



SHRIRAM
Life Insurance

YOUR PARTNER FOR PROSPERITY

associated with  Sanlam group



SLIC

Handy Service Manual book



This is a
clickable PDF.
Click on the
icons/links; it will
navigate to
respective
servicing
avenues.

Letter to our Customers

Dear Customer,

Welcome to Shriram Life Insurance!

Purpose of this Service Manual:

The Service Manual has been compiled to include all essential information required to provide an unpatched service experience to every policy holder of Shriram Life Insurance Company Limited (SLIC). This comprehensive yet easy to understand manual will surely help our customers to understand complete range of services and also to effectively utilize them to their benefit in an effortless manner.

This manual will enable you to avail services viz. policy updates, premium payments, any other servicing, benefit payment related services. Kindly go through the SLIC Handy Service Manual & do refer it whenever you need to avail any services from us.

This document has icons; once clicked, will navigate you to the respective servicing avenues.

We value your relationship with us and look forward to serve you in the years ahead.

With Regards,

Team Customer Service

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SLIC Servicing Avenues

WhatsApp CHATBOT



CHAT with our WhatsApp BOT "ShriA" on +91-90155 02000 from any mobile number.

You can CHAT from anywhere and everywhere.

Website CHATBOT ShriA



CHAT with our website BOT "ShriA" for any services by visiting www.shriramlife.com

You can access it without any login.

ShriMithra App



Our SLIC App "ShriMithra" aims at fulfilling 32 policy servicing needs of customers.

You can install it from Playstore.

My Account Login



Login to access your account and raise any service requests as needed.

You need to register here first. To register visit www.shriramlife.com

Customer Care



Call us at 1800-103-6116/1800-108-6116 (toll free)

Monday to Saturday
09.00 AM to 08.00 PM.

Email



Email us at customercare@shriramlife.in for any servicing issues.

For Pay-outs - payouts@shriramlife.in.

SMS



Keep a timely check on the SMSes sent to your registered mobile numbers from Shriram Life verified account.

Keep a track on your policy.

Website



Understanding the company you are associated with is very important.

Visit our website www.shriramlife.com to know more.

Branch



In case you would like to visit any of our branches, please click on

<https://www.shriramlife.com/contact-us> to know more on branch locator.

Servicing Requests

For availing any service requests for your policy, you can get in touch with us through the below servicing modes/avenues.

Policy Servicing Options	WhatsApp CHATBOT	Website CHATBOT	ShriMithra App	My Account Login	Call Centre	Email	Website	Branch
Change in Mobile Number & Email ID	✓	✓	✓	✓	✓	✓		✓
PAN Number Updation	✓	✓	✓	✓	✓	✓		✓
Bank Account details Change	✓	✓	✓	✓	✓	✓		✓
Address Change			✓	✓	✓	✓		✓
Change in Nominee/Appointee /Proposer	✓	✓	✓	✓	✓	✓		✓
Name Correction			✓	✓	✓	✓		✓
Change in DOB			✓	✓	✓	✓		✓
WhatsApp Registration	✓	✓	✓	✓	✓	✓	✓	✓
NACH Activation	✓	✓	✓	✓	✓	✓	✓	✓
Premium Paid Certificate	✓	✓	✓	✓	✓	✓	✓	✓
Last Premium Receipt	✓	✓	✓	✓	✓	✓		✓
Policy Bond Redirection/Re-dispatch/ Non-receipt			✓	✓	✓	✓		✓
Fund Switch			✓	✓	✓	✓		✓
Change in Payment Frequency			✓	✓	✓	✓		✓
Track Service Requests	✓	✓	✓	✓	✓	✓		✓

Note :

1. To download forms from download center visit <https://www.shriramlife.com/download-forms>. Respective forms & downloads given above can be changed from time to time based on statutory and compliance requirements.
2. To understand more on the basic documentation needed for uploading/submitted for the aforesaid service requests refer Mandatory and Non-Mandatory documents list, visit - https://www.shriramlife.com/download-forms**.

**Shriram Life Insurance Company may ask for additional documents/details as required while executing/attempting to execute the requests based on company's policy and guidelines. T&C Apply.

Policy Renewal

To renew your policy, you can choose any of the below payment options through relevant servicing modes/avenues.

Premium Payment Options	WhatsApp CHATBOT	Website CHATBOT	ShriMithra App	My Account Login	Call Centre	Email	Website	Branch
Quick Pay - Online							✓	
Online Payment thru SMS link	✓	✓			✓	✓		
Online Payment thru Debit Card/Credit Card/Rupay Debit Card	✓	✓	✓	✓	✓	✓	✓	✓
Address Change Online Payment thru Net Banking/NEFT	✓	✓	✓	✓	✓	✓	✓	✓
Online Payment thru BBPS/UPI/Wallets	✓	✓	✓	✓	✓	✓	✓	✓
Auto Debit Mode - (E-NACH)	✓	✓	✓	✓	✓	✓	✓	✓
Auto Debit Mode - (Physical NACH)						✓		✓
Cash/Cheque/DD								✓

Quick Pay - Online:



Shriram Life policyholders can pay premium through the quick pay option available on the Shriram Life website. Click here to pay premium now -

<https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx>

Online Payment

Shriram Life policyholders can pay premium through any of the below options available on the Shriram Life website. Click here to pay premium now - <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx>



Shriram Life policyholders can pay premium through Net Banking option available on the Shriram Life website.

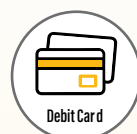
Click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> to pay premium now.



Now Shriram Life policyholders can pay premium through UPI (Unified Payments Interface). To pay via UPI, click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> & select "UPI" in the payment options



Shriram Life policyholders can pay premium via Credit Card (Master/ Visa/ Rupay Cards) on Shriram Life website. Click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> for premium payment through Credit Card.



Shriram Life policyholders can pay premium via Debit Card (Master/ Visa/ Rupay Cards) on Shriram Life website. Click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> for premium payment through Debit Card.



You can make payment through largely at all banks website Bill Pay or Bharat Bill Pay System (BBPS) page, you need to select Insurance/Life Insurance category and select Shriram life insurance. BBPS is also available at major digital UPI platforms e.g. Google Pay, PhonePe , BHIM, Amazon Pay, iMobile, Payzaap, MobiKwik etc.), go to Bill Pay or Bharat Bill Pay System (BBPS) page and select Insurance/Life Insurance category and select Shriram life insurance.

You need Enter policy no and validate with Date of Birth to make the payment.



Shriram Life policy holders can now pay premium online using Rupay Debit Card. To pay via Rupay Debit card click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> & select "Debit card-Rupay" in the payment options.



Shriram Life policy holders can now pay premium using e-wallets (Airtel Money, M-Rupee, Paytm, Vodafone M-Pesa) on the Shriram Life website. Click on <https://shriramlife.in/SLP/Digital/SLICInstaRenew.aspx> for premium payment through wallets.



Shriram Life policyholders can deposit/transfer the renewal premium from any bank branch all over India where they hold an account or via net banking by using NEFT payment option.

Beneficiary Account Number (Without Space): **SLIC <Policy No>**

Beneficiary Name: **Shriram Life Insurance Co. Ltd.**

Beneficiary Bank Name: **Axis Bank Limited** Beneficiary bank - IFSC Code: **UTIB0CCH274**

Beneficiary Bank Branch Name: **MUMBAI CCPH**



Shriram Life policy holder can download the Shriram Life Android App from the Google play store. Quick Pay option is available in the menu for renewal premium payment.

Cash & Cheque/DD



Shriram Life policyholders can pay Premium at any of the Shriram Life Insurance branches by Cheque/DD • Debit/Credit Card* • Cash



Shriram Life policyholders can pay premium at any AXIS Bank Branches across India, by Cheque (Local/Transfer) or Cash (only up to Rs 49,999/-*). Click here for list of Axis Bank Branches. Please draw the Cheque in favor of 'Shriram Life Insurance Co. Ltd. Policy No XXXXXXXXXXXXXXXX



Shriram Life policyholders can pay premium at any ICICI Bank Branch across India, by Cheque (Local/Transfer) or Cash (only up to Rs 49,999/-*). Click here for list of ICICI Bank Branches. Please draw the Cheque in favor of 'Shriram Life Insurance Co. Ltd. Policy No XXXXXXXXXXXXXXXX



Shriram life policyholders can pay renewal premium in cash (only up to 49,999/-) at any Common Service Centre (CSC) outlets across India. Provide your policy number and pay your premium. Click on <https://www.apnacsonline.in/csc-locator> to locate your nearest Common Service Centre outlet



Now you can pay renewal premium by Cash/UPI at any BBPS outlets across India by just providing policy number & date of birth. Click here to locate your nearest BBPS outlets.

Auto Debit Mode

For ensuring seamless premium payments towards your policies please register for NACH/SI/ECS mandate for your policy. You can register for NACH using E-NACH/Physical NACH through the below touch points:

NACH registration thru E-NACH:



WhatsApp "Hi" on +91-90155 02000



CHAT with ShriA at www.shriramlife.com



Download ShriMithra App



Visit www.shriramlife.com



My Account login



Call at 1800-103-6116

NACH registration thru Physical NACH:



Download forms from <https://www.shriramlife.com/download-forms> & submit in branch Visit Branch for offline forms.

While making payments through Debit cards / Credit cards or any electronic mode please do so from your own Debit/ Credit cards or from your own bank account.

Lapsed Policy Revival/Renewal

To revive your lapsed policy, you can choose any of the below reviving modes (Online/Offline) through relevant servicing modes/avenues.

Service Avenues	WhatsApp CHATBOT	Website CHATBOT	ShriMithra App	My Account Login	Call Centre	Email	Website	Branch
Lapsed Policy Revival/Renewal Options			✓	✓	✓	✓	✓	✓

What is a lapsed policy?

If the premiums are not paid within 30 days of grace period from the due date then the policy will be lapsed and all benefits will be ceased. A lapsed policy can be revived within 2 years from the date of lapsation, subject to the conditions mentioned in the Policy document.

E.g. If the due date of your policy is on 21-Aug-2022. Grace period for payment renewal will be on 21-Sep-2022. If the payment is not received within 21-Sep-2022 then the policy will be lapsed.

How to renew a lapsed policy?

Pay your premium through online or visit the nearest SLIC branch for reviving your policy. If policy gets lapsed for more than 6 months then you have to fill up the required documents. Depending on the policy features & conditions Personal Statement of Good Health Declaration (PSGH) & COVID Questionnaire needs to be submitted.



Submit Online Good Health Declaration -
<https://shriramlife.in/SLP/Digital/OnlinePSGH.aspx>



Download forms from
<https://www.shriramlife.com/download-forms> & submit in branch/
Visit Branch for offline forms.

Note:

- KYC documents are required for payments made for revival and Third Party Acceptance is mandatory.
- Policies other than inforce (lapsed/paid up/discontinued/terminated) will be revived subject to underwriting guidelines. Please refer policy document or www.shriramlife.com website for more details.
- Shriram Life Insurance Company may ask for additional documents/details as required while executing/attempting to execute the requests based on company's policy and guidelines. T&C Apply.

Pay outs

To receive your pay-outs on time, you can submit/upload the below documents through relevant servicing modes/avenues.

Payout Options	WhatsApp CHATBOT	Website CHATBOT	ShriMithra App	My Account Login	Call Centre	Email	Website	Branch
Maturity	✓	✓	✓	✓	✓	✓		✓
Unclaimed Amount			✓	✓	✓	✓		✓
Survival Benefit	✓	✓	✓	✓	✓	✓		✓

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My Account login



Call at 1800-103-6116



Email at pspayoutsshriramlife.in



Visit Branch

**Shriram Life Insurance Company may ask for additional documents/details as required while executing/attempting to execute the requests based on company's policy and guidelines. T&C Apply.

Applying for a claim

Submit any claim type - Death Claim, Critical Illness, Health Cancer Care, Disability claim through any of the below touch points along with the mentioned documents:

Documents you need to submit for reporting a Claim**:

- Original Policy Document
- Death/Certificate issued by Local Body/Municipal Body
- Medical Attendant's Form
- Cancelled Cheque Copy of Bank passbook / Statement
- KYC of the Claimant (ID & Address Proof)
- Medical Document, Cause of Death issued by a Regd. Doctor/Hospital. (death/discharge Summary)
- Additional Documents for -Accidental/ Suicidal Death
- Post Mortem Report and chemical viscera report
- FIR/ Panchnama/ Inquest Report and final investigation report
- Copy of driving license if Life Assured was driving the vehicle at the time of accident (applicable if Rider is opted)

Service Avenues	WhatsApp CHATBOT	Website CHATBOT	ShriMithra App	My Account Login	Call Centre	Email	Website	Branch
Applying Claim - Death Claim - Critical Illness - Health Cancer Care - Disability Claim	✓	✓	✓		✓	✓	✓	✓



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Download ShriMithra App



Intimate claim online
<https://www.shriramlife.com/claims-centre>



Visit Branch

**Shriram Life Insurance Company may ask for additional documents/details as while executing/attempting to execute the requests based on company's policy and guidelines. T&C Apply.

Points to Remember

Policy Document



Keep your policy document safe. Understand your policy benefits.

Up-to-date Contact details



Keep your address, phone number and email id updated with us.

Up-to-date Nominee Details



Inform your family about your policy and update your Nominee.

Timely Renewals



Keep your policy in force with timely renewals. Renewing life insurance policy means continuing the protection.

NACH Activation



Register for NACH/SI/ECS. On time renewals will keep your insurance policy active and gives financial support in your absence.

Up-to-date Bank Account Details



Keep your latest bank account details updated with us.

Tax Benefits



Renewing life insurance will provide tax benefits. A lapsed policy will cost you more.

To avail all the above services, we are here to help you!



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Contact Us



Visit our website :
www.shriramlife.com



Shriram Life Insurance Company Limited

Plot No. 31-32, 5th Floor, Ramky Selenium,
Financial District, Gachibowli, Hyderabad,
Telangana - 500032



Mail us at
customercare@shriramlife.in



Call us on Toll free No.
1800 103 6116

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