

# PRADHAN MANTRI JEEVAN JYOTI BIMA YOJANA (PMJJBY)

## CLAIMS PROCEDURE

1. Immediately after the occurrence of death of the insured member, claim-cum-discharge form shall be submitted by the nominee (*or in case the nominee is a minor, his/her appointee<sup>1</sup>, and in case of no nomination or the nominee pre-deceasing insured member, the claimant<sup>2</sup> legal heirs of the insured*) to the concerned bank / post office branch, preferably within 30 days from the date of the death.
2. In case of death during within the 30 days from the date of commencement/ rejoining into the policy (in case of fresh enrolment after exiting the policy once or in case of late renewal of the policy), claim shall not be payable, except in case of death due to accident <sup>3</sup>.
3. Bank / post office to check and confirm that the claim form has been submitted with supporting documents as under:
  - a) Proof of death<sup>4</sup> of the insured member (or, in case of death due to an accident within 30 days of joining/ re-joining the scheme, proof of accidental death<sup>5</sup>):
  - b) Aadhaar number and PAN number<sup>6</sup> of deceased member and nominee / appointee / claimant
  - c) KYC document<sup>7</sup> in respect of the nominee / appointee / claimant, as the case may be
  - d) First two pages of passbook, or bank / post office account statement showing account details, or cancelled cheque of the account of the nominee / appointee / claimant, as the case may be
  - e) Proof of death of nominee<sup>4</sup>, in case the nominee has predeceased the insured
  - f) Proof of being legal heir, in case the claimant is other than nominee/appointee
  - g) Advance receipt for discharge of claim, duly filled in and signed
4. The authorized official of the bank / post office shall check the account of the insured member and confirm auto-debit particulars and the account details, nomination, debiting of premium / remittance to insurer and fill up the details of the insured member in the claim form from the enrolment data and records of bank / post office. He will certify the correctness of the information given in the claim form and the duly completed check list for the said claim.
5. Bank / post office to check KYC documents of nominee / appointee / claimant to establish his identity and confirm that claim in respect of the said insured member has not been forwarded to partner insurer by the bank / post office.
6. Bank / post office will forward the claim documents electronically to the designated email id / app of the partner insurer within seven days of the submission of the claim.
7. Insurer will verify and confirm that premium has been remitted for the insured and the insured is included in the list of insured persons in the master policy.
8. Insurer will also confirm whether the said claim under PMJJBY has also been paid by any other insurer or not, by way of a suitable deduplication mechanism. In case the same has been paid, the Insurer may reject the claim.
9. Claim shall be processed by the insurance Company which has issued the master policy for the bank / post office within seven days of its receipt from the bank / post office.
10. The admissible claim amount will be remitted to the bank / post office account of the nominee or appointee or the claimant, as the case may be.

11. In case there is no nomination or the nominee has predeceased the insured member, the admissible claim amount shall be paid to the legal heirs of the insured on production of Succession Certificate/ Legal Heir certificate from the Competent Court/authority.
12. Regardless of the claim being paid/ rejected, the insurer shall send an email/ app-based intimation to the bank / post office and a text message alert to the mobile of the nominee / appointee / claimant, in addition to uploading the same on the Jan Suraksha portal.
13. **Maximum time limit** for bank / post office to forward duly completed claim form to the insurer is seven days and maximum time limit for the insurer to approve claim and disburse money thereafter is seven days.
14. **In case the bank / post office has not remitted the premium amount debited from the account of the insured member within the timeframe referred to in the rules issued by DFS letter F. no. H-12011/2/2015-Ins.II, dated 20.4.2015, the liability of the claim shall be passed on to the bank / post office, and the claim form shall be transmitted to the bank / Department of Posts. In case such a claim reaches the insurer from the bank / post office, the insurer shall transmit it back for settlement of the same, under intimation to the claimant.**
15. **The relaxations for accepting proof of death listed in Notes no. 4 and 5 below, in view of ongoing pandemic, would be valid up to 30.11.2021 or till further revision, whichever is earlier. Further, claims pending as on date may also be settled on the basis of these relaxations.**

**Notes:**

- <sup>1</sup> The appointee is the person named by the deceased member in his PMJJBY enrolment form where the nominee is a minor.
- <sup>2</sup> A claimant where there is no nomination or the nominee has predeceased the insured member shall be one who is a legal heir and submits a succession certificate or legal heir certificate issued by a competent court or authority.
- <sup>3</sup> Accident means a sudden, unforeseen and involuntary event caused by external, violent and visible means. No claim shall be payable in case of death occurring within 30 days from the date of joining/rejoining the policy, except in case of death due to accident.
- <sup>4</sup> **Document in support of proof of death may be any of the following:**
  - (i) Death certificate (issued by the registrar of births and deaths appointed by the state government for the local area)
  - (ii) Hospital discharge summary/certificate in respect of the deceased person, specifying his/her name, father's/husband's name, address and the date, time and cause of death
  - (iii) Certificate issued by the last attending Registered Medical Practitioner (doctor registered with the Indian Medical Council) in respect of the deceased person, specifying his/her name, father's/husband's name, address and the date, time and cause of death, which should be countersigned with his/her seal by a Gazetted officer of the Central or the State Government or by an officer of the deceased account holder's bank or any public sector bank or any public sector insurer
  - (iv) Certificate issued in respect of the deceased person by the District Magistrate / Collector / Deputy Commissioner of the district concerned, or by any Executive Magistrate (Additional District Magistrate, Sub-Divisional Magistrate, Tehsildar/Talukdar etc.) authorised by him/her, in the form prescribed in the claim settlement procedure for the scheme
- <sup>5</sup> **Document in support of death due to accident may be any of the following:**

- (1) Any of the documents listed above for proof of death<sup>4</sup>, along with (a) FIR or *panchnama* and (b) the *post mortem report*
- (2) Certificate issued in respect of the insured member by the District Magistrate / Collector / Deputy Commissioner of the district concerned, or by any Executive Magistrate (Additional District Magistrate, Sub-Divisional Magistrate, Tehsildar/Talukdar, etc.) authorised by him/her, in the form prescribed in the claim settlement procedure for the scheme
- (3) In case of death due to accidents such as snake bite/ fall from tree, etc., hospital record specifying the deceased member's name, father's/husband's name, address and the date, time and cause of death in lieu of (a), (b) and (c) above.

<sup>6</sup> This information is desirable but not mandatory.

<sup>7</sup> Document in support of identity of nominee / appointee / claimant may be Aadhaar card or electoral photo identity card [EPIC] or MGNREGA card or driving license or PAN card or passport

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