

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 – Death Benefit Option Change

Definition: Death benefit is the sum amount paid by the insurance company to the policy owner upon death of the life insured. In and of itself, the death benefit constitutes the face value of the life insurance policy as per the original contract. Depending on a type of policy, the death benefit may be accompanied by dividends, as well as other supplemental benefits. Outstanding loans borrowed against the policy, loan interest rates, and other policy withdrawals are typically excluded from the death benefit. This option is available in Met Smart and Met Ultimate Plan.

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	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