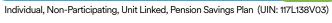
IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER.

The unit linked insurance products do not offer any liquidity during the first five years of the contract. The policyholder will not be able to surrender/withdraw the monies invested in unit linked insurance products completely or partially till the end of the fifth year.

# Dream Big Retire Grand

with







**Zero**Premium Allocation & Policy Admin charges



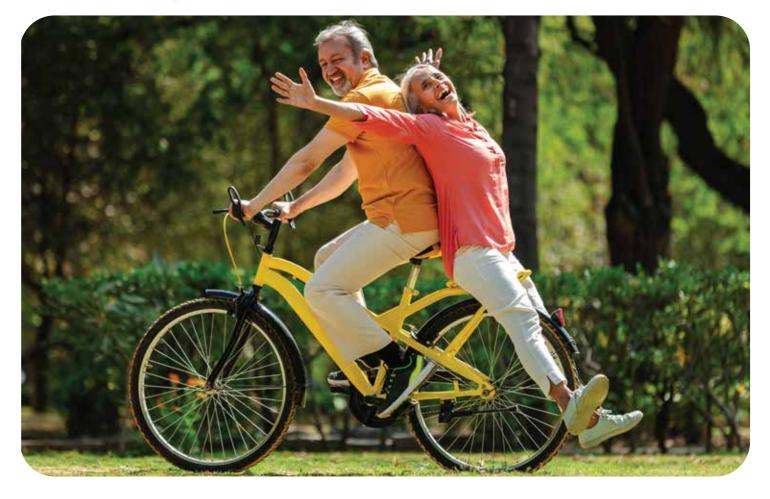
Flexible Fund options



Waiver of Premiums<sup>2</sup>



Tax free
Vesting Benefit®





Milkar life aage badhaein

~Available with Retire Secure Plus Plan Option. Withdraw upto 60% of the accumulated amount as tax-free. Tax benefits are as per the Income Tax Act, 1961 & are subject to amendments made thereto from time to time. Please consult your tax consultant for more details. Goods and Services Tax (GST) shall be levied as per prevailing tax laws which are subject to change from time to time.

Imagine a future where your retirement is everything you've dreamed of – comfortable, secure, a time to truly enjoy life without financial stress. At PNB MetLife, we understand those heartfelt aspirations. Our tailored solutions are designed to give you the power and confidence to build the retirement you deserve and protect the precious future of your family.

**PNB MetLife Smart Invest Pension Plan Pro** simplifies retirement planning for a secure future. Addressing rising living costs and longer lifespans, it combines market growth potential with life insurance security, helping you build a regular income stream during retirement years while protecting your family.

PNB MetLife Smart Invest Pension Plan Pro is an Individual, Non-Participating, Unit Linked Pension Savings Plan, which offers the flexibility to choose your investment strategy and build a strong retirement fund. It also provides the added security of life insurance to protect your family financially, ensuring peace of mind for your future and their well-being, even in your absence.

# **Plan Highlights**



Unlock your financial potential with choice of two Plan Options: Retire Secure and Retire Secure Plus.



Ensure your family's financial security even in your absence with an **Inbuilt Waiver of Premium on death** through Retire Secure Plus Plan Option.



Policy Administration Charges: Maximize investment growth with no such charges throughout the Policy Term.

**Zero Premium Allocation &** 



Return of Mortality charges with Retire Secure Plan Option.



Multiple Strategies & Fund options: Choice of multiple investment strategies and fund options to suit your varied investment needs.



Multiple Flexibilities like
Unlimited Switches, Premium
Redirection, Partial
Withdrawals, Top-up
Premiums.



Build a secure future with a perfect blend of **Life cover** and **retirement corpus accumulation.** 

# PNB MetLife Smart Invest Pension Plan Pro at a glance

Particulars	Retire Secure	Retire Secure Plus	
Minimum Age* at Entry	25 years	25 years	
Maximum Age* at Entry	70 years	Regular Pay: 60 years Limited Pay 5 and 7 years: 55 years Limited Pay 10 and 15 years: 50 years	
Minimum Age* at Vesting	35 years	35 years	
Maximum Age* at Vesting	80 years	Regular Pay: Upto Entry Age* 40: 75 years Entry Age* > 40: 70 years Limited Pay 75 years	
Minimum Annualized Premium^	Single Pay#— Rs. 49,999 Limited Pay/Regular Pay— Rs. 24,000 Monthly Mode — Rs. 2,000, Quarterly — Rs. 6,000, Half Yearly — Rs. 12,000		
Maximum Annualized Premium^	No Limit, as per the Board Approved Underwriting Policy (BAUP)		
Sum Assured	105% of the Total Premiums Paid upto the date of death		
Premium Payment Term	Single Pay# Regular Pay Limited Pay-5/7/10/15 years	Regular Pay Limited Pay-5/7/10/15 years	
	PPT	PT	
	Single Pay*, Regular Pay, Limited Pay 5 years	10 years	
Minimum Policy Term	Limited Pay 7 years	12 years	
	Limited Pay 10 years	15 years	
	Limited Pay 15 years	20 years	
Maximum Policy Term	Single Pay# - 40 years Limited Pay / Regular Pay- 50 years	Limited Pay / Regular Pay: 50 years	
Premium Payment Mode	Single*, Yearly, Half-Yearly, Quarterly & Monthly**		

<sup>\*</sup>All references to age are as on age last birthday

# How does the Plan work?

## **Retire Secure**

This plan option provides vesting benefit at the end of the policy term, ensuring a financially secure retirement by accumulating wealth through market-linked investments, which can be used to provide a steady income stream post-retirement.

<sup>\*\*</sup>Monthly mode is available for Standing instruction/direct debit options (including Electronic Clearing System (ECS), and Automated Clearing House (ACH)

<sup>\*</sup>Single pay is available only with Retire Secure Plan Option.

<sup>^</sup>Annualized premium means the premium amount payable in a year excluding taxes, rider premiums and underwriting extra premium on riders, if any

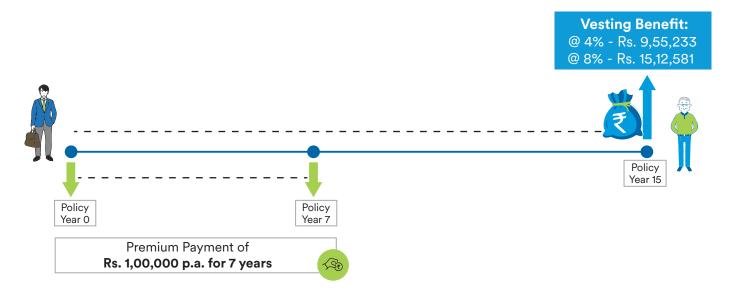
#### Illustration:



Sachin, a non-smoker, healthy 35-year-old male, aims to create a corpus for his retirement. He chooses PNB MetLife Smart Invest Pension Plan Pro (Retire Secure Plan Option)

#### **Premium Details**

Annualized Premium <sup>^</sup>	Rs. 1 lakh p.a.	Vesting age	50 years
Premium Paying Term	7 years	Fund Name	Pension Mid Cap Fund
Policy Term	15 years		



#### **Benefit Details**

Assumed Investment Returns	@ 8% p.a.	@ 4% p.a.
Vesting Benefit	Rs. 15,12,581	Rs. 9,55,233

The values shown in the Scenario above are without GST and for illustration purpose only and are subject to underwriting by the insurer. If your policy offers guaranteed returns, then these will be clearly marked "guaranteed" in the Benefit Illustration. Since your policy offers variable returns, the given illustration shows different rates of assumed future investment return based on assumed investment returns of 8% and 4%. These are not guaranteed returns and are not the upper or lower limit of what one might get in this policy. The maturity benefit of your policy is dependent on a number of factors, including future performance.

#### **Retire Secure Plus**

If securing your family's financial future is your goal, then Retire Secure Plus Option ensures your plans stay on track. This option allows you to save systematically and earn market-linked returns, with the vesting benefit paid out at the end of the policy term. In an unfortunate event of the Life Assured's death, we not only pay a death benefit to take care of any immediate financial needs of the family; we also continue to keep the policy funded ensuring your family's financial security is maintained without disruption. The policy then also pays accumulated funds as vesting benefit at the end of the policy term.

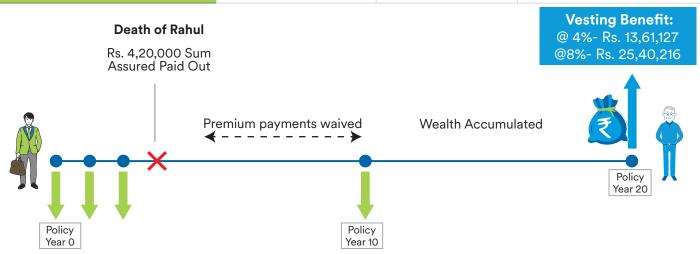
#### Illustration:



Rahul, a non-smoker healthy, 40-year-old male, wants a financial instrument that would help him accumulate wealth for the financial needs of his family even if he is not around. He chooses PNB MetLife PNB MetLife Smart Invest Pension Plan Pro (Retire Secure Plus Plan Option)

#### **Premium Details**

Annualized Premium <sup>^</sup>	Rs. 1 lakh p.a.	Vesting age	60 years
Premium Paying Term	10 years	Fund Name	Pension Premier Multi-Cap Fund
Policy Term	20 years		



#### **Benefit Details**

Assumed Investment Returns	@ 8% p.a.	@ 4% p.a.
Vesting Benefit	Rs. 25,40,216	Rs. 13,61,127

Rahul's Family will receive Rs. 4,20,000 on his death and further policy will continue till Vesting Date and Vesting Benefit will be paid out at the end of 20th policy year.

The values shown in the Scenario above are without GST and for illustration purpose only and are subject to underwriting by the insurer. If your policy offers guaranteed returns, then these will be clearly marked "guaranteed" in the Benefit Illustration. Since your policy offers variable returns, the given illustration shows different rates of assumed future investment return based on assumed investment returns of 8% and 4%. These are not guaranteed returns and are not the upper or lower limit of what one might get in this policy. The maturity benefit of your policy is dependent on a number of factors, including future performance.

## Benefits available under PNB MetLife Smart Invest Pension Plan Pro

#### **Death Benefit**

## **Retire Secure Plan Option:**

In case of the unfortunate death of the Life Assured during the Policy Term provided the policy is In-Force status as on date of death and all due Installment Premiums are paid, the death benefit shall be higher of:

- Rs. 10,000
- Fund Value (Including Top-Up Fund Value, if any) as at the date of intimation of death, or
- Sum Assured

Where, Sum Assured is 105% of the Total Premiums Paid\*\*\* up to the date of death,

Sum assured will be reduced to the extent of partial withdrawals made in the last two years immediately preceding the date of death. Partial withdrawals made from Top-up premium shall not be reduced for this purpose.

Options to the Claimant to avail death benefit

The Claimant will have the following options to choose from on death of the Life Assured: -

- Withdraw the entire Death Benefit; or
- To utilize the Death Benefit or part thereof for purchasing an immediate annuity or deferred annuity at the then prevailing annuity rate.

In case the Death Benefit of the Policy is not sufficient to purchase minimum annuity of Rs.1,000 per month or any other minimum annuity amount as prescribed by the Authority from time to time, Death Benefit will be paid as lump sum.

Claimant - Either the Life Assured or the Policyholder or the Nominee or the Assignee or the legal heir of the Life Assured / Policyholder as the case may be, who is entitled to receive Benefits under this Policy.

#### **Retire Secure Plus Plan Option:**

#### <u>Death during the Premium Paying Term:</u>

In case of the unfortunate death of the Life Assured during the Premium Paying Term provided the policy is In-Force status as on date of death and all due Installment Premiums are paid, we will pay highest of following amounts to the Claimant:

- Rs.10,000/-; or
- Sum Assured

Further, policy shall continue till the end of the Policy Term.

All future premiums will be waived off and an amount equal to prevailing Installment Premium will be paid into the fund at each future premium due date in the same proportion as the value of the total Units held in each fund at the time of Allocation.

Options to Claimant to avail death benefit

- Withdraw the entire Death Benefit; or
- To utilize the Death Benefit or part thereof for purchasing an immediate annuity or deferred annuity at the then prevailing annuity rate.

In case the Death Benefit is not sufficient to purchase minimum annuity of Rs.1,000/- per month or any other minimum annuity amount as prescribed by the Authority from time to time, Death Benefit will be paid as lump sum.

Vesting Benefit will be payable to Claimant at the end of policy term.

#### Death after the Premium Paying Term:

In case of the unfortunate death of the Life Assured after the Premium Paying Term provided the policy is In-Force status as on date of death and all due Installment Premiums are paid, we will pay highest of following amounts to the Claimant:

- Rs. 10,000/-; or
- Sum Assured

Further, the policy shall continue till the end of the policy term.

Options to Claimant to avail death benefit

- Withdraw the entire Death Benefit; or
- To utilize the Death Benefit or part thereof for purchasing an immediate annuity or deferred annuity at the then prevailing annuity rate.

In case the Death Benefit is not sufficient to purchase minimum annuity of Rs.1,000/- per month or any other minimum annuity amount as prescribed by the Authority from time to time, Death Benefit will be paid as lump sum.

Vesting Benefit will be payable to Claimant at the end of policy term.

Where, Sum Assured is 105% of the Total Premiums Paid\*\*\* up to the date of death,

The following conditions shall apply on death of Life Assured under Retire Secure Plus Plan option: :

- The Fund Value including Top-Up Fund Value, if any, will remain invested in the respective funds and portfolio strategies as on date of death of the Life Assured.
- Only the Fund Management Charge will be levied.
- Any assignment in favour of the Nominee shall become effective only upon the death of the Life Assured
  and shall be subject to the terms of an assignment deed duly executed by the Life Assured and submitted to
  the Insurer in accordance with applicable laws.
- In the event that the Policy is not assigned to the Nominee, the Nominee shall not be entitled to undertake or authorize any transactions under the Policy, except for the receipt of the Vesting Benefit, if and as payable to the Nominee upon the completion of the Policy Term.

\*\*\*"Total Premiums Paid" means the total of all premiums received under the base product including top-up premium paid, if any.

## **Vesting Benefit**

## **Retire Secure Plan Option:**

Vesting Benefit which is Total Fund Value (including Top Up Fund Value, if any) will be payable in case of survival of Life Assured as on the date of vesting, provided the Policy is in force and all due premiums have been paid. The vesting benefit will be paid to the policyholder.

## **Retire Secure Plus Plan Option:**

Vesting Benefit which is Total Fund Value (including Top Up Fund Value, if any) will be payable as on the date of vesting to the Claimant

## Options on Vesting

Policyholder / Claimant shall have the following options on vesting to choose from:

- To utilize the entire proceeds to purchase immediate annuity or Deferred annuity from the company, at the then prevailing rate
- To commute up to 60% of the proceeds as lumpsum and to utilize the balance amount to purchase immediate annuity or deferred annuity from the Company at the then prevailing annuity rate

Policyholder / Claimant also has an option to purchase immediate annuity or deferred annuity from any another insurer at the then prevailing annuity rate by utilising not more than 50% of the proceeds of the policy net of commutation.

In case the proceeds of the Policy on Vesting, net of commutation are not sufficient to purchase minimum annuity of Rs.1,000 per month, or any other minimum annuity amount as prescribed by the Authority from time to time, such proceeds of the Policy will be paid to the Policyholder or beneficiary as lump sum.

#### Postponement of Vesting Date

You have an option to postpone the vesting date of the policy (the date on which you will get the Vesting Benefit from the policy). The minimum postponement can be of one year and maximum would be up to the maximum maturity age depending upon the plan option chosen. However, this option is only available until the Life Assured turns 60. This facility can be availed multiple times.

On receipt of a request for postponement, we shall reset the vesting date to the revised date and accordingly the policy term will get extended.

All policy benefits will continue with the revised policy term and all applicable charges will be deducted for the extended period.

The request should be received at least 3 months prior to the vesting date.

#### Return of Mortality Charges (Applicable only for Retire Secure Plan Option)

On the Survival of the Life Assured till the end of the policy term, 100% of the mortality charges (excluding taxes) deducted during the Policy Term will be added back to the fund value at vesting.

Return of Mortality Charges would be added to In Force policies and will be subject to all due Installment Premiums being received in full. Any extra mortality charges deducted would not be considered towards this benefit.

"Return of Mortality Charges" shall be allocated to the chosen funds in the same proportion as the fund value existing at the time of credit, by creating appropriate number of units as per the NAV as on the due date of the credit.

# **Fund Management Strategies**

PNB MetLife Smart Invest Pension Plan Pro gives you the choice of three fund management strategies to choose from as per your risk appetite & convenience. You need to select any one from the following fund management strategies.

## **Self-Managed Strategy**

In case you want to manage your own investment, Self- Managed Strategy would best fit your requirement. This option gives you access to our available funds, complete control in how to invest your premiums and full freedom to switch from one fund to another at any point of time.

Our funds offer choice of debt or equity orientation to suit your specific needs and risk profile.

The details of the various funds are given in the table below:

You have full flexibility to redirect the future premiums by changing your premium allocation percentages at any time amongst the below funds. You also have the full flexibility to switch monies from one fund to another free of cost, at any point of time as per your judgement of the capital markets.

SL	Fund Name	Investment Objectives	Asset Category	Asset Allocation Range (%)	Risk
		To provide long term capital appreciation from an		60-100	
1.	Pension Mid Cap Fund (ULIF03201/02/25PENIFTYMOM117)	actively managed portfolio of diversified stocks from	Debt	0	Very High Risk
		the midcap segment of the market.	Money Market	0-40	
		To generate wealth by investing in companies	Equities	60-100	
2.	Pension Premier Multi-Cap Fund (ULIF03501/04/25PEMULTICAP117)	across market capitalisation spectrum with a blend of large-cap, mid-cap as well	Debt	0	Very High Risk
		as small cap companies	Money Market	0-40	
	Pension Value Fund (ULIF03716/09/25PEVALUFUND117)	To generate long-term capital	Equities	60-100	
		appreciation by investing in companies which are priced attractively vs the	Debt		Very High Risk
3.		broader market.	Money Market	0-40	
	Panaion Consumption Fund	To generate wealth over the medium to long-term	Equities	60-100	
4.	Pension Consumption Fund (ULIF03816/10/25PECONSFUND117)	by investing predominant- ly in companies engaged	Debt	0	Very High Risk
		in domestic consumption theme.	Money Market	0-40	
		To provide accrual income and capital gains by		0	
5.	Pension Bond Fund (ULIF03301/02/25PEBONDFUND117)	investing opportunistically in government securities,	Government Securities & Corporate Bonds	10-100	Low Risk
		of the corpus in debt and money market securities	Money Market	0-90	

## **Systematic Transfer Strategy**

The Systematic Transfer Strategy helps safeguards your wealth against the market volatilities and is available only if you have opted for a Regular Pay or Limited Pay policy with annual frequency as the premium payment mode. You may utilise this strategy to ensure a gradual exposure to equity from debt in a phased manner through equal installments over the course of 12 months. This strategy allows You to systematically invest in equities while eliminating the need to time Your investments into the equity market.

On selection of Systematic transfer strategy at the Inception of the Policy following would occur:

- All Installment Premiums will be invested in Pension Bond Fund (debt-oriented fund)
- All monies in Pension Bond Fund will systematically be transferred to the chosen Equity-Oriented Fund (Pension Mid Cap Fund / Pension Premier Multi-Cap Fund/ Pension Value Fund/Pension Consumption Fund) through monthly installments over a 12-month Policy period.
- The units will be automatically transferred from Pension Bond Fund to the chosen Equity-Oriented Fund at the end
  of every month in the following manner

Month 1	1/12 of the units available at the end of Month 1
Month 2	1/11 of the units available at the end of Month 2
Month 3	1/10 of the units available at the end of Month 3
Month 4	1/9 of the units available at the end of Month 4
Month 5	1/8 of the units available at the end of Month 5
Month 6	1/7 of the units available at the end of Month 6
Month 7	1/6 of the units available at the end of Month 7
Month 8	1/5 of the units available at the end of Month 8
Month 9	1/4 of the units available at the end of Month 9
Month 10	1/3 of the units available at the end of Month 10
Month 11	1/2 of the units available at the end of Month 11
Month 12	Balance Units available at the end of the Month12

Systematic transfer strategy if not opted at inception and chosen during the Policy Term, then it will be activated on the next Policy Anniversary and all subsequent new premiums would be invested in Pension Bond Fund. The Policyholder would have two options with respect to the existing monies once he/she chooses Systematic Transfer Strategy during the Policy Term

- Option 1: Transfer all existing monies from Pension Bond Fund to any other available fund. Subsequent new premiums invested in Pension Bond Fund would be systematically transferred to the chosen Equity Oriented Fund.
- Option 2: Continue with existing monies in Pension Bond Fund. In this case, all existing monies including subsequent new premiums invested in Pension Bond Fund will be systematically transferred to the chosen Equity Oriented Fund.

No other switches except those under the strategy will be allowed as long as Systematic Transfer Strategy is in effect. This strategy will be deactivated in case the policy moves to Pension Discontinued Fund.

In case premium payment mode is changed from annual to any other mode, this strategy will be deactivated.

#### **Automatic Asset Rebalancing Strategy**

Automatic Asset Rebalance Strategy reduces your equity proportion as your policy nears the vesting date to ensure that any downside in equity market later in the policy term has minimal impact on your Vesting Benefit.

This strategy involves annual rebalancing process at the beginning of each policy year. Rebalancing aims to maintain target asset allocation that adjusts based on the remaining time until the policy's vesting date. A pre- defined ratio, expressed as percentage of fund value, determines the allocation between the chosen Equity Oriented Fund (Pension Mid Cap Fund / Pension Premier Multi- Cap Fund/Pension Value Fund/Pension Consumption Fund) and Pension Bond Fund (Debt Oriented Fund). The pre-decided ratio (as % of fund value) will be as per table given below.

Number of years to Vesting	Equity Fund (%)	Debt Fund (%)
Above 30	100	0
25 – 30	90	10
20 -24	80	20
15-19	60	40
10-14	40	60
5-9	20	80
0-4	10	90

- o You have an option to select Equity Fund of your choice, However please note that allocation to multiple Equity Funds shall not be allowed
  - E.g.: If 100% amount is to be allocated to Equity fund then You can choose whether you want to allocate that in Pension Mid Cap Fund, Pension Premier Multi-Cap Fund or any other Equity Fund if available in future. Amount allocation cannot be 50% in Pension Mid Cap Fund and 50% in Pension Premier Multi-Cap Fund.
- o This option can be opted at inception or on policy anniversary.
- o No other switches except those under this strategy will be allowed as long as Automatic Asset Rebalancing Strategy is in effect.
- o This strategy will be deactivated in case the policy moves to Pension Discontinued Fund.

  You shall have an option to change portfolio strategy at any time during the policy term, however switching to Systematic Transfer Strategy and Automatic Asset Rebalancing Strategy is allowed only at policy anniversary.

# **New Fund Offering (NFO)**

At PNB MetLife we are delighted to offer a new fund, the "Pension Consumption Fund" (ULIF03816/10/25PECONSFUND117). This fund invests in companies engaged in consumption theme. India is world's fastest growing major consumption market and it's at an inflection point driven by confluence of factors such as favorable demographics, urbanization, premiumisation and digitisation. This provides a strong multi-decade investment opportunity across various consumption categories. The fund's investment objective is to provide long-term capital appreciation by identifying companies poised to benefit from India's consumption boom.

## Flexibilities Available in PNB MetLife Smart Invest Pension Plan Pro

# Top-Up

You may remit a Top up premium during the policy term provided the policy is in in-force status and all due Installment Premiums have been received by us.

- The Top Up Sum Assured is 105% of Top Up Premium paid.
- Minimum Top-Up Premium of Rs. 25,000.
- Top-up premiums once paid cannot be withdrawn from the fund for a period of 5 years from the date of payment of the 'Top-up' premium, except in case of complete surrender of the policy.
- There will be No Sum Assured reduction from Top up funds in case of any partial withdrawals.
- Top-up premiums will not be allowed for Retire Secure Plus Plan Option post death of the Life Assured.

#### Switching (only under Self-Managed Strategy)

You have the option to switch partially or fully between the available Segregated fund options, at any point of time during the policy term. The minimum value of every switch should be Rs 5,000. There are no switching charges or restrictions on the number of switches during the entire policy term.

#### Premium Redirection (only under Self-Managed Strategy)

You can choose to change the allocation of future premiums with premium redirection. You would have the option to change the premium allocation proportions free of charge.

#### **Partial Withdrawal**

Partial withdrawals are available only after the completion of Lock In Period (5 Policy Anniversaries), subject to the following:

- Each partial withdrawal shall be subject to the minimum amount of Rs.5,000 and maximum partial withdrawal in a policy year shall not exceed 25% of the total fund value (including top-up fund value, if any) at the time of withdrawal.
- Partial withdrawals shall not be allowed which would result in termination of a policy.
- Partial withdrawals will be made first from the Top-up Fund Value (if any) which has completed the lock in period, as long as it supports the partial withdrawal, and subsequently the Partial Withdrawals may be allowed from the Fund Value built up from the base premium(s).
- The Partial Withdrawals are free of any charge.
- The partial withdrawals with respect to the fund values from the base premiums shall only be counted for the purpose of adjusting the sum assured to be payable on death. Partial withdrawals made from the Top-up premiums shall not be deducted for this purpose.
- Partial withdrawal is allowed only three times during the entire term of the policy.

The partial withdrawals shall be allowed only against the following applicable reasons:

- Higher education of children, including legally adopted child.
- Marriage of children, including legally adopted child.
- Purchase or construction of a residential house or flat in the Life Assured's own name or in joint name with their legally wedded spouse. However, if the Life assured already owns a residential house or flat (other than ancestral property), no withdrawal shall be permitted.
- For treatment of critical illnesses of self, spouse or dependent children, including legally adopted child.
- Medical and incidental expenses arising from disability or incapacitation suffered by the life assured.
- Expenses incurred by the life assured for skill development/re-skilling or any other self-development activities.
- Expenses incurred by the Life assured for the establishment of her/his own venture or any start-ups.

## **Change in Premium Payment Mode**

You may change premium payment mode anytime during the Policy Term provided. The change in premium payment mode will be applied only from the next Policy Anniversary.

You may opt to pay Installment Premiums by Yearly, Quarterly, Half-Yearly, or Monthly mode subject to the minimum Annualized Premium under each mode. Incase you choose to pay premiums by a mode different than annual, the following factors would applied to Annualized premium to determine the Installment Premium.

Premium Paying Mode	Multiplicative Factors
Annual	1
Half Yearly	1/2
Quarterly	1/4
Monthly**	1/12

<sup>\*\*</sup>Monthly mode available only for standing instructions/direct debit options (including Electronic Clearing System (ECS), and Automated Clearing House (ACH))

#### **Policy Loans**

Not allowed under this policy.

#### **Available Online**

This Plan is available for sale through online mode

## **Free Look Period**

Please go through the terms and conditions of Your Policy carefully. If You have any objections to the terms and conditions of Your Policy, You may cancel the Policy by giving a written notice to Us within 30 days beginning from the date of receipt of Policy Document, whether received electronically or otherwise, stating the reasons for Your objection, provided no claims has been made under this Policy.

In such an event, irrespective of the reason for cancellation, You will be entitled to an amount equal to non-allocated Installment Premiums plus Charges levied by cancellation of Units plus the Fund Value at the date of cancellation after deducting proportionate risk premium for the period of cover, the expenses incurred by Us on medical examination, if any, and stamp duty charges.

## **Grace Period (for other than single premium policies)**

Grace period is time granted by the insurer from the due date of payment of premium, without any penalty or late fee, during which time the policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the policy. The grace period for payment of the premium for all types of life insurance policies shall be fifteen days, where the policyholder pays the premium on a monthly basis and 30 days in all other cases. If we do not receive the entire due Installment Premium by the end of the grace period, your policy would move to become a discontinued policy, and provisions of premium discontinuance shall apply.

#### **Lock in Period**

The period of five consecutive Policy Years from the Date of Commencement of the Policy, during which the proceeds of the Policies cannot be paid to You, except in the case of death or upon the happening of any other contingency covered under the Policy.

#### **Premium Discontinuance**

## Discontinuance of policy during Lock-in Period (Not applicable for Single Pay Policies)

- a) Upon expiry of the grace period, in case of discontinuance of policy due to non-payment of premium during first five policy years, total fund value after deducting the applicable discontinuance charges, shall be credited to the Pension Discontinued Fund and the risk cover and rider cover, if any, shall cease.
- b) The Waiver of Premium benefit under Retire Secure Plus Plan Option will not be applicable if the policy is in discontinued status and/or reduced paid-up status.
- c) Such discontinuance charges shall not exceed the charges mentioned in the "Applicable Charges" section within this document.
  - On such discontinuance, the Company will communicate the status of the Policy within 3 months of the first unpaid premium to the Policyholder and provide option to revive the policy within a revival period of 3 years as below:
  - i. In case the Policyholder opts to revive but does not revive the policy during the revival period, the proceeds of the Pension Discontinued Fund shall be paid to the Policyholder at the end of the revival period or lock-in period whichever is later. In respect of the revival period ending after lock-in period, the policy will remain in Pension Discontinued Fund till the end of the revival period. The Fund Management Charges of Pension Discontinued Fund will be applicable during this period and no other charges will be applied.
  - ii. In case the Policyholder does not exercise the option as set out above, the policy shall continue without any risk cover and rider cover, if any, and the policy fund shall remain invested in the Pension Discontinued Fund. At the end of the lock-in period, the proceeds of the Pension Discontinued Fund shall be paid to the Policyholder and the policy shall terminate.
  - iii. However, the Policyholder has an option to surrender the policy anytime and proceeds of the discontinued policy shall be payable at the end of lock-in period or date of surrender, whichever is later.

## Discontinuance of policy after Lock-in Period (Not applicable for Single Pay Policies)

- a) Upon expiry of the grace period, in case of discontinuance of a policy due to non-payment of premium after the lock-in period, the policy shall be converted into a reduced paid-up where Sum Assured will be 105% of Total Premiums Paid.
- b) The Waiver of Premium benefit under Retire Secure Plus Plan Option will not be applicable if the policy is in discontinued status and/or reduced paid-up status.
- c) The policy shall continue to be in reduced paid-up status, without any rider cover, if any. All charges as per the terms and conditions of the policy may be deducted during the revival period.
- d) In case of the death of the Life Assured while the Policy is in reduced paid-up status; the Claimant shall receive the death benefit which shall be higher of:
  - a. Rs. 10,000,
  - b. Fund Value (including Top-up Fund Value, if any) as at the date of intimation of death or

c. Reduced paid-up Sum Assured.

Reduced paid-up sum assured will be reduced to the extent of partial withdrawals made in the last two years immediately preceding the date of death. Partial withdrawals made from Top-up premium shall not be reduced for this purpose.

- e) On such discontinuance, Company shall communicate the status of the policy, within three months of the first unpaid premium, to the policyholder and provide the following options:
  - i. to revive the policy within the revival period of three years; or
  - ii. complete withdrawal of the policy
- f) In case the Policyholder opts to revive the policy but does not revive the policy during the revival period, the fund value shall be paid to the Policyholder at the end of the revival period.
- g) In case the Policyholder does not exercise any of the options set above, the policy shall continue to be in reduced paid up status. At the end of the revival period the proceeds of the policy fund shall be paid to the Policyholder and the policy shall terminate
- h) All charges as per the terms and conditions of the policy will continue to be deducted until the expiry of the Revival Period.
- i) However, the Policyholder has the option to surrender the policy anytime and proceeds of the Pension Discontinued Policy Fund shall be payable.

The policy terminates with the payment of the death benefit.

## **Discontinuance of Single Premium Policy**

## **During Lock in Period:**

- a) The policyholder has an option to surrender any time during the lock-in period. In case of surrender during first five policy years (lock in period), the Total Fund Value, under the policy after deduction of discontinuance charges, will be transferred to the Pension Discontinued Fund.
- b) The policy shall continue to be invested in the Pension Discontinued Fund and the proceeds from the Pension Discontinued Fund shall be paid at the end of lock-in period. Only fund management charge can be deducted from this fund during this period. Further, no risk cover shall be available on such policy during the discontinuance period.

## After the Lock - in Period:

In case of Single Premium Policies, the policyholder has an option to surrender the policy any time. Upon receipt of request for surrender after the first five years, the fund value as on date of surrender shall be payable.

#### **Pension Discontinued Fund**

For the policies where the premiums are discontinued, the Fund Value will be moved to Pension Discontinued Fund. The proceeds of the Pension Discontinued Fund shall be payable only upon completion of Lock-in period, except in the case of death of the life assured, wherein the discontinued fund value shall be payable immediately to the nominee.

The investment mix for the Pension Discontinued Fund is as follows:

Money market: 5% - 100%,

Government Securities (Including Treasury Bills): 0% - 95%

The minimum guaranteed interest rate on this Fund is 4.0% per annum (or as mandated from time to time by The Insurance Regulatory & Development Authority of India). The Fund Management Charge for the Pension Discontinued Fund is 0.5% per annum. The excess income earned in the Pension Discontinued Fund over and above the minimum guaranteed interest rate shall also be apportioned to the Pension Discontinued Fund.

#### Surrender

During the first five policy years, on receipt of surrender intimation, the Total Fund Value after deduction of applicable Discontinuance Charge, shall be transferred to the Pension Discontinued Fund. The proceeds of the

discontinued policy shall be paid at the end of lock-in period. Only fund management charge will be deducted from this fund during this period. Further, no risk cover shall be provided on such policy during the discontinuance period.

On surrender after completion of the fifth policy year, the policyholder will be entitled to the total fund value under the said policy.

Following options shall be available to the policyholder on the date of surrender: -

- To utilize the entire proceeds to purchase immediate annuity or deferred annuity from the Company at the then prevailing annuity rate;
- To commute up to 60% and utilize the balance amount to purchase immediate annuity or deferred annuity at the then prevailing annuity rate

Irrespective of the aforementioned options chosen, policyholder also has an option to purchase immediate annuity or deferred annuity from any another insurer at the then prevailing annuity rate by utilising not more than 50% of the proceeds of the policy net of commutation. This limit may change as per regulatory changes

In case the proceeds of the Policy on surrender, net of commutation is not sufficient to purchase minimum annuity of Rs.1,000 per month, or any other minimum annuity amount as prescribed by the Authority from time to time, such proceeds of the Policy will be paid to the Policyholder or beneficiary as lump sum.

## **Policy Revival**

Policyholders opt to revive the policy within the revival period, then revival of the discontinued policy is subject to the following conditions:

- The Policyholder paying all due and unpaid Installment Premiums that would have been payable from the date of default to the proposed date of Revival without any interest or fee.
- The Revival of the Policy shall be subject to the Board Approved Underwriting Policy of the Company
- On Revival of a policy, discontinued during lock-in period: On discontinuance of policy, if the Policyholder has chosen option to revive the policy, within revival period of three years from the date of discontinuance of policy, the policy shall be revived restoring the risk cover along with saving made in the segregated funds as chosen by the policyholder out of the Pension Discontinued Fund less the applicable charges as referred below in accordance with the terms and conditions of the Policy.
  - The Policy Administration Charges and Premium Allocation Charges (if any), as applicable during the Discontinuance period will be deducted before allocating the balance amount to the Unit Account. No other charges shall be levied. The Company shall add back to the fund, the Discontinuance Charges, if applicable, deducted at the time of discontinuance of the Policy.
- On Revival of a policy, discontinued after lock-in period: If the Policyholder has chosen option to revive the Policy, within the Revival Period as defined above, the Policy shall be revived restoring the original risk cover in accordance with the terms and conditions of the policy.
  - Premium Allocation Charges (if any), as applicable during the Discontinuance period, will be deducted before allocating the balance amount to the Unit Account.
  - Where the Policyholder does not revive the Policy within the Revival Period, the following options shall be available at the end of Lock-in Period/Revival Period:
- To utilize the entire proceeds to purchase immediate annuity or deferred annuity from the Company, at the then prevailing annuity rate; or
- To commute up to 60% of the proceeds as lumpsum and to utilize the balance amount to purchase immediate annuity or deferred annuity from the Company, at the then prevailing annuity rate

Irrespective of the aforementioned options chosen, Life Assured also has an option to purchase immediate annuity or deferred annuity from any another insurer at the then prevailing annuity rate by utilizing not more than 50% of the entire Policy proceeds net of any amount availed as lumpsum (net of commutation). This limit may change as per regulatory changes.

In case the proceeds of the Policy on Vesting, net of commutation is not sufficient to purchase minimum annuity of Rs.1,000/- per month, or any other minimum annuity amount as prescribed by the Authority from time to time, such proceeds of the Policy will be paid to You as lump sum. This limit may change as per regulatory changes.

## **Auto Foreclosure of Policy**

At any point of time during the Policy Term after the Premium Payment Term, if the Fund Value goes below 10% of one annualized premium, the Policy shall be foreclosed by paying Fund Value available at that point of time. However, In-force premium paying policies shall not be foreclosed during the Premium Payment Term.

At any point of time during the Policy Term, if the Fund value is not sufficient to cover the monthly charges on the policy, the policy shall be foreclosed by paying the fund value available at that point in time.

## **Termination of Policy**

The Policy will be terminated on the earliest of the following:

- On date of receipt of free look Cancellation request; or
- b. The date on which Policy is foreclosed; or
- c. The date of payment of Vesting Benefit; or
- d. On payment of proceeds of the Pension Discontinued Fund or Surrender Value, as applicable; or
- e. Upon death of the Life Assured (Not applicable in case of Retire Secure Plus Plan Option); or
- f. Upon happening of any event which, as per the terms and conditions of this Policy, leads to termination of the Policy.

# **Applicable Charges**

## **Mortality Charges**

Mortality charge will be deducted at the beginning of each policy month by cancellation of an appropriate number of units at the corresponding Net Asset Value.

Mortality charge will be based on the attained age of the Life Assured, Rate as per Mortality Charge Table(s) and the applicable Sum at Risk.

Mortality Charge = (Sum at Risk / 1000) \* Rate as per the applicable Mortality Charge Table

The Sum at Risk is defined as

Retire Secure: Death benefit in excess of the fund value as on the date of deduction.

Retire Secure Plus: Death Benefit + Present Value of Outstanding Premiums discounted at 5%p.a.

Indicative annual charges per thousand life cover for a healthy male and female life are as shown below:

Age (Yrs)	30	40	50	60
Male (Rs.)	1.0747	1.8480	4.8796	12.2782
Female (Rs.)	1.0274	1.4938	3.4848	9.8175

## **Partial Withdrawal Charges**

There are no Partial Withdrawal Charge in this product.

#### **Premium Allocation Charges**

There are no Premium Allocation Charge in this product

## **Policy Administration Charges**

There are no Policy Administration Charge in this product

## **Fund Management Charges**

The fund management charge is levied as a percentage of the Value of Assets underlying the Unit Fund and shall be appropriated by adjusting the Net Asset Value. This is a charge levied at the time of computation of the Net Asset Value, which is done on a daily basis.

Fund option	Segregated Fund Identification Number (SFIN)	Fund Management Charges(p.a.)
Pension Mid Cap Fund	ULIF03201/02/25PENIFTYMOM117	1.35%
Pension Premier Multi-Cap Fund	ULIF03501/04/25PEMULTICAP117	1.35%
Pension Value Fund	ULIF03716/09/25PEVALUFUND117	1.35%
Pension Consumption Fund	ULIF03816/10/25PECONSFUND117	1.35%
Pension Bond Fund	ULIF03301/02/25PEBONDFUND117	0.75%
Pension Discontinued Fund	ULIF03401/02/25PEDISCONTI117	0.50%

## **Discontinuance or Surrender Charges**

This is a Charge levied on the Unit fund for individual unit linked insurance products where the Policyholder opts for Surrender or on Discontinuance of the contract as stipulated under the Regulations.

No Discontinuance Charge shall be imposed on Top-Up Premiums.

The Discontinuance Charges specified below are expressed either as a percentage of the fund value (FV) or as a percentage of the Annualized Premium (AP):

Where the Policy is	Maximum Discontinuance Charges			
discontinued during the Policy Year	Annualized Premium <= Rs. 50,000	Annualized Premium > Rs.50,000		
1	Lower of 20% * (AP or FV) subject to maximum of Rs.3,000	Lower of 6% * (AP or FV) subject to maximum of Rs.6,000		
2	Lower of 15% * (AP or FV) subject to maximum of Rs.2,000	Lower of 4% * (AP or FV) subject to maximum of Rs.5,000		
3	Lower of 10% * (AP or FV) subject to maximum of Rs.1,500	Lower of 3% * (AP or FV) subject to maximum of Rs.4,000		
4	Lower of 5% * (AP or FV) subject to maximum of Rs.1,000	Lower of 2% * (AP or FV) subject to maximum of Rs.2,000		
5 and onwards	Nil	Nil		

## For Single Premium Polices:

Where the Policy is discontinued during the Policy Year	Maximum Discontinuance Charges	
	Single Premium <= Rs. 3,00,000	Single Premium > Rs. 3,00,000
1	Lower of 2% * (SP or FV) subject to maximum of Rs.3,000	Lower of 1% * (SP or FV) subject to maximum of Rs.6,000
2	Lower of 1.5% * (SP or FV) subject to maximum of Rs.2,000	Lower of 0.7% * (SP or FV) subject to maximum of Rs.5,000
3	Lower of 1% * (SP or FV) subject to maximum of Rs.1,500	Lower of 0.5% * (SP or FV) subject to maximum of Rs.4,000
4	Lower of 0.5% * (SP or FV) subject to maximum of Rs.1,000	Lower of 0.35% * (SP or FV) subject to maximum of Rs.2,000
5 and onwards	Nil	Nil

## **Switching and Premium Redirection Charges**

You can make unlimited switches and Premium Redirections in a Policy Year free of any charge.

## Goods and Services Tax on Charges

Goods and Services Tax is not applicable on Charges. This may change as notified by the Government of India from time to time.

# **Nomination**

Nomination shall be in accordance with provisions of Section 39 of the Insurance Act 1938 as amended from time to time. Nomination of this Policy is not applicable if the Policy has been affected under Section 6 of the Married Women's Property Act 1874

## **Assignment**

Assignment shall be in accordance with the provisions of Section 38 of the Insurance Act 1938 as amended from time to time. Assignment of this Policy is not applicable if the Policy has been affected under Section 6 of the Married Women's Property Act 1874.

## **Taxation**

Tax benefits under this plan may be available as per the provisions and conditions of the Income Tax Act, 1961 and are subject to any changes made in the tax laws in future. Please consult your tax advisor for advice on the availability of tax benefits for the Premiums paid and proceeds received under the policy for more details.

## **Suicide Exclusion**

In case of death due to suicide within 12 months from the date of commencement of Risk or from the date of revival of the policy, as applicable, the nominee or beneficiary of the policyholder shall be entitled to the Fund Value, as available on the date of intimation of death. Further any charges other than Fund Management Charges (FMC) and guarantee charges recovered subsequent to the date of death shall be added back to the fund value as available on the date of intimation of death.

# Risk Inherent in the Segregated Funds

Due to the nature of the Segregated Funds, the Company does not guarantee the price of the Units of any of the Segregated Funds offered by it. Unit Linked Life Insurance products are different from the traditional insurance products and are subject to risk factors.

The Insured (and the Policyholder, if different) is aware that the investment in units is subject, inter alia (amongst others), to the following risks:

- PNB MetLife India Insurance Company is the name of the Insurance Company and PNB MetLife Smart Invest Pension Plan Pro is only the name of the unit linked life insurance contract and does not in any way indicate the quality of the contract, its future prospects or returns
- Any investment in Segregated Funds available under the Policy is subject to market risks and other risks.
- The premium paid in Unit Linked Insurance policies are subject to investment risks associated with capital markets and the NAVs of the units may go up or down based on the performance of fund and factors influencing the capital market and the insured is responsible for his/her decisions.
- The investment risk in the investment portfolio will be borne by you.
- There is no assurance that the objectives of any of the Segregated Funds will be achieved;
- The NAV of any of the Segregated Funds may increase or decrease as per the performance of financial markets;
- The past performance of any of the Segregated Funds does not indicate the future performance of these funds.
- The Segregated Funds, except the Pension Discontinued Fund, do not offer a guaranteed or assured return;
- All benefits payable under the Policy are subject to the tax laws and other legislations/regulations as they exist from time to time;
- Please know the associated risks and the applicable charges, from your insurance agent or intermediary or policy document issued by the insurance company.
- The various funds offered under this contract are the names of the funds and do not in any way indicate the quality of these plans, their future prospects and returns.

## **Grievance Redressal**

In case you have any query or complaint or grievance. You may approach any of Our following touch points:

- Call 1800-425-69-69 (Toll free)
- Email at indiaservice@pnbmetlife.co.in
- Write to

Customer Service Department, 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062.

- Online through Our website www.pnbmetlife.com
- Our nearest PNB MetLife branch across the country

For any escalation with the resolution provided by the above touch points, you may, write to Our Grievance Redressal Officer at gro@pnbmetlife.co.in

If you do not get appropriate resolution you may approach Insurance Ombudsman on https://www.cioins.co.in/Ombudsman

## **About PNB MetLife**

PNB MetLife India Insurance Company Limited (PNB MetLife) is one of the leading life insurance companies in India. PNB MetLife has as its shareholders MetLife International Holdings LLC (MIHL), Punjab National Bank Limited (PNB), Jammu & Kashmir Bank Limited (JKB), M. Pallonji and Company Private Limited and other private investors, MIHL and PNB being the majority shareholders. PNB MetLife has been present in India since 2001.

PNB MetLife brings together the financial strength of a leading global life insurance provider, MetLife, Inc., and the credibility and reliability of PNB, one of India's oldest and leading nationalised banks. The vast distribution reach of PNB together with the global insurance expertise and product range of MetLife makes PNB MetLife a strong and trusted insurance provider.

For more information, visit www.pnbmetlife.com

## Extract of Section 41 of the Insurance Act, 1938, as amended from time-to-time state

- (1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer
- (2) Any Person making default in complying with the provisions of this section shall be punishable with fine which may extend to ten lakh rupees

## **Fraud and Misstatement**

Treatment will be as per Section 45 of the Insurance Act, 1938 as amended from time to time.

The policyholder can know the value of policy wise units as per the FORM D02 through a secured login on the PNB MetLife website (www.pnbmetlife.com)

- ✓ Please read this Sales brochure carefully before concluding any sale.
- ✓ This product brochure is only indicative of terms, conditions, warranties and exceptions contained in the insurance policy. The detailed Terms and Conditions are contained in the Policy Document.

## Policy not be called in question on ground of mis statement after three years.

- (1) No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.
- (2) A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud:
  - Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.
  - Explanation I.—For the purposes of this sub-section, the expression "fraud" means any of the following acts committed by the insured or by his agent, with intent to deceive the insurer or to induce the insurer to issue a life insurance policy: —
  - (a) the suggestion, as a fact of that which is not true and which the insured does not believe to be true;
  - (b) the active concealment of a fact by the insured having knowledge or belief of the fact;
  - (c) any other act fitted to deceive; and
  - (d) any such act or omission as the law specially declares to be fraudulent.
  - Explanation II. —Mere silence as to facts likely to affect the assessment of the risk by the insurer is not fraud, unless the circumstances of the case are such that regard being had to them, it is the duty of the insured or his agent keeping silence, to speak, or unless his silence is, in itself, equivalent to speak.
- (3) Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the misstatement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such misstatement of or suppression of a material fact are within the knowledge of the insurer:
  - Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive.
  - Explanation. —A person who solicits and negotiates a contract of insurance shall be deemed for the purpose of the formation of the contract, to be the agent of the insurer.
- (4) A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued:
  - Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based:
  - Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.
  - Explanation. —For the purposes of this sub-section, the misstatement of or suppression of fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer, the onus is on the insurer to show that had the insurer been aware of the said fact no life insurance policy would have been issued to the insured.
- (5) Nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.









PNB MetLife India Insurance Company Limited, Registered office address: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001, Karnataka. IRDAI Registration number 117. CI No: U66010KA2001PLC028883. PNB MetLife Smart Invest Pension Plan Pro (UIN: 117L138V03) is an Individual, Non-Participating, Unit linked, Pension Savings Plan. For more details on terms & conditions, please read the Sales brochure carefully before concluding any sale. Please refer to the detailed Terms and Conditions which are contained in the Policy Document. This version of the document invalidates all previous printed versions for this particular plan. Tax benefits are as per the Income Tax Act, 1961 & are subject to amendments made thereto from time to time. Please consult your tax consultant for more details. Goods and Services Tax (GST) shall be levied as per prevailing tax laws which are subject to change from time to time. Trade Logo displayed above belongs to Punjab National Bank and Metropolitan Life Insurance Company and used by PNB MetLife India Insurance Company Limited under License. Email: indiaservice@pnbmetlife.co.in or Write to us: 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062, Maharashtra. AD-F/2025-26/679.

#### BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS /FRAUDULENT OFFERS!

IRDAI or its officials do not involve in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.