IndiaFirst Life Insurance Company Limited
Registered Office: 12th & 13th floor, North [C] Wing, Tower 4,
Nesco IT Park, Nesco Center, Western Express Highway,
Goregaon (East), Mumbai - 400 063

Customer Care: 1800-209-8700 www.indiafirstlife.com CIN:
U66010MH2008PLC183679 Registration Number: 143

Certificate of Insurance - IndiaFirst Life Guaranteed Annuity Plan

Non-Linked, Non-Participating, General Savings Annuity, Plan

UIN No. 143N050V08

Member Name & Address:

Master Policyholder Name : ______________________________

Master Policy No. : ______________________________

Name of the Primary Annuitant: ______________________________

Date of Birth: ____________ Gender: ____________ Member Id: ____________

<< Secondary Annuitant Name: ______________________________

Date of Birth: ____________ Gender: ____________ Member Id: ____________ >>

Nominee Name	Percentage Share	Age of Nominee	Relationship of Nominee	Appointee Name (if applicable)

Purchase Price (Rs.) ____________ Applicable Taxes (Rs) ____________

Total Purchase Price including applicable taxes (Rs.) ____________

Annuity Option ____________ Annuity Frequency ____________

Annuity Installment Amount (Rs.) ____________

Note: Tax benefit may be available on the premiums paid and benefits received as per prevailing tax laws

IMPORTANT TERMS & CONDITIONS

Benefits

The benefit of the annuity option chosen by you is as given below:-

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Annuity Option	Benefits
Life Annuity	• The annuity will be payable in arrears for the life of the annuitant. • On the death of the annuitant the annuity payments will cease, and no further amount will be payable.
Life Annuity with return of 100% of purchase price	• The annuity will be payable in arrears for the life of the annuitant. • On the death of the annuitant the annuity payments will cease and 100% of purchase price will be payable to the nominee(s) / legal heir of the annuitant. • Policy ceases on payment of death benefit
Joint Life Last Survivor Annuity for Life	• The annuity will be payable in arrears for the life of the last surviving annuitant. • On the death of the either annuitant, the annuity payment continues for the other annuitant. • On the death of both annuitants, the annuity payments will cease, and no further amount will be payable.

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Maturity - No maturity benefit under this plan

Surrender

You may surrender the policy /cover at any time during the term.

There is no surrender value in the policy except when Life Annuity with Return of 100% Purchase Price option is chosen.

<< Guaranteed Surrender Value (GSV) for Life Annuity with return of 100% of purchase price is 10% of the purchase price.

Depending on the prevailing market conditions, the company may pay a higher surrender value in the form of a Special Surrender Value.

Special Surrender Value (SSV)

SSV shall become payable immediately after receipt of single premium. Special Surrender Value (SSV) calculation is based on the notional asset share, which it reflects, subject to a minimum floor derived from the Expected Present Value (EPV) of benefits. The SSV will be calculated as follows:

SSV Factor1 * (Death Benefit)

plus

SSV Factor2 * (Annual Annuity Amount) less (Total Annuity paid in the year of surrender, for non-annual annuity frequency)

The amount payable on surrender will be higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV).

The applicable SSV shall be reviewed at least annually based on the prevailing yield on 10 Year G-Sec and the underlying experience.

For the purpose of computing the surrender benefits, the purchase price excludes taxes and levies as applicable>>

In case of surrender of a policy by Master Policyholder, the members of the group will be given an option to continue the policy as an individual policy.

Free Look Period

A period of 30 days (from the date of receipt of the policy document) is available to the master policyholder/member to review the terms and conditions of the policy. If he/she is not satisfied with any of the terms and conditions, he/she has the option to cancel his/her policy.

On cancellation, the Company will refund an amount equal to the:

Premium paid

Less: i. proportionate risk premium for the period of cover

Less ii. Any stamp duty charges

Less iii. Expenses incurred on medical examination of the proposer, if any

If the policy is purchased from the contract issued or administered by IndiaFirst Life where compulsory purchase of annuity is required and to the subscribers of the National Pension System regulated by the Pension Fund Regulatory and Development Authority (PFRDA), then proceeds from freelook will be transferred back to the respective account from where purchase price was received.

Claims

In order to process a claim under this Policy, we will need a written intimation about the claim, upon the death of the Annuitant, wherever applicable. This is the first step towards processing your claim. The written intimation should also be accompanied with all the required documents as mentioned below.

i. Claimant's statement and claim intimation Form completely filled and signed by Nominee.
ii. A valid QR code scannable Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
iii. Original Certificate of Insurance.
iv. Self-attested copy of photo-identity proof and address proof of the Nominee/Claimant and documents establishing the rights of Nominee/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
v. Self-attested copy of bank pass book of Nominee/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.
vi. Any other document or information that we may need for validating and processing the claim.

Survival Certificate

a. Every year annuitant/s are required to submit a Survival Certificate before the next annuity payment anniversary in the format provided by us.
b. In case the survival certificate is not received, the annuity payments shall cease. The annuity payment shall however resume on the receipt of the survival certificate and all the arrears will be settled without any interest.

Exclusions:- Suicide – Suicide exclusion is not applicable under this policy.

Nomination

Allowed as per the provisions of Section 39 of the Insurance Act, 1938 as amended from time to time. For more details on the nomination, please refer to our website www.indiafirstlife.com.

Assignment

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

Fraud and Misrepresentation

As per the provisions of Section 45 of the Insurance Act, 1938 as amended from time to time. For more details on Section 45 of the Insurance Act, 1938 please refer to our website www.indiafirstife.com.

Policy Servicing and Grievance Handling Mechanism)

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. IRDAI Regn No. 143. CIN: U66010MH2008PLC183679

You may also address your grievance to the Mater policyholder who shall in turn write to Us.

a. An acknowledgment to all such grievances received will be sent immediately from the date of receipt of the grievance
b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 days 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, We will treat the complaint as closed.
c. However, if you are not satisfied with our resolution provided or have not received any response within 14 days, 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.
d. If you are not satisfied with the resolution or have not received any response within 14 days then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B
e. Further, , 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:

Policyholder protection and grievance redressal department Department, Insurance Regulatory and Development Authority of India

Sy. No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032, Telangana

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

In case you are dissatisfied with the decision/resolution of the company, you may approach the Insurance Ombudsman located nearest to you (refer to our website www.indiafirstlife.com)

Please note that this certificate is issued for the purpose of information only and is merely a summary of the major features of the scheme. The benefits payable by IndiaFirst Life will be based on the terms and conditions stated in the Master Policy. You can get in touch with the Master Policyholder or visit our website www.indiafirstlife.com for the terms and conditions of this plan.