

Change in Policy Details

A **change in Policy Details** form should be used for handling multiple service requests as enumerated below. It should be noted that only the changes as allowed under the said policy as per the Policy Terms and Conditions are allowed.

1. Change /Correction in Name
2. Change in Date of Birth
3. Change in Premium Payment Frequency
4. Change in Premium
5. Change in Sum Assured
6. Change in Term /.Vesting Age
7. Deletion of Riders
8. PAN Number Updation

Table as under present explains the various fields appearing in Change of Policy Details Form along with their importance. The form is available at http://www.sbilife.co.in/sbilife/content/17_3104

Explanation of various fields appearing in Changes in Policy Details Form

Sr. No	Field /Type of Request	Details of the field and its importance
1.	Basic Policy Details (This is for all types of requests)	Date of submission of the request, Policy Number, Name of Policy Holder, Contact Number and Email ID should be completely and accurately filled. Incorrect details will lead to rejection of the Change Request Form, leading to customer complaint at a later stage. At least one contact number of the Policy Holder is mandatory and this number would be updated in the SBI Life System for future reference.
2	For Change/Correction in Name request	For ensuring change /correction in name, the new name and the reason for change in name should be mentioned in this form. For minor change in name i.e. related to spelling mistakes, the following identity proof documents need to be submitted along with a Change in Policy Details Form. a) PAN Card b) Driving License c) Voter Identity Card d) Passport e) Marriage Certificate f) Birth Certificate g) Ration Card where details like Date Of Birth, Address or Photograph is available for verification For a change of surname of female policyholders after marriage, the marriage certificate or a declaration signed by two witnesses along with a copy of marriage invitation is required to initiate a name correction. In case the entire name including the surname is sought to be changed, the marriage certificate or invitation shall give both the names. Else a Gazette

		<p>notification would be required for such change.</p> <p>For a major change in name, a self attested copy of the Gazette where the changed name is appearing should be submitted.</p>
3.	For Change in Date of Birth (DOB) request	<p>Both, the DOB to be changed and the new DOB along with necessary reasons for requesting change in DOB should be entered in the Form.</p> <p>The related age proof documents (Duly attested by a Gazetted officer and also self attested) should be attached with the request form.</p>
4.	Change in Premium Payment frequency	<p>For effecting changes in premium payment frequency, the existing as well as the desired premium payment frequency should be ticked in the Change of Policy Details Form. (Yearly, Half yearly, Quarterly and Monthly frequency)</p> <p>Premium Payment frequency can be done anytime during the term of the policy except in First Policy Year or First Three Policy Years based on the Term and Conditions of the Policy.</p> <p>Policy frequency can be changed on the Policy Anniversary. As such the change in premium payment request should reach SBI Life office sufficiently well in advance for initiating the change.</p> <p>One of the auto debit modes i.e. ECS, Direct Debit or SI-EFT is mandatory for policies with Monthly Premium Payment Mode.</p>
5.	Change in Premium	The current premium and changed premium amount should be mentioned here.
6.	Change in Sum Assured	Requests for changes in Sum Assured (Decrease or Increase) should be entered in this section. This is available only for few products as per the products features.
7.	Change in Term and Vesting age	Changed Policy Term (Duration of the Policy) or Vesting Age (in case of pension plan) should be captured here.
8.	Deletion of Riders	The Rider name (depending on the product chosen) to be deleted should be mentioned here.
9.	PAN number updation	The Permanent Account Number (PAN) should be mentioned here. This should be accompanied with the Policy Holder's self attested photo copy of the PAN card.
10.	Signature section of the policy holder (This is for all types of requests)	<p>Signature of the Policy holder preferably in black ink should be done here.</p> <p>Unsigned requests or wrongly signed requests would not be processed.</p> <p>This may lead to customer complaints at a later stage.</p>