

Feel free to reach out. We are always ready to help.

TATA AIA
LIFE INSURANCE

WE ARE ALWAYS HERE, AVAILABLE ROUND THE CLOCK TO HELP YOU.

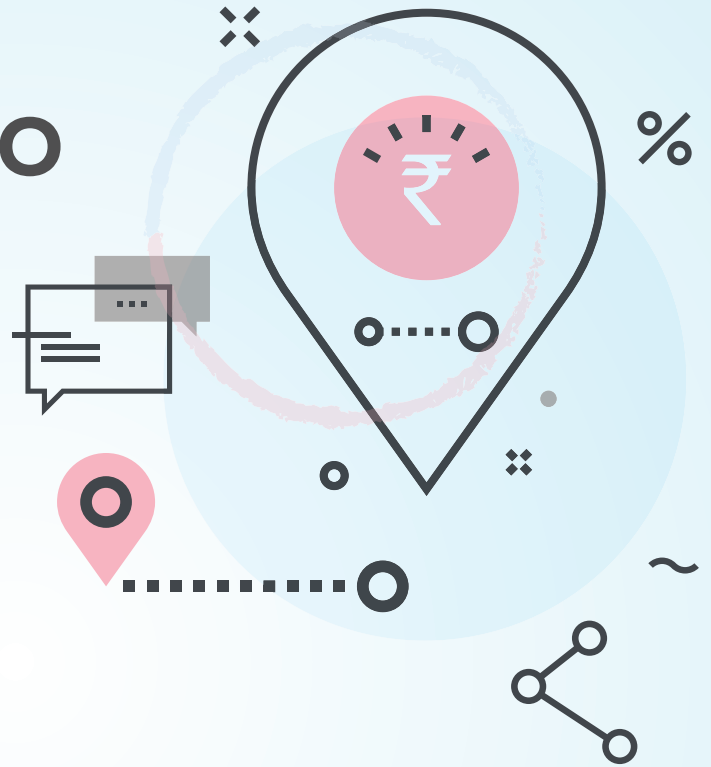
OUR DIGITAL
SERVICE OPTIONS



#RakshakaranKiReet

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DESTINATIONS TO PAY PREMIUM



1. Payment on Website



Visit our website www.tataaia.com, go to Quick Links and select 'Pay your premium' option. Enter policy number and date of birth to validate and pay using the multiple options available

2. Payment on Online Policy Account



Go to our customer portal <https://myinsurance.tataaia.com> and login using your user ID and password. Post log-in, go to 'My Transactions' and select 'Online Payment'. You can verify the premium details proceed to make payment using the available options

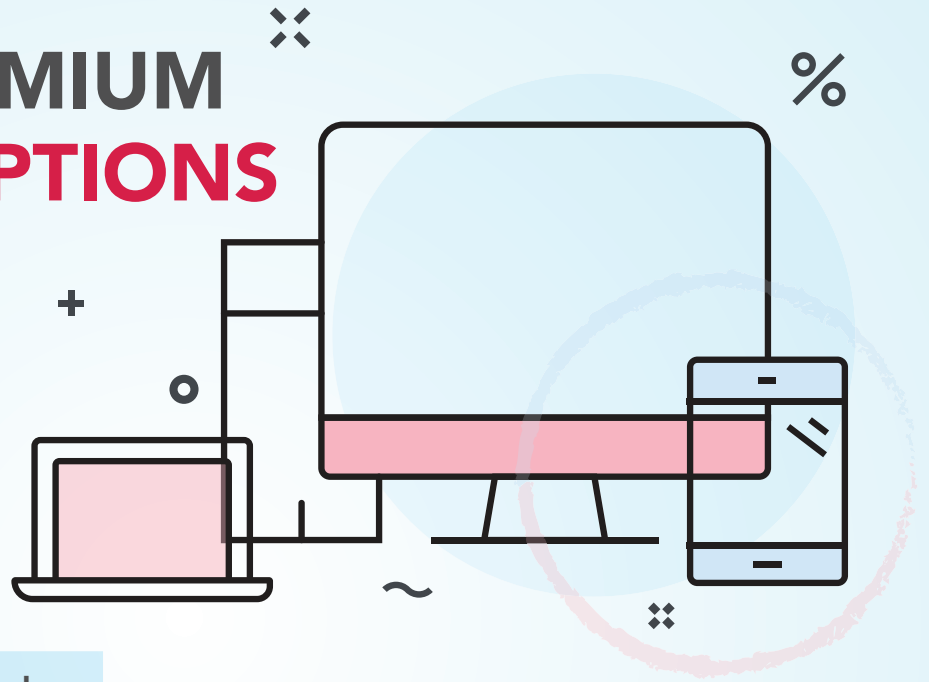
3. Direct Payment on Apps



You can now directly make payments from mobile wallets. Applicable for Google Pay, Paytm, PhonePe, JioMoney, Airtel Money, Itz Cash Card, MobiKwik. Check insurance section of these apps, select 'Tata AIA Life Insurance' from the list, enter your policy details, verify the amount and make payment.

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DIGITAL PREMIUM PAYMENT OPTIONS



1. Autopay/e-Mandate



Worried about forgetting to pay your premium? You can opt for e-Mandate where the amount will be automatically deducted from your credit card/bank account on due date. e-Mandate is the electronic process of helping the banks, financial institutions and other government bodies to provide automated payment services. Once you sign the e-Mandate or electronic NACH form, you give permission to the concerned authority to debit the said amount from your bank as per instruction signed by you. This ensures that you continue to pay your premium on time for continued risk cover and other benefits.

How to apply?

1. Visit our website www.tataaia.com, go 'Customer Service' menu and select 'Paperless Auto-debit setup'
2. Choose auto-debit option from credit card or bank account
3. Provide required details and proceed
4. Login to Net banking and approve

Key Points to remember:

1. Autopay/Standing Instruction on bank account is eligible for premium less than or equal to ₹ 99999 (including GST)
2. Only one policy at a time will be allowed to be registered through e-Mandate

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2. Credit/Debit card/Net banking



You can make payment through Visa, Master Card, Diners Club International Card, Citibank E-card, American Express Card, Debit Card and Net Banking Account.

Note: International Credit Cards issued in foreign countries are not accepted for Premium Payments through Online Payment Gateway

3. Wallets



Keeping in mind the move to digital, we also accept payment by wallets. You can use Google Pay, PhonePe, Mobikwik, Paytm, Airtel Money, ITZ cash card to make payment. Amount can be added in the wallet through Visa, Master Credit Card/Debit Card and Net Banking account.

4. Mobile Wallet Apps



Don't want to sign in? You can now directly pay from apps like Paytm, Google Pay, JioMoney, PhonePe, MobiKwik and PayZapp. Amount can be added in the wallet through Visa, Master Credit Card/Debit Card and Net Banking account.

Payment steps:

1. Login to one of the apps
2. Search for 'Insurance' section and select 'Tata AIA Life Insurance' from the list
3. Fill necessary details and validate premium amount
4. Make payment

5. UPI



Now you can also pay using UPI. Select this option post validation of policy details, enter UPI ID to verify. Post verification, we will send a request to your UPI account. Log-in to your UPI account, go to pending requests and approve to make payment.

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6. Scan and Pay



Scan the QR code on Paytm, JioMoney, Razorpay app to open the website payment page. Enter policy details to validate and make payment.



7. IMPS: Interbank Mobile Payment Service



Tata AIA Life Insurance Company Limited (TALIC) in association HSBC and National Payments Corporation of India (NPCI) is pleased to bring to you the Interbank Mobile Payment Service (IMPS), a one of a kind concept of mobile based account to pay your Insurance Premium through mobile phones in India. With IMPS you can send money instantly from your savings bank account using your mobile number along with your 7 digit MMID* (Mobile Money Identifier) number.

*MMID is a 7 digit random number issued by the bank upon registration for IMPS which identifies the bank & account number of the user. A remitter (customer who wants to pay premium) and Merchant (TALIC who wants to receive money) needs to have this MMID for doing an IMPS transfer.

Please note below details that are applicable for payment:



1. International Credit Cards issued in foreign countries are not accepted for premium payments through online payment gateway.



2. Premiums must be paid from policyholder's bank account/credit card/debit card only.

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ONLINE SERVICE OPTIONS



1. WhatsApp Service



Just click here <https://wa.me/917045669966?text=Hi> on mobile or send Hi to 7045669966. You'll get a reply with the available options. Enter the option number as per your requirement and get policy information, premium certificate, fund value/NAV details, unit statement or chat with customer support executive.

2. Online Policy Account



Login to your account from <https://myinsurance.tataaia.com> and explore the multiple self-service option available. You can view your policy details, download soft copy of the document, premium receipt as well as update personal/policy details, to name a few.

3. Ubiqc App



Download the Ubiqc app from Playstore or AppStore to view policy details on the go

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4. SMS Service



Send HELP to 5676799 and get a reply within 2 minutes. There are 10+ self-service options available. To check the services available on SMS, go to www.tataaia.com/Contact Us/Information on SMS

5. Call Back Service



Send SERVICE to 58888 to get a call back in 1 business day

6. Customer Helpline



- Call: 1860-266-9966 (Monday to Saturday, 10.00 AM to 7.00 PM)
- Email: customercare@tataaia.com

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OTHER DIGITAL SERVICES



1. e-Insurance Account (eIA)



An e-Insurance Account (eIA) is a digital space where policyholders can keep all their insurance policies in an electronic form. Policies from all insurers can be stored as e-policies in 1 account, and can be accessed at the click of a button.

Benefits of eIA

1. One account, one eIA number
2. Access all policies of all insurers
3. Free of cost
4. Easily update all policies at once
5. No risk of loss or damage of documents

For all policies credited to the eIA, the policyholders can see the status, personal details, commencement, maturity/expiry, nomination, terms & conditions, etc. and can download the policy document.

How to open an e-Insurance account?

- Customers can login to their Online Policy Account using their existing user ID and password
- On the main menu, they should go to the 'My Transactions' section
- Select 'eIA updation' and follow the guided steps to complete the process

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2. Personal Medical Case Management (PMCM) by Medix



True Rakshakaran goes the extra mile. Existing and eligible customers of Tata AIA Life Insurance can now get the advantage of a complimentary service by Medix that will guide them through major illnesses: Heart ailments or Cancer. Provided by Medix, Personal Medical Case Management (PMCM) gives eligible customers access to expert advice, support and assistance along their medical journey – to ensure that they are receiving the best possible medical care for their ailment and give them peace of mind. This is an optional service.

As part of PMCM, Medix Provides:

1. A personal and dedicated 24/7 service for a block of 3 months
2. A unique quality-accredited global network of Doctors supported by over 4,000 leading specialists from USA, foremost European countries and Israel.
3. Third-party quality independent opinion for eligible medical conditions along with ongoing support
4. Integrates multiple varied opinions for discussion with your doctor. With consensus among doctors, Medix will advise you on the optimal and most efficient treatment, avoiding unnecessary testing and invasive treatment.

Medix is a global independent third-party company which specializes in PMCM. Below are some statistics on the impact of this service:

1. 59% customers' treatment plan changed or refined based on global best practice clinical advice
2. 81% cases resulted in cost savings for the customers
3. 23% cases where customers avoided unnecessary significant procedures, treatments and surgeries
4. 94% of customers said they would use the service again in case of need and would recommend it to friends and family

To know more about availing the Personal Medical Case Management service, Eligibility criteria etc., **call us at 1860 266 9966.**

Applicable for select policies only

PMCM is an optional service. It is the customer's sole discretion to avail PMCM services and to follow the treatment path suggested by Medix. All medical-related dealing will be directly with Medix and not with Tata AIA Life Insurance. Availing the service grants permission to Medix to contact the customer about the PMCM service. The PMCM service is available only for Life Insured of active policies for select products and for select diseases only, wherein primary diagnosis has been done by a registered practitioner. All supporting medical records should be available to avail the service. This service by Medix can be discontinued or service provider may be changed at any time at the insurer's discretion. Medix being a third party service provider, Tata AIA Life Insurance shall not be liable for any liability arising due to customer opting to avail the services from Medix.



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**BEWARE OF SPURIOUS/
FRAUD PHONE CALLS!**

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