

To ensure timely payout of Maturity/ Survival Benefit / Unclaimed proceeds, update your Bank details in your Insurance Policy today!!!

Request Submission Modes/ Touch Points:

PNB MetLife Branch (<https://www.pnbmetlife.com/customer-service/branch-locator.html>)

khUshi Chat Bot (<https://www.pnbmetlife.com/>)

Partner Bank Branch (Karnataka Bank, Punjab National Bank, Jammu & Kashmir Bank)

Email to (indiaservice@pnbmetlife.co.in)

CAMS Branch (<https://www.pnbmetlife.com/customer-service/service-options-cams.html>)

Call Us At:

khUshi Mobile App (<https://www.pnbmetlife.com/about-us/innovations/khushi-app.html>)

1800-425-6969
Our Toll-Free Number Within India

+91-80-26502244
Monday – Saturday | 10 A.M. – 7 P.M.

Documents Required

1. Financial Payout Request form (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)
2. Self-Attested KYC (PAN/ Masked Aadhar, DL, Passport etc.)
3. Pre-Printed Bank proof

IMPORTANT NOTE

In case request is submitted through customer representative, the following documents are required to be submitted in addition to the above:

1. Authorization letter from the policyholder in prescribed format (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)
2. Bank A/C details same as inception **OR**
3. Bank statement reflecting premiums paid to PNB MetLife **OR**
4. Original ID proof of the policyholder (Passport or Aadhaar & PAN Card or Driving License)
5. Original ID proof of the Third-Party

If payout is required to NRE account, all premium paid proofs or bank declaration would be mandatory along with repatriation form (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)