

PULL BASED SMS

CIFs/Customers may get in touch with their nearest SBI Life office for pre and post sale queries. Additionally they can also get in touch with SBI Life through following touch points.

Sr. No	Touch Point	Details
1.	Contact Centre	CIFs/Customers may call on toll free numbers for any assistance with regard to new products, existing policies etc. Toll free numbers are 1800 425 9010, 1800 222 123 and 1800 22 9090.
2.	SMS	<p>SMS may be sent to 56161 or 9250001848</p> <p>1. Registration REGNEW <<space>> (policy no.) <<space>> (DOB) Ex: REGNEW 451012101 21051975 SMS based services will be activated with 24 hours after sending the SMS. An SMS will be sent to the policyholder on activation.</p> <p>Post activation of SMS services, customer can get information about their policy 24x7 by sending following keywords.</p> <p>Policy Dispatch details: If you have purchased a New Policy recently within last SIX months then the Policy Dispatch details can be obtained by sending NEWPOL <<space>> (Policy Number) to 56161 OR 9250001848</p> <p>Fund Value: To know the fund value of Unit Linked policy send, FV <<space>> (Policy Number) to 56161 OR 9250001848</p> <p>Fund Switch: To find out the details about your last fund switch request, send SWTR <<space>> (Policy Number) to 56161 OR 9250001848</p> <p>Policy Status: To know the status of your policy send, POLSTATUS <<space>> (Policy Number) to 56161 OR 9250001848</p> <p>Renewal Premium Details: To know your next premium due and due date, RENDET <<space>> (Policy Number) to 56161 OR 9250001848</p> <p>Note: SMS charges as per mobile plan applicable for SMS sent to this number.</p>
3.	E Mail	<p>For queries on new product or any policy related information, customer can send an email (through email id registered with SBI Life. If your email id is not registered with SBI Life, then please submit contact detail change Form and submit to nearest SBI Life office) to info@sbilife.co.in.</p> <p>If you wish to purchase a new SBI Life policy online, you may send an email to buyonline@sbilife.co.in</p>

4.	Internet	<p>Customer can register on our website https://mypolicy.sbilife.co.in/ or www.sbilife.co.in to avail a host of services available.</p> <p>Services available are :</p> <p>My Policy</p> <ol style="list-style-type: none"> 1. View Policy 2. Enroll Policy 3. Premium Calendar 4. Policy Payouts <p>Statements :</p> <ol style="list-style-type: none"> 1. Premium Paid Certificate 2. Transaction cum Unit Statement (For Unit Linked policies) 3. Regular Unit Allocation Statement (For Unit Linked policies) <p>Transactions</p> <ol style="list-style-type: none"> 1. Pay Premium Online 2. Revival Quotation (for lapsed policies) 3. Fund Switch (for Unit Linked policies) 4. Redirection (for Unit Linked policies) <p>Request Forms</p> <p>Various policy servicing forms are available for download.</p> <p>Queries/Feedback</p> <p>If you have any query or feedback, the same can be submitted through Queries/Feedback option.</p>
5.	Complaint/ Query	<p>Queries and complaints may be submitted to nearest SBI Life office or at toll free numbers. For each complaint a Service Request (SR) number is generated. Customer should quote SR number in every communication with SBI Life to get latest status of the complaint/query.</p> <p>Complaint can also be registered by sending an email from your email id registered with SBI Life to info@sbilife.co.in.</p> <p>All complaints are resolved within maximum period of 15 working days. You can always call our toll free number for the latest status.</p>
6.	Claims	<p>If any query on claims (maturity, survival benefit or death claim), customer can approach the nearest SBI Life branch and submit the claim forms with requisite documents. Claim forms can be obtained at the branch/ bank branch and website www.sbilife.co.in. You can also call our toll free number to get the details of documents to be submitted for a claim.</p>