

## Frequently Asked Questions

### Q1. What is the nature of the scheme?

The scheme will be a one year cover Term Life Insurance Scheme, renewable from year to year, offering life insurance cover for death due to any reason.

### Q2. What are the T&C for Risk cover under PMJJBY?

Risk cover under PMJJBY will be applicable only after the first 45 days of enrolment. Insurers can't settle death claims during the first 45 days from the date of enrolment; however, deaths due to accidents will be exempt from the lien clause and will still be paid.

### Q3. Is there any free look/ trial period applicable for PMJJBY?

No, there is no free trial period applicable for PMJJBY policy.

### Q4. What would be the benefits under the scheme and premium payable?

Rs.2 lakhs is payable on a subscriber's death due to any reason. The premium payable is Rs.330/- per annum per subscriber.

### Q5. Who will offer / administer the scheme?

The scheme would be offered / administered through Bharti AXA General Insurance Company willing to offer the product with necessary approvals on similar terms, in collaboration with participating Banks.

### Q6. Who will be eligible to subscribe?

All savings bank account holders in the age 18 to 50 years in participating banks will be entitled to join. In case of multiple saving bank accounts held by an individual in one or different banks, the person would be eligible to join the scheme through one savings bank account only.

### Q7. Can individuals who leave the scheme rejoin?

Individuals who exit the scheme at any point may re-join the scheme in future years by paying the annual premium and submitting a self-declaration of good health.

### Q8. Who would be the Master policy holder for the scheme?

The Master Policy holder would be Airtel Payments Bank.

### Q9. How will the premium be paid?

The premium will be deducted from the account holder's savings bank account through 'auto debit' facility in one installment, as per the option to be given on enrolment. Members may also give one-time mandate for auto- debit every year till the scheme is in force, subject to re-calibration that may be deemed necessary on review of experience of the scheme from year to year.

**Q10. What will be the role of the insurance company and the Bank?**

- i. The scheme will be administered by Bharti AXA General Insurance Company which is willing to offer such a product in partnership with a bank / banks.
- ii. It will be the responsibility of the participating bank to recover the appropriate annual premium in one installment, as per the option, from the account holders on or before the due date through 'auto-debit' process and transfer the amount due to the insurance company.
- iii. Enrollment form / Auto-debit authorization / Consent cum Declaration form in the prescribed proforma, as required, shall be obtained and retained by the participating bank.

**Q11. Will this cover be in addition to cover under any other insurance scheme the subscriber may be covered under?**

Yes.

**Q12. If the customer enrolls for PMJJBY through retailer then does he need provide Good Health Certificate?**

Good Health Declaration will be required if the policy is renewed after lapsation.

**Q13. Will this cover be in addition to cover under any other insurance scheme the subscriber may be covered under?**

Yes.

**Q14. Should the Good Health Certificate must be issued by government hospitals or any hospital?**

Customer will be using self-declaration click box at the time of renewal in the App to provide consent.

**Q 15. Is there any clause regarding minor and major diseases (i.e. which ones can be excluded)**

NO

**Q 16. Will the insured get a physical copy of policy document?**

No - the COI will be sent on email & SMS- He can take a print of the same

**Q 17. Does suicide cases covered under this policy?**

No

**Q. 18. Can customer request to cancel standing instructions on his bank account?**

Yes, If the customer request to cancel his standing instruction then in such case:

- a. His current year policy will continue till 31st May
- b. His renewal won't be received and hence not covered from next 1st June. However, customer has an option to revive within stipulated period post 1st June. (Being a group policy PMJJBY reinstatement has to be made through APB bank account of customer)

**Q 19. If the customer got partially / fully handicap (disability) in an accident will he / she be eligible for any reimbursement?**

No, the insurance can only be claimed in case of demise of policy holder.

**Q 20. What will be timeline for the claim transferred in nominee account?**

TAT for settling the claim is 10 Days from receipt of last requirement. In case of investigation cases, regulator has given timeline of 120 days from claim intimation date.

**Q 21. What will be timeline for the nominee to claim the insurance?**

In ideal situation, the nominee should register the claim in 45 days, however claim requests are accepted post that period as well.

**Q 22. Can a third party claim insurance in case of death of Insured person and its nominee?**

In case of the demise of both policy holder as well as registered nominee; only the next legal relationship member can nominate him/herself as nominee with required KYC documents to register the claim - We may call for additional legal documents before settling the claim (e.g. Succession Certificate / Legal Heir Certificate).

**Q 23. What will be implications and its consequences on the policy, if customer's account got debit freeze due to certain reason?**

There are no implications anticipated on policy if account is freeze, since customer can always share required documents to take off the freeze from account. Account should remain be active in our records.

**Q 24. Will there be any sms intimation before deduction of premium?**

Yes, there will be an intimation before the next premium which will be 1<sup>st</sup> Jun 2019.

**Q 25. If the insured person goes missing and is declared dead after a certain duration, will the nominee be able to claim the insurance?**

Only on submission of required documents will the nominee be able to claim.

**Q 26. If the policy is miss-sold or subscribed without consent of the customer, after raising SR will the amount get refunded?**

- The Policy is sold after a very high due diligence at the retailer shop.
- Customer has to give all the information & a consent which is by giving authorization thru OTP.
- Even after all this customer complaints, then a SR is raised. Only after investigation will the refund be processed.

**Q 27. Can we consider auto-debit transaction (PMJJBY) valid for Policy renewal for APB Free Accidental Insurance?**

Yes

**Q 28. Can we raise request if customer wants to cancel the PMJJBY policy?**

- We can but, there will be no refund.

- Hence it is recommended to educate customer to continue the policy till the next premium due date.

**Q 29. Will the death be considered under accidental death if the death is due to animal attack?**

Yes – it will be considered as accidental death and covered in first 45 days.

**Q 30. If customer dies in some natural calamities will nominee be able to claim?**

Yes – it will be considered as accidental death and covered in first 45 days.

**Q 31. What if the insured gets killed in action on field if army or police officer can the nominee claim insurance?**

Yes – it will be considered provided the policy holder should not be charged with any criminal activity. Additional documents like FIR etc. will be required for verification etc.

**Q 32. Can a customer exit from the PMJJBY subscription through 1 bank and apply through another bank?**

Customer can subscribe for PMJJBY policy from multiple banks; however, claim can only be submitted once in life time for sum assured of Rs 2 Lac by nominee.

**Q 33. In the DT flow >Nominee >Authentication successful >Pradhan Mantri Jeevan Jyoti Bima Yojana [PMJJBY] >Within 45 days >Accidental insurance: Is capturing the nominee details for claim a part of system check/verification?**

YES

**Q 34. What are the different possible statuses (apart from successful/policy issued) and what do they mean?**

There is no other reason or status predicted. Once customer has made the payment successfully, policy will be issued to customer.

**Q 35. Why is required for customer to contact BAXA for canceling standing instructions when it can be resolved by APB?**

Since the Policy issuer in this case is BAXA, therefore the request for cancelling standing instructions shall be approved by BAXA only.

**Q 36. When app itself validates the eligibility, is there any possibility of status first showing as “Proposal awaited” and then show as rejected.**

PMJJBY policy does not fall into this category.

**Q 37. More clarity required on what are all the different add-ons (on slide 12, Add-ons taken: PMJJBY\_COVER)**

Will be communicated as per updates received.

**Q 38. What will be the commission amount for retailer on successful enrollment? (Channel care)?**

Appropriation (Break-up) of Premium:

- 1) Insurance Premium to insurance company: Rs.289/- per annum per member
- 2) Reimbursement of Expenses to Retailer/ BC/Micro/Corporate/Agent: Rs.30/- per annum per member
- 3) Reimbursement of Administrative expenses to participating Bank: Rs.11/- per annum per member