

**Our Customer
is Valuable !**

**FREQUENTLY ASKED
QUESTIONS**

POLICY SERVICING

Can I make changes in my policy?

We understand at times alteration or enhancement is required in your policy premium/ life coverage and sometime you want to update your policy records. Our procedures allow you to make changes in your policy by change in benefits/ premium of the policy depending on features of policy you have. You can:

Financial Alteration	Increase/decrease the premium/ benefits
	Add/remove supplementary rider(s), if rider is no longer required
	Change your premium frequency i.e. annually, semiannually, quarterly or monthly
Non-Financial Alteration	Change of nominee/guardian also, you can change policy owner
	Update your bank account number/credit card number
	Update your communication particulars
	Make other changes (if any)

How & when can I make Changes?

Financial changes can be done at policy anniversary from 2nd year. For policy details, you can Call/SMS us with your policy details. Non-financial alterations can be made at any time after issuance of your policy.

Note: For nominee change, your policy must be In-forced (active)

How can I change my Insurance coverage/premium?

You can change your life insurance coverage/premium by submitting Endorsement Request alongwith the required documents.

How can I update my Communication particulars details?

You can update your contact details through Text2Ask, Call Center, and Email. Just send your updated contact details to Text2Ask or call at our call center from your registered mobile

number. You can also update your contact details by just sending your details from your registered email address.

What documents are required for changes?

Documents may vary in all kind of request/amendments. However, in general following documents are required for financial and non-financial changes:

Financial Changes	Non-Financial Changes
Endorsement Request Form(ERF)	Endorsement Request Form(ERF)
Declaration of Health, Occupation and Avocation(DHOA)	Other evidences like CNIC/B-Form/ Nikkah nama/ educational certificate will be called if required
Debit Standing Order(DSO)-(in premium alteration)	
All outstanding premium	
Revised illustration	

For further details of forms, please contact your concern bank branch. You can also download forms from Jubilee life website under downloads section.

Can I withdraw funds partially from my policy in case of an emergency need?

Yes, you can withdraw about 70% of your policy cash value after 24 active months of policy issuance.

Do I get acknowledgment of my premium payment?

Yes, you will receive a premium acknowledgment letter as an acknowledgment of your premium payment of your policy.

Can I directly pay the premium(s), if my bank account is closed?

Yes, you can pay your premium directly to Jubilee life through cross cheque, pay order and demand draft.

How can I update my new account number for premium payments, if my bank account is closed?

You can update your account number by submitting Endorsement Request Form and revised Debit Standing Order duly filled and signed by your concern bank branch/jubilee life.

When and How can I surrender (discontinue) my policy?

You can surrender your policy after the completion of 2 years, provided that two full year premiums have been paid of your policy. For surrender you can submit your surrender request form along with original policy documents and zakat affidavit. At the time of surrender of the policy, Cash Value available in the Unit Account of your policy would be paid to the policy holder. However, surrender in early policy years may result in lower cash values.

How do I return my policy if I am not satisfied with the plan?

If you(Policy holder) are not satisfied with terms and conditions, you can return the Policy within 14 days with written request after receipt of policy documents. The company will refund the premium amount if a written request is received within 14 days and reserves the right to deduct the expenses incurred on medical examination(s) of the life assured(s). If you cancel after 14 days then nothing would be refunded to policy owner.

What happens if the policy document is lost?

In case your policy documents get lost, destroyed or mutilated, then you must immediately procure a duplicate policy.

In order to issue duplicate policy documents you will have to provide us affidavit on indemnity bond papers i.e. Annexure 'A' & 'B' of Rs.100 and Rs.50 Bond Papers respectively, duly completed and signed by Policy Holder and attested by notary public / oath commission along with policy document fees determined on basis of sum assured.

What if I do not pay my premium on due date?

When the premium is not paid within the grace period (one month after policy due date irrespective of premium frequency mode), the policy will be lapse (inactive) without cash value & benefits.

Do remember: Policy will be lapse if premium will not be paid after 1st year of your policy

Can a lapsed policy be revived?

Yes, a lapsed policy can be revived during the lifetime of the Life Insured, but within a period of 3 years from the due date of the first unpaid premium and before the date of fourth premium due.

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