

# HELP GUIDE!

## Getting assistance with this guide is simple and easy!

Dear Customer,

We appreciate your decision to trust HDFC Life in safeguarding your future. As our valued policy holder, we understand that you may have queries about your policy, need to download statements, raise a claim or even purchase another policy. To assist you with these needs, we have created a complete 'Help Guide' containing all the essential contact numbers, useful links, and addresses that you may require.

Please go through all the options available. Thank you for choosing HDFC Life as your trusted insurance partner!

### 24\*7 available digital Self Serve options

#### HDFC Life Website:

Visit 'Customer Service' page on HDFC Life website for any service or payout related queries. Log on to <https://www.hdfclife.com/customer-service>

#### HDFC Life App:

Download HDFC Life App from Play or App Store to access your policy details and generate or track service requests.

Alternatively you can scan QR code to download the app



#### My Account:

You can login to 'MyAccount' to view your policy details, download documents, raise and track service request. Please follow these steps to login to 'MyAccount':

##### Step 1

scan QR code or Visit <https://myaccount.hdfclife.com>



##### Step 2

Enter your registered email id / Mobile number / Policy number or client id

##### Step 3

Enter your birth date and generate OTP

##### Step 4

Enter OTP and click on submit to login to my Account

#### Chat Bots:

Our AI-powered chat bots are ready to address any inquiries you may have regarding our services. You can conveniently access this feature while on the move.

##### Etty (Whats App bot)



- Get answers to all your questions on the go
- Send "Hi" on +91 82918 90569 to chat



##### Elle (Website bot)



- Visit <https://www.hdfclife.com>
- Click on "Chat With Us" to chat or scan QR



### Servicing Options Available On Self Serve Touch Points

#### Policy Information

- ✓ Policy status
- ✓ Premium amount
- ✓ Premium Payment & history
- ✓ Activate & update standing instructions
- ✓ View and update nominee details
- ✓ View and update contact details
- ✓ Current fund allocation

#### Service request

- ✓ Raise service request
- ✓ Track service requests
- ✓ View and submit pending requirements for your service requests
- ✓ Raise service queries

#### Download Documents

- ✓ Premium Receipts
- ✓ Annual premium statement
- ✓ Medical Reports
- ✓ Unit statement
- ✓ TDS certificate
- ✓ Duplicate policy document (ePDF)
- ✓ Bonus statement

#### Claims

- ✓ Register death claims
- ✓ Submit documents / further requirements raised for processing claims
- ✓ Track status of claim

#### Payouts

- ✓ View maturity due date and maturity amount
- ✓ Update NEFT details
- ✓ Check status of payout
- ✓ Submit documents required to process maturity payout
- ✓ Submit Life certificate required for annuity payout

#### Others

- ✓ Buy new policy
- ✓ Buy riders
- ✓ Top up existing policy
- ✓ Apply for loan against policy
- ✓ Switch fund for ULIP policies
- ✓ Edit fund allocation
- ✓ Set alerts for change in fund value

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### Other servicing options

#### **HDFC Life Branch:**

You can visit nearest HDFC Life Branch for any policy related query or service request. To locate your nearest HDFC Life branch, visit <https://www.hdfclife.com/contact-us#BranchLocator>

#### **Email Desk:**

Write to us at [service@hdfclife.com](mailto:service@hdfclife.com) from your registered email id for any policy related query or service request

#### **Customer Service Call Centre:**

Call us on **022-68446530** from your registered mobile number

Our customer service call centre is operational from Monday to Saturday from 10 am to 7 pm IST, call charges apply as per your network provider.

#### **Follow Us For Latest Updates:**

**Website:** [www.hdfclife.com](http://www.hdfclife.com)

**YouTube:** <https://www.youtube.com/user/hdfclife10>

**Linked In:** <http://www.linkedin.com/company/19117>

**Twitter:** <https://twitter.com/HDFCLife>

**Facebook:** <https://www.facebook.com/HDFCLife>

#### **Grievance Management:**

Customer satisfaction is our top priority at HDFC Life. We are committed to being customer-centric organization in all aspects of our business. If you have any concerns with our service, we have a system in place to address and resolve your complaints promptly & efficiently. Your satisfaction is of utmost importance to us, and we strive to ensure that you are always happy with the service you receive from us.

**You can register your concern at any of below touch points-**

1. Visit <https://www.hdfclife.com/customer-service/grievance-redressal> to register your concern
2. Write to us at [service@hdfclife.com](mailto:service@hdfclife.com)
3. Visit nearest HDFC Life branch. To find the location of the nearest branch, please visit <https://www.hdfclife.com/contact-us#BranchLocator>



**HDFC Life Insurance Company Limited ("HDFC Life").** CIN: L65110MH2000PLC128245. IRDAI Registration No. 101.

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

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#### **BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS**

- 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.