



4. Personalized Outreach Programmes

➤ Niveshak Panchayat

- **Launched on January 8, 2024**
- **Aim:** addressing claimant grievances and ensuring their financial security.
- A Direct communication line between Claimants and senior IEPFA Officers.
- **Held every working Monday from 4.00 pm to 6.00 pm at IEPFA Head Office in New Delhi.**
- Led by the CEO of IEPFA and other senior officers, it bridges the gap between IEPFA and Claimants.

➤ Niveshak Sunwai

- **Government at the doorstep of claimants.**
- Directly address investors grievances by organizing a series of “Niveshak Sunwai” workshop sessions across key cities in India.
- **Aim: Reducing the gap between the IEPFA and its stakeholders as IEPFA operates solely from its Delhi office, with no regional branches.**

➤ Niveshak Shivr

- IEPFA in collaboration with SEBI, has moved one step forward from **Niveshak Sunwai to Niveshak Shivr-Ek Kadam Niveshak Ki Aor**, to make the event more comprehensive through eliminating intermediaries by fostering direct interactions between investors, companies and Registrars and Transfer Agents (RTAs), while also providing an immediate redressal mechanism for investor grievances. This initiative aims to serve as a one-stop solution for investors to resolve issues related to unclaimed dividends and shares and offer direct access to investor services.

5. Social Media Platforms

- X (earlier called Twitter), Facebook, Instagram and LinkedIn
- Promoting financial education and raising awareness about frauds.
- Also address claimants' concerns.

6. Centralised Public Grievance Redress and Monitoring System (CPGRAMS)

Complaints are also handled through CPGRAMS, i.e. Centralised Public Grievance Redress and Monitoring System, which is an Indian online platform that allows citizens to file grievances against any central or state government department or authority. Citizens can file complaints via the web portal (<https://pgportal.gov.in/>).



भारतीय बीमा विनियामक और विकास प्राधिकरण
INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY OF INDIA

Senior Citizens Welfare Fund (SCWF) Unclaimed Insurance Amount



Frequently Asked Questions (FAQs)

Q1. What is an unclaimed insurance amount?

An unclaimed insurance amount refers to the amount held by an insurer, but payable to consumers, including income accrued thereon, on account of their non-contactability through any means and remaining unpaid beyond twelve months from the due date of such payment.

Q2. How the policyholders/beneficiaries can know if any amounts are due to them?

Policyholders/beneficiaries can visit the website of concerned insurer(s) and make online enquiry using the following details:

- Policy Number
 - PAN of the Policyholder
 - Name of the Policyholder (Mandatory)
 - Date of Birth of the Policyholder (Mandatory)
- Insurers' website Links to enquire about unclaimed amounts are also published in the IRDAI's Bima Bharosa portal. This portal can be accessed from the following link: <https://bimabharosa.irdai.gov.in/Home/Unclaimed Amount>

Q3. What is the process for claiming the amounts once the policyholders/beneficiaries identify the amounts due to them?

Policyholders/beneficiaries can contact nearest branch of the concerned insurer or online (through portal/email) with the details/documents mentioned in point 13 below.

Q4. What happens if the policyholder has died, while the policy is in-force or in paid-up status and no one has claimed the insurance?

If the nominee or legal heir does not claim the benefits, the amount remains unclaimed. However, they can still file a claim by submitting the required documents stated in the policy document to the insurer.

Q5. What is the procedure for claiming unclaimed amount if the nominee mentioned in the life insurance policy is also not alive?

In case the nominee mentioned in the policy document is also not alive, the legal heirs can contact the insurer and submit the required documents as stated in the policy documents for claim settlement.

Q6. What happens to the unclaimed amount after 10 years?

If an amount remains unclaimed for more than **10 years**, it is transferred by the insurer to the **Senior Citizens' Welfare Fund (SCWF)** maintained by the Government of India. **However**, the rightful claimant can still approach the insurer and claim the amount, even after it has been transferred, upto 25 years from the date of transfer.

Q7. How the policyholders/beneficiaries can claim their unclaimed amounts after they are transferred to Senior Citizens' Welfare Fund (SCWF)?

Policyholders/beneficiaries shall be eligible to claim the dues under their policies up to 25 years from the date of transfer of the same to Senior Citizens' Welfare Fund (SCWF). If not claimed within 25 years, such amounts shall escheat to the Central Government in terms of Section 126 of the Finance Act 2015.

Q8. Is there any fee or time limit to claim unclaimed insurance money?

No, there is no fee to claim your unclaimed insurance amount. You can claim the amount even if it is transferred to SCWF, upto 25 years from the date of transfer.

Q9. How can I prevent my insurance money from becoming unclaimed in the future?

- Always update your contact details with the insurer.
- Register a nominee and keep the information updated.
- Inform your family about your policies.
- Keep physical and digital records of your insurance policies.
- You can also store soft copies of the policy document in Digilocker.
- Link your policies to your Aadhaar and PAN, for easy identification.

Q10. Where can I get help if I have difficulty in claiming my money?

You can:

- Contact the **Grievance Redressal Officer (GRO)** of the respective insurance company. Details of GROs can be obtained from the Insurer's website and also from the IRDAI website at www.irdai.gov.in (Home>Consumer Affairs>Grievance Redressal>List of GROs) or from the link: <https://irdai.gov.in/list-of-gros>
- Use the IRDAI Bima Bharosa Grievance Redressal Portal – <https://bimabharosa.irdai.gov.in/>
- Call the IRDAI **toll-free helpline: 155255 / 1800 4254 732**

Q11. Are the insurers required to pay any interest on the unclaimed amounts lying with them?

Insurers are required to pay unclaimed amount along with investment income earned thereon.

Q12. What are instructions / guidelines applicable in respect of unclaimed amounts?

Policyholder/beneficiary may refer to the provisions of the following circulars issued by the IRDAI:

- Master Circular on Protection of Interests of Policyholders through ref no. IRDAI/PP&GR/CIR/MISC/117/9/2024, dated 05.09.2024 which can be accessed from the link: <https://irdai.gov.in/document-detail?documentId=5625747>
- Master Circular on Operations and Allied Matters of Insurers, through Ref: IRDAI/PPGR/Cir/Misc/97/06/2024 dated 19.06.2024 which can be accessed from the link: <https://irdai.gov.in/document-detail?documentId=5083599>

Q13. How do I claim an unclaimed insurance amount?

You need to contact the insurance company with the following details and submit the documents required for submitting the claims:

- Policy details/document
- Bank Account details
- Claimant's Photo ID and Cancelled cheque with name and account number printed or cancelled cheque with copy of Bank Passbook/ Bank Statement.
- KYC documents to prove identity
- Valid ID, address and relationship proof (if the claim is made by a beneficiary/nominee, other than the policyholder).

- vi) Duly completed Claim form
- vii) Succession certificate, in case legal heir is making a claim.
- viii) Documents required to evidence a claim as per the policy document like Death Certificate, Hospital records, police reports/complaints, FIR reports.

If the original policy document is lost, you may need to file an indemnity bond depending on the company's policy.

Nominees or legal heirs must provide additional documents like death certificate and succession proof.

Q14. Where can I enquire information about my unclaimed amounts, online?

Insurers' website links to enquire about unclaimed amounts are given below:

Sl. No.	Name of the Life Insurer	Link to unclaimed amounts enquiry
1	Aditya Birla SunLife Insurance Company Ltd.	https://lifeinsuranceservicing.adityabirlacapital.com/pre-unclaim
2	Bandhan Life Insurance Ltd.	https://www.bandhanlife.com/unclaimed-amount-status
3	Ageas Federal Life Insurance Company Ltd.	https://www.ageasfederal.com/unclaimed-payouts-form
4	Aviva Life Insurance Company India Ltd.	https://online.avivaindia.com/econnect/Pages/IRDA_Claims.aspx
5	Bajaj Allianz Life Insurance Company Ltd.	https://life.bajajallianz.com/lifeinsurance/lifeProds/unclaimed.jsp
6	Bharti AXA Life Insurance Company Ltd.	https://www.bhartiaxa.com/unclaimed-amount
7	Canara HSBC Life Insurance Company Ltd.	https://www.canarahsbclife.com/customer-service/claims/un-claimed-amount
8	Edelweiss Life Insurance Company Ltd.	https://www.edelweisslife.in/unclaimedamount
9	Exide Life Insurance Co. Ltd. (Merged with HDFC Life Insurance Company Ltd.)	https://www.hdfclife.com/customer-service/claims/un-claimed-policyholder-payment-dues-amount-disclosure/eli
10	Generali India Life Insurance Company Ltd.	https://www.generalicentrallife.com/customer-service/un-claimed-amount
11	HDFC Life Insurance Company Ltd.	https://www.hdfclife.com/customer-service/claims/un-claimed-policyholder-payment-dues-amount-disclosure
12	ICICI Prudential Life Insurance Company Ltd.	https://customer.iciciprulife.com/csr/unclaimedAmountAuthentication.htm?execution=e1s1
13	India First Life Insurance Company Ltd.	https://www.indiafirstlife.com/unclaimed-amount
14	Kotak Mahindra Life Insurance Company Ltd.	https://customer.kotaklifeinsurance.com/CP/customerun-claimamount.aspx

Sl. No.	Name of the Life Insurer	Link to unclaimed amounts enquiry
15	Life Insurance Corporation of India	https://merchant.licindia.in/LICEPS/portlets/visitor/unclaimedPolicyDues/UnclaimedPolicyDuesController.jspf
16	Axis Max Life Insurance Company Ltd.	https://www.axismaxlife.com/cs/unclaimed-amount
17	PNB Met Life India Insurance Company Ltd.	https://www.pnbmetlife.com/wps/portal/Home/unclaimedform/
18	Pramerica Life Insurance Company Ltd.	https://pramericalife.in/unclaimed-amount
19	Reliance Nippon Life Insurance Company Ltd.	https://www.reliancenipponlife.com/public-disclosures/unclaimed-amount-of-policy-holders
20	SBI Life Insurance Company Ltd.	https://www.sbilife.co.in/unclaimed-amount-disclosure
21	Shriram Life Insurance Company Ltd.	https://shriramlife.in/SLP/unclaimedamount
22	Star Union Dai-ichi Life Insurance Company Ltd.	https://www.sudlife.in/public-disclosures/unclaimed-amount
23	TATA AIA Life Insurance Company Ltd.	https://www.tataaia.com/premium-payment/unclaimed-fund.html

Sl. No.	Name of the General Insurer	Link to unclaimed amounts enquiry
1	Acko General Insurance Ltd.	https://www.acko.com/gi/unclaimed-amount/
2	Agriculture Insurance Company of India Ltd.	https://www.aicofindia.com/regulatory-compliance
3	Bajaj Allianz General Insurance Co. Ltd	https://general.bajajallianz.com/BagicNxt/unClaimedData/searchDetails.do
4	Cholamandalam MS General Insurance Co. Ltd.	https://www.cholainsurance.com/unclaimed-amount
5	Navi General Insurance Ltd.	https://navi.com/insurance/unclaimed-claims
6	Zuno General Insurance Co. Ltd	https://www.hizuno.com/unclaimed-amount
7	Future Generali India Insurance Co. Ltd.	https://www.generalicentralinsurance.com//customer-service/unclaimed-amount
8	Go Digit General Insurance Ltd	https://www.godigit.com/claim/check-unclaimed-amount
9	HDFC ERGO General Insurance Co. Ltd.	https://www.hdfcergo.com/claim/trackclaim_refund_payment_status
10	ICICI LOMBARD General Insurance Co. Ltd.	https://ilhc.icicilombard.com/Home/UnclaimedAmount
11	IFFCO TOKIO General Insurance Co. Ltd.	https://www.iffcotokio.co.in/claims/unclaimed-amount-policy-holders

Sl. No.	Name of the General Insurer	Link to unclaimed amounts enquiry
12	Kshema General Insurance Co Limited	https://kshema.co/unclaimed-amount/
13	Zurich Kotak General Insurance Co. Ltd.	https://www.zurichkotak.com/journey/index.html#/claims/unclaimed-amount
14	Liberty General Insurance Ltd.	https://www.libertyinsurance.in/products/irdai/irdaiindex
15	Magma General Insurance Ltd.	https://www.magmainurance.com/unclaimed-amount
16	National Insurance Co. Ltd.	https://payments.nic.co.in:8443/StatusChecker/
17	Raheja QBE General Insurance Co. Ltd.	https://www.rahejaqbe.com/unclaimed-amount
18	Reliance General Insurance Co.Ltd	https://www.reliancegeneral.co.in/Insurance/About-Us/Unclaimed-Amount.aspx?type=Unclaimedamount
19	Royal Sundaram General Insurance Co. Ltd.	https://www.royalsundaram.in/unclaimed
20	SBI General Insurance Co. Ltd.	https://www.sbigeneral.in/unclaimed-policy-details
21	Shriram General Insurance Co. Ltd	https://serviceapi.shriramgi.net/cloud/?module=ucasearch
22	Tata AIG General Insurance Co. Ltd.	https://www.tataaig.com/service/unclaimed-amount
23	The New India Assurance Co. Ltd	https://www.newindia.co.in/portal/unclaimedPolHolAmt
24	The Oriental Insurance Co. Ltd.	https://orientalinsurance.org.in/unclaimed-amount
25	United India Insurance Co. Ltd.	https://portal.uiic.in/CUSTOMERPORTAL/unclaimed_query.jsp
26	Universal Sompo General Insurance Co. Ltd.	https://www.usgi.co.in/usgi/claim_refund.aspx

Sl. No.	Name of the Health Insurer	Link to unclaimed amounts enquiry
1	Aditya Birla Health Insurance Co. Ltd.	https://www.adityabirlacapital.com/healthinsurance/unclaimed-amount
2	Manipal Cigna Health Insurance Company Limited	https://www.manipalcigna.com/disclosures/unclaimed-amount
3	Niva Bupa Health Insurance Co Ltd.	https://transactions.nivabupa.com/unclaimed/unclaimedamount.aspx
4	Care Health Insurance Ltd	https://www.careinsurance.com/unclaimed-amount.php
5	Star Health & Allied Insurance Co.Ltd.	https://www.starhealth.in/claim-proposal/
6	Galaxy Health Insurance	https://www.galaxyhealth.com/public-disclosures
7	Narayana Hrudalaya Health Insurance	Newly registered insurance company. Hence unclaimed amounts not applicable

Standard Operating Procedure (SOP)

1. If the Policyholder knows that he/she had taken a policy, he/she does not know/have the policy number, he/she can go the Official website of the Insurer and get his/her Policy details by following the process given below:

Step 1: Go to the Official Website of the Insurer.

Websites of insurers can also be accessed through the link: <https://bimabharosa.irdai.gov.in/Home/Unclaimed Amount>

Step 2: Select the link pertaining to Unclaimed amounts of Policyholders.

Step 3: Enter your Basic details such as:

- Policy no (*)
- PAN
- Name of the policyholder (Mandatory),
- DOB of the policyholder(mandatory)

(*) If policy number is not known, please visit the Insurer's office

Step 4: Get details of Servicing Branch

Step 5: Provide the requirements as stated below and get the claim amount to the Bank account of the Policyholder/claimant/nominee by NEFT.

If the nominee/legal heir of a policyholder finds a policy where claim is pending under the policy, he/she can visit/contact the Branch submitting claim under his/her policy by submitting the following details/documents.

- i) Policy details/document
- ii) Bank Account details
- iii) Claimant's Photo ID and Cancelled cheque with name and account number printed or

cancelled cheque with copy of Bank Passbook/ Bank Statement.

- iv) KYC documents to prove identity.
- v) Valid ID, address and relationship proof (if the claim is made by a beneficiary/nominee, other than the policyholder).
- vi) Duly completed Claim form.
- vii) Succession certificate, in case legal heir is making a claim.
- viii) Documents required to evidence a claim as per the policy document like Death Certificate, Hospital records, police reports/complaints, FIR reports.

2. If the policyholder knows the Policy number however he does not know the Servicing Branch can get the address and email of the servicing Branch by visiting Official website of the Insurer and or by clicking the following link, available in the IRDAI Bhima Bharosa portal:

<https://bimabharosa.irdai.gov.in/Home/Unclaimed Amount>

3. If the Policyholder has the Policy number but does not have the policy bond, he/she can contact the Servicing Branch Office and by following the claim settlement procedure prescribed by the insurer.
4. If a Policyholder is having policy details where the claim is outstanding, she/he can contact the servicing Branch Office with the Original Policy Bond, Discharge form, KYC and NEFT (Bank) Particulars. On submission of the above documents, claim payment will be made to the policyholder.