

PNB MetLife India Insurance Company Limited

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001, Karnataka. IRDA of India Registration number 117.

CI No. U66010KA2001PLC028883, call us Toll-free at 1-800-425-6969, Website: www.pnbmetlife.com, Email: indiaservice@pnbmetlife.co.in

Or write to us at 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. Phone: +91-22-41790000, Fax: +91-22-41790203

Non-Financial Request – Premium Payment Mode Change

Definition: Mode change is an option given to the customer where customer can change his future mode of premium payment. For example: if a customer is currently paying his premium on annual mode he can give a request to change it to monthly/quarterly/half-yearly mode.

Sno.	Documents	Submission of Service Request by Policy Owner in PNB MetLife or Bank (PNB/JKB & KBL) or CAMS Branches	Submission of Service Request by Policy Owner through Courier	Submission of Service Request by Third Party in PNB MetLife or Bank (PNB/JKB & KBL) or CAMS Branches	Customer Portal	E-mail from registered email ID
1	Policy Servicing Request form duly filled and signed by the Policy Owner	Yes	Yes	Yes	Upload self-attested copy of document	Send self-attested copy of document
2	Self-attested ID proof of Policy Owner Note : Customer should carry the original documents in case of physical submission	Yes	Yes	Yes	Upload self-attested copy of document	Send self-attested copy of document
3	Policy Owner Authorization Letter and ID proof of the person submitting the request on behalf of Policy Owner	No	No	Yes	No	No

Note:

- Any Change in Mode can be done 15days prior to the Policy Anniversary Year. Premium Payment Mode change from lower to high frequency mode is effective from next policy anniversary

You may visit our Website (<https://www.pnbmetlife.com>) for information on below points:

- **Customer Details and Policy Feature Change Request Form Version 1.0** for submission of the above mentioned service request
Go to Download Forms >> Service Forms >> Select Regional Language – Customer Details and Policy Feature Request Form Version 1.0
- **Customer Authorization Letter – Policy Owner Servicing Request Version 1.0** if request is being submitted through Third-Party
Go to Download Forms >> Service Forms >> Select Regional Language – Customer Authorization Letter – Policy Owner Servicing Request Version 1.0
 - **List of Operational CAMS Branches**
Go to Customer Service >> Get In Touch >> Service Options – CAMS>> CAMS Branches
 - **List of Operational PNB MetLife Branches**
Go to Contact Us >> Select the nearest Branch >> Enter State, City, Area as per your preference