



CLAIM SETTLEMENT PROCESS OF PRADHAN MANTRI JEEVAN JOTHI BIMA YOJANA

(PMJJBY) (Life Insurance)

The Risk cover will be provided to the person from his/her age of 18 years (Completed) till attaining age 55 years (nearer birthday) as on the annual renewal date.

i.e. eligibility will cease on attaining age 55 years (nearer birthday) or on closure of account with the Bank or insufficiency of balance to keep the insurance in force.

Claim amount of Rs.2,00,000/- is payable on death of a member to his / her nominee(s) by the designated office of concerned Insurance Company.

IMPORTANT:

1. Claim forms should not be submitted directly to the Insurance Company.
2. Policy holder should share the insurance details with the respective nominee/family members.
3. Passbook entry / Bank statement entry is the proof of your policy. Acknowledgement of your physical application form is also considered as the policy certificate.
4. If the policy holder enrolled in both PMJJBY, PMSBY in case of life lost due to accident nominee shall claim under both schemes.



Timeline for claim?	Within 30 days of death of the policy holder
Who can claim?	Nominee of the Life Insured/Policy Holder
Where to approach?	Bank where the policy holder enrolled in the scheme
Required Documents and Informations	<ol style="list-style-type: none">1. Policy holder's Death Certificate (Original and Xerox copy)2. Savings Bank Account Passbook of the Policy Holder (Original and Xerox copy)3. Policy Number4. Aadhaar number of the Policy Holder (Original and Xerox copy)5. Date of Enrollment in Scheme6. Date of Death of the Policy Holder7. Cause of Death of the Policy Holder (Natural, Accident, Due to any Diseases or Suicide) as mentioned in death certificate or postmortem report.8. Name of the Nominee, Relationship of the Nominee to Deceased Person9. Address and Mobile Number of the Nominee10. Aadhaar Number of the Nominee11. Savings Bank Passbook (Xerox copy) indicates Account Number and Indian Financial System Code (IFSC) of the Bank OR12. Xerox copy of cancelled cheque of the Nominee
Process Involved with Beneficiary	<ol style="list-style-type: none">1. Nominee to approach concern bank or insurance company or insurance agents and collect Claim Form and Discharge Receipt for PMJJBY.2. Nominee to submit duly completed Claim Form, Discharge Receipt, and Death Certificate along with Xerox copy of Nominee's Bank Account Details.
Time limit for Policy Nominee to submit Claim Form to Bank	Within 30 days of the death of the policy holder

Process Involved with Bank	<ol style="list-style-type: none"> 1. Bank will check the Risk cover for the policy holder was in-force on the date of his/her death, i.e. Whether the premium for the said cover on Annual Renewal Date, i.e. 1st of June, or Date of Scheme Enrollment prior to the Member's death was deducted and remitted to the Insurance Company concerned. 2. Verification of Claim Forms, Nominee Detail records available with Bank. 3. Bank will submit Claim Form, Death Certificate, Discharge Receipt and Bank account details of the Nominee or Xerox copy of cancelled Cheque of the Nominee
Time limit for Bank Process	Bank to forward duly completed claim form to Insurance Company within 30 days from the submission of the claim.
Process Involved with Insurance Company	<ol style="list-style-type: none"> 1. Verification of Claim Form and attached documents and follow-up with Bank if any issues. 2. Verification of deceased member's coverage is in force and no death claim settlement has been effected for the Member through any other account. In case any claim has been settled, then the Nominee shall be intimated accordingly with a copy marked to the Bank. 3. In case the coverage was in force and no claim has been settled for the said member, payment shall be released to the Nominee's bank account and a communication shall be sent to the nominee with copy marked to the Bank.
Time limit for Insurance Company to approve claim	Insurance Company to approve claim and disburse money is 30 days from the receipt of the claim from the Bank.