IMPORTANT NOTICE TO PLI/RPLI CUSTOMERS

Temporary Interruption of PLI/RPLI Services from 16 November to 24 November 2026

Dear Customer,

The Department of Posts is transitioning to a new **Insurance Management Solution (IMS)** for Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI).

In view of this transition, PLI/RPLI services will remain temporarily unavailable from **16 November 2026 to 24 November 2026** at Post Offices, Customer Care Centres (CPCs) and through online channels.

Important: Complete Your Transactions by 15 November 2026

To minimise inconvenience during this period, customers are requested to:

1. Deposit pending or due renewal premiums by **15 November 2026 (11:59 PM)**, wherever feasible.
2. Complete pending PLI/RPLI transactions and service requests before the above-mentioned date, wherever feasible.
3. Contact their respective PLI/RPLI salesforce or CPC for assistance regarding pending requirements.

When Will Services Resume?

The pan-India rollout of the new Insurance Management Solution is scheduled for **25 November 2026**. PLI/RPLI services will resume following restoration of the system.

Customers who are unable to complete their transactions during the period of interruption may avail of the services after restoration of the system, as applicable.

We regret the inconvenience caused and sincerely appreciate your patience and cooperation during this transition.

Postal Life Insurance (PLI) | Rural Postal Life Insurance (RPLI)