

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

Financial Payout Request – Survival Benefit

Definition: Survival Benefit is the payment of the sum assured to the Policy Owner by the insurer through installments as per the policy Terms & Conditions (T&C). This usually is the case with a money-back policy where the Policy Owner enjoys the benefits of surviving the contingency (e.g. death) or as mentioned in the product T&C. All customers who opted for products with Survival Benefit feature are eligible for SB payout at the end of the specified period.

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 Note : Customer should carry the original documents in case of physical submission	Yes	Yes	Yes		
3	Cancelled cheque leaf / Copy of self-attested bank passbook / Copy of Self-attested bank statement - containing the Account holder's name, A/c No. & IFSC code	Yes	Yes	Yes		
4	If request submitted by Third Party, following additional document of PO will be submitted: 1. Copy of latest Bank Statement having account number same as provided at the time of Proposal Login OR 2. Copy of Bank Statement reflecting premium paid to PNB MetLife OR 3. Original ID proof same as provided at the time of Proposal Login of the policy owner OR 4. Self-Attested ID proof like Passport/ Adhaar Card/ Driving License along with original of the same	No	No	Yes		
6	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:

- Financial Payout Request Form Version 1.0 for submission of the above mentioned service request

Go to Download Forms >> Service Forms >> Select Regional Language – Financial Payout 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