

# MAX

INSURANCE

## CLAIMS PROCESS FOR

# MAX LIFE PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA

Non Participating One Year Renewable Group Term Insurance Plan

UIN: 104G089V01

Claim Forms are available at all Max Life Insurance Offices & all the Bank's Branches from where the policy was purchased or can be downloaded from [http://www.maxlifeinsurance.com/pdf/Claims/Group\\_Claims/PMJJBY-Scheme.pdf](http://www.maxlifeinsurance.com/pdf/Claims/Group_Claims/PMJJBY-Scheme.pdf). Claim Forms are also available at [www.axisbank.com](http://www.axisbank.com) and [www.jansuraksha.gov.in](http://www.jansuraksha.gov.in)

### CLAIMS PROCESS

- Nominee to contact concerned branch of the Bank where insured member had his savings bank account & was covered under Max Life Pradhan Mantri Jeevan Jyoti Bima Yojana
- Nominee will submit duly completed Claim Form, Death Certificate of insured member along with a copy of cancelled cheque of Nominee's bank account or Nominee's bank passbook where name & account number are printed
- NEFT mandate form attested by Bank can be submitted in case Nominee's bank passbook or cancelled cheque with printed name & account number are not available
- Bank shall conduct a quality check on the claim documents to verify member & Nominee's details before sending them to Max Life Insurance at Operations Center - 2nd Floor, 90A Udyog Vihar Phase – IV, Sector 18, Gurgaon 122015

### DOCUMENTS REQUIRED

- Claim Form (to be completed by Nominee & Bank)
- Original/Attested copy of Death Certificate issued by Municipal Authorities
- NEFT mandate form/Copy of Bank passbook/Cancelled cheque where name & account number of Nominee are printed
- Attending Physician Statement (Form C)/Hospital records for members who have given health declaration at enrolment stage

#### In case of accidental deaths, following additional documents are required:

- First Information Report (FIR)
- Post Mortem/Viscera Report and Panchnama
- Final Police Investigation Report

In case of additional information/documents, the insurer reserves the right to call for additional information/documents for claim evaluation.

### CLAIMS TURNAROUND TIME

- We shall be settling all claims within 30 days from receipt of last document/clarification

Life Insurance Coverage is available in this product.

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Contact Toll Free numbers 1800-180-55-77 (For MTNL and BSNL lines) or 1800-200-55-77 (From other service providers). SMS 'LIFE' to 54242.

#### BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS

IRDAI clarifies to public that

- IRDAI or its officials do not involve in activities like sale of any kind of insurance or financial products nor invest premiums
- IRDAI does not announce any bonus

Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.