

# Evaluation Form



Policy No. \_\_\_\_\_ e-Insurance Account No.  (For demat customers only)

PAN (Permanent Account Number) \_\_\_\_\_

Name of the Policyholder \_\_\_\_\_

Email ID \_\_\_\_\_

Contact\* No. (Mobile) + 91  / (Office) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ / (Res.) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Please provide the contact numbers in the format: country-city code-number \*Contact details provided herein will be updated for all future communications. The above mentioned contact number will be considered as consent to communicate with me on the contact details provided herein.

## Reasons for Surrender

I need money for immediate personal expense:

I would be interested in exploring other options to get money without surrendering the policy  YES  NO

My investment needs are not met:

I would be interested to know about measures which can help improve returns in my existing policy  YES  NO

I have achieved my goal of investing in this policy:

I would like to know the financial and other benefits of staying invested for the full policy term  YES  NO

**I am aware of the financial implications if I surrender my policy now:** (To be filled in by Customer Relations Officer. Please don't sign if not filled)

- Surrender Charges ₹ \_\_\_\_\_
- Surrender value will be paid to you only after the completion of the lock-in period of \_\_\_\_\_ years.
- Buying a new policy with the same Sum Assured may require you to pay a higher premium.
- You will lose the risk cover which will help your nominee or beneficiary at the time of uncertain events.

**Having understood the surrender implications, do you wish to stay invested in your policy?**

Yes. I would like to stay invested with the policy  No. I would like to surrender the policy



Policyholder's/Assignee's Name \_\_\_\_\_ Policyholder's/Assignee's Signature \_\_\_\_\_

(Assignee's details are required if the policy is assigned) Date \_\_\_\_\_ Place \_\_\_\_\_

## For Office-use only

Customer attended by  Customer Relations Official  L&D Team  Existing KYC  Fresh KYC

Branch Code: \_\_\_\_\_ Branch Name: \_\_\_\_\_ Loan Against Shares(LAS) Pitched:  Yes  No

Customer Walk-in:  Yes (If "No" then please tick appropriate box)  NRI  Senior Citizen  Quality FC  Others

Surrender Request Date: \_\_\_\_\_ Time: \_\_\_\_\_  Current Day NAV  Next Day NAV  NA

## Mandatory Declaration by Customer Relations Official / L&D Team

I hereby confirm that I have explained, in person/telephonically, the product features, benefits of policy continuance and explained the charges and the implications of surrender of said HDFC Life insurance plan to the policyholder. I further declare that the life assured has signed or affixed his/her thumb impression in my presence.

Contact Details Updated: Yes  No

Employee ID: \_\_\_\_\_ Employee Name: \_\_\_\_\_ Interaction ID: \_\_\_\_\_

Signature verified:  Yes Employee Signature: \_\_\_\_\_

## Customer Acknowledgement Copy

Policy No. \_\_\_\_\_ Interaction ID \_\_\_\_\_ Policyholder Name \_\_\_\_\_

Documents Submitted  Original Cancelled Cheque / Bank Passbook Copy / Bank Statement  ID Proof  Policy Document

Surrender Charges explained  Yes  No

Customer Relations Officer: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Branch Stamp

# Surrender Processing Form



Sar utha ke jiyu!

## Documents to be submitted for Processing Surrender Payout (To be filled by Customer Relations official)

- Original policy Document  Original cancelled Cheque or Bank Passbook or Bank Statement with pre-printed name, account number and IFSC Code  
 Original ID and Address proof of policyholder/ Beneficiary for verification by HDFC Life employee



### Self attestation is required while submitting the following documents:

- ID Proof  Address Proof\*  Beneficiary ID & Address proof and cancelled Cheque, Bank Passbook or Bank Statement with pre-printed name, account number and IFSC Code in case of Children/ Youngstar plan if the beneficiary is a major.

\*In case of any changes in policyholder's address, an address change request along with a self attested copy of the present address proof is required.

### Mandatory Declaration by the Customer (in case of Surrender of the policy)



I/We understand that

- I am / we are required to return the original policy document to HDFC Life. The submission of this application for surrender of the policy or full withdrawal of units will result in termination of the policy and HDFC Life shall stand discharged of all liabilities upon the payment of the surrender value, not with standing the non-production of the policy document to HDFC Life, for any reason.
- As per the IRDAI guidelines, the cut-off timings for NAV application and redemption of units stands revised to 3 PM IST w.e.f June 1, 2007, hence the following is implied (subject to changes as and when amended by IRDAI):
  - Application for surrender along with all required documents received up to 3 PM IST on a working weekday (Mon-Fri) by HDFC Life, the same day's unit value will be applicable. In case a prior unit allocation is pending, your current request will be processed on the successive working day. b) If the Application for surrender along with all required documents is received after 3 PM IST on a working weekday by HDFC Life, then the next working day's unit value will be applicable (when the applicable day is not a valuation day, NAV of the next immediate valuation day would be considered.)
- HDFC Life will reject charge back request if any premium is paid by Credit Card / Debit Card once the surrender value is paid to the customer.

### NEFT Mandate

In case of children's plans, if beneficiary is a major, please provide beneficiary's account details.

Bank Account No.:

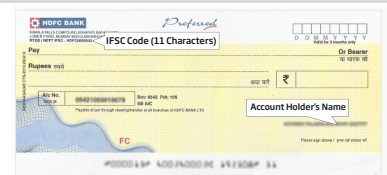
Account Holder Name: \_\_\_\_\_

Bank Name & Branch: \_\_\_\_\_

Account Type:  Savings  Current  NRO  NRE\*

\*All premium(s) paid from NRE Account:  \*\* Proportionate premium(s) paid from NRE Account:

IFSC^:  ^11 character code appearing on your cheque leaf



### Tax declaration (except for Excess Refund, Free Look Cancellation or Withdrawal of proposal)

- Are you a tax resident of any country other than India as per the Income-tax Act, 1961?  Yes\*\*  No\*  
 \*To be ticked if you are a tax resident in India under the Income-tax Act, 1961.  
 \*\*If you are a non-resident in India as per the Income Tax Act, 1961, you are mandatorily required to submit Tax Residency Certificate (TRC) with Form 10F to avail treaty benefits, otherwise tax will be deducted at source at a higher rate from policy payouts. As per section 195 of the Income-tax Act, 1961, tax will be deducted at source from any payout to a non-resident at the rate applicable therein and subject to the conditions specified therein. Tax laws are subject to change.
- Does your total taxable income for the relevant financial year (April 1 to March 31) exceed INR 1 crore?  Yes  No
- Self-attested documents submitted:  TRC  FORM 10F

### Note:

- A cancelled personalised cheque with account no. and IFSC code should be submitted along with this NEFT Mandate. Where the cheque is not personalised, a latest bank statement (not more than 2 months old) or copy of passbook (where account number and IFSC code is mentioned) needs to be submitted with the mandate.
- This mandate upon processing will override any of the previously tagged NEFT Mandates for all policies held by the client with HDFC Life.
- In case of NEFT failure or any further requirements pending on the mandate, payout will be kept on hold till a fresh NEFT mandate is received. We will inform you about the same.
- As per section 194DA of the Income Tax Act\*, 1961, tax will be deducted at source from the payments made to residents of any sum under a life insurance policy including the sum allocated by way of bonus, other than the amount exempt u/s 10(10D) of the Income Tax Act\*, 1961, at the rate as applicable subject to the conditions and limits specified therein. \* Tax laws are subject to changes.
- It is important to note that, as per Income tax Act 1961, the rate of deduction of tax at source of 2% is applicable only in instances, where valid PAN has been communicated to the deductor before the payment is made under a life insurance policy. In those instances where valid PAN has not been communicated to the deductor before the payment is made under a life insurance policy, the rate of tax deductible is 20%.
- \*Refund to NRE account (Full or Proportionate) will be subject to ratio of premium(s) paid through NRE Account. Please submit a bank statement or Bank confirmation letter as an evidence for premium(s) paid through NRE account.
- \*\* In case of proportionate payout, please provide two NEFT mandates i.e for NRE account and non-NRE account.

### Declaration:

- I/We hereby declare that the particulars given above are correct. If the transaction is delayed or not effected at all for reason of incomplete or incorrect information, I/We would not hold HDFC Standard Life Insurance Company Limited ("HDFC Life") or any of its associates/agents responsible. Further, I agree to keep HDFC Life indemnified against any loss caused to them due to any incorrect information provided above.
- I/We further undertake to refund any excess amount whether demanded by HDFC Life or not, which has been credited in excess to my account at any time due to any reason.

Date: DD/MM/YYYY

SIGN HERE

Signature of Account Holder

Date: DD/MM/YYYY

SIGN HERE

Signature of Policyholder's  
(If policyholder is different from account holder)

### Declaration to be made by a third person where the Policyholder / Beneficiary/ Appointee has affixed his / her thumb impression or has signed in vernacular or has not filled the application:

The Policyholder has affixed his/her thumb impression/has signed in vernacular/has not filled the application. I hereby declare that the content of this application form has been explained to the Policyholder in \_\_\_\_\_ language and have truthfully recorded the answers provided to me. I further declare that the Policyholder has signed/affixed his/her thumb impression in my presence.

Declarant Name: \_\_\_\_\_ Date: DD/MM/YYYY Place: \_\_\_\_\_

Address: \_\_\_\_\_

SIGN HERE

**HDFC Standard Life Insurance Company Limited.** In partnership with Standard Life Plc. CIN:U99999MH2000PLC128245. IRDAI Registration No. 101.  
**Regd. Off:** Lodha Excelus, 13<sup>th</sup> Floor, Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi, Mumbai - 400 011.

## Customer Acknowledgement Copy

### Checkout the various options before surrendering the policy

- Can keep the policy in paid up status if you are unable to pay future premium\*
- Change your premium payment frequency\*
- Reduction in premium\*
- Fund Switch and Premium Redirection option\*
- Top up to boost your investment\*
- Bumper addition/Loyalty benefits/Terminal bonus\*
- Loan/Partial withdrawal\*

\*If Applicable

Pay Premium Online, Track fluctuations in the fund value, print your Annual Premium Statement, Do a Fund Switch, Revive your policy & lots more! Visit [www.hdfclife.com](http://www.hdfclife.com) & register for My Account today!

