

Surrender process:

Early termination / encashment of an insurance plan by policyholder is termed as ‘policy surrender’. You can surrender your policy before maturity, which you have purchased to secure your family’s future. With Surrender of your policy, life insurance cover will end and all your policy benefits will stop. Hence, we recommend you to re-think your decision of surrendering the financial security of your loved ones. .

Further, to enable you, a brief on surrender process is as below:

- The surrender request along with the original policy document can be submitted with either the Insurance / Takaful provider, or at any of the Bank branches
- Upon receiving the complete set of documents, Insurance Provide will register the request
- Once the surrender request is approved, discharge receipt will be sent to the client along with confirmation of the surrender amount payable.
- The settlement amount will be transferred to the Bank account, details of which hare provided in the surrender form

List of document and requirements for claim settlement procedure

- Policy Document in original / Loss of Policy Declaration
- Passport Copy with Visa Page
- Filled and duly signed Payment Instruction form and Surrender form
- You may notify Bank’s staff to cancel Direct debit instruction on your account, if any

Contact Coordinate for Providers are as follows:

Provider Name	Email ID	Contact Centre
MetLife	cusotmerservices.gulf@metlife.ae	800 MetLife (800 638 5433) , +971 4 415 4555
Oman Insurance Company	service@tameen.ae	8004746
SALAMA Arab Islamic Insurance	CS.FT@salamalife.ae	800-SALAMA (800-725262)
Zurich International	helppoint.uae@zurich.com	+97143634567
Old Mutual International	askme@ominternational.com	+971 (0)4 304 5800
LIC International	mail@licinternationaluae.com	(+971) 4 335 4858 Fax: (+971) 4 335 4684