

To ensure timely payout of Maturity/ Survival Benefit / Monthly income benefit/ Unpaid proceeds, update your Bank details in your Insurance Policy today!!!

Request Submission Modes/ Touch Points:

PNB MetLife Branch (<https://www.pnbmetlife.com/customer-service/branch-locator.html>)

khUshi Mobile App (<https://www.pnbmetlife.com/about-us/innovations/khushi-app.html>)

Partner Bank Branch (Karnataka Bank, Punjab National Bank, Jammu & Kashmir Bank)

Email to (indiaservice@pnbmetlife.co.in)

Call Us At: 1800-425-6969 (Our Toll-Free Number Within India)

Documents Required

1. Financial Payout Request form (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)
2. Self-Attested KYC (PAN/ Masked Aadhar, DL, Passport etc.)
3. Pre-Printed Bank proof

Please Note: TDS is applicable on section 10(10D) for non-qualifying policies – Income Tax Act 1961. (PAN to be mandatorily linked with Aadhaar else PAN shall become inoperative under the Income Tax Law resulting in higher tax deduction at source (TDS) from any payouts due to you).

IMPORTANT NOTE

- In case the request is submitted through a customer representative, the following documents are required to be submitted in addition to the above:
1. Authorization letter from the policyholder in prescribed format (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)
 2. Bank A/C details same as inception **OR**
 3. Bank statement reflecting premiums paid to PNB MetLife **OR**
 4. Original ID proof of the policyholder (Passport or Aadhaar & PAN Card or Driving License)
 5. Original ID proof of the Third-Party

If payout is required to the NRE account, all premium paid proofs or bank declaration would be mandatory along with Repatriation Request Customer Declaration (<https://www.pnbmetlife.com/downloads/serviceform/english.html>)