

**POLICY SERVICING REQUEST FORM 2**

(Excess Refund, Free Look Cancellation, Withdrawal of Proposal / Policy, Stop Payment and Reissue)

(This format is to be used for Life and Health policies.)



For office use only

Branch Name: \_\_\_\_\_

Receipt by: \_\_\_\_\_

Interaction ID: \_\_\_\_\_

Date & Time: \_\_\_\_\_

Current Day NAV

Next Day NAV

Employee Code: \_\_\_\_\_

Signature: \_\_\_\_\_



Name of the Policyholder: \_\_\_\_\_ (First Name) (Middle Name) (Last Name)

Policy No.: \_\_\_\_\_ E-Insurance Account No.:  (for demat customers only.)

**Excess Refund**

Please refund the excess premium of INR \_\_\_\_\_ held in my policy.

**Free Look Cancellation**

Free look on my policy is executed for:

- Change of Plan\*  Cancellation and refund of policy  
 Cancellation of Rider only

**Option A** - All Riders  **Option B** - Specific Riders; Please specify \_\_\_\_\_

Reason: \_\_\_\_\_

New Application No.: \_\_\_\_\_

I hereby confirm that I received Policy document on \_\_\_\_\_ within  15 days  30 days, to enable you to consider this request and refund the premium paid by me after deducting the free look charges.

NOTE : As per IRDAI guidelines, the cut off timings for NAV application and redemption of units stands revised to 3pm IST with effect from June 1, 2007. This implies that if the application for free look cancellation (unit linked) is received up to 3pm IST on a working weekday (Mon-Fri), the same day's unit value will be applicable. However, if the application for free look cancellation (unit linked) is received after 3 pm IST on a working weekday, then the next working day's value will be applicable (when the applicable day is not a valuation day, NAV of the next immediate valuation day would be considered). Any fluctuations in NAV as a result of free look will be borne by Policyholder. The same is subject to changes as and when amended by IRDAI. In case a prior unit allocation is pending, your current request will be processed on the successive working day. For policies bought (wholly or partially) through QROPS Transfers, Pension Vesting Base, NPS Transfers and Group Superannuation Policies, refund to customer shall be guided by the regulatory guidelines

\* For change of plan please submit a fresh proposal form.

**Withdrawal of Proposal / Policy**

I wish to withdraw my proposal/policy for the reason(s) mentioned below :

- Financial Reasons (Financial Crunch, Purchase of Asset, Etc)  Personal Reasons (Marriage, Education, Death, etc.)  
 Unsatisfactory Returns  Change in Plan\*  Others (Please specify): \_\_\_\_\_

\* For change of plan, provide the new application No. \_\_\_\_\_

NOTE: For policies bought (wholly or partially) through QROPS Transfers, Pension Vesting Base, NPS Transfers and Group Superannuation Policies, refund to customer shall be guided by the regulatory guidelines

**Premium Payment Mode**  Online  Credit Card  NEFT

If the initial payment is received through credit card, then submit the credit card mandate . We will process the refund via credit card / online only if the payment have been received within 6 months.

**Customer Acknowledgement Copy -**  **Excess Refund**  **Free Look Cancellation**  **Withdrawal of Proposal/ Policy**  **Stop Payment and Reissue / Only Stop Payment**

Policy No.: \_\_\_\_\_ Interaction ID No.: \_\_\_\_\_ Policyholder name : \_\_\_\_\_

Documents accepted :  Original Policy Document  Policy document waiver form  NEFT

Branch Stamp

Customer Relations Officer : \_\_\_\_\_ Date: DD/MM/YYYY Time: \_\_\_\_\_

For queries or more information, call us on **1860-267-9999** (local charges apply). DO NOT prefix any country code e.g. +91 or 00. Available on Mon-Sat from 10 am to 7 pm | Email - **service@hdfclife.com** | **nriservice@hdfclife.com** (For NRI customers only) | Visit - **www.hdfclife.com**

Stop Payment and Reissue Only Stop Payment

I request you to do a stop payment for cheque number \_\_\_\_\_ dated \_\_\_\_\_ for an amount of INR \_\_\_\_\_.

Reason for stop payment & reissue:  Cheque date expired  Lost in transit  Change in name\* (please provide the old and new names)

Others (Please specify): \_\_\_\_\_

\*Old Name: \_\_\_\_\_ New Name: \_\_\_\_\_

Submit valid ID proof (if not submitted earlier)

Please fill the attached NEFT mandate form.

I have understood the meaning and scope of the service request form and take complete responsibility for the service request given by me.

Policyholder/ Assignee Name: \_\_\_\_\_

Date: DD/MM/YYYY

SIGN HERE  


SIGN HERE  


Signature Verified Stamp

Place: \_\_\_\_\_

Signature/Thumb Impression of the  
Policyholder

Signature/Thumb Impression of the  
Assignee

**Tax Declaration for the current financial year (except for Excess Refund, Free Look Cancellation or Withdrawal of proposal)**

1. 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.

2. Is your total taxable income for the current financial year (April 1 to March 31):

a) Less than or equal to INR 50 lakhs?  b) Greater than INR 50 lakhs but less than or equal to INR 1 crore?  c) Greater than INR 1 crore?

3. Self-attested documents submitted:  TRC  FORM 10F

**NOTE**

- Taxes will be deducted at source, if applicable, from the payments made under a life insurance policy in accordance with the provisions of the Income-tax Act, 1961. Tax laws are subject to change from time to time.
- With reference to recent regulatory changes, please submit PAN or Form 60 (if you do not have a PAN) with HDFC Life with immediate effect. Please update via My Account/service@hdfclife.com/18602679999/HDFC Life branch. Ignore if submitted.
- In the event of a free lookin cancellation of an annuity plan purchased from proceeds of a pension policy issued by HDFC Life, only 'Change of Annuity' option can be availed. The corpus cannot be withdrawn as a lump sum amount.

**Third Party Declaration**

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

Name: \_\_\_\_\_

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

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

SIGN HERE  


Signature of Third Person

**HDFC Life Insurance Company Limited (HDFC Life).** IRDAI Registration No 101.

Regd. Off: 13th Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400 011.

CIN: L65110MH2000PLC128245.

View Premium Calendar, Pay Premium Online,  
Track fluctuations in the fund value, Print your  
Annual Premium Statement & lots more!  
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[nriservice@hdfclife.com](mailto:nriservice@hdfclife.com) (For NRI customers only)  
Visit - [www.hdfclife.com](http://www.hdfclife.com)

  
Sar utha ke jyo!

**NEFT Mandate** IF NEFT is already submitted, please do not fill in below details Please fill in the details on the NEFT Mandate portion in this form for direct transfer of payouts into your bank account through the NEFT facility.**In case of Unit Linked Young Star or Children's plan, if the Beneficiary is major, please provide Beneficiary account details.**Bank Account No.: 

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

Bank Name &amp; Branch: \_\_\_\_\_

Account Type:  Savings  Current  NRE  NROIFSC Code^:  ^11 digit alphanumeric code appearing on your cheque leaf**NOTE:**

- A cancelled personalised cheque with the account no. and IFSC should be submitted along with the NEFT mandate. If the cheque is not personalised, a latest bank statement or copy of passbook (where account number and IFSC is printed) 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 HDFCLife.
- 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. Intimation regarding the same will be sent to you.

**Declaration:**

I undertake to refund any amount that is credited to my account either in excess or which is not due to me, at anytime, for any reason and to this effect, I confirm that the particulars given here are true, correct and complete in all aspects. I understand and agree that the submission of this form does not mean that the request will be processed. I understand that any payout under the policy shall be strictly in accordance with the policy terms and conditions. Also, any payment shall be subject to realisation of the last renewal premium payment. Further, I understand that the Company shall not be held responsible for any non-receipt of payment on account of wrong/incorrect/incomplete information given by me in this form. If a transaction is delayed or has not come into effect at all, due to incomplete or incorrect information, I shall not hold the Company responsible in any manner whatsoever.

Date:  DD/MM/YYYY Place: \_\_\_\_\_**SIGN HERE**

Signature /Thumb Impression of the Account Holder

**Third Party Declaration:**

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

Name: \_\_\_\_\_

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

Date:  DD/MM/YYYY Place: \_\_\_\_\_**SIGN HERE**

Signature of Third Person

**HDFC Life Insurance Company Limited (HDFC Life). IRDAI Registration No 101.**Regd. Of: 13th Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400 011.  
CIN: L65110MH2000PLC128245.View Premium Calendar, Pay Premium Online, Track fluctuations in the fund value, Print your Annual Premium Statement & lots more! Visit [www.hdfclife.com](http://www.hdfclife.com) and register for My Account today!Call **1860-267-9999** (local charges apply). DO NOT prefix any country code e.g. +91 or 00. Available Mon-Sat from 10 am to 7 pm | Email - [service@hdfclife.com](mailto:service@hdfclife.com) | [nriservice@hdfclife.com](mailto:nriservice@hdfclife.com) (For NRI customers only) Visit - [www.hdfclife.com](http://www.hdfclife.com)