



Guarantee your loved ones – A path of certainties

IndiaFirst Life Long Guaranteed Income Plan

(A Non-Linked, Non-Participating, Limited Premium, Individual Savings Life Insurance Plan)

How Will This Brochure Help You?

This brochure gives you details of how the policy works throughout its lifetime. It's an important document to refer to.

To Help Your Understanding

We've done our best to explain everything as simply as possible; however, you're likely to come across some terms you're unfamiliar with, where possible, we've explained these.

We have used plain language that's easy to understand and believe this brochure is a good place to start when planning your future under this insurance contract.

About IndiaFirst Life Insurance Company Limited (IndiaFirst Life)

Headquartered in Mumbai, IndiaFirst Life Insurance Company Limited (IndiaFirst Life),

with a paid-up share capital of INR 754 crores, is one of the country's youngest life insurance companies. Its current shareholders include Bank of Baroda, Union Bank of India, and Carmel Point Investments India Private Limited, which hold 65%, 09%, and 26% stakes in the company. Carmel Point Investments India Pvt Ltd. is incorporated by Carmel Point Investment Ltd, a body corporate incorporated under the laws of Mauritius and owned by private equity funds managed by Warburg Pincus LLC, New York, United States. The company's key differentiator is its simple, easy-to-understand products that are fairly priced and efficiently serviced. For details, please visit <https://www.indiafirstlife.com/>.

Introduction

In a world full of setbacks and surprises, it is always good to have a trusted partner, especially when it comes to finances! Having a reliable financial product that provides life cover throughout the term of the policy as well as assures you a guaranteed regular stream of income, can go a long way in helping you meet your financial goals, whilst safeguarding your loved ones in case of an unforeseen event.

We present to you our IndiaFirst Life Long Guaranteed Income Plan, a non-linked, non-participating, limited premium, Individual Savings, life insurance plan, which supports you and your family in all stages of life by providing life cover throughout the term of your policy as well as an assured income benefit.

Key Features

- Pay for shorter period and enjoy long-term benefits
- Guaranteed income to support you in fulfilling your financial goals
- Give a boost to your lifestyle needs with Definite Income Option. Get guaranteed income for a fixed period of 20 or 30 years
- Whole of Life Income Option - Get guaranteed income till 99 years of age
- Get 100%/115% of all the premiums paid at the end of the income period basis annualized premium payable.
- Continue to enjoy full life cover benefit even if you miss to pay one premium (applicable after you have paid first two full years' premium)
- Flexibility to receive death benefit as a lumpsum or as regular income for 5 years
- Choose from 4 optional riders to enhance your coverage
- Tax benefit may be available on the premiums paid and benefits received as per prevailing tax laws⁸

1. What is IndiaFirst Life Long Guaranteed Income Plan?

IndiaFirst Life Long Guaranteed Income Plan is a non-linked, non-participating, limited premium, Individual Savings, life insurance plan which offers you guaranteed regular income to ease the fulfilment of your financial goals. This plan is designed to help you achieve such goals whilst safeguarding your family's future against unforeseen events. This plan can also be bought online.

2. What are the basic eligibility criteria in this policy (Product at a glance)?

Non-POS Variant:

Criteria	Parameters	
Minimum Age at Entry (as on last birthday)	8 years for Definite Income Option 30 years for Whole of Life Income Option	
Maximum Age at Entry (as on last birthday)	For POSP - 50 years for all options For all other channels: 50 years for Definite Income Option 60 years for Whole of Life Income Option	
Minimum Age at Maturity (as on last birthday)	18 years for Definite Income Option 40 years for Whole of Life Income Option	
Maximum Age at Maturity (as on last birthday)	For POSP - 65 years for all options For all other channels: 65 years for Definite Income Option 75 years for Whole of Life Income Option	
Premium Payment Option	Limited Pay	
Policy Term & Premium Payment Term (in years)	Premium Paying Term	Policy Term
	5 / 6 / 7	10
	7 / 8 / 10	12
	8 / 10 / 12	15
Income Benefit Period	20 or 30 years for Definite Income Option Till Age 99 years for Whole of Life Income Option	
Minimum Premium	Yearly- Rs. 48,000 Half-yearly- Rs. 24,571 Quarterly- Rs. 12,432 Monthly- Rs. 4,176	
Maximum Premium	For POSP - As per Max Sum Assured For All other channels: No limit; subject to board approved underwriting policy	

Minimum Sum Assured on Death	Rs. 4,80,000
Maximum Sum Assured on Death	For POSP - Rs. 10,00,000 For all other channels - No limit; subject to board approved underwriting policy
Premium Payment Frequency	Yearly/ Half-Yearly/ Quarterly/ Monthly
Premium Paying Frequency - Modal Factors	Half - Yearly: 0.5119 Quarterly: 0.2590 Monthly: 0.0870

For minor life assured:

- Risk cover starts immediately
- As and when the life assured attains majority (i.e. age of 18 years), the policy will vest on the life assured

On death of the policyholder during minority of the life assured, the surviving parent or legal guardian who has insurable interest of the minor life will be the policyholder.

3. What are the Income Benefit options (Plan options) under this policy?

IndiaFirst Life Long Guaranteed Income Plan gives you the following benefit options as per the Age at Entry of the Life Assured:

- Definite Income Option, or
- Whole of Life Income Option

Definite Income Option:

Under this option, X% percentage of annualized premium is paid as income, starting from the end of the Policy Term for a definite income benefit period of 20 or 30 years & Y% of return of premium at the end of income benefit period upon payment of all due premiums & life assured surviving the Policy Term.

Where X% is defined as follows:

PPT	PT	Income Benefit Period - 30 Years			Income Benefit Period - 20 Years		
		8 to 29	30 to 45	46 & above	8 to 29	30 to 45	46 & above
5	10	40%	39%	36%	41%	40%	37%
6	10	47%	46%	43%	48%	47%	44%
7	10	54%	53%	50%	55%	54%	51%
7	12	61%	60%	57%	64%	62%	59%
8	12	69%	68%	65%	71%	70%	67%
10	12	84%	83%	81%	87%	86%	83%
8	15	86%	84%	81%	91%	90%	86%
10	15	104%	103%	100%	110%	109%	106%
12	15	120%	119%	116%	126%	125%	122%

Where Y% is defined as follows:

For annualized premium less than or equal to 5 lakhs	100%
For annualized premium more than 5 lakhs	115%

Where Return of Premium is defined as sum total of annualized premiums paid.

Whole of Life Income Option:

Under this option, X% of annualised premium paid as income starting from end of the policy term up to age 99 years along with Y% of return of premium at the end of income benefit period upon payment of all due premiums and life assured surviving the policy term.

Where X% is defined as follows:

PPT	PT	Age at Entry	
		30 to 45	46 & above
5	10	34%	30%
6	10	39%	34%
7	10	47%	43%
7	12	53%	48%
8	12	60%	56%
10	12	74%	71%
8	15	72%	68%
10	15	92%	89%
12	15	107%	104%

Where Y% is defined as follows:

For annualized premium less than or equal to 5 lakhs	100%
For annualized premium more than 5 lakhs	115%

Where Return of Premium is defined as sum total of annualized premiums paid.

For non-Annual Income Benefit frequencies:

- Income benefit payouts shall be determined by multiplying the annual income benefit with the factors as per income benefit frequency chosen by you, as per the below table:

Income Benefit Frequency	Factor to be multiplied with yearly Income benefit
Yearly	1
Half-yearly	0.49
Quarterly	0.24
Monthly	0.08

Annualized Premium shall be the premium amount payable in a policy year excluding the taxes, rider premiums, underwriting extra premiums and loadings for modal premiums.

4. What do you get at the end of the policy term (maturity benefit)?

Definite Income Option

Maturity Benefit in the form of Guaranteed Income, for a fixed term of 20 or 30 years along with Y% of return of premium at the end of the income benefit period is payable upon payment of all due premiums.

Whole of Life Income Option

Maturity Benefit in the form of Guaranteed Income, up to Age 99 years along with Y% of return of premium at the end of the income benefit period is payable upon payment of all due premiums.

On the date of maturity for both the above income options, you shall have an option to receive a lumpsum amount which shall be the present value of future guaranteed income as well as Y% of return of premium, discounted at the rate of 9% p.a. This benefit shall not be less than the total premiums paid under the policy. This interest rate is not guaranteed. However, any change in the interest rate will be subject to prior approval of IRDAI and will be applicable to the policies sold after date of change.

At any time during the income benefit period, the you shall have an option to receive the future income as a lumpsum amount, which shall be the present value of future income benefits along with Y% of return of premium, discounted at the rate of 9% p.a.

Where, Return of Premium is defined as sum total of annualized premiums paid.

5. What happens in case of life assured's demise in this policy (death benefit)?

In the unfortunate event of life assured's demise during the term of the policy or when the policy is fully paid-up, Death Benefit is paid out to the nominee either as lumpsum or as monthly income over next 5 years as opted by the policyholder/nominee(s) at any time during policy period or on death of Life Assured.

On death of the Life Assured, Death Benefit which is higher of Sum Assured on Death or 105% of total premiums paid as on date of death, will be paid and the policy will terminate, where Sum Assured on Death is Death Benefit Multiple x Annualized premium.

In case of death benefit payout in instalments; the monthly instalment amount will be calculated by dividing lump sum amount (say, S) by annuity factor (i.e. $a(n)(12)$) i.e. $S/a(n)(12)$, where n is the instalment period of 5 years. The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the

financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%) On death of the life assured during the income benefit period, the nominee shall continue receiving the income benefit till the end of income benefit period along with Y% of return of premium at the end of income benefit period.

The nominee shall have an option to receive the future benefit as a lump sum, which shall be the present value of future income payouts along with Y% of return of premium, discounted at the rate of 9% p.a. This interest rate is not guaranteed. However, any change in the interest rate will be subject to prior approval of IRDAI and will be applicable to the policies sold after date of change.

Where Return of Premium is defined as sum total of annualized premiums paid.

Death Benefit Multiples are mentioned in Annexure II. For policies sourced through POSP Channel, waiting period of first 90 days from the date of acceptance of risk shall be applicable. For deaths (other than accidental deaths) during the said waiting period, 100% of Premiums Paid shall be paid as Death Benefit. In case of accidental death, entire death benefit shall be payable.

6. What is the Life Cover Continuance benefit in this plan?

Your policy will have Life Cover Continuance benefit if two full Annual Premiums have been paid.

Full death benefit will remain in force for a period of one year (Life Cover Continuance period) from the date of First Unpaid Premium (FUP).

If you do not pay premium within 12 months from the FUP date, then the policy will get converted to reduced paid up policy.

At the end of the Life Cover Continuance period, you will have the following options to exercise:

- Pay all the due premiums with interest/late fees as applicable and revive the policy
- Pay one due annual premium with interest (as applicable to revival) and extend the Life Cover Continuance benefit for one year from first unpaid premium date
- Not pay due premium and hence continue the policy with reduced paid up benefits

7. Are there any Riders available in this policy?

You can avail 4 riders by paying additional premium under this plan for more comprehensive coverage –

1. IndiaFirst Life Waiver of Premium Rider (UIN: 143B017V01).

2. IndiaFirst Life Term Rider (UIN: 143B001V02)
3. IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)
4. IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01)

For more details on rider benefits please refer the rider brochure.

8. Do I get a discount on renewal premiums, if paid in advance?

We will offer discount on renewal premium amount if you pay the premium at least one month prior to premium due date till 12 months prior to premium due date, provided this period falls within the same financial year as the premium due date.

The premium due in one financial year may be collected in advance in earlier financial year for a maximum period of three months in advance of the due date of the premium to be eligible for discount.

No discount will be offered if premium is paid within one month prior to premium due date. The renewal premium so collected in advance shall only be adjusted on due date of premium.

9. How does the policy work?

We have explained the working of the policy with a sample illustration below.

Mr. Sinha aged 40 years bought the IndiaFirst Life Long Guaranteed Income Plan, with plan option - Definite Income option. He pays an annual premium of INR 5,00,001 (exclusive of taxes) for the premium payment term of 7 years and a policy term of 10 years.

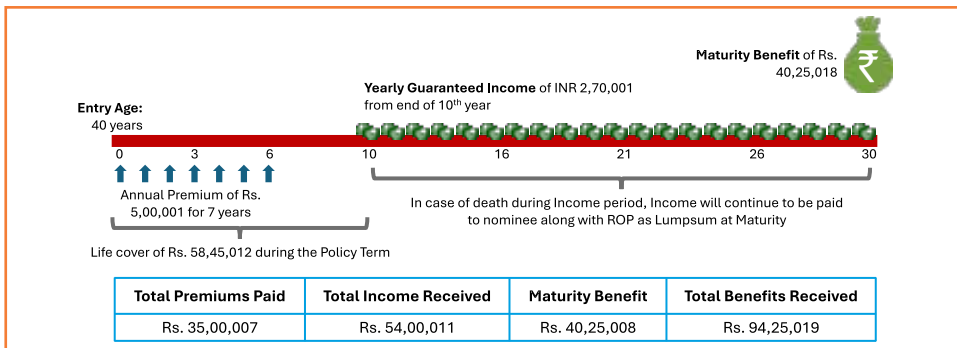
He opts to receive an annual income benefit which shall be INR 2,70,001 (55% of annualized premium) during the income benefit period starting from the end of the Policy Term for 20 years. He will also receive a lumpsum amount of INR 40,25,008 at the end of the income benefit period.

In case of his death during the policy term, his loved ones are safeguarded with the life cover of INR 58,45,012 (Sum Assured on Death). He/ his nominee can opt to receive this death benefit in the policy as a lump sum or an installment benefit over a period of 5 years.

In case of his death during the income benefit period, his nominee shall continue receiving the future income benefit till the end of income benefit period. At the end of income benefit period, 115% of sum of premiums paid under the policy shall be paid to the nominee.

The nominee shall have an option to receive the future benefit as a lump sum, which shall be the present value of remaining future income benefits & 115% of sum of premiums paid under the policy, discounted at the rate of 9% p.a. Where Return of Premium is defined as sum total of annualized premiums paid.

ILLUSTRATION



In the sample illustration shown above, all premiums are paid at the beginning of the year (basis premium payment frequency opted) and all the policy benefits are paid at the end of the year (as per income benefit payout frequency chosen).

10. What are the tax benefits in this policy?

Tax benefits may be available on premiums paid and benefits receivable as per prevailing Income Tax Laws. These are subject to change from time to time as per the Government Tax laws. Please consult your tax consultant before investing.

11. Can I get a loan in this policy?

Policy Loan will be available subject to the following term and conditions.

- The loan amount will be subject to 90% of the surrender value.
- The minimum loan amount should be Rs.1,000.
- For in-force and fully paid-up policies, if the outstanding loan along with interest exceeds 90% of the surrender value, company will send a notice to the policy holder to repay the loan partially or completely. If loan is not repaid subsequent to receipt of the notice, then we will adjust the outstanding loan along with interest before any payment of benefits. After recovering the outstanding loan along with interest, remaining benefit, if any, will be payable.
- For other than in-force and fully paid-up policies, as and when the outstanding loan along with interest exceeds the surrender value for paid-up cases, company will send a notice to the policyholder to repay the loan partially or completely. If loan is not repaid within a stipulated period, the policy will be compulsorily surrendered and the outstanding loan along with interest will be recovered from the surrender proceeds or paid-up value.
- The basis used for the calculation of interest rate on loan is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 250 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable in the succeeding financial year. Currently, the interest rate on loan for FY 2024-25 is 10.00% p.a. (simple). It is arrived by adding a margin of 250 basis points on the effective annual 10-year G-Sec and rounding up to the nearest 50 basis points (10.00% - 7.18% + 2.50%).
- Any change in the methodology of calculating the loan interest rate shall be subject to prior approval from IRDAI.

12. Is there a grace period for missed premiums?

We provide you with a grace period which is the time provided for payment of premium from the premium due date during which the policy is considered to be in-force with the risk cover. This policy has a grace period of 30 days for yearly, half-yearly and quarterly

frequencies and 15 days for monthly frequency from the premium due date. In case of death of the life assured during this period, death benefit after deducting due premiums till date of occurrence of death, will be paid to the nominee(s)/ appointee/legal heir. During this period the policy will be considered to be in-force.

13. What happens in case you miss paying the premiums?

In the event of non-payment of premium due under the policy within the grace period, the policy will lapse if the policy has not acquired a reduced paid-up value. The risk cover will cease, and no further benefits will be payable in case of a lapsed policy.

The policy will lapse if less than one full years' premiums have been paid.

However, you can revive your lapsed policy within the revival period. Kindly refer the section below on Revival for more information.

If policy is lapsed and is not revived during the revival period, it will be foreclosed without paying any benefit after expiry of the revival period.

In case of non-payment of premium before the expiry of grace period, policy will acquire paid-up value provided at least one (1) full years premium have been paid.

Once a policy becomes reduced paid-up:

Death Benefit:

- o If 2 full year's premium has been paid and death occurs within one year from the date of first unpaid premium - Full Death benefit as per in-force policy will be payable as per terms and conditions mentioned in section 6 above (under Life Cover Continuance Benefit)
- o If Death happens after One Year from the date of first unpaid premium - Death benefit would be the Reduced paid-up Sum Assured on death

Where, Reduced paid-up Sum Assured on death is defined as:

Sum Assured on Death as on the date of policy being made paid-up \times (Total numbers of premiums paid / Total Number of premiums payable over the policy term)

The minimum death benefit shall be 105% of total premiums paid as on date of death.

Maturity Benefit:

On survival of the Life Assured till the end of the policy term, you will receive Reduced paid-up Sum Assured on Maturity

Where, Reduced paid-up Sum Assured on maturity is defined as:

(Present value of income payments and Y% of all premiums payable discounted at 9% p.a.) \times (Total numbers of premiums paid) / (Total Number of premiums payable over the policy term)

In any case the Reduced Paid-up Sum Assured on Maturity as mentioned above shall not be less than the total premiums paid under this policy.

What are your options to revive the policy?

The revival period is 5 years from the date of first unpaid premium. The policyholder may revive the policy by paying all the arrears of premium along with interest within five years from the due date of first unpaid premium or before expiry of policy term whichever is earlier and subject to production of satisfactory evidence of health, if required. Revival shall be as per the Board Approved Underwriting Policy.. The insurer will always have right to refuse such request for revival as per the Board Approved Underwriting Policy.

The basis used for the calculation of interest rate on revival is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 300 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable during the next financial year. Currently, the interest rate on revival for financial year 2024-25 is 10.50% p.a. (simple). It is arrived at by adding a margin of 300 basis points on the effective annual 10-year G-Sec rate and rounding up to the nearest 50 basis points (10.50% - 7.18% + 3.00%).

Any change in basis of calculation of revival interest rate is subject to prior approval from IRDAI.

14. Can you surrender your policy?

It is advisable to continue your policy to enjoy full benefits of your policy. However, we understand that in certain circumstances you may want to surrender your policy. The policy will acquire surrender value after first full years' premiums have been paid.

At the time of surrender higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) will be payable. The GSV factors are dependent upon policy year of surrender and policy term. The GSV factors will be applicable on total premiums paid till date of surrender.

The policy shall acquire a Guaranteed Surrender Value on payment of premium for at least two consecutive years.

GSV = GSV factor for premium x total premium paid
Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received. It reflects the notional asset share, guaranteed maturity or survival benefits under the policy.

SSV = Paid-up Sum assured on maturity * SSV Factor1

plus

Paid-up Sum assured on death * SSV Factor2

The SSV factor will be determined by us from time to time subject to prior IRDAI approval.

Note: GSV factors are mentioned in Annexure I

15. What is the Free Look Period available in your policy?

You can return your policy within the Free Look period; In case you do not agree to the any policy terms and conditions, you have the option to review the terms and conditions of the policy and if you disagree to any of those terms or conditions, you have the option of returning the policy to the insurer for cancellation, stating the reasons for your objection within 30 days from the date of receipt of the policy.

Do you get any refund when you cancel your policy?

Yes. We will refund an amount equal to the -
Premium paid

Less: i. Pro-rata risk premium and rider premium, if any for the time the policy was in force

Less ii. Any stamp duty paid

Less iii. Expenses incurred on medical examination, if any

16. What happens in case the life assured commits suicide (suicide clause)?

In case of death due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the nominee or beneficiary of the policyholder shall be entitled to 80% of the total premiums paid till the date of death or the surrender value available as on the date of death whichever is higher, provided the policy is in force.

17. Nomination

The member can appoint a nominee as per section 39 of the Insurance Act, 1938 as amended from time to time. For more details please refer to our website www.indiafirstlife.com

18. Assignment

As per the provisions of Section 38 of the Insurance Act, 1938 as amended from time to time. For more details please refer to our website www.indiafirstlife.com

19. You are prohibited from accepting rebate in any form

Prohibition of Rebate: Section 41 of the Insurance Act, 1938, as amended from time to time, states

- 1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person, to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the

premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.

- 2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

20. What happens in case of submission of information which is false or incorrect?

Fraud/ Misstatement would be dealt with in accordance with provisions of Section 45 of the Insurance Act 1938, as amended from time to time.

Section 45 of the Insurance Act 1938, as amended from time to time states

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 are as follows:

- 1) No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from
 - a. the date of issuance of policy or
 - b. the date of commencement of risk or
 - c. the date of revival of policy or
 - d. the date of rider to the policy whichever is later.
- 2) On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from
 - a. the date of issuance of policy or
 - b. the date of commencement of risk or
 - c. the date of revival of policy or
 - d. the date of rider to the policy whichever is later.For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.
- 3) Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:
 - a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
 - b. The active concealment of a fact by the insured having knowledge or belief of the fact;
 - c. Any other act fitted to deceive; and
 - d. Any such act or omission as the law specifically declares to be fraudulent.
- 4) Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

- 5) No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
- 6) Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.
- 7) In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.
- 8) Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.
- 9) The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details.]

21. Grievance Redressal

You may contact us in case of any grievance at any of our branches or at Customer Care, IndiaFirst Life Insurance Company Ltd, 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400 063. Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com.

- a. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 2 (Two) Weeks from the

date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of registration of grievance, then We will treat the complaint as closed.

- b. However, if you are not satisfied with our resolution provided or have not received any response within 2 (Two) weeks, then, you may approach our Grievance Officer at any of our branches or you may write to our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.

An acknowledgment to all such grievances received will be sent immediately on date of receipt of the grievance.

- c. If you are not satisfied with the response or do not receive a response from us within 2 weeks, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255

Email ID: complaints@irdai.gov.in

You can also register your complaint online at

<https://bimabharosa.irdai.gov.in/>

Address for communication for complaints by fax/paper:

Consumer Affairs Department,

Insurance Regulatory and Development Authority of India,

Sy. No. 115/1, Financial District, Nanakramguda

Gachibowli, Hyderabad- 500032, Telangana

IRDAI TOLL FREE NO: 18004254732

Annexure I: Guaranteed Surrender Value Factors applicable for Total Premiums Paid

GSV as % of Total Premium Paid*			
Year of Surrender / Plan Term	10	12	15
1	0%	0%	0%
2	30%	30%	30%
3	35%	35%	35%
4	50%	50%	50%
5	50%	50%	50%
6	50%	50%	50%
7	50%	50%	50%
8	70%	60%	60%
9	90%	70%	65%
10	90%	80%	70%
11	0%	90%	75%
12	0%	90%	80%
13	0%	0%	85%
14	0%	0%	90%
15	0%	0%	90%
* Total Premium is exclusive of extra premium and Rider Premium, if any and applicable taxes			

Annexure II: Death Benefit Multiple

Age At Entry	Death Benefit Multiple
8	15.00
9	14.88
10	14.76
11	14.65
12	14.54
13	14.43
14	14.32
15	14.21
16	14.10
17	13.99
18	13.88
19	13.77
20	13.66
21	13.55
22	13.44
23	13.34
24	13.24
25	13.14
26	13.04
27	12.94
28	12.84
29	12.74
30	12.64
31	12.54
32	12.44
33	12.34
34	12.24

Age At Entry	Death Benefit Multiple
35	12.14
36	12.05
37	11.96
38	11.87
39	11.78
40	11.69
41	11.60
42	11.51
43	11.42
44	11.33
45	11.24
46	11.15
47	11.06
48	10.97
49	10.88
50	10.80
51	10.72
52	10.64
53	10.56
54	10.48
55	10.40
56	10.32
57	10.24
58	10.16
59	10.08
60	10.00

*Tax exemptions are as per applicable tax laws from time to time.

[#]Tax exemptions are as per applicable tax laws from time to time.

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