit or any other benefit, as the case may be, applicable in the terms and conditions of this Policy
9. **“Cash Bonus”** means the bonus that may be declared and paid by Us at the end of each Policy Year. The Cash Bonus rate, if declared, will be expressed as a percentage of the Annualised Premium. Cash Bonus will be paid only if the Policy is in In-force Status.
10. **“Company/Us/We/Our”** means PNB MetLife India Insurance Co. Ltd
11. **“Date of Commencement of Risk”** means the date on which the risk under the Policy and Riders, if opted, comes into effect and is as specified in the **Schedule**. The commencement of risk cover on the Life Assured shall depend on the age of the Life Assured on the Date of Inception of the Policy.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

12. **“Date of Inception of the Policy”** means the date on which this Policy is issued after We have accepted the risk under the Proposal Form. The Date of Inception of the Policy is specified in the Schedule.
13. **“Death Benefit”** means the benefit, which is payable on death of life assured, as stated in the policy document.
14. **“Family Care Benefit”** means the benefit as selected by the Policyholder at inception of the Policy only and as specified in the Schedule; further described in Section 3.2.3.1. Once chosen, the Family Care Benefit cannot be opted out at anytime during the Policy Term. The Family Care Benefit is subject to Board Approved Underwriting Policy.
15. **“Fixed Income Payout Period”** means the period commencing from the end of the 15th Policy Year during which the fixed income payment is made and as specified in Clause 3.2.1 of Part C.
16. **“Grace Period”** for other than single premium policies” means the time granted by the insurer from the due date of payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy. The grace period for payment of the premium for all types of life insurance policies shall be fifteen days, where the policyholder pays the premium on a monthly basis and 30 days in all other cases. .
17. **“In-force Status”** means a condition during the term of the Policy, wherein the Policyholder has paid all the due Installment Premiums under the Policy.
18. **“Installment Premium”** means the amount stipulated in the Schedule and paid at regular intervals (yearly/half yearly/quarterly or monthly mode as shall be applicable) by the Policyholder as consideration for acceptance of risk and benefits specified as such in the Policy Document.
19. **“IRDAI”** means the Insurance Regulatory and Development Authority of India
20. **“Lapse”** means a condition wherein the Policy has not acquired Surrender Value and the due Installment Premiums is not paid for the first full Policy Year at the end of the applicable Grace Period, as required under the Policy, thereby rendering this Policy unenforceable. No benefits will be paid when the Policy is in Lapse status.
21. **“Life Assured”** means the person, named as such in the Schedule, on whose life, the insurance cover is effected in the terms of this Policy.
22. **“Maturity Benefit”** means sum assured on maturity, any additional and accrued benefit, which is payable on maturity, as stated in Part C of this Policy Document.
23. **“Maturity Date / Policy Maturity Date”** means the date specified in the Schedule on which the Maturity Benefit is paid to the Policyholder.
24. **“Nomination”** means the process of nominating a person(s) in accordance with provisions of Section 39 of the Insurance Act, 1938 as amended from time to time.
25. **“Nominee”** means the person or persons nominated under Section 39 of the Insurance Act, 1938, as amended from time to time, by the Policyholder under this Policy and is(are) and named and authorized in the Policy Document to receive the claim benefits payable under this Policy.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

26. **“Participating”** means the Policy entitled to share in surplus (profits) during the term of the policy as per section 49 of the Insurance Act, 1938 as amended from time to time.
27. **“Payout Mode”** means the frequency of paying Survival Benefits at the end of period, in either Yearly, Half-Yearly, Quarterly or Monthly instalments as specified in the Schedule.
28. **“Reduced Paid-up/Paid-up status”** means a condition during the term of the Policy, wherein the premiums have been paid in full for the first Policy Year, and the remaining due premiums have not been paid, rendering the Policy to continue at a reduced level of benefits, as specified under the Policy
29. **“Policy”** means this PNB MetLife Century Plan Policy, which is the evidence of the contract between PNB MetLife India Insurance Co. Ltd and You.
30. **“Policy Anniversary”** means the start date of every subsequent Policy Year.
31. **“Policy Document”** means this document, which is the evidence of the contract between PNB MetLife India Insurance Co. Ltd and the Policyholder.
32. **“Policy Term”** means the entire term of the policy as specified in the Schedule.
33. **“Policy Year”** means a period of 12 consecutive months starting from the Date of Inception of the Policy as stated in the Schedule and ending on the day immediately preceding the following Policy Anniversary date and each subsequent period of 12 consecutive months thereafter.
34. **“Policyholder/ Proposer/You”** means the person specified as such in the Schedule or such other person, who may become the holder of this Policy in respect of the terms and conditions of this contract or by virtue of operation of law. In the event the Proposer is different from the Life Assured, then the Proposer shall be the Policyholder.
35. **“Premium Payment Term”** means the period or the term of the Policy contract during which the Policyholder is required to pay the due Installment Premiums in full with respect to the Policy, to Us.
36. **“Prevailing rate of interest”** means the applicable rate of interest as declared by the Company from time to time that shall be charged to the Policyholder on specified transactions related to the Policy, as specified under the Policy Document.
37. **“Proposal Form”** means a form to be filled in by the prospect in physical or electronic form, for furnishing the information including material information, if any, as required by the insurer in respect of a risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.
38. **“Regulation”** means rules and guidelines issued by the IRDAI from time to time
39. **“Revival ”** means restoration of the Policy, which was discontinued due to the non-payment of Installment Premium, with all the benefits mentioned in the Policy Document, with or without Rider benefits if any, upon the receipt of all the Installment Premiums due and other charges/late fee if any, during the revival period, as per the terms and conditions of the Policy, upon being satisfied as to the continued insurability of the Insured or

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Policyholder on the basis of the information, documents and reports furnished by the Policyholder, in accordance with the Board approved underwriting policy.

- 40. **“Revival Period”** means a period of 5 consecutive complete years from the date of first unpaid Installment Premium.
- 41. **“Rider”** means the insurance cover(s) added to a base product for additional premium or charge. The Schedule will specify if any Riders are additionally opted and in force under the Policy.
- 42. **“Rider Benefits”** means an amount of benefit payable on occurrence of a specified event covered under the rider, and is an additional benefit to the benefit under the base product.
- 43. **“Schedule”** means the attached Schedule that provides your Policy benefits, the terms of the contract and details provided by You, along with all its annexes, issued by Us for this Policy. The Schedule also includes any amendments to the attached Schedule which may be issued by Us from time to time.
- 44. **“Simple Reversionary Bonus”** means a bonus which may be declared by Us under the Policy on each Policy Anniversary commencing from the first Policy Year till 14th Policy Year. Simple Reversionary Bonus will be declared only if the Policy is in In-force Status. The Simple Reversionary Bonus will be declared as a percentage of Annualized Premium. Once a Simple Reversionary Bonus is declared it accrues under the Policy and is guaranteed to be paid in accordance with the terms and conditions of the Policy.
- 45. **“Sum Assured on Death”** is the absolute amount of benefit which is guaranteed to be payable by Us on death of the Life Assured in accordance with the terms and conditions of this Policy.
- 46. **“Sum Assured on Maturity”** means the absolute amount of benefit which is guaranteed to become payable at the end of the policy term i.e. on maturity of the policy, which is equal to sum of all Annualized Premiums payable during Premium Payment Term plus additional benefit mentioned under Section 3.4.6, if applicable.
- 47. **“Surrender”** means the complete withdrawal or termination of the entire policy contract.
- 48. **“Surrender Value”** means an amount, as specified under the Policy, that becomes payable on surrender of the entire Policy during its term in accordance with the terms and conditions of this Policy.
- 49. **“Survival Benefit”** means the benefit payable, as per the terms and conditions of the Plan Option chosen under the Policy, until death of the Life Assured or end of the Policy Term, whichever is earlier.
- 50. **“Terminal Bonus”** a bonus which may be declared by Us under the Policy at the earlier of completion of Premium Payment Term or 10 Policy Years. Terminal Bonus will be declared only if the Policy is in In-force Status. The Terminal Bonus will be declared as a percentage of the Basic Sum Assured. Terminal Bonus will be payable in the event of death of Life Assured, or maturity or surrender, whichever is earlier.
- 51. **“Total Premiums Paid”** means the total of all the premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly.
- 52. **“You/Your”** means the Policyholder named in the Schedule.

3. Part C

Policy Features, Benefits & Premium Payment Conditions

3.1. Policy Features

PNB MetLife Century Plan is an Individual, Non-linked, Participating, Savings, Life Insurance plan that offers Sum Assured on Death for Whole Life (till age 80 or 100 years, as chosen) along with Survival Benefits during Policy Term and Maturity Benefit at the end of Policy Term as listed below. The benefits will be payable subject to the terms and conditions of this Policy, including the Premium Payment Conditions mentioned in this document.

3.2. Policy Benefits

3.2.1. Survival Benefit

On survival of the Life Assured, provided that the Policy is in In-force Status and all due Installment Premiums have been received in full by Us, the following benefit will be payable in accordance with the Plan Option specified in the Schedule:

Option 1: Super Income – The Survival Benefit in the form of Cash Bonus, if declared, shall be payable every year from the end of 1st Policy Year until death of the Life Assured or until Maturity Date as specified in the Schedule, whichever is earlier, in the mode of Survival Benefit payout opted. Under this option, Cash Bonus (if declared) payable Premium Payment Term shall be subject to minimum Cash Bonus rate (as a % of Annualized Premium) as below –

Family Care Benefit	Premium Payment Term	
	Less than 10 years	10 years and above
Without	5%	10%
With	2%	5%

No Guarantee shall be applicable for Cash Bonuses, if declared after completion of Premium Payment Term.

Option 2: Smart Income - The Survival Benefit in the form of Cash Bonus, if declared, shall be payable every year from the end of 1st Policy Year until death of Life Assured or until the Maturity Date as specified in the Schedule, whichever is earlier, in the mode of Survival Benefit payout opted.

No Guarantee shall be applicable for Cash Bonuses (if declared) during the Policy Term.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Option 3: Future Income – Under this option, Simple Reversionary Bonus, if declared will accrue at each policy anniversary from 1st policy year till 14th policy year. The Survival Benefit shall be payable every year in the form of Fixed Income from the end of 15th Policy Year until the Maturity Date as specified in the Schedule or a fixed period or until death of Life Assured and Cash Bonus, if declared, from the end of 15th Policy Year until the Maturity Date as specified in the Schedule or until death of Life Assured. Fixed Income shall be paid during Fixed Income Payout Period, as defined below.

Where,

- Fixed Income is equal to (Sum of all accrued Simple Reversionary Bonuses) divided by (Fixed Income Payout Period)
- Fixed Income Payout Period commences from the end of the 15th Policy Year and is equal to the outstanding Policy Term until the Maturity Date as specified in the Schedule or specified fixed period, whichever is earlier. The fixed period applicable is 30 Policy Years for maturity age option 100 years and 20 Policy Years for maturity age option 80 years.

Under this option, no guarantee shall be applicable for Simple Reversionary Bonus, if declared during first fourteen Policy Years. Once declared, the Simple Reversionary Bonus is guaranteed and is applicable at death of the Life Assured or Surrender or Maturity of the Policy. However, Cash Bonus (if declared) payable during Fixed Income Payout Period, shall be subject to minimum Cash Bonus Rate (as a % of Annualized Premium) as below –

Family Care Benefit	Minimum Cash Bonus Ratee
Without	30%
With	10%

No Guarantee shall be applicable to the declaration of future bonus rates after Fixed Income Payout Period is expired.

3.2.1.1. Flexibility to accumulate Survival Benefit payout

At any point during the Policy Term, the Policyholder shall have an option to defer the Survival Benefit(s), arising out of declared Cash Bonuses and/ or Fixed Income, if applicable, and accrue them instead by giving the Company a written notice at least 30 days before next Survival Benefit Payout.

The accrued Cash Bonuses and/or Fixed Income payouts will be accumulated monthly at Reverse Repo Rate published by RBI on its website and this rate will be reviewed at the beginning of every month and will be aligned with latest Reverse-Repo Rate published on RBI's website. The current Reverse Repo Rate is 3.35% p.a.

The Policyholder can withdraw the accrued Cash Bonuses and/or Fixed Income partly/ fully at any point during the Policy Term by giving the Company a written notice. If the unpaid Survival Benefits are not taken by the Policyholder

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

during the Policy Term, the same shall be payable along with benefits payable at the time of termination of the Policy on death of the Life Assured, maturity or surrender of the Policy. This option can be availed when the Policy is in In-force Status as well as in reduced paid-up status.

The Policyholder can choose to opt in or opt out of this option at any point during the Policy Term by giving the Company a written notice at least 30 days before next Survival Benefit Payout.

3.2.1.2. Flexibility to Choose mode of Survival Benefit payout

The Policyholder will receive Survival Benefit Payout in the Mode of Survival Benefit Payout as specified the Schedule. The Policyholder will also have an option to alter the mode of Survival Benefit and receive Survival Benefit as yearly, half yearly, quarterly or monthly installments at any point during the Policy Term by giving the Company a written notice at least 30 days before the next Policy Anniversary. The mode of Survival Benefit Payout as requested will be applicable from next Policy Anniversary.

The instalment amount of Cash Bonus and/or Fixed Income for other than annual mode shall be arrived at by multiplying Annual Cash Bonus and/or Fixed Income by the Income Payout Factor as given below (as given below) and will be paid out at the end of period for the chosen Payout frequency (mode).

Annual Amount refers to the Cash Bonus and/or Fixed Income paid in respect of annual frequency.

Income Payout Frequency	Income Payout Factor
Annual	100% of Annual Amount
Half-Yearly	97% of Annual Amount x 1/2
Quarterly	96% of Annual Amount x 1/4
Monthly	95% of Annual Amount x 1/12

Half-Yearly, Quarterly, and Monthly mode of Income Payout shall be applicable only for Annual mode of premium payment.

3.2.1.3. Flexibility to Choose date of Survival Benefit payout

The benefits, as per the Plan Option in-force under the Policy, will by default be payable on the Policy Anniversary. Alternatively, the Policyholder shall receive the benefits on the chosen date Survival Benefit payout as specified in the Schedule.

The chosen date of receiving the Survival Benefit payout must be before the date of immediately succeeding Policy Anniversary.

The Survival Benefit payout shall be accumulated monthly at Reverse Repo Rate published by RBI on its website. This rate will be reviewed at the beginning of every month and will be aligned with latest Reverse-Repo Rate published on

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

RBI's website. The current Reverse Repo Rate is 3.35% p.a. Such accumulated Survival Benefit shall be paid on the chosen date of Survival Benefit payout.

3.2.2. Maturity Benefit

On survival of the Life Assured till the Maturity Date as specified in the Schedule, provided that the Policy is in In-force Status, the Policyholder will receive aggregate of:

- Sum Assured on Maturity;
- Accrued Cash Bonuses, if not paid earlier;
- Accrued Fixed Income, if applicable and not paid earlier;
- Terminal Bonus, if declared.

On payment of the Maturity Benefit, the policy shall terminate; and no more benefits will be payable.

3.2.3. Death Benefit

In the event of the unfortunate death of the Life Assured during the Policy Term provided that the Policy is still In-force Status on the date of death of the Life Assured, and all due Installment Premiums are received in full by Us, the Nominee shall receive Death Benefit, and the Policy shall immediately and automatically terminate.

Death Benefit shall be equal to the following and payable as lumpsum:

- Sum Assured on Death, plus;
- Accrued Cash Bonuses, if not paid earlier, plus;
- Accrued Simple Reversionary Bonus less sum of all Fixed Incomes already paid (if applicable), plus;
- Interim Cash Bonus (if any) plus;
- Terminal Bonus, if declared.

Where,

Sum Assured on Death shall be defined as higher of:

- Basic Sum Assured
- Annualized Premium multiplied by the Death Benefit Multiple

And, Interim Cash Bonus = Interim Cash Bonus Rate X Annualized Premium X Months outstanding since last Cash Bonus payout date till next Policy Anniversary/ 12

Death Benefit shall not be less than 105% of Total Premiums Paid as on date of death. If at the time of death, Life Assured is a minor, Death Benefit shall be paid to the Proposer in the Policy. The Death Benefit multiples will vary basis age at entry as mentioned in the table below:

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Death Benefit Multiple		
Maturity Age	100	80
Age at Entry		
0	15.00	15.00
1	15.00	15.00
2	15.00	15.00
3	14.90	14.90
4	14.70	14.70
5	14.50	14.40
6	14.20	14.00
7	14.10	13.60
8	14.00	13.15
9	13.90	12.60
10	13.40	12.15
11	13.30	12.10
12	13.20	12.00
13	13.10	11.90
14	13.00	11.80
15	12.90	11.70
16	12.80	11.65
17	12.70	11.55
18	12.60	11.45
19	12.50	11.40
20	12.40	11.30
21	12.35	11.20
22	12.30	11.15
23	12.20	11.10
24	12.15	11.05
25	12.10	11.00
26	11.95	10.95
27	11.90	10.90
28	11.85	10.80
29	11.80	10.70
30	11.75	10.60

Death Benefit Multiple		
Maturity Age	100	80
Age at Entry		
31	11.70	10.57
32	11.65	10.55
33	11.60	10.50
34	11.55	10.45
35	11.50	10.40
36	11.45	10.35
37	11.40	10.30
38	11.35	10.25
39	11.30	10.22
40	11.25	10.20
41	11.00	10.19
42	10.90	10.18
43	10.80	10.17
44	10.70	10.16
45	10.65	10.15
46	10.60	10.14
47	10.55	10.13
48	10.50	10.12
49	10.15	10.11
50	10.10	10.10
51	10.09	10.09
52	10.08	10.08
53	10.07	10.07
54	10.06	10.06
55	10.05	10.05
56	10.04	10.04
57	10.03	10.03
58	10.02	10.02
59	10.01	10.01
60+	10.00	10.00

Note:

- 1) Age at entry shall be Age on Last Birthday
- 2) Death Benefit Multiple will be applied to the Annualized Premium.

The Policy terminates with the payment of Death Benefit except where Family Care Benefit is chosen.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

3.2.3.1. Family Care Benefit

Where Family Care Benefit option is in force (as specified in the Schedule), then in the event of death of Life Assured during the Premium Payment Term, all future Installment Premiums payable (if any) shall be waived off, and the Nominee shall receive the Sum Assured on Death as lumpsum. Policy continues to participate in the participating fund, all future Survival Benefits and Maturity Benefit as defined above in 3.2.1 shall also be paid to the Nominee.

The Policy does not terminate on payment of the Sum Assured on Death where the Family Care Benefit option is in force under the Policy. The Policy cannot be surrendered once waiver of premium is triggered on death of Life Assured.

The annualized premium used to derive the benefits on survival and maturity, for a policy opting for Family Care Benefit will be subject to a guaranteed rate of reduction to cover the additional cost of mortality arising from such policies. The guaranteed rate of reduction varies by age at entry, premium payment term, Maturity age option and Plan option and are as below-

Guaranteed Rate of Reduction – For Maturity Age: 100 years (expressed as a % of Annualized Premium)

Smart Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 25	24.60%	21.90%	20.70%	19.80%	19.40%	19.30%	18.70%	18.80%
26 - 35	32.20%	28.40%	27.10%	25.90%	25.30%	25.40%	25.00%	25.30%
36 - 40	38.00%	33.70%	31.70%	30.20%	29.40%	29.50%	29.60%	29.90%
41 - 45	47.80%	40.70%	37.80%	35.90%	34.90%	35.30%	35.40%	36.00%
46 - 50	62.20%	50.30%	45.70%	43.30%	41.70%	42.30%	42.70%	43.80%

Super Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 25	23.30%	20.80%	19.50%	18.90%	18.20%	18.60%	18.40%	18.80%
26 - 35	30.50%	27.40%	26.10%	25.00%	24.80%	25.00%	25.30%	25.90%
36 - 40	36.90%	33.40%	30.90%	29.70%	29.30%	29.90%	30.30%	31.20%
41 - 45	45.20%	40.40%	37.50%	36.00%	35.10%	35.90%	36.40%	37.80%
46 - 50	61.00%	50.50%	46.00%	43.30%	42.30%	43.10%	44.40%	45.90%

Future Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 24	NA	NA	NA	15.30%	NA	14.70%	14.70%	15.10%
25 - 34	NA	NA	NA	21.40%	NA	21.30%	21.30%	21.70%
35 - 39	NA	NA	NA	29.10%	NA	29.30%	30.00%	31.00%
40 - 44	NA	NA	NA	34.40%	NA	34.80%	36.10%	37.20%
45 - 50	NA	NA	NA	40.50%	NA	41.10%	43.60%	44.90%

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Guaranteed Rate of Reduction – For Maturity Age: 80 years (expressed as a % of Annualized Premium)

Smart Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 25	13.60%	12.60%	13.00%	12.50%	12.50%	13.00%	13.20%	13.70%
26 - 35	18.70%	18.00%	17.90%	17.30%	17.60%	17.90%	18.70%	19.50%
36 - 40	22.60%	21.40%	21.50%	21.00%	20.70%	21.60%	22.60%	23.80%
41 - 45	30.00%	27.80%	27.00%	26.30%	26.30%	27.20%	28.30%	29.90%
46 - 50	40.30%	37.00%	35.20%	34.20%	33.60%	34.80%	36.40%	38.60%

Super Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 25	12.50%	11.50%	11.90%	11.40%	11.40%	11.90%	12.10%	12.60%
26 - 35	17.80%	17.10%	17.00%	16.40%	16.70%	17.00%	17.80%	18.60%
36 - 40	21.90%	20.70%	20.80%	20.30%	20.00%	20.90%	21.90%	23.10%
41 - 45	29.40%	27.20%	26.40%	25.70%	25.70%	26.60%	27.70%	29.30%
46 - 50	39.80%	36.50%	34.70%	33.70%	33.10%	34.30%	35.90%	38.10%

Future Income Option with Family Care Benefit

PPT ->	5	6	7	8	9	10	12	15
Age								
18 - 24	NA	NA	NA	4.80%	NA	5.00%	5.70%	6.80%
25 - 34	NA	NA	NA	12.30%	NA	12.90%	13.50%	14.00%
35 - 39	NA	NA	NA	18.30%	NA	19.30%	20.80%	21.80%
40 - 44	NA	NA	NA	22.30%	NA	23.50%	25.80%	27.10%
45 - 50	NA	NA	NA	27.40%	NA	28.90%	32.20%	34.10%

3.3. Other features and benefits

3.3.1. Rider Benefits

You may opt for any of the following Riders on inception of the Policy or at any Policy Anniversary during the Premium Payment Term. Each Rider shall be subject to the terms and conditions of that Rider:

- a. **PNB MetLife Accidental Death Benefit Rider Plus (UIN: 117B020V04)** – This Rider provides additional protection over and above the death benefit under this Policy in the event of the death of the Life Assured in an Accident.
- b. **PNB MetLife Serious Illness Rider (UIN: 117B021V04)** - This Rider provides additional protection over and above the Death Benefit under this Policy in the event of the Life Assured being diagnosed with any of the critical illnesses listed in the Rider.
- c. **PNB MetLife Goal Protector Waiver of Premium Rider (UIN: 117B028V01)** - This Rider will waive all the future Premiums of this Policy, (including underwriting extra premiums and modal loadings) along with the

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Premiums of any existing Rider attached to this Policy, in the event of death of Life Assured under Rider Policy who is the Policyholder under the Base Policy.

- I. In case of the unfortunate death of the Life Assured during the Policy Term and provided the Policy is in In-force Status on the date of death, the Sum Assured on Death as on date of death will be paid.
- II. For Policies where Family Care Benefit is in force, no waiver of premium benefit shall be applicable on Riders.
- III. Rider Sum Assured limits shall be as per the respective Rider types and limits.
- IV. Total Premium for all non-health Riders put together shall be subject to maximum of 30% of the total premium of the Base Policy.
- V. Total Premium for all health Riders put together shall be subject to a ceiling of 100% of the total premium under the Base Policy.
- VI. The Rider premium payment term should be less than or equal to the outstanding Premium Payment Term of the Base Policy.
- VII. Riders shall not be available under the Base Policy if the term of Rider exceeds the outstanding Policy term of the Base Policy.
- VIII. When the Base Policy is paid-up, lapsed, surrendered or forfeited, the Rider attached to the Base Policy will also terminate automatically and immediately. For more details on the Rider benefits, features, terms and conditions, please refer to the Rider terms and conditions carefully or contact your insurance advisor.
- IX. Rider shall not be offered for policies sourced through POSP channel.
- X. PNB MetLife Goal Protector Waiver of Premium Rider can only be opted when Life Assured and Policyholder under the base policy are different.
- XI. PNB MetLife Goal Protector Waiver of Premium Rider cannot be opted when Family Care Benefit is chosen.

3.4. Premium Payment Conditions

3.4.1. Payment of Premium

- (a) Premiums are payable for the entire Premium Payment Term
- (b) You must pay the Installment Premiums on or before the due date specified in the Schedule
- (c) The available premium payment modes under the Policy are annual, half yearly, quarterly and monthly.
- (d) All taxes, cesses, surcharge and other levies, whether existing now or introduced in the future, will be levied, as and when applicable, on the Installment Premiums to be paid by You
- (e) Collection of advance premium shall be allowed in this Policy provided due Installment Premiums are collected in the same financial year. However, where the premium due in one financial year is being collected in advance in earlier financial year, we will accept the same for a maximum period of 3 months in

advance of the due date of that Installment Premium.

3.4.2. Alteration of the Premium payment mode

You may change the premium payment mode provided that You give Us a written request. The change in frequency will be applied only from the Policy Anniversary following the date of Your request.

3.4.3. Grace Period for other than Single Premium policies

Grace period is time granted from the due date for the payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy. The grace period for payment of the premium is 15 days, where the policyholder pays the premium on a monthly basis and 30 days in all other cases. If a valid death claim arises under the policy during the Grace period, but before the payment of due premium, the due and unpaid premium for the policy year will be deducted from the Death benefit. During the Grace Period, the risk on the life of the Life Assured will continue to be covered.

3.4.4. Rider Premium

Riders will be available, on payment of additional premium over and above the premium towards the Base Policy provided conditions on riders (entry age, Policy Term, Premium Payment Term, Sum Assured) are satisfied. Rider premium should be paid on the due date or within the grace period. The mode of rider premium payment shall be same as the mode of premium payment under the Base Policy. The rider premium payment term will be either equal to or lower than the premium payment term of the Base Policy.

3.4.5. Premium mode loading / Modal Factors

You may opt to pay the due Installment Premiums by Yearly, Half Yearly, Quarterly or Monthly mode subject to the minimum Annualized Premium under each mode. Modal factors shall be used to derive the Annualized Premium. In case a mode other than annual is chosen then the Annualized premium is equal to (Installment premium / modal factor). Factors on premium will be applicable as per the table below:

Premium Paying Mode	Modal Factors
Annual	1
Half Yearly	0.5131
Quarterly	0.2605
Monthly	0.0886

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Alteration between different modes of Premium Payment is allowed at any policy anniversary on request during the premium payment term.

3.4.6. Additional Benefit

Additional Benefit as High Premium Reward

You will be eligible for additional benefit payout in case of payment of a higher premium amount as mentioned below. High Premium Reward (expressed as a % of Sum Assured on Maturity) shall be provided on Maturity for below premium size -

Annualized Premium size (in Rs.)	0 - 99,999	1,00,000 - 2,99,999	3,00,000 - 4,99,999	5,00,000 & above
High Premium Reward (as a % of Sum Assured on Maturity)	0%	5%	7.5%	10%

Additional Benefit for Online sales

This product will be available for sale through Online channel with applicable additional benefit of 10% (expressed as a percentage of Sum Assured on Maturity) shall be added to such Sum Assured on Maturity.

4. Part D

Policy Servicing Conditions

You are requested to refer to the Policy Servicing Conditions described below before making a request for Policy servicing to Us.

4.1. Free Look Period

Please go through the terms and conditions of Your Policy carefully. If You have any objections to the terms and conditions of Your Policy, You may cancel the Policy by giving a written notice, to Us within 30 days beginning from the date of receipt of Policy Document whether received electronically or otherwise, stating the reasons for Your objection and You will be entitled to a refund of the premium paid, subject only to a deduction of proportionate risk premium for the period of cover and the expenses if any, incurred on medical examination and stamp duty charges

4.2. Policy loan

Eligibility for Policy Loan

After a Surrender Value has been acquired under the Policy and provided that the Policy is in In-force Status, We may grant You a loan under the Policy provided that:

- (a) The proposed loan amount does not exceed 80% of the Surrender Value at the end of the Policy Year (in which loan is requested) less any unpaid Installment Premiums for that Policy Year, any outstanding loans previously granted on this Policy and loan interest (if any) accrued to the end of that Policy Year;
- (b) The Policy is assigned to Us to the extent of the outstanding loan amount. It is understood and agreed that, subject to the provisions of Section 38 and 39 of the Insurance Act 1938, as amended from time to time, this assignment will automatically cancel all nominations and other assignments in force at the time, to the extent of the outstanding loan and interest.

Applicable rate of interest

- (a) The rate of interest to be charged for new loans shall be 10 Year G-Sec Rate as on 1st of April plus 250 basis points rounded up to the nearest 50 basis points. If the G-Sec Rates have not been declared on 1st April, the G-Sec rate declared on the first date of the financial year shall be reckoned.
- (b) However, at any point in time, if the prevailing 10 Year G-Sec rate changes in excess of 200 basis points from the rate prevailing as on 1st Apr of that year; the company may review the rate of interest based on the prevailing 10 Year G-Sec rate.
- (c) As on 1st Apr 2026 the Company charges 10% p.a. on outstanding loan amounts and interest accrued thereon.
- (d) The Company may review the formula for determining aforementioned loan rate of interest and reserves the right to change it
- (e) The applicable rate will apply to new loans including any incremental loan on policies which already have

existing loan from previous years.

- (f) Once a loan is granted at a given rate, such interest rate will remain fixed until the respective loan amount and interest thereof is received by Us.

Repayment of loan

- (a) You shall re-pay the loan in the manner and in the amounts specified by Us at the time of disbursement of the loan.
- (b) Interest on the loan shall become due at the end of each Policy Year. If the interest amount is not received in full by the Company within 30 days of it becoming due, the interest amount will be added to the loan principal amount.
- (c) The revised loan principal (including the unpaid interest) will bear interest at the same rate as the original loan amount.
- (d) If the Life Assured dies before all outstanding loan amounts have been received by the Company, then the amount equal to the outstanding loan amount plus the interest due thereon shall be deducted from the Death Benefit payable under the Policy.
- (e) If the outstanding loan amounts have not been received by the Company before the date of Surrender, an amount equal to the outstanding loan amount plus the interest due thereon shall be deducted from the surrender benefit payable under the Policy.
- (f) If the outstanding loan amounts have not been received by the Company before a survival benefit or income benefit or cash bonus payout becomes due, such amount shall first be utilized towards repayment of outstanding loan and interest thereon.
- (g) If the outstanding loan amounts have not been received by the Company before the maturity date, an amount equal to the outstanding loan amount plus the interest due thereon shall be deducted from the maturity benefit payable under the Policy.

Additional loans

- (a) You may take additional loan under the Policy provided that the proposed loan amount and the existing loan principal cumulatively do not exceed 80% of the Surrender Value at the end of the current Policy Year less any unpaid Premiums for that Policy Year and loan interest (if any) accrued to the end of that Policy Year.
- (b) Rate of interest for such additional loan shall be the loan rate prevailing for the year and may be different from the interest rate for any previously granted loans.

Foreclosure

- (a) Any in-force and fully paid-up policy will not be foreclosed on the ground of outstanding policy loan amount including interest exceeds the surrender value.
- (b) For other than in-force and fully paid-up, wherein the loan outstanding (including interest thereon) exceeds the prevailing Surrender Value, the Company shall send a notice to Policyholder to repay the outstanding loan amount along with the interest. If the Policyholder does not repay the loan or fails to respond to the notice within 90 days of the date of issuance of such notice, the Policy shall be foreclosed, and the Policyholder will

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

be paid the Surrender Value less loan outstanding including interest.

4.3. Premium Discontinuance

If You discontinue paying the due Installment Premiums, Your Policy will be Lapsed or converted into Paid-Up status in accordance with the following provisions:

4.3.1 Lapse

- (a) If all due Installment Premiums for the first full Policy Year is not paid, the Policy lapses at the end of the Grace Period and the risk cover, and Rider benefits, if any, will cease immediately.

The lapsed Policy can be reinstated within the Revival Period. No benefits will be payable under the Policy if the Policy is not reinstated in accordance with the provisions stated in Part D. If a lapsed Policy is not revived by the end of the Revival Period, the Policy shall be immediately and automatically terminated.

4.3.2 Reduced Paid-Up Value

If due Installment Premium for the first full Policy Year has been received and if the Policy has acquired a Surrender Value and future Installment Premiums are not paid in full, the Policyholder shall have the option to either Surrender the Policy or continue it in Paid-up Status with reduced benefits. A Policy in Paid-up Status can be revived as defined in Section 4.5.

Once the Policy is in Paid-up Status with reduced benefits;

- No further Simple Reversionary Bonus or Cash Bonus shall accrue to the Policy i.e. the Policy will become ineligible for any type of bonuses in future.
- Rider benefits (if any) shall cease immediately after payment of Surrender Value with respect to Rider benefits (if applicable).

If the Policyholder does not Surrender the Policy and Policy continues with reduced benefits, following shall be payable:

Benefits	Payout
Death Benefit	The amount payable on death of the Life Assured shall be equal to Reduced Paid-Up Sum Assured on Death plus Sum of: 1. Accrued Cash Bonuses, if not paid earlier; and 2. Accrued Simple Reversionary Bonus less sum of Fixed Income paid till the date of death 3. Terminal Bonus (if declared) Reduced Paid-Up Sum Assured on Death shall be calculated as follows: $\text{Sum Assured on Death} \times (t / n)$ Where, “t” refers the number of Installment Premiums paid until the date of death, and “n” refers the number of Installment Premiums payable during the Premium Payment Term.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Benefits	Payout
	The risk cover under the Policy terminates automatically on payment of Reduced Paid-up Sum Assured on Death, except where Family Care Benefit is chosen. If Family Care Benefit is chosen by the Policyholder at inception, then Reduced Paid-Up Sum Assured on Death shall be payable as lumpsum. Policy will continue to be reduced paid up and will receive reduced benefits mentioned under Survival/Maturity section below. A policy that has opted for Family Care Benefit and subsequently becomes reduced paid-up cannot be surrendered post death of Life Assured under Family Care Benefit option.
Survival Benefit	On survival of Life Assured, or on death of Life Assured if Family Care Benefit is chosen, the Survival Benefits under a paid-up policy shall be paid as follows subject to the Plan Option in force under the Policy: Option 1: Super Income - No Cash Bonus shall be paid. Option 2: Smart Income - No Cash Bonus shall be paid. Option 3: Future Income - Fixed Income shall be paid for each Policy Year during Fixed Income Payout Period. Where, Fixed Income = Sum of all accrued Simple Reversionary Bonuses x Income Payout Factor / Fixed Income Payout Period
Maturity Benefit	On the Maturity date, on the survival of the Life Assured or for a policy where Family Care Benefit is chosen and death occurs after the Policy is in Paid-up status with reduced benefits, Reduced Paid-Up Sum Assured on Maturity is defined as; $\text{Sum Assured on Maturity} \times (t / n);$ Where, Where, “t” refers the number of Installment Premiums paid till the Maturity Date, and “n” refers the number of Installment Premiums payable during the Premium Payment Term. Maturity benefit is defined as: 1. Reduced paid-up Sum Assured on Maturity plus 2. Accrued Cash Bonuses (if not paid earlier) plus 3. Fixed Incomes (if not paid earlier) plus 4. Terminal Bonus (if declared) The risk cover under the Policy terminates automatically on payment of Reduced Maturity Benefit at Maturity Date.

4.4. Surrender

If due Installment Premium has been paid for the first full Policy Year, the Policy shall acquire a Surrender Value.

The Policy cannot be surrendered once waiver of premium (under Family Care Benefit Option) is triggered on death of Life Assured. The Policy will automatically terminate after payment of the Surrender Value. The Surrender Value payable shall be higher of Guaranteed Surrender Value and Special Surrender Value as given below plus; any accrued Survival Benefit (if not paid earlier).

Guaranteed Surrender Value:

GSV = (GSV Factor multiplied by Total Premiums Paid; *plus*, Accrued Cash Bonuses/ Fixed Income (if not paid earlier); *plus*, GSV Simple Reversionary Bonus Factor multiplied by sum of all accrued Simple Reversionary Bonuses, if any) *less* Survival Benefits applicable till date; subject to minimum of 0;

The GSV Factors are as mentioned below:

GSV factors as a % of Total Premiums Paid					
Maturity Age	100 Years	80 Years	Maturity Age	100 Years	80 Years
Policy Year			Policy Year		
1	0.00%	0.00%	19	69.50%	90.00%
2	30.00%	30.00%	20	70.50%	90.00%
3	35.00%	35.00%	21	72.00%	90.00%
4	50.00%	50.00%	22	73.50%	90.00%
5	50.00%	50.00%	23	75.00%	90.00%
6	51.50%	53.00%	24	76.00%	90.00%
7	53.00%	55.00%	25	77.50%	90.00%
8	54.00%	60.00%	26	79.00%	90.00%
9	55.50%	64.00%	27	80.50%	90.00%
10	57.00%	68.00%	28	81.50%	90.00%
11	58.50%	72.00%	29	83.00%	90.00%
12	59.50%	80.00%	30	84.50%	90.00%
13	61.00%	85.00%	31	86.00%	90.00%
14	62.50%	90.00%	32	87.00%	90.00%
15	64.00%	90.00%	33	88.50%	90.00%
16	65.00%	90.00%	34	90.00%	90.00%
17	66.50%	90.00%	35+	90.00%	90.00%
18	68.00%	90.00%			

Special Surrender Value (SSV):

For Without Family Care Option:

SSV = [Reduced Paid-up Sum Assured on Maturity x SSV Factor 1(A) *plus*

Reduced Paid-up Sum Assured on Death x SSV Factor 2 *plus*

{Total Accrued Simple Reversionary Bonus / Fixed Income Payout Period x SSV Factor 3(A) *less* Fixed Income Payouts made during the year till date of surrender} *plus*

{Total Accrued Simple Reversionary Bonus less Fixed Income Payouts made till date} x SSV Factor 4 *less* Cash Bonus payouts made till date of surrender], subject to a minimum of zero *plus* Terminal Bonus, if any

For With Family Care Option:

SSV = [Reduced Paid-up Sum Assured on Maturity x SSV Factor1(B) *plus*

Reduced Paid-up Sum Assured on Death x SSV Factor 2 *plus*

{Total Accrued Simple Reversionary Bonus / Fixed Income Payout Period x SSV Factor 3(B) *less* Fixed Income Payouts made during the year till date of surrender} *less*

Cash bonus payouts made till date of surrender], subject to a minimum of 0 *plus* Terminal Bonus, if any.

- SSV Factor1(A) is the factor derived to compute expected present value of paid-up maturity benefit payable, calculated at the end of the policy month of surrender
- SSV Factor1(B) is the factor derived to compute present value of paid-up maturity benefit payable, calculated at the end of the policy month of surrender
- SSV Factor2 is the factor derived to compute expected present value of paid-up death benefit payable, calculated at the end of the policy month of surrender
- SSV Factor 3(A) is the factor derived to compute the expected present value of fixed income payouts, calculated at the end of the policy month of surrender
- SSV Factor 3(B) is the factor derived to compute the present value of fixed income payouts, calculated at the end of the policy month of surrender
- SSV Factor 4 is the factor derived to compute the expected present value of simple reversionary bonus payout made on death, calculated at the end of policy month of surrender

The SSV Factors mentioned above will vary by age at maturity i.e. 80 and 100 years.

SSV is not guaranteed and the Company can change these SSV factors at any time during the Policy Term, subject to prior approval from IRDAI.

4.5. Policy Revival

A Policy that has Lapsed or that has been converted to a Paid-up Policy Status may be revived during the Revival Period by giving Us written notice to revive the Policy, provided that:

- i. All due arrears of Instalment Premiums along with interest at Prevailing Rate of Interest, if any, are received by Us in full.
- ii. We may change this revival interest rate from time to time. Currently, We charge 8.00% compounded annually.
- iii. The rate of interest is calculated as the 10 Year G-Sec rate as on 1st of April plus 50 basis points, rounded up to the nearest 50 basis points. We will review the rate on an annual basis in April based on the prevailing 10 Year G-Sec rate. However, under special circumstances where the prevailing 10 Year G-Sec rate is changing in excess of 200 basis points from the G-Sec rate used for calculating the current interest rate, We shall review the interest rate based on the prevailing 10 Year G-Sec rate.
- iv. The Revival of the Policy will be subject to Board approved underwriting policy. A surrendered Policy cannot be revived.

We may revive the Lapsed Policy by imposing such extra premium as it deems fit as per the Board approved underwriting policy.

4.6. Termination of the Policy

The Policy will be terminated on the earliest of the following:

- a. On Payment of Freelook cancellation amount.
- b. The date of payment of Surrender Value.
- c. At the expiry of the Revival Period, if the Policy has not been revived and provided the said Policy has not been converted into a Reduced Paid-Up Policy in accordance with clause 4.3.2
- d. On payment of the Death Benefit (except Family Care Benefit is opted) or Maturity Benefit, as applicable.
- e. On return of eligible Installment Premium/Surrender Value under suicide clause.

PNB MetLife Century Plan
Individual, Non – Linked, Participating ,Savings, Life Insurance Plan

5. Part E

Not applicable

SAMPLE

6. Part F

General Terms & Conditions

The following general terms and conditions are applicable to Your Policy. If You wish to change the nomination or assign the Policy or update Your/Nominee's address or other contact details in Our records, You should do so only through the forms prescribed by Us for these purposes. These forms are available at Our offices or may be obtained from Your financial advisor or can be downloaded from Our website www.pnbmetlife.com

6.1. Nomination

Nomination should be in accordance with provisions of Section 39 of the Insurance Act 1938 as amended from time to time. A Leaflet containing the simplified version of the provisions of Section 39 is enclosed as Annexure A to this Policy for Your reference. Nomination of this Policy is not applicable if the Policy has been executed under Section 6 of the Married Women's Property Act 1874

6.2. Assignment

Assignment should be in accordance with provisions of Section 38 of the Insurance Act 1938 as amended from time to time. A Leaflet containing the simplified version of the provisions of Section 38 is enclosed as Annexure A to this Policy for Your reference. Assignment of this Policy is not applicable if the Policy has been executed under Section 6 of the Married Women's Property Act 1874.

6.3. Claims Procedure

We will not be obliged to make any payment of the Death Benefit unless and until we have received all of the information and documentation.

We request following set of documents:

1. Duly filled and signed Claim form
 2. Copy of valid death certificate issued by local authority.
 3. Current address proof & Photo identity proof of the rightful nominee/ legal heir
 4. PAN Card or Form 60 of the nominee
 5. Cancelled cheque / Copy of bank passbook of the rightful nominee/legal heir
 6. **Doctor's Certificate prescribed in PNB MetLife Format (From the family physician or treating doctor)
- To make a claim for Death Benefit under this Policy, it is mandatory that the Claimant furnishes Us with all of the information and documentation

Additional documents* required basis cause of death for faster processing of your Claim

If the death of the Life Assured is due to accident, suicide, and murder then the additional documents mentioned below shall be required:

- i. Copy of First Information Report (FIR), Panchnama, Inquest report, Postmortem report
- ii. Viscera / Chemical analysis report, Obituary/ Newspaper cutting (if available)
- iii. Succession certificate/ Legal Heir certificate in case of absence of nominee

If the death of the Life Assured occurred at home & hospital, then the additional documents mentioned below shall be required:

- iv. Complete Medical records for any treatment taken in past or at the time of death.
 - Indoor case papers
 - Death Summary
 - Discharge Summary
- v. Medical cause of death certificate.
- vi. **Employer Certificate - Only if Life Assured was a salaried individual (prescribed in PNB MetLife Format);

Note - *PNB MetLife reserves the right to call for any additional documents /evidence apart from the given list, if required.

****To download the forms, please visit Our website www.pnbmetlife.com**

In case you need any assistance, please call Us on Our toll-free number 18004256969 or email on claimshelpdesk@pnbmetlife.com. Our customer service executives would be happy to help and assist You.

Furnishing of the above information and documentation is a condition precedent for Us to pay a claim under this Policy. We request the claimant to submit all the above documents within 45 days of the occurrence of the claim incidence. We shall consider submission of the above documents beyond 45 days but not later than 90 days from the occurrence of the claim incidence if there are valid reasons for such a delay on the Claimant's part

6.4. Maturity Benefit Payout Procedure

We will not be obliged to make any payment of the Maturity Benefit unless and until we have received all of the information and documentation.

6.4.1 Procedure for payment of Maturity Benefit

You will have to submit the following information and documentation we request, including but not limited to:

- a. Updated bank details and cancelled cheque copy
- b. Current address proof & Photo identity proof of the policyholder
- c. PAN Card or Form 60 of the policyholder

6.5. Taxation

The tax benefits on the Policy shall be as per the prevailing tax laws in India and amendments thereto from time to time. In respect of any payment made or to be made under or in relation to this Policy, We will deduct or charge or recover taxes including service tax and other levies as applicable at such rates as notified by the government or such other body authorized by the government from time to time. Tax laws are subject to change.

6.6. Currency & Place of Payment

All amounts payable either to or by Us will be paid in the currency shown in the Schedule.

6.7. Fraud and Misstatement

Fraud and Misstatement would be dealt with in accordance with provisions of Section 45 of the Insurance Act 1938 as amended from time to time. A Leaflet containing the simplified version of the provisions of Section 45 is enclosed in Annexure A for Your reference.

6.8. Exclusion

6.8.1. Suicide exclusion: If the Life Assured's death is due to suicide within twelve months from the Date of Commencement of Risk or from the Date of Revival of the Policy as applicable, the Nominee of the Policyholder shall be entitled to receive at least 80% of the Total Premium Paid and received by Us until the date of death of the Life Assured or Surrender Value available as on the date of death of the Life Assured, whichever is higher, provided the Policy is in In force Status. We shall not be liable to pay any interest on this amount.

6.9. Proof of Age

Subject to Section 45 of the Insurance Act 1938, as amended from time to time if the actual age of the Life Assured differs from the Age stated in the Proposal Form then:

- a. If the actual age of Life Assured proves to be higher than what is stated in the Proposal Form, the Basic Sum Assured will be adjusted to that which would have been purchased by the amount of premium paid, had the age been correctly stated. The Policy will continue to be in force;
- b. If the actual age proves to be lower than what is stated in the Proposal Form, the premium paid in excess will be refunded to you without interest or may be adjusted towards future premium. The Policy will continue to be in force.
- c. If the Life Assured's actual age is such that it would have made him/her ineligible for the insurance cover stated in the Policy, we reserve the right to take such action as may be deemed appropriate including

cancellation of the Policy upon payment of the Surrender Value.

6.10. Vesting on attaining age of majority

If the Policy has been issued on the life of a minor (below Age 18), the Policy will automatically vest in him/her on his/her attaining majority (eighteen years) and thereafter the Life Assured would be the Policyholder and the Company shall enter into all correspondence directly with him/her. Any assignment or nomination of the Policy contrary to this provision would be null and void against the Us.

6.11. Loss of the Policy Document

If the Original Policy Document is lost or destroyed, a duplicate Policy document shall be issued upon receipt of a written request from You subject to submission of affidavit-cum-indemnity in the format prescribed by Us on stamp paper of requisite value of Rs. 200. Please note that laws related to stamp duty are subject to amendments made thereto from time to time. Upon the issuance of a duplicate Policy, the original Policy Document will cease to have any legal force or effect. You agree that You shall indemnify and hold Us free and harmless from and against any claims or demands that may arise under or in relation to the original Policy document.

6.12. Policyholder's Rights

To exercise Your rights or options, under this Policy, You should follow the procedures stated in this Policy. If You want to change Your Nominee, change an address or exercise any other options under the Policy, You shall do so only using the forms prescribed for each purpose which are available with Your financial advisor, from Our local office or can be downloaded from Our website www.pnbmetlife.com. If You change Your address, or if the address of the Nominee changes, You must notify Us immediately. Failure in timely notification of change of address could result in a delay in processing of benefits payable under the Policy.

6.13. Travel, Residence & Occupation

This Policy does not impose any restrictions as to travel and residence. This Policy does not impose any restrictions as to occupation.

6.14. Governing Law & Jurisdiction

The terms and conditions of the Policy shall be governed by and be interpreted in accordance with Indian law and all disputes and differences arising under or in relation to the Policy shall be subject to the sole and exclusive jurisdiction of the jurisdictional courts in India.

6.15. Our Address for Communication

All notices and communications in respect of this Policy shall be addressed to us at the following address:

PNB MetLife India Insurance Co. Ltd,

Unit No. 101, First Floor, Techniplex I,

Techniplex Complex, Off Veer Savarkar Flyover,

S.V. Road, Goregaon (West),

Mumbai – 400 062, Maharashtra

Call us Toll-free at 1800-425-6969

Visit our website: www.pnbmetlife.com, Email: indiaservice@pnbmetlife.co.in

7. Part G

GRIEVANCE REDRESSAL MECHANISM & OMBUDSMAN DETAILS

7.1. Grievance Redressal Mechanism

In case You have any query or complaint or grievance, You may approach Our office at the following address:

Level 1

For any complaint/grievance, approach any of Our following touch points:

- Call 1800-425-69-69 (Toll free)
- Email at indiaservice@pnbmetlife.co.in
- Write to

Customer Service Department,

**1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West),
Mumbai – 400062.**

- Online through Our website www.pnbmetlife.com
- Our nearest PNB MetLife branch across the country

Level 2:

In case not satisfied with the resolution provided by the above touch points, or have not received any response within 10 days, You may

- Write to Our Grievance Redressal Officer at gro@pnbmetlife.co.in or
- Send a letter to

PNB MetLife India Insurance Co. Ltd,

Unit No 302, 3rd Floor, Tower 3 Worldmark,

Maidawas Sector – 65, Gurugram, Haryana - 122018 ,

Please address Your queries or complaints to our customer services department, and Your grievances to our grievance redressal officer on the address referred above, who are authorized to review Your queries or complaints or grievances and address the same. Please note that only an officer duly authorized by Us has the authority to resolve Your queries or complaints or grievances. We shall in no way be responsible, or liable, or bound by, any replies or communications or undertakings, given by or received from, any financial advisor or any employee who was involved in selling You this Policy.

Level 3:

If You are not satisfied with the response or do not receive a response from Us within fifteen (15) days, You may approach the Bima Bharosa Shikayat Nivaran Kendra on the following contact details :

- Online : You can register Your complaint online at <https://bimabharosa.irdai.gov.in> or refer IRDAI website for more details.
- By Post : You can write Your complaints to

**Consumer Affairs Department
Insurance Regulatory and Development Authority of India
Sy No. 115/1, Financial District,
Nanakramguda, Gachibowli, Hyderabad – 500032, Telangana**

- By E-mail : E-mail ID: complaints@irdai.gov.in
- By Phone : 1800 4254 732

In case You are not satisfied with the decision/resolution, You may approach the Insurance Ombudsman at the address in the list of Ombudsman below, if Your grievance pertains to:

- Insurance claim that has been rejected or dispute of a claim on legal construction of the Policy;
- Delay in settlement of claim;
- any partial or total repudiation of claims by Us;
- Dispute with regard to premium; or
- Misrepresentation of terms and conditions of the Policy;
- Policy servicing related grievances against Us or Our agent/intermediary;
- Issuance of Policy in non-conformity with the proposal form;
- Non-issuance of the Policy after receipt of premium; or
- Any other matter resulting from the violation of provisions of the Insurance Act, 1938 as amended from time to time or the Regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the Policy, in so far as they relate to issues mentioned above.

- 1) The complaint should be made in writing duly signed by You, Nominee, Assignee or by Your legal heirs with full name, address and contact information of the complainant, the details of our branch or office 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. Per Rule 14(3) of the Insurance Ombudsman Rules, 2017 (Rules), a complaint to the Insurance Ombudsman can be made if the

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

complainant makes a written representation to the Insurer and either the Insurer rejected the complaint or the complainant did not receive any reply within one month after the Insurer received the complaint, or the complainant is not satisfied with the reply given to him by the Insurer. Further, such a complaint to the Insurance Ombudsman can be made and filed, within one year

- after the order of the Insurer rejecting the representation is received; or
 - after receipt of decision of the Insurer which is not to the satisfaction of the complainant;
 - after expiry of a period of one month from the date of sending the written representation to the Insurer if the Insurer fails to furnish reply to the complainant.
- 2) The Insurance Ombudsman shall be empowered to condone the delay in such cases as he may consider necessary, after calling for objections of the Insurer against the proposed condonation and after recording reasons for condoning the delay and in case the delay is condoned, the date of condonation of delay shall be deemed to be the date of filing of the complaint, for further proceedings under these Rules.
- 3) No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

7.2. List of Insurance Ombudsman

[Note: A list of Insurance Ombudsman is set out below. Please refer to <https://www.cioins.co.in/Ombudsman> for a list of updated Insurance Ombudsman.]

Insurance Ombudsman	Address	Territorial Jurisdiction	Contact details
Ahmedabad	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001.	Gujarat, Dadra & Nagar Haveli, Daman and Diu.	Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in
Bengaluru	Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078.	Karnataka.	Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in
Bhopal (MP)	1st floor, "Jeevan Shikha", 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal – 462 011.	Madhya Pradesh, Chhattisgarh.	Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: oio.bhopal@cioins.co.in
Bhubaneswar, Odisha	62, Forest Park, Bhubaneswar – 751 009.	Odisha.	Tel.: 0674 – 2596461 / 2596455 / 2596429 / 2596003 Email: oio.bhubaneswar@cioins.co.in
Chandigarh	Jeevan Deep Building SCO 20-27, Ground Floor Sector-17 A, Chandigarh – 160 017.	Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.	Tel.: 0172-2706468 Email: oio.chandigarh@cioins.co.in
Chennai	Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018.	Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).	Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in
Delhi	2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002.	Delhi & following Districts of Haryana -Gurugram, Faridabad, Sonapat & Bahadurgarh.	Tel.: 011-46013992/ 23213504/ 23232481 Email: oio.delhi@cioins.co.in

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

Guwahati	Jeevan Nivesh, 5th Floor, Near Pan Bazar , S.S. Road, Guwahati – 781001(ASSAM)	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.	Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: orio.guwahati@cioins.co.in
Hyderabad	6-2-46, 1st floor, "Moin Court", Lane Opp.Hyundai Showroom , A.C.Guards, Lakdi-Ka-Pool, Hyderabad - 500 004	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.	Tel.: 040 - 23312122 / 23376991 / 23376599 / 23328709 / 23325325 Email: orio.hyderabad@cioins.co.in
Jaipur	Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.	Rajasthan.	Tel.: 0141- 2740363 Email: orio.jaipur@cioins.co.in
Kochi (Kerala)	10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground M.G.Road, Kochi - 682 011.	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.	Tel.: 0484 - 2358759 Email: orio.ernakulam@cioins.co.in
Kolkata	Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072.	West Bengal, Sikkim, Andaman & Nicobar Islands.	Tel.: 033 - 22124339 / 22124341 Email: orio.kolkata@cioins.co.in
Lucknow	6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.	Districts of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, 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.	Tel.: 0522 - 4002082 / 3500613 Email: orio.lucknow@cioins.co.in
Mumbai	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.	List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N , S and T covered under	Tel.: 022 - 69038800/27/29/31/32/33 Email: orio.mumbai@cioins.co.in

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

		Office of Insurance Ombudsman Thane and areas of Navi Mumbai.	
Noida	Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301.	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.	Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in
Patna	2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001.	Bihar, Jharkhand.	Tel.: 0612-2547068 Email: oio.patna@cioins.co.in
Pune	Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030.	State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region	Tel.: 020-24471175 Email: oio.pune@cioins.co.in
Thane	2nd Floor, Jeevan Chintamani Building, Vasantnao Naik Mahamarg, Thane (West) Thane - 400604	Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T."	Tel.: 022-20812868/69 Email: oio.thane@cioins.co.in

Annexure A

Section 39 of the Insurance Act 1938 as amended from time to time, Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time or any other applicable Regulations/circulars issued by the Authority. A simplified version of the provisions in this regard are as follows:

01. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
02. Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
03. Nomination can be made at any time before the maturity of the policy.
04. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
05. Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
06. A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
08. On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.
09. A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
10. The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
11. In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
12. In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
13. Where the policyholder whose life is insured nominates his a. parents or b. spouse or c. children or d. spouse and children e. or any of them the nominees are beneficially entitled to the amount payable by the insurer to the policyholder

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.

14. If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).

15. The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Ordinance, 2014 (i.e 26.12.2014).

16. If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.

17. The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or after Insurance Laws (Ordinance) 2014, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

[Disclaimer : This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer the Insurance Laws (Amendment) Act 2015 notified in the Official Gazette on 23rd March 2015 for complete and accurate detail.]

Section 38 of the Insurance Act 1938 as amended from time to time, Assignment and Transfer of Insurance Policies

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time and any other applicable Regulations/Circulars issued by the Authority. A simplified version of the provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
03. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
08. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
09. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is a. not bonafide or b. not in the interest of the policyholder or c. not in public interest or d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR b. where the transfer or assignment is made upon condition that i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR ii. the insured surviving the term of the policy Such conditional assignee will not be entitled to obtain a

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.

14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and b. may institute any proceedings in relation to the policy c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings

15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Ordinance, 2014 shall not be affected by this section.

[Disclaimer : This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to the Insurance Laws (Amendment) Act 2015 notified in the Official Gazette on 23rd March 2015 for complete and accurate detail]

Section 45 of the Insurance Act 1938 as amended from time to time, Policy shall not be called in question on the ground of mis-statement after three years

Fraud and Mis-statement shall be dealt with as per the provisions of Section 45 of the Insurance Act, 1938, as amended from time to time and any other applicable Regulations/Circulars issued by the Authority. A simplified versions of the Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended from time to time and any other Regulations/Circulars issued by Authority are as follows:

01. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from a. the date of issuance of policy or b. the date of commencement of risk or c. the date of revival of policy or d. the date of rider to the policy whichever is later.

02. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from a. the date of issuance of policy or b. the date of commencement of risk or c. the date of revival of policy or d. the date of rider to the policy whichever is later. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

03. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy: a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true; b. The active concealment of a fact by the insured having knowledge or belief of the fact; c. Any other act fitted to deceive; and d. Any such act or omission as the law specifically declares to be fraudulent.

04. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

05. No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.

06. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal

PNB MetLife Century Plan
Individual, Non – Linked, Participating, Savings, Life Insurance Plan

representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.

07. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.

08. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.

09. The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer : This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to the Insurance Laws (Amendment) Act 2015 notified in the Official Gazette on 23rd March 2015 for complete and accurate details.]