

## 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.

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Email: [indiaservice@pnbmetlife.co.in](mailto:indiaservice@pnbmetlife.co.in)

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### Non-Financial Request – Premium Payment Type Change

**Definition:** Premium payment types are the methods by which customer pays the Policy Premium.

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	No Such Option	No Such Option
2	Self-attested ID proof of Policy Owner <b>Note</b> : Customer should carry the original documents in case of physical submission	Yes	Yes	Yes		
3	If the chosen Premium Payment Type is Direct Debit / ACH / Auto Debit, the required Standing Instruction mandate needs to be attached	Yes	Yes	Yes		
4	Policy Owner Authorization Letter and ID proof of the person submitting the request on behalf of Policy Owner	No	No	Yes		

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