



FAQs for IndiaFirst Life customers during the Covid-19 pandemic

1. Where can I reach out to IndiaFirst Life for my queries or policy service-related requirements?

We are available on the following service touch points

- My Account Customer Portal: <https://www.indiafirstlife.com/secondary-links-ph/customer-support> for all policy service queries
- WhatsApp Bot: Send a "Hi" on 022 62749898 through your registered mobile number and the bot will authenticate you automatically
- PULL SMS service to be availed from policyholders registered number to be sent on **92444 92444**
 - ✓ Get Fund Value by sending SMS "FUND<space>8-digit Policy No"
 - ✓ Get Policy and Due details by sending an SMS "POLICY<space>8 digit Policy No"
- IRIS Virtual assistant: <https://www.indiafirstlife.com/>
- Email Desk: customer.first@indiafirstlife.com
- Call Centre– call us on our toll free no 1800 209 8700, 9AM -7PM between Monday – Saturdays for outside India [+91 22 62749898](tel:+912262749898)
- LIVE CHAT WITH A INDIAFIRST LIFE EXPERT : click on <https://www.indiafirstlife.com/> --- --- customer Service --- reach out us --- Live chat

2. Where can I pay my Policy Premiums and revive my lapsed policies?

- Click here to pay premium <https://www.indiafirstlife.com/manage-policies/pay-premium> You just need to enter your policy number, date of birth and Mobile/Email for authentication.
- **Premium Payment Through Net Banking of any Bank** Customer can Add / Register IndiaFirst as a beneficiary in his bank account to facilitate payment regularly through Net Banking.
Beneficiary Account Number - INDFIS (Followed by Policy No./ App No. without any space)
Beneficiary Name - INDIAFIRST LIFE INSURANCE CO LTD
Beneficiary IFSC Code - HDFC0000240
Beneficiary Bank Name - HDFC Bank
Branch Name - Sandoz Branch, Mumbai
- We accept payments on payment apps such as Paytm, Google Pay and Jio Money Browse through the available list of Wallet / Cash Cards on our website
- Payments are also accepted at Axis Bank & ICICI Bank branches



- IndiaFirst policyholders who have account in Bank Of Baroda, can pay their premium at any BOB ATM. To locate the Nearest BOB - ATM visit www.bankofbaroda.com

3. What would be the grace period for my insurance policy in the current Pandemic situation?

The grace period has been extended till 31st May for all premiums which were due in the month of March 2020 and for the premiums which were due in the month of April 2020 grace period has been extended by 30 days.

However, you can pay the due premium(s) any time before the expiry of the extended grace period, to avoid policy lapse.

4. From when will the extended grace period be effective for my policy as per there commendation?

The extended grace period will apply immediately on expiry of the standard grace period, as specified in your policy document. Generally, policies with Annual, Half-yearly or Quarterly premium payment frequency have a standard grace period of 30 days and in case of monthly premium, the grace period is 15 days. However, it is recommended to refer to your policy document for the same.

5. Can I make alterations to my policy such as change in Name, Address, Nominee, etc. in the current situation?

Given the difficult times, we urge you to request for only critical policy alteration requests. You can mail us the soft copy of the request letter with the Government id proof such as PAN card, Passport copy, Aadhar card on our customer.first@indifirstlife.com or WhatsApp us on 8879334330

6. How can I submit the Declaration of Good Health for revival of my lapsed, paid-up or discontinued policy?

You can mail the soft copy of your completely filled and signed DGH available on our website, to customer.first@indifirstlife.com or WhatsApp us on 8879334330 from your registered email ID and Mobile number .

We urge you to follow all the instructions issued by Government authority from time to time and help our nation and your family to Stay Safe and Healthy!