

Website verbiage: e-KYC/AADHAAR reversal process applicable to your Max Life policy (webpage header)

In case a customer withdraws his/her consent, or in case of a minor (withdrawal of consent by the parent or guardian), the recipient's Aadhaar data will be deleted by Max Life after obtaining an alternate KYC proof as per PMLA.

The customer/parent/guardian (with reference to the first paragraph) will need to send an email request for consent withdrawal at the time of onboarding to servicehelpdesk@maxlifeinsurance.com. After that, it will be verified (to ensure that all requirements are fulfilled) and an acknowledgement will be provided to you.

To help us evaluate the request, the following documents will need to be sent to servicehelpdesk@maxlifeinsurance.com from the customer/parent/guardian's registered email ID:

- Request letter duly signed by the customer/parent/guardian with alternate, valid KYC proof (list appended below – please send any one of the below-mentioned proofs)

ACCEPTABLE PROOFS OF IDENTITY AND ADDRESS

- PAN Card (only acceptable as ID proof)
- Driving License
- Passport
- Voters ID card (issued by the Election Commission of India)
- Job card issued by NREGA (duly signed by a State Government officer)

“Any payout under the policy shall be subject to tax deduction at source (TDS) as per the provisions of the IT Act, 1961. In case TDS is applicable, it will be deducted@20% if PAN is not provided. To update your PAN, SMS <UPDATEPAN> <PAN no> <PolicyNo> to 5616188.”

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