

ANNEX-VI-A

Complaint No.DEL-L-033-2425-1880

To,

The Insurance Ombudsman
Universal Insurance Building
2/2A Asaf Ali Road
New Delhi 110002

Reference :Complaint against :PNB MetLife India Insurance Co. Ltd.(Gurugram)

Branch/Division : Gurugram

Policy Number : 21343576

Mr. Mohan Chandwani

Being aggrieved, I am lodging complaint against the above referred Insurance Company.

1. Complainants full name and address

Name : Mr. Mohan Chandwani
Address : R-822 , New Rajinder Nagar,
Telephone No. New Delhi 110060, DELHI
Mobile no. : 9811087737
Email : chandwani.mohan@gmail.com

Relationship to the insured person:

2.Name of the Insurance Co.: PNB MetLife India Ins. Co. Ltd.(Gurugram)

Office address : Unit no.302,3rd Floor Tower -3,
World mark ,Sector-65,Gurugram 122002

Division/Branch : Gurugram

3. Policy number : 21343576

4.Subject Matter of complaint and brief facts of the case:

Serious Breach of Agreement & Trust committed by the Insurance company. Unilaterally discontinued the original Plan JIN 117N083V01 on 16/11/2016. With malafide intention my policy was moved to another plan without any information or consent. Although all the annual premiums were paid before due dates by completing the company's policy renewal form mentioning therein the mobile no. 9811087737 & email Id : chandwani.mohan@gmail.com yet it did not bother to update the record which subsequently lead to problem in communication.

Brief facts of the case:

i)Purchased PNB MetLife policy no. **21343576** having the Schedule -Met Endowment Savings Plan, Non-Linked, Participative Endowment Plan JIN 117N083V01 for 10 years starting

Mohan Chandwani

from 28.06.2014 to 28.06.2024 with annual premium of Rs 47,999 on the assurance of their Agent -Gaurav Verma, code no.99029533 that the maturity amount would be around Rs 8,50,000.

ii). On 5th October, 2017, I spoke to their Customer Service number 1800 425 6969 to check the accumulated amount under this policy & came to know that its Rs 3,15,000 plus.

iii). Having been satisfied of the accumulated amount of Rs 3,15,000 as on 5th October 2017, I continued to make the online annual premium payments before the due date till the maturity of policy under the original Plan UIN 117N083V01, every time duly completed their policy renewal form mentioning my mobile no. 9811087737 and email id : chandwani.mohan@gmail.com but regret to say that the insurance company did not update its record.

iv). On 26th June 2024, I received the credit of Rs 5,54,103.96 in my bank account from PNB MetLife. On contacting their Customer Service number on 27th June 2024, I came to know that this is the maturity amount after deducting TDS of Rs 19,586.12 .

v). Since the maturity amount was much lower than expected, I got in touch with the insurance company through emails but failed to get the desired information due to non-registration of my correct mobile number & email id with them. Finally I registered my **complaint with IRDA under token number 07-24-4498** which helped me to get the reply to my emails from the insurance company. I came to know from their email dated 24th October 2024 that the Plan UIN 117N083V01 was discontinued by the company in 2016- 17. Enclosing this email along with a few other emails for your **perusal to assess the level of unjust & unfair actions of the Insurance company.**

vi) In view of the above facts, I want the insurance company to pay me the compound interest @10% (interest to Senior Citizens by banks @8% + 2 % extra as per the practice/rule) on the accumulated amount of Rs 3,15,000 as on 5th October 2017 as well as six annual premium payments paid subsequently before due dates. It works out to **Rs 4,94,987** as per enclosed sheet.

5.Date of preferring your claim/complaint to the office: 27th June 2024, email copy enclosed

6.Date of reply of Insurance company: 28th June 2024 vide email copy enclosed, informing that my mobile no. & email id is not registered in their record. Same day, I registered my request with their customer service for updating vide reference no.61043527, followed up with no success.

7.Are any proceedings before any Court/Consumer Forum/

Arbitrator on the same subject matter pending or so earlier: **No**

8.Nature and extent of monetary loss, if any : Not Applicable
(In case of General insurance cases only)

9.Quantum of relief sought : Rs 5,94,987 (including compensation of Rs 1,00,000)

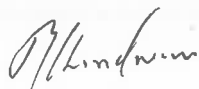
10.(a) Particulars of representation made against repudiation of claim to Do/RO/ZO/Grievance Cell and outcome thereof: Representation made to

Grievance cell Head of PNB MetLife but no outcome.

(b) If not made representation give reasons, if any : Not Applicable

11.I hereby declare and solemnly affirm that

a) The information given above is true to the best of my knowledge and belief.



b) The complaint was lodged with the Insurance Company on 27th June 2024 & also to IRDA as per copy enclosed and the company has rejected my claim/complaint vide their letter SD - 61208564 dated 25/07/2024 & subsequently also.

c) The period of one year has not elapsed from the date of rejection letter or final from the Insurance company.

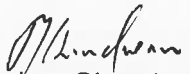
d) The complaint is not on the same subject matter for which any proceedings before any court or consumer forum or arbitrator are pending/ settled or were so earlier.

e) The subject matter is not decided earlier by your office or any office of the Insurance Ombudsman.

12. I enclose copies of the following documents:

1. Copy of complaint letter written to the Insurance Company.
2. Copy of reply received from the said Insurance Company.
3. Copy of reminders.

Yours Faithfully


Mohan Chandwani

To ,

The Insurance Ombudsman
Office of the Insurance Ombudsman
202A, Universal Insurance Building
Asaf Ali Road, NEW DELHI 110002

Dear Sir,

Re: Complaint against : PNB MetLife India Ins. Co. Ltd. (Gurugram)
Branch/Division : Gurugram
Policy No. : 21343576

Your Reference : DEL-L-033-2425-1880

With reference to your letter dated 19th February 2025 on the above subject. I hereby give my unconditional and irrevocable consent for the Insurance Ombudsman to act as mediator, between the Insurance Company and myself and give his recommendations for the resolution of complaint.

I hereby give my consent for Audio and/or Video Hearing.

Kindly give your recommendation at the earliest.

Yours Faithfully


Mohan Chandwani

CALCULATION OF AMOUNT TO BE RECEIVED FROM PNB METLIFE INSURANCE CO.AGAINST POLICY NO.21343576 UNDER PLAN UIN117N083V01 AT 10% COMPOUND INTEREST

	Interest	Cumulative Amount
Balance as on 05/10/2017		Rs 3,15,000
Interest @ 10% on Rs 3,15,000 up to 05/10/2018:	Rs31,500	Rs 3,46,500
Interest @ 10% on Rs 3,46,500 up to 05/10/2019 :	Rs 34,650	Rs 3,81,150
Interest @10% on Rs 3,81,150 up to 05/10/2020 :	Rs 38,115	Rs 4,19,265
Interest @ 10% on Rs 4,19,265 up to 05/10/2021 :	Rs41,926	Rs 4,61,191
Interest @ 10% on Rs 4,61,191 up to 05/10/2022 :	Rs 46,119	Rs 5,07,310
Interest @ 10% on Rs 5,07,310 up to 05/10/2023:	Rs 50,731	Rs 5,58,041
Interest @ 10%on Rs 5,58,041 up to 05/10/2024 :	Rs 55,804	Rs 6,13,845
Interest at 4.166% on Rs 6,13,845 up to 05/03/2025 :	Rs 25,572	Rs6,39,417
		Rs3,24,417
1. Interest @10%on Rs 47,608 Pre. paid on16 June2018 to16June2024		
4,760+5,236+5,760+6,336+6,970+7,667= 36,729 +47,608=Rs84,337		
Interest at 5.833 % from16 th June 2024 to 05/03/ 2025: Rs4,919		
		Rs 41,648 Rs 89,256
2. Interest@10% on Rs 47,607 Pre.paid on 14June 2019 to14 2024		
4,760 +5,236+5,760+6,336 + 6,970= Rs29,062 + 47,607=76,669		
Interest at 6.35% from16 June2024 to 05/03/2025: Rs4,868		
		Rs 33,930 Rs 81,537
3. Interest @10% on Rs 47,608 Pre. paid on 18 th June 2020 to 18 th 2024		
4,760 + 5,236+5,760 +6,336 = Rs 22,092 +47,608 =69,700		
Interest at 6.35% from 18 th June2024 to 05/03/ 2025: Rs 4,426		
		Rs 26,518 Rs 74,126
4. Interest @10% on Rs 47,607 Pre. Paid on18June 2021to 18 June2024		
4,760 + 5,236 +5,760 = Rs 15,756 + 47,607 =Rs 63,363		
Interest at 6.35% from 18 th June2024 to 05/03/2025: Rs 4,023		
		Rs 19,779 Rs 67,386
5. Interest @10% on Rs 47,608 Pre. paid on 1July 2022 to1July 2024		
4,760 + 5,236 = Rs9,996 +47,608 =Rs57,604		
Interest at 6.35% from 1 st July 2024 to 05/03/2025: Rs 3,658		

Rs 13,654 Rs 61,262

6. Interest @10% on **Rs 47,608** Pre. paid on 18 June 2023 to 18 June 2024

Rs 4,760 + Rs 47,608 = Rs 52,368

Interest at 6.35% from 16th June 2024 to 05/03/2025: **Rs3,325**

Rs 8,085 Rs 55,693

Grand Total to be claimed from PNB MetLife India Insurance: Rs 4,68,031 Rs 10,68,677

Amount already received from PNB MetLife India Insurance Co. Ltd. Rs 5,73,690

Balance amount to be received from PNB MetLife India Insurance Co. Rs 4,94,987

2/21/25, 2:44 PM

Re: Shocking Return on Investment on your PNB Metlife policy (Case ID:61033077) - chandwani.mohan@gmail.com - Gmail

From: chandwani.mohan@gmail.com

Sent On: 6/27/2024 1:26:26 PM

To: indiaservice@pnbmetlife.co.in

Subject: Shocking Return on Investment on your PNB Metlife policy

Kind attention:Managing Director

Surprised rather shocked to receive the maturity amount of Rs 5,54,103 after deduction of TDS against my Policy Number-21343576 after 10 years of annual payment of Rs47,999.Total premium paid Rs4,79, 990/-.This shows that, I have been paid less than rupees one lakh on a total investment of Rs 4,79,990/- to your company.

I feel cheated by your company. Your agent Gaurav Verma, code-99029553 had promised me an attractive returns on this policy.

Please look into the matter & ensure that a Senior Citizen is adequately compensated & not cheated by false promise/assurance by your Agent.

Looking forward to hearing from you before I send my complaint to Prime Minister's Office Office for its help.

The information contained in this message may be CONFIDENTIAL and is for the intended addressee only. Any unauthorized use, dissemination of the information, or copying of this message is prohibited. If you are not the intended addressee, please notify the sender immediately and delete this message.

Mohan Chandwani <chandwani.mc>





Mohan Chandwani <chandwani.mohan@gmail.com>

Re: Shocking Return on Investment on your PNB Metlife policy (Case ID:61033077) (Case ID:61042771)

1 message

PNB MetLife <indiaservice@pnbmetlife.co.in>

Fri, Jun 28, 2024 at 2:49 PM

Reply-To: indiaservice@pnbmetlife.co.in

To: "chandwani.mohan@gmail.com" <chandwani.mohan@gmail.com>

Dear Mr. Chandwani,

Greetings from PNB MetLife!

This is with reference to your e-mail dated 28-06-2024 addressed to the customer service team.

We would like to inform you that we have connected with you call your registered contact number***** 7737 however you did not validated the security question for email id updation.

We would like to inform you that your request has been received through e-mail id " chandwani.mohan@gmail.com " which is not registered in policy records. For policy security purposes, we request you to get this e-mail id registered in the policy records post which the request can be accepted. You can get the e-mail id registered in policy records through following options:

- You can download khUshi - our customer service app powered by artificial intelligence
- You can log-in to khUshi through your registered mobile number
- You can call our call center on our toll free number 1800 425 6969. Our call center timings are 10:00 am - 7:00 pm, Monday to Saturday.
- You can write to our indiaservice id indiaservice@pnbmetlife.co.in with below listed information and copy of color id proof.

- Last payment method
- Latest (1) transaction
- DOB
- Beneficiary name
- Premium amount
- Address
- Premium frequency

Therefore, kindly send us the e-mail from your registered e-mail id, so that we would be happy to help and assist you in priority.

Kindly note that, if you are sharing the Aadhar card for any documentation and record, please share only Masked Aadhar,

Masked Aadhaar number implies replacing of first 8 digits of Aadhaar number with some characters like "XXXX-XXXX" while only last 4 digits of the Aadhaar Number are visible.

For all your servicing needs, click <https://www.pnbmetlife.com/khushi-chatbot.html> and login with your



Mohan Chandwani <chandwani.mohan@gmail.com>

Shocking Poor return of Rs 79,344/-only. Received Rs 5,54,103 only after 10 years against premium paid amount of Rs 4,75,759/- on maturity of Policy no.21343576 dt.27th June,2014

2 messages

Mohan Chandwani <chandwani.mohan@gmail.com>
To: complaints@irdai.gov.in

Wed, Jul 17, 2024 at 1:42 PM

Dear Sir/Madam,

I wish to submit that I was misled by PNB MetLife Insurance Co. Ltd.'s Agent – Gaurav Verma ,Code -99029533, Licence no.3097942 to take up the above policy assuring me an attractive Simple Reversionary Bonus to be credited every year on Policy Anniversary date plus terminal Bonus to be declared starting from the end of 5th Policy Year instead of my preference for Unit Linked Insurance Plan.

I am submitting the Policy information as under: -

- 1.Policy Owner:- Mr. Mohan Chandwani (52727997)
- 2.Policy Number: - 21343576
3. Plan of Insurance: Met Endowment Saving Plan
4. Payment Mode : Annual
- 5.Premium Paying Term: 10 Years
- 6.Policy Term: 10 Years
- 7.Premium Amount Rs 47,999

After completion of 3 years of the above policy, I had spoken to their Customer Service no. 1800 425 6969 and came to know my policy is showing a **cumulative amount of little over Rs 3 lakhs.**

I wish to state that I regularly paid the advance annual premium amount of Rs 47,650 for 10 years but on maturity I have received Rs 5,54,103 only against the total premium amount of Rs 4,75,759 is highly unfair & unjustified.

My Submission to PNB MetLife Insurance Co. Ltd to furnish me the details of the yearly Reversionary bonus & the Terminal bonus credited to my policy no. 21343576 along with PNB MetLife annual profitability during that period of policy .You will agree with me that the transparency is very important to ensure that the interests of policyholder is protected

I am a Senior Citizen, humbly request you to please intervene & ensure that my interests as a policyholder are protected from the malpractices adopted by PNB MetLife Insurance co. Ltd. & their Agent : Gaurav Verma & I am paid the balance fair & just amount due to me at the earliest.

Thanks.

Yours Truly

Mohan Chandwani

R-822, New Rajinder Nagar

New Delhi 110060

Mobile no. 9811087737

2/21/25, 2:47 PM

Gmail - Re: Shocking Return on Investment on your PNB Metlife policy (Case ID:61033077) (Case ID:61042771)

registered mobile number to enjoy quick and convenient digital servicing with our 24*7*365 Chat buddy, Khushi on www.pnbmetlife.com. e

Khushi will assist you to Pay premiums, download renewal premium receipt, premium paid certificate, Update personal details and much more Instantly.

Should you require any further assistance, please contact us on our toll free number 18004256969 (between 10:00 am to 07:00 pm) or email us at indiaservice@pnbmetlife.co.in

Regards,
Customer service team
PNB MetLife India Insurance Company Ltd.

PNB MetLife India Insurance Company Limited
101, Techniplex 1, Techniplex Complex,

Veer Savarkar Flyover, Off S V Road,
Goregaon West Mumbai 400062.
IRDAI Registration Number: 117. CI No. : U66010KA2001PLC028883,
Website: www.pnbmetlife.com, Email: indiaservice@pnbmetlife.co.in
For assistance on call from 10am-7pm:
1800-425-6969 (Toll Free) OR +91-80-26502244

-----Original Message-----

From: chandwani.mohan@gmail.com
Sent On: 6/28/2024 2:38:19 PM
To: indiaservice@pnbmetlife.co.in
Subject: Re: Shocking Return on Investment on your PNB Metlife policy (Case ID:61033077)

In response to your today's e-mail, my reply is as follows :

- 1.It's amazing to note that you have never cared to note my mobile number as well as my email id in your record till date whereas the PNB met life **policy no. 21343576** was issued to me on 30th June,2014 for a period of 10 years :
- 2.My mobile number is **9811087737** .I have been using it for over 25 years now.
- 3.My email id is: chandwani.mohan@gmail.com
- 4.Today,I have downloaded the Khushi app on my mobile phone no. 9811087737 but unfortunately my Surname got printed as **Chandeani instead of Chandwani.Please let me know the procedure to correct/update it**
- 5..Last Payment method :- Citibank credit card
- 6.Latest Transaction (scan copy attached) : Payment of last premium made on 16/06/2023 11.41:32 for RS 47,607 excluding GST. Your Acknowledgement number : YAX61948878873.
- 7,Date of birth of insurer -Sumita Chandwani : 14.01.1955
- 8.Nominee Name : None
- 9.Premium Amount : Rs47,999
- 10.Please find attached herewith a Masked Aadhar number replacing first 8 digits of Mohan Chandwani.
- 11.Address : Mohan Chandwani, R-822 New Rajinder Nagar, New Delhi 110060
- 12.Premium frequency : Annual

Awaiting your just & fair reply at the earliest.

Mohan Chandwani
R-822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737

On Fri, Jun 28, 2024 at 10:25 AM PNB MetLife <indiaservice@pnbmetlife.co.in> wrote:

Dear Mr. Chandwani,

Greetings from PNB MetLife!

SD – 61208564
Date: 25/07/2024

Mr. Mohan Chandwani
R-822 New Rajinder Nagar Delhi
New Delhi - 110060
Delhi

Sub: Regarding PNB MetLife India Insurance Co. Ltd. Policy Number – 21343576

Dear Mr. Chandwani,

This is with reference to your grievance dated 18/07/2024, addressed to the Insurance Regulatory and Development Authority regarding the above-mentioned policy.

The said policy was issued by the company on 30/06/2014 basis the information provided by you for Physical form and declaration along with initial premium received from your end towards issuance of this life insurance policy.

As a company, we ensure that our customers are objectively informed about the policy and the following efforts have been made by us to give you adequate information about the policy and its features.

1. **Policy Document:** Policy terms and conditions along with the Key Feature Document were shared in the policy pack delivered to your registered address.
2. **Communications:** we have sent multiple SMS on your registered mobile number regarding the policy features including the premium paying term
3. **Renewal Premium:** We are in receipt of renewal premium for an amount of Rs. 47607.00/- towards the due date 28/06/2023 and currently the policy is in Matured status

In accordance with the regulatory guidelines, all customers are provided with a "right to reconsider" option wherein the policyholder if dissatisfied with any of the terms and conditions of the policy or benefits available under it, is entitled, to bring to the notice of the company and request for cancellation of the policy within 15 days of receipt of the policy documents however, we did not receive any intimation from your end within the timelines.

Considering all the facts, that we as a company made every possible effort, to provide the details of the policy and we did not receive any concern from your end till 27/06/2024 which is 10 years after issuance, we are unable to accede to your request of cancelling the policy and refunding the premiums.

The complaint would deemed to be closed in case of no response within 60 days of receiving this communication.

In case you are not satisfied with the resolution provided, you may choose to escalate to the Grievance Redressal Officer at GRO@pnbmetlife.co.in or raise it with The Insurance Ombudsman, details of which are on www.pnbmetlife.com

You may also visit our website <https://www.pnbmetlife.com/> for further details on our Grievance management procedure

Should you require any further assistance, please contact us on our toll free number 18004256969 (between 10.00 am to 07:00 pm) or email us at indiaservices@pnbmetlife.co.in

PNB MetLife India Insurance Co. Ltd.
Unit no. 302, 3rd floor, Tower-3,
Worldmark Village Maidawas,
Sector 65, District Gurugram,
Haryana-122018

☎ 0124-4179000
🌐 www.pnbmetlife.com



Milkar life aage badhain

Sincerely Yours,

Rajat Malhotra

Rajat Malhotra
Assistant Manager
Grievance Redressal Team
PNB MetLife India Insurance Co Ltd.
Website: www.pnbmetlife.com
Call us at: 1800-425-6969(Toll Free) OR +91-80-26502244

PNB MetLife customers can also access to real-time policy details along with receipts and statements through our 24/7 IVR facility on our toll free number 1800 425 6969. Our call center timings are 10:00 am - 7:00 pm, Monday to Saturday.

Regd. Office: Unit Nos. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27, M.G. Road, Bengaluru - 560 001.
Regd. No.: 117, CI No.: U66010KA2001PLC028883, Phone: 080-6600 6969, Fax: 080-25585815, Email: indiaservice@pnbmetlife.co.in

Write to us at: Office Unit No. 101, 1st Floor, Techniplex-1 Techniplex Complex, Off Veer Savarkar Flvover, S V Road,
Goregaon (West), Mumbai - 400 062. Phone: 022 4179 0000, Fax: 022 - 41790203



Mohan Chandwani <chandwani.mohan@gmail.com>

**Unpaid Short Bonus of Rs3 Lakh (SRB + TB) by PNB MetLife Insurance Co. Ltd.
Policy number 21343576**

Mohan Chandwani <chandwani.mohan@gmail.com>
To: anarang2@pnbmetlife.com

Sat, Aug 3, 2024 at 1:21 PM

Reference SD- 61208564, Date : 25/07/2024

Dear Mr. Ajay Narang,

At the outset, I wish to say that your Assistant Manager - Mr. Rajat Malhotra did not understand my complaint in the right perspective & digressed from the main issue.

In view of the shocking poor return of Rs 78,344 on the total premium paid amount of Rs 4,75,759, I had requested for furnishing me with the details of yearly Reversionary bonus & the terminal bonus credited to my policy no. 21343576. By not providing this information, my suspicion has been reinforced that your company is not fair & just to me & I must fight this case at every level, if need be.

I have noted down the yearwise good profitability (except one year) of your company from your website which makes me believe that there is a serious flaw /manipulation at your end particularly when on completion of 3 years of my policy, the cumulative amount was little over Rs 3 lakh.

By unilaterally withdrawing the Participative Plan UIN:117N083V01 during 2017- 2018 & not crediting SRB every year, thereafter, you have resorted to **a great business malpractice in your operations & betrayed the policy holders like me.**

I am, once again, requesting you to please follow the guidelines of **IRDAI 2017** & make payment of the unpaid short bonus (SRB + TB) of Rs 3 lakh approx. to my savings account at your earliest.

Thanks & Regards.

Mohan Chandwani
R-822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737
Email Id : chandwani.mohan@gmail.com



Mohan Chandwani <chandwani.mohan@gmail.com>

1.Short payment of Rupees 3 Lakhs on maturity of Policy No: 21343576 2.Excess TDS amount deduction.

2 messages

Mohan Chandwani <chandwani.mohan@gmail.com>

Wed, Aug 21, 2024 at 1:19 PM

To: Pnb Metlife HelpLine 52727997 <indiaservice@pnbmetlife.co.in>

Kind Attention : Ms Laxmi ,Assistant Manager, Customer Experience Team, Goregaon West, Mumbai 400062

In response to your email dated 17 August, 2024 my comments are as under :-

1.You have avoided replying to my complaint that the cumulative balance in my policy no. 21343576 was little over Rs 3 lakh as on 5th October 2017 which I came to know from your customer service team on contact number 1800 425 6969. After 5th October ,2017,I had paid six annual premiums of Rs47,607 with GST (Rs 46,560 without gst) **whose total amount of six premiums was Rs2,85,642 with gst & Rs 2,79,360 without gst.**

2.While going through the year wise bonus declaration under participative products statements for year 2016-17 upto 2023-24 provided by you,I do not find any mention of Participating Endowment Plan **UIN:117N083V01**. I understand that you had discontinued this Plan unilaterally without any written information which was unfair & unjust to the policy holders.

3.I have the firm conviction that due to manipulation of my account at your end,I have been paid rupees three lakhs short on maturity of my policy no. 21343576.

4.I am surprised at the TDS deduction of Rs 19,586/- @20 % whereas it should have been calculated @ 5% because my PAN number AAOPC4142R is already registered in your record. Please ensure the excess amount on account of TDS deduction is credited to my Indian Overseas Bank saving account no.044201000016177.IFSC : IOBA0000442.

Looking forward to your fair & just reply/action else I shall have no option but to take up this matter for resolution with the Insurance Ombudsman.

Mohan Chandwani
R 822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737
chandwani.mohan@gmail.com



Reply

Forward

Aadhar card of Mohan Chandwani. .pdf
95K

Mohan Chandwani <chandwani.mohan@gmail.com>
To: anarang2@pnbmetlife.com

Fri, Aug 30, 2024 at 11:25 AM

Dear Mr.Ajay Narang,

Received reference SR :61468967 dated 21st August 2024 against my attached email dated August 21, 2024 pertaining to policy no. 21343576

Dear Mr. Ajay Narang,

This is to draw your kind attention that it's more than a week but I have yet to receive a reply on my revaluation request about rupees three lakh short maturity amount paid against my policy no. 21343676 as well as excess TDS deduction made at @ 20% instead of 5 %.

Looking forward to have a satisfactory reply soon.

Mohan Chandwani
R 822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737
chandwani.mohan@gmail.com

----- Forwarded message -----

[Quoted text hidden]

 **Aadhar card of Mohan Chandwani. .pdf**
95K



Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number- 21343576

PNB MetLife <indiaservice@pnbmetlife.co.in>

Reply-To: indiaservice@pnbmetlife.co.in

Sat, Sep 14, 2024 at 3:35 PM

To: "chandwani.mohan@gmail.com" <chandwani.mohan@gmail.com>

Dear Mr. Chandwani,

Greetings from PNB MetLife!

This is with reference to the email dated 30/8/2024 addressed to our customer experience team regarding the above-mentioned policy.

We would like to refer to our previous communication dated 16/8/2024 where detailed maturity payout and bonus clarification was given to you.

Further, the total maturity payout was Rs. 573690.08 from which Rs. 19586.12 deducted as TDS and the remaining amount was paid to you.

Furthermore, we request you to refer to the benefit illustration where projected value @4% and @8% is mentioned attached with policy documents for the maturity benefits.

In case you do not receive a response within the prescribed time frame or not satisfied with the resolution provided by our undersigned Grievance Officer, you may write to our Grievance Redressal Officer (GRO) at GRO@pnbmetlife.co.in.

Kindly note that, if you are sharing the Aadhar card for any documentation and record, please share only Masked Aadhar. Masked Aadhaar number implies replacing of first 8 digits

For all your servicing needs, click <https://www.pnbmetlife.com/khushi-chatbot.html> and login with your registered mobile number to enjoy quick and convenient digital servicing with our 24*7*365 Chat buddy, khUshi on www.pnbmetlife.com.

For assistance through whatsapp please follow this link:-

<https://wa.me/message/CA6MYENVEXQPE1?src=qr> or Say Hi to 7669800577

Also you can scan and download KhUshi app and Whats app





NEW - WhatsApp

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Mobile App

KhUshi will assist you to Pay premiums, download renewal premium receipt, premium paid certificate, Update personal details and much more instantly.

Should you require any further assistance, please contact us on our toll free number 18004256969 (between 10:00 am to 07:00 pm) or email us at indiaservice@pnbmetlife.co.in

Sincerely Yours,

Laxmi

Assistant Manager

Customer Experience Team

PNB MetLife India Insurance Company Limited

101, Techniplex 1, Techniplex Complex,

Veer Savarkar Flyover, Off S V Road,

Goregaon West Mumbai 400062.


IRDA Registration.Number: 117. CI No.: U66010KA2001PLC028883,


Website: www.pnbmetlife.com, Email: indiaservice@pnbmetlife.co.in


CITIN24524710787, CITIN24524710898

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3 attachments

 **noname**
46K

 **noname**
50K

 **noname**
52K



Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number- 21343576

Mohan Chandwani <chandwani.mohan@gmail.com>

Wed, Sep 18, 2024 at 11:58 AM

To: anarang2@pnbmetlife.com

Cc: complaints@irdai.gov.in, fmo@nic.in

Subject :Final request to provide me the information asked for pertaining to my PNB Metlife India Insurance policy no. **21343576**.

Reference : Service Request no.**61566370**

Dear Mr. Ajay Narang, (Head of Grievance Cell , PNB Metlife Insurance India Co. Ltd,)

I am extremely disappointed that despite a few requests, the following information asked for me has not been provided by your Service Team :-

- 1.Is it true or not whether the credit balance in my policy no. 21343576 as on 5th October 2017 was over Rs Three lakhs ?
- 2.Is it true or not whether my Participating Endowment Plan **UIN:117N083V01** was discontinued during the financial 2017-18 ?
- 3.Is it true or not that you were providing the details of Reversionary bonus on the basis of Plan numbers till the financial year 2016-17?
- 4.Why are you not providing me **with a certified copy of the statement of account as on 5th October, 2017 ?**
- 5.Why are you not providing me **with a certified copy reversionary bonus announced year wise by mentioning the Plan UIN:117N083V01 ?**
- 6.On what basis ,your company deducted TDS @ 20% when I am an Indian resident & my PAN number is already registered in your record?

Please provide me the certified copies of the above else I would expose your hidden agenda of manipulation of policy holders accounts with the Insurance Ombudsman.

I would not let you deprive me of my rightful claim of minimum Rupees Three Lakhs.

Mohan Chandwani
R 822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737
Email Id : chandwani.mohan@gmail.com

cc to : complaints@irdai.gov.in

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3 attachments **noname**
46K **noname**
50K **noname**
52K



Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number -21343576

1 message

PNB MetLife <gro@pnbmetlife.co.in>

Sat, Sep 28, 2024 at 6:25 PM

Reply-To: gro@pnbmetlife.co.in

To: "chandwani.mohan@gmail.com" <chandwani.mohan@gmail.com>

Dear Mr. Chandwani,

Greetings from PNB MetLife!

This is with reference to the email dated 18-Sep-2024 addressed to our Grievance Redressal officer regarding your policy number 21343576. PNB MetLife India Insurance Company Limited ('The Company') has assessed your requests and in line with your telephonic conversation with our Company representative on 26-Sep-2024. In line with the same, please find below the clarification to the specific queries, along with supporting documents.

Query -1

Is it true or not whether the credit balance in my policy no. 21343576 as on 5th October 2017 was over INR Three lakhs?

Answer -1

You have stated that you were informed by our call centre about a certain amount of fund value. The Company has checked our records and as per the calling date provided by you, the Company could not find any call details to evaluate your concern mentioned in the point number.

Query -2

Is it true or not whether my Participating Endowment Plan UIN:117N083V01 was discontinued during the financial 2017-18?

Answer -2

The product Met Endowment Saving Plan bearing UIN:117N083V01 was discontinued by the Company in 2016-17, however, the maturity amount along with the Reversionary and terminal bonus were processed as per the product T&C of your original plan. The maturity amount credited to your account was Rs. 573690.08 on 26-June-2024 in your Indian Overseas Bank account no. ending with xxxxxxxxxx6177 vide UTRN No. CITIN24486925437.

That you can review the detailed calculation that the Company had re-shared with you vide our email dated 16-Aug-2024. We are attaching the same for your ready reference again.

Query -3

Is it true or not that you were providing the details of Reversionary bonus on the basis of Plan numbers till the financial year 2016-17?

Answer -3

The bonus rates are uploaded on the website as per terms and conditions of your policy. Bonus rates are declared product-wise from 2017-18 onwards and you can find the same on our website - <https://www.pnbmetlife.com/bonus-rates.html>. Please also refer to the clause no. 2.3.1 of your policy document which states that Terminal Bonus are not guaranteed, and declaration will depend on the actual experience of the Company and also refer to clause no. 2.4.1.

Query- 4

Why are you not providing me with a certified copy of the statement of account as on 5th October, 2017?

Answer -4

Please find attached copy of your statement dated 31-Mar-2017 and 31- Mar-2018.

Query- 5

Why are you not providing me with a certified copy reversionary bonus announced year wise by mentioning the Plan UIN:117N083V01?

Answer - 5

Please find attached copies of all reversionary bonus letters.

Query- 6

On what basis, your company deducted TDS @ 20% when I am an Indian resident & my PAN number is already registered in your record?

Answer - 6

On behalf of the Company we deeply regret for the inconvenience and apologise for this issue due to an inadvertent error at our end. We are processing a refund of Rs. 14689.60/- in your Indian Overseas Bank account number ending with xxxxxxxxx6177 and will be credited to your account within 5 working days.

If you are not satisfied with the response, you may further raise it with our Grievance Redressal Officer (GRO). In case you have already approached the GRO and still are not satisfied with the resolution/reply provided, you may then approach the Insurance Ombudsman details of which can be found on <http://www.cioins.co.in> or visit our website for details made available on www.pnbmetlife.com or the Consumer Commissions as per law.

Kindly note that, if you are sharing the Aadhar card for any documentation and record, please share only Masked Aadhar. Masked Aadhaar number implies replacing of first 8 digits

For all your servicing needs, click <https://www.pnbmetlife.com/khushi-chatbot.html> and login with your registered mobile number to enjoy quick and convenient digital servicing with our 24*7*365 Chat buddy, KhUshi on www.pnbmetlife.com.

For assistance through whatsapp please follow this link:-

<https://wa.me/message/CA6MYENVEXQPE1?src=qr> or Say Hi to 7669800577

Also, you can scan and download KhUshi app and Whatsapp



NEW - WhatsApp

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KhUshi will assist you to Pay premiums, download renewal premium receipt, premium paid certificate, Update



Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number -21343576

Mohan Chandwani <chandwani.mohan@gmail.com>
To: anarang2@pnbmetlife.com

Tue, Oct 1, 2024 at 2:20 PM

Subject::Breach of agreement committed by PNB MetLife India Insurance Co Ltd Policy Number -21343576, Product Plan UIN : 117N083V01

Dear Mr Ajay Narang, (Head of Grievance Cell) PNB MetLife Insurance Co. Ltd.

I am in receipt of an email dated 28th September, 2024 from Ms.Laxmi, Assistant Manager ,PNB Met Life (copy attached herewith) **in reply to my email dated 18th September 2024 addressed to you.**

My comments to Ms. Laxmi's above mentioned email are as under :-

1. I reiterate that the credit balance as on 5th October, 2017 in my policy account was more than RsThree Lakhs ,quite likely, due to discontinuation of my policy product Plan UIN :117N083V01.It appears that no serious effort was made to check & verify the policy holders account statement at your end.

2.Since you have accepted in writing that the product Met Endowment Saving Plan bearing UIN : 117N083V01 was discontinued in the financial year 2016-2017, therefore, under clause 6.12 you must have taken its prior **approval of the Insurance Regulatory Deveopment authority of India,copy of the same may please be shared with me at the earliest.**

Under clause 6.12, you are bound to inform the policy holders & take their consent for change in the terms & conditions. Sorry to say that you willfully violated this clause by sending no intimation of me in this regard before discontinuing Product plan UIN : 117N083V01 & migrating it to some other plan on your own, unilaterally.

3.I am surprised to go through your answer -3.You have discontinued the product plan UIN :117N083V01 in 2016-17,how can you apply its dead terms & conditions afterwards.

4.Copy of statement dated 31 -March 2017 & 31- March 2018 are not the certified copies of account.

5.Here also, you could not provide me the certified copy of the reversionary bonus year wise by mentioning the Plan UIN : 117N083V01

6.At last, your company realised that due to an error at your end , excess TDS of Rs 14,689.60 was deducted.

In view of the above , please settle my rightful claim of Rs three lakhs at the earliest. Further delay , may lead to unpleasant exposures.

Regards.

Mohan Chandwani
R-822, New Rajinder Nagar
New Delhi 110060
Mobile no. 9811087737

Email Id : chandwani.mohan@gmail.com










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12 attachments

Reversionary_Bonus_2017.pdf
822K

Reversionary_Bonus_2018.pdf
826K

Reversionary_Bonus_2019.pdf
825K

-  **Reversionary_Bonus_2021.pdf**
824K
-  **Reversionary_Bonus_2022.pdf**
417K
-  **Reversionary_Bonus_2024.pdf**
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-  **Reversionary_Bonus_2023.pdf**
417K
-  **Reversionary_Bonus_2020.pdf**
824K
-  **Email_Response_dated_16-Aug-24.pdf**
237K
-  **noname**
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50K
-  **noname**
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Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number -21343576

2 messages

PNB MetLife <indiaservice@pnbmetlife.co.in>

Thu, Oct 24, 2024 at 10:08 PM

Reply-To: indiaservice@pnbmetlife.co.in

To: "chandwani.mohan@gmail.com" <chandwani.mohan@gmail.com>

Dear Mr. Chandwani,

Greetings from PNB MetLife!

This is with reference to your concerns dated 3/8/2024, 30/8/2024, 18/9/2024, 1/10/2024, and 16/10/2024 addressed to our customer experience team regarding the above-mentioned policy.

PNB MetLife India Insurance Company Limited ('The Company') has assessed your requests and in line with your multiple telephonic conversation with our Company representatives on 16/8/2024 and 26-Sep-2024, Pursuant to the same, please find below the clarification to the specific queries, along with supporting documents. This reply is reiterating and collating all the queries and responses shared with you till date.

The policy was voluntarily applied by you i.e. Mr. Mohan Chandwani vide application number 188520004 dated 27/06/2014 was issued on 30/06/2014.

That, the policy document of the policy bearing number 21343576 along with the welcome letter, premium paid receipt, etc. was dispatched to you on 5/7/2014 through first flight courier and the POD no. is F99100745330 and the same was duly delivered on 14/7/2014.

That the Company has started receiving queries from you after a period of 10 years and has been continuously responding to your queries vide emails dated 3/8/2024, 30/8/2024, 18/9/2024, 1/10/2024 and 16/10/2024. That the Company is providing you with specific answer to your queries below and hope the same clarifies all your doubts.

Query -1

Is it true or not whether the credit balance in my policy no. 21343576 as on 5th October 2017 was over INR Three lakhs?

Answer -1

You have stated that you were informed by our call centre about a certain amount of fund value. The Company has checked our records and as per the calling date provided by you, the Company could not find any call details to evaluate your concern mentioned in the point number 1.

Query -2

Is it true or not whether my Participating Endowment Plan UIN:117N083V01 was discontinued during the financial 2017-18?

Answer -2

The product Met Endowment Saving Plan bearing UIN:117N083V01 was discontinued by the Company in 2016-17, however, the maturity amount along with the Reversionary and terminal bonus were processed as per the product T&C of your original plan. The maturity amount credited to your account was Rs. 573690.08 on 26/6/2024 in your account no. *****6177 vide UTRN No. CITIN24486925437. That you can review the detailed calculation that the Company had re-shared with you vide our email dated 16/8/2024. We are attaching the same for your ready reference again.

Query -3

Is it true or not that you were providing the details of Reversionary bonus on the basis of Plan numbers till the financial year 2016-17?

Answer -3

The bonus rates are uploaded on the website as per terms and conditions of your policy. Bonus rates are declared product-wise from 2017-18 onwards and you can find the same on our website - <https://www.pnbmetlife.com/bonus->

rates.html. Please also refer to the clause no. 2.3.1 of your policy document which states that none of the bonuses are guaranteed, and declaration will depend on the actual experience of the Company and also refer to clause no. 2.4.1.

Query- 4

Why are you not providing me with a certified copy of the statement of account as on 5th October, 2017?

Answer -4

Please find attached copy of your statement dated 31-Mar-2017 and 31- Mar-2018.

Query- 5

Why are you not providing me with a certified copy reversionary bonus announced year wise by mentioning the Plan UIN:117N083V01?

Answer - 5

Please find attached copies of all reversionary bonus letters.

Query- 6

On what basis, your company deducted TDS @ 20% when I am an Indian resident & my PAN number is already registered in your record?

Answer - 6

Ob behalf of the Company we deeply regret for the inconvenience and apologise for this issue due to an inadvertent error at our end. We are processing a refund of Rs. 14689.60/- in your Indian Overseas Bank account number ending with xxxxxxxxx6177 and will be credited to your account within 5 working days.

Query 7

I reiterate that the credit balance as on 5th October 2017 in my policy account was more than Rs Three Lakhs, quite likely, due to discontinuation of my policy product Plan UIN: 117N083V01. It appears that no a serious effort was made to check & verify the policy holders' account statement at your end.

Answer 7

We would like to confirm that the Company has checked our records, and the maturity benefits were paid as per the terms and conditions of the plan.

Query 8

Since you have accepted in writing that the product Met Endowment Saving Plan bearing UIN: 117N083V01 was discontinued in the financial year 2016-2017, therefore, under clause 6.12 you must have taken its prior approval of the Insurance Regulatory Development authority of India, copy of the same may please be shared with me at the earliest.

Answer 8

We would like to inform you that the sourcing of the particular version of the product was discontinued by the Company on 16/11/2016. However, the terms and conditions of your policy shall prevail for the duration of your policy term and all benefits can be availed by the customer as per the terms and conditions of the policy.

Query 9

I am surprised to go through your answer -3 you have discontinued the product plan UIN :117N083V01 in 2016-17, how can you apply its dead terms & conditions afterwards.

Answer -9

We again reiterate that the sourcing of the particular version of the product was discontinued by the Company on 16/11/2016. However, the terms and conditions of your policy shall prevail for the duration of your policy term and all benefits can be availed by the customer as per the terms and conditions of the policy.

Query 10

Copy of statement dated 31 -March 2017 & 31- March 2018 are not the certified copies of account.



Mohan Chandwani <chandwani.mohan@gmail.com>

Breach of Trust & Breach of Agreement Committed in Policy no. 21343576 by PNB MetLife India Insurance Co. Ltd

1 message

Mohan Chandwani <chandwani.mohan@gmail.com>

Mon, Nov 25, 2024 at 12:40 PM

To: anarang2@pnbmetlife.com

Cc: complaints@irdai.gov.in, sbansal@pnbmetlife.com

Reference :- Your email dated 24th October,2024

Dear Mr. Ajay Narang ,Head of Grievance Cell, PNB MetLife India Insurance Co Ltd.

It is absolutely incorrect to say that I voluntarily applied for this policy.

Please refer to my email dated 17th July,2024 where I have specifically mentioned that I was misled by PNB MetLife's Agent Gaurav Verma, Code no, 99029553,Licence no.3097942 to take up this policy under Plan UIN :117N083V01 assuring me of attractive returns (maturity amount of more than Rs 8.5 lakhs).

Please refer to the several emails that have been exchanged on the above subject but even your last reply vide email dated 24th October 2024 is not at all satisfactory. **It has not answered my following two pertinent questions:****1.Was the credit balance in my Policy account no. 21343576 more than Rupees Three Lakhs as on 5th October,2017.****Please reply in Yes or No ?****2.Why did you not inform or take my consent after the discontinuation of Plan UIN :117N083V01 by you on 16.11.2016.**

As a Policyholder ,I feel cheated and find myself a victim of your company's breach of trust and violation of terms of contract between a customer and seller. I kept paying future installments under the same plan UIN : 117N083V01 & paid seven (7) installments amounting to Rs 3,33,253 /- .

THIS IS A CLEAR CASE OF FRAUD.THIS LAPSE ON THE PART OF YOUR COMPANY IN NOT INFORMING ME ABOUT THE DISCONTINUATION OF POLICY PLAN :117N083V01 ON 16.11.2016 AND KEPT ACCEPTING SEVEN INSTALLMENTS AFTERWARDS IS BREACH OF TRUST AS WELL AS BREACH OF AGREEMENT OF THE POLICY

Your action has resulted in a loss of rupees three Lakhs to me. Please make good this loss within next 15 days of receipt of this email, otherwise I shall have no option but to lodge a complaint with the Insurance Ombudsman & also to keep legal remedies open,

The consequences and the cost of this will be borne by you.

Looking forward to your fair & honest reply to the two pertinent questions mentioned above.

Yours Truly

Mohan Chandwani
R-822 , New Rajinder Nagar
New Delhi 110060
Email : chandwani.mohan@gmail.com

cc to IRDA

cc to The Managing Director & CEO , PNB MetLife India Insurance Co. Ltd,



Mohan Chandwani <chandwani.mohan@gmail.com>

PNB MetLife India Insurance Co Ltd Policy Number - 21343576

PNB MetLife <indiaservice@pnbmetlife.co.in>

Fri, Dec 6, 2024 at 9:49 PM

Reply-To: indiaservice@pnbmetlife.co.in

To: "chandwani.mohan@gmail.com" <chandwani.mohan@gmail.com>

Dear Mr. Chandwani,

Greetings from PNB MetLife!

This is with reference to your email dated 25/11/2024 addressed to our customer experience team regarding the above-mentioned policy.

We would like to refer our previous response dated 24/10/2024 where we addressed your grievance in detailed.

Further we would like to reiterate that the Company has started receiving queries from you after a period of 10 years and has been continuously responding to your queries vide emails dated 3/8/2024, 30/8/2024, 18/9/2024, 1/10/2024 and 16/10/2024. That the Company is providing you with specific answer to your queries below and hope the same clarifies all your doubts.

Query -1

Was the credit balance in my Policy account no. 21343576 more than Rupees Three Lakhs as on 5th October,2017.

Answer -1

You have stated that you were informed by our call center about a certain amount of fund value. The Company has checked our records and as per the calling date provided by you, the Company could not find any call which are over recorded lines for training and quality purposes, any details wherein the amount being mentioned by you was informed to you by any of our representatives. The Company is sharing the reversionary bonus statement of 2017 for your reference (attached).

Query -2

Why did you not inform or take my consent after the discontinuation of Plan UIN :117N083V01 by you on 16.11.2016.

Answer -2

We would like to inform you that the sourcing of the particular version of the product was discontinued by the Company on 16/11/2016. However, the terms and conditions of your policy shall prevail for the duration of your policy term and all benefits can be availed by the customer as per the terms and conditions of the policy.

If you are not satisfied with the response, you may further raise it with our Grievance Redressal Officer (GRO). In case you have already approached the GRO and still are not satisfied with the resolution/reply provided, you may then approach the Insurance Ombudsman details of which can be found on <http://www.cioins.co.in> or visit our website for details made available on www.pnbmetlife.com or the Consumer Commissions as per law.

Kindly note that, if you are sharing the Aadhar card for any documentation and record, please share only Masked Aadhar.

Masked Aadhaar number implies replacing of first 8 digits of Aadhaar number with some characters like "XXXX-XXXX" while only last 4 digits of the Aadhaar Number are visible.

For all your servicing needs, click <https://www.pnbmetlife.com/khushi-chatbot.html> and login with your registered mobile number to enjoy quick and convenient digital servicing with our 24*7*365 Chat buddy, khUshi on www.pnbmetlife.com.

For assistance through whatsapp please follow this link:-

<https://wa.me/message/CA6MYENVEXQPE1?src=qr> or Say Hi to 7669800577

Also you can scan and download KhUshi app and Whats app



Mobile App



Chat BOT



WhatsApp

KhUshi will assist you to Pay premiums, download renewal premium receipt, premium paid certificate, Update personal details and much more instantly.

Should you require any further assistance, please contact us on our toll free number 18004256969 (between 10:00 am to 07:00 pm) or email us at indiaservice@pnbmetlife.co.in

Sincerely Yours,

Laxmi
Deputy Manager
Customer Experience Team
PNB MetLife India Insurance Company Limited
101, Techniplex 1, Techniplex Complex,
Veer Savarkar Flyover, Off S V Road,
Goregaon West Mumbai 400062.
IRDA Registration Number: 117. CI No.: U66010KA2001PLC028883,
Website: www.pnbmetlife.com, Email: indiaservice@pnbmetlife.co.in

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2 attachments

 **Reversionary_Bonus_2017_(1).pdf**
822K

 **noname**
101K