You get married. You have children. You get them married. You retire.

Isn't life full of certainties?

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IndiaFirstLife

PROMOTED BY

बैंक ऑफ़ बड़ौदा
Bank of Baroda

Applicable taxes levied as per extant tax laws shall be deducted from the premium or from the allotted units as applicable. Taxes are subject to change from time to time

BEWARE OF SPURIOUS PHONE CALLS AND FICTIOUS/ FRAUDULENT OFFERS

- IRDAI is not involved in activities like selling of insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.

PART A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

Regd. & Corporate Office: 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400 063. IRDAI Regn No. 143. CIN: U66010MH2008PLC183679.

To,
xxxx
Add 1,
Add 2.
Pin code – xxx xxx

DD/MM/YYYY

IndiaFirst Life Cash Back Plan – UIN: 143N024V05

Non-Participating, Non-Linked Individual Life Savings Product

Dear Customer,

Congratulations!

You have taken a step towards insuring your 'Happy Family' and we are glad to be part of this journey with you.

All our products have been designed to be simple and easy to understand, providing true value for money.

You have a free look period of 30 days from the date of receipt of the policy document whether received electronically or otherwise, to review the terms and conditions of the policy and in case you disagree to any of those terms or conditions, you shall have the option to return the policy to us for cancellation, stating the reasons for your objection, then you shall be entitled to a refund of the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses incurred by us on medical examination of the life to be assured and stamp duty charges

Such a request received by us for free look cancellation of the policy shall be processed and premium refunded within 7 days of receipt of the request.

In case of any communication in respect of the policy; You may contact Us at 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. You can also write to Us at customer.first@indiafirstlife.com or contact us on 1800 209 8700.

Thank you once again for choosing IndiaFirst Life.

Yours truly,

Authorised Signatory

IndiaFirstLife

Insurance Intermediary Details

Name:	
Intermediary Code:	
Telephone No.:	
Address:	
E-mail ID :	

IndiaFirst Life Cash Back Plan

Non-Participating, Non-Linked Individual Life Savings Product

UIN: 143N024V05

The Policyholder and the Life Assured named in the Policy Schedule have submitted the Proposal Form together with a personal statement and paid the first instalment of Premium specified herein to the Company for grant of the benefits specified in the Policy Schedule. It is agreed by the Policyholder, the Life Assured and the Company that the Proposal Form and the personal statement together with any report or other documents shall form the basis for issuance of this Policy and that the grant of the benefits under this Policy is subject to due receipt of subsequent instalments of Premiums and due compliance with the terms and conditions contained in this document.

Subject to the terms and conditions of this Policy, the Company agrees that the benefits under this Policy shall become payable, as the case may be.

It is further hereby declared that every endorsement issued on this Policy by the Company shall be deemed to be a part of this Policy.

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Authorised Signatory

IndiaFirstLife

Annexure A Policy Schedule

I. Policyholder and Life Assured Details

Policyholder's Name:	
Date of Birth:	DD|MM|YY
Relationship with Life Assured	
Policyholder's Address:	
Telephone No./ Mobile No:	
Email Address:	
Life Assured's Name:	
Date of Birth:	DD|MM|YY
Client ID:	
Gender:	
Life Assured's Address:	
Telephone No./ Mobile No:	
Email Address:	

II. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Life Cash Back Plan
UIN:	143N024V05
Policy Number:	
Proposal Form Number:	
Policy Commencement Date:	DD|MM|YY
Risk Commencement Date	DD|MM|YY
Maturity Date:	DD|MM|YY

III. Base Premium and Benefit Details

Sum Assured on Maturity:	Guaranteed Maturity Benefit:
Guaranteed Death Benefit: Higher of Sum Assured on Maturity or 10* Annualized Premium or 105% of total premiums paid + Guaranteed Additions, if any, till death	Survival Benefit: 20% of Sum Assured on Maturity Policy Term — At end of each Policy years 9 Years — 3rd & 6th 12 years — 4th & 8th 15 Years — 5th & 10th 18 Years — 6th & 12th
Policy Term:	Premium Paying Term:
Premium Payment Mode: Annual/ Half Yearly/ Quarterly / Monthly	Premium Due Dates: DD|MM|YY|
Due Date for Payment of Last Regular Premium: DD|MM|YY|	Annualized Premium:
Installment Premium (in INR):	Extra Premium:
Applicable taxes (in INR):	Total Premium (including Applicable taxes) in INR:

IV. Rider Details

<table>
<tr><td>Rider Name: <IndiaFirst Life Waiver of Premium Rider></td><td>Rider UIN: < ></td></tr>
<tr><td>Rider Policy Term:</td><td>Rider Premium Paying Term:</td></tr>
<tr><td>Rider Sum Assured (in INR):</td><td></td></tr>
<tr><td>Installment Rider Premium (in INR): <></td><td></td></tr>
<tr><td>Annualized Rider Premium (in INR): <></td><td>Extra Rider Premium, if any: (in INR) <></td></tr>
<tr><td>Applicable Taxes (in INR): <></td><td>Total Rider Premium (including Applicable Taxes) in INR: <></td></tr>
<tr><td>Rider Policy Commencement date < DD|MM|YY ></td><td>Rider Maturity date < DD|MM|YY ></td></tr>
<tr><td>Rider Name: <IndiaFirst Life Accidental Death Benefit Rider></td><td>Rider UIN: < ></td></tr>
<tr><td>Rider Policy Term:</td><td>Rider Premium Paying Term:</td></tr>
<tr><td>Rider Sum Assured (in INR):</td><td></td></tr>
<tr><td>Installment Rider Premium (in INR): <></td><td></td></tr>
<tr><td>Annualized Rider Premium (in INR): <></td><td>Extra Rider Premium, if any: (in INR) <></td></tr>
<tr><td>Applicable Taxes (in INR): <></td><td>Total Rider Premium (including Applicable Taxes) in INR: <></td></tr>
<tr><td>Rider Policy Commencement date < DD|MM|YY ></td><td>Rider Maturity date < DD|MM|YY ></td></tr>
<tr><td>Rider Name: <IndiaFirst Life Total and Permanent Disability Rider></td><td>Rider UIN: < ></td></tr>
<tr><td>Rider Policy Term:</td><td>Rider Premium Paying Term:</td></tr>
<tr><td>Rider Sum Assured (in INR):</td><td></td></tr>
<tr><td>Installment Rider Premium (in INR): <></td><td></td></tr>
<tr><td>Annualized Rider Premium: (in INR): <></td><td>Extra Rider Premium, if any: (in INR) <></td></tr>
<tr><td>Applicable Taxes (in INR): Rs <></td><td>Total Rider Premium (including Applicable Taxes) in INR: <></td></tr>
<tr><td>Rider Policy Commencement date < DD|MM|YY ></td><td>Rider Maturity date < DD|MM|YY ></td></tr>
</table>

The Rider Premium depicted above is inclusive of first year discounts, if applicable. Following discounts are applicable for eligible policies (only on first year rider premium for IndiaFirst Life Accidental Death Benefit Rider & IndiaFirst Life Total and Permanent Disability Rider)

- For Employees and their family members of IndiaFirst Life, Bank of Baroda, Union Bank of India and its associated Banks

The Rider Premium depicted above is inclusive of first year discounts, if applicable. Following discounts are a pplicable for eligible policies (only on first year rider premium)

- For Employees and their family members of IndiaFirst Life, Bank of Baroda, Union Bank of India and its associated Banks

V. Nominee(s) details as per Section 39 of the Insurance Act, 1938 as amended from time to time

Nominee Name	Percentage Share	Age of Nominee	Relationship of Nominee	Appointee's Name*

*If any of the Nominee(s) is a minor, then, the Appointee will be the person named as the Appointee in the Proposal Form and shall be entitled to receive the death benefit from us for and on behalf of the Nominee(s) under this Policy.

Appointee's Name*	DOB	Age	Gender	Relationship with Nominee	Appointee's Address

VI. Insurance Intermediary Details

Name:
License Number :
Telephone No.:
Address:
E-mail ID :

VII. Special Conditions

NIL	

The stamp duty of INR_____________(Rupees in words only) paid by pay order, vide receipt no._______ dated _____________.Government Notification Revenue and Forest Department No. Mudrank 2004/415/CR/690/M-1, dated 31.12.2004 Note: ON EXAMINATION OF THIS POLICY, if you notice any mistake, then, you may contact us for correction of the same. The Premium payable under this Policy may differ on the basis of the Extra Premiums, if any, the Premium payment mode chosen by you and the applicable Modal Factor. Please read the terms and conditions of this Policy carefully to understand the terms referred to in this Policy Schedule.

IndiaFirstLife

PART B

1. Definitions

We have listed below a few words, terms and phrases which have been used in this Policy along with their meaning for your easy reference.

Word	Meaning
Age	Age of the Life Assured as at the last birthday on the Policy Commencement Date and on any subsequent Policy Anniversary
Annexure	Any annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time
Annualized Premium	Annualized premium shall be the premium amount payable in a year excluding taxes, rider premiums, underwriting extra premiums and loadings for modal premiums.
Appointee	The person nominated by you to receive the proceeds or the benefits under this Policy, if the Nominee is less than 18 (Eighteen) years of Age
Business Day	Business Day means the day on which the offices of the Company remain open for transactions with the public at the place where the concerned transaction is to be carried out
Death Benefit	The benefit which is payable on death of life assured, as stated in policy document.
Extra Premium	An additional amount payable by you, which is determined by us in accordance with our Board approved underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured subject to your consent. e.g. we may charge an Extra Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 30 days from the date of receipt of the Policy whether received electronically or otherwise, during this period you can return the policy if you disagree to any of the terms and conditions of your policy.
Grace Period	A period of 30 (Thirty) days from the due date for payment of Premium (without any penalty or late fee) for yearly and half yearly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode.
Guaranteed Death Benefit	The amount calculated, as mentioned in Policy Schedule that becomes payable in case of the Life Assured's unfortunate demise, provided the policy is in force
Guaranteed Maturity Benefit	The guaranteed amount, as mentioned in Policy Schedule that becomes payable on the Maturity Date provided the Life Assured is alive and all the due Premiums are paid to us
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Policy.
Income Tax Act	Income Tax Act, 1961 as amended from time to time
Insurance Act	Insurance Act, 1938 as amended from time to time
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. The Premium payable under this Policy will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor. Your Premium is specified in the Policy Schedule.

Lapse	Non-payment of premium within the expiry of grace period and provided Policy has not acquired any Paid-Up value.
Life Assured	The person on whose life this Policy has been issued by us
Maturity Benefit	This is the amount you receive on the Maturity Date, provided the Life Assured is alive and all the due Premiums have been paid to us.
Modal Factor	A factor used by us for calculating the installment Premium payable by you under this Policy, if you have opted to pay the Premium other than yearly mode.
Nominee(s)	Nominee(s) is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim.
Paid-Up Mode	Under this Policy, if we have received all the due Premiums from you for the first 2 (Two) Policy Years, then, this Policy will not terminate. A Policy under the Paid-Up Mode will continue with paid-up benefits in accordance with Part C
Policy	This IndiaFirst Life Cash Back Plan
Policy Anniversary	The annual anniversary of the Policy Commencement Date
Policy Commencement Date	The date specified in the Schedule (unless the Policyholder is informed otherwise by the Company) from which the risk cover of the Life Assured commences under the Policy.
Policy Document	This document which includes the Policy wording (as may be changed/ modified by us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which form a part of this Policy. This Policy Document includes the entire contract of insurance between you and us.
Policy Schedule	The schedule attached to this Policy as Annexure A and if we have issued a revised Policy Schedule, then, such revised Policy Schedule
Policy Term	The period which starts on the Policy Commencement Date and ends on the Maturity Date
Policy Year	A period of 12 (Twelve) consecutive months starting from the Policy Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Policy Term.
Premium Paying Term	The period during which you need to pay your Premiums to us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Policy to you.

Rider	Rider means the insurance cover(s) added to a base product for additional premium or charge.
Rider Benefits	An amount of benefit payable on occurrence of a specified event covered under the rider and is an additional benefit to the benefit under the base product and may include waiver of premium benefit on other applicable riders.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule
Regulatory Authority	The Insurance Regulatory and Development Authority of India or such other authority or authorities, as may be designated/ appointed under the applicable laws and regulations as having the authority to oversee and regulate life insurance business in India
Revival	Revival is the process of restoring all the benefits under the Policy on payment of due premiums, due to the nonpayment of premiums on due dates or within the Grace Period, resulting in the Policy getting lapsed or paid-up as the case may be.
Revival Period	The period of 5 (Five) consecutive complete years from the date of first nonpayment of premium during which you can pay the due unpaid Premiums along with interest to us and comply with the conditions specified in Part D, as the case may be, for reviving the Policy
Special Surrender Value	The Special Surrender Value will be used by us for determining the Surrender Value payable under this Policy upon Surrender of this Policy.
Special Surrender Value Factors	The factors on the basis of which the Special Surrender Value is determined by us. These factors are not guaranteed and are determined by us from time to time, subject to receipt of prior approval of the Regulatory Authority.
Sum Assured	It is the guaranteed amount payable during the policy term and based on which the premium has been calculated while applying for the policy. This is also the amount based on which the Survival Benefit and the Maturity Benefit has been defined as per Part C.
Sum Assured on Death	An absolute amount of benefit which is guaranteed to become payable on death of the life assured in accordance with the terms and conditions of the policy.
Surrender	Surrender means complete withdrawal or termination of the entire policy contract.
Surrender Value	An amount, if any, that becomes payable on surrender of a policy during its term, in accordance with the terms and conditions of the policy
Survival Benefit	This is the guaranteed amount, as mentioned in Policy Schedule will be payable to the Life Assured on survival at specific events mentioned in Part C
Total Premiums Paid	Total of all the premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly.
We or Us or Our or Insurer or Company	IndiaFirst Life Insurance Company Limited
You or Your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us.

PART C

1. Benefits under the policy

1.1 Death benefit

In case of the Life Assured's untimely demise, higher of Guaranteed Sum Assured on maturity or 10 times Annualized Premium or 105% of all premiums paid as on date of death plus Guaranteed Additions till date of death, if any will be payable to the Nominee(s) / Appointee / Legal Heir during the policy term provided the life cover is in force.

1.2 Maturity benefit

Guaranteed Maturity Benefit i.e 60% of the Sum Assured on maturity plus Guaranteed Additions, if any till maturity will be payable to the Life Assured, if alive as on the date of maturity.

1.3 Survival benefit

If Life Assured is alive till the Maturity Date, Survival Benefit will become payable to the Life Assured provided this Policy is in force and we have received the due Premiums. The payout will depend upon the Policy Term as shown below:

Payout Year/ Policy Term	9 Years	12 Years	15 Years	18 Years
3	20% of Sum Assured at Maturity	-	-	-
4	-	20% of Sum Assured at Maturity	-	-
5	-	-	20% of Sum Assured at Maturity	-
6	20% of Sum Assured at Maturity	-	-	20% of Sum Assured at Maturity
8	-	20% of Sum Assured at Maturity	-	-
10	-	-	20% of Sum Assured at Maturity	-
12	-	-	-	20% of Sum Assured at Maturity

In case the policy is in paid up or in a lapse status, Survival Benefit will not be in applicable under the policy. However, in case you revive the policy within the revival period, you will receive the due Survival Benefit as mentioned in the table above without any interest.

2. Rider benefits

Following riders can be attached to this product:

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

b) IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)

c) IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01).

The terms and conditions of the riders will be applicable as approved.

Rider will not be offered if the term of the rider exceeds outstanding premium paying term under the base policy. There is no overlap in benefit offered under rider and base plan.

3. Paid-Up benefits

Your Policy will not terminate and will continue under Paid-Up Mode, even if you are unable to pay the future due Premiums. This benefit is however subject to the condition that you have paid one full year Premium.

In case if the paid-up sum assured of a policy is less than rupees two thousand five hundred, policy shall be terminated after expiry of revival period by paying the surrender value.

3.1 We will pay the death benefit of higher of (Guaranteed Sum Assured on maturity or 10 times Annualized Premium) * Number of Premiums Paid / Number of Premiums Payable plus Guaranteed Additions till date of paid up, if any in the unfortunate event of the Life Assured's demise during the policy term provided the life cover is in force. The minimum death benefit shall be 105% of the total premiums paid up to the date of death.

3.2 The maturity benefit of Sum Assured on maturity * Number of Premiums Paid / Number of Premiums Payable plus Guaranteed Additions till date of paid up, if any less Survival benefits paid, if any will be payable to the Life Assured, if alive as on the date of maturity.

4. Guaranteed Additions

Guaranteed Additions will become payable under the policy at the Maturity Date or death whichever is earlier. The additions will depend upon the policy term and will be calculated as mentioned below:

Policy Term	Rate of Guaranteed Addition as % of Annualized Premium at every policy year end
9 years	5% of Annual Premium
12 years	6% of Annual Premium
15 years	7% of Annual Premium
18 years	8% of Annual Premium

5. Surrender Benefit

You may surrender this Policy during the Policy Term, by submitting a written request to us any time after the Policy has acquired the Surrender Value. Please remember, you cannot revive your Policy once it is surrendered.

The Surrender Value payable will be the higher of the Guaranteed Surrender Value or the Special Surrender Value, provided this Policy has acquired the Surrender Value.

The policy shall acquire a Guaranteed Surrender Value on payment of premium for at least two consecutive years. Guaranteed Surrender Value is the sum of the guaranteed surrender value of the total Premiums paid and the guaranteed surrender value of the accumulated Guaranteed Additions.

Guaranteed surrender value of the total Premiums paid = Total Premiums (excluding rider premium, if any) received by us * the guaranteed surrender value factors.

The guaranteed surrender value of the accumulated Guaranteed Additions = Accumulated Guaranteed Additions * the guaranteed surrender value factors.

For more details on guaranteed surrender value factors, please see the table below or get in touch with your financial advisor.

GSV as % of total premiums paid				
Year of Surrender / Policy Term	9 years	12 years	15 years	18 years
1	0%	0%	0%	0%
2	30%	30%	30%	30%
3	35%	35%	35%	35%
4	50%	50%	50%	50%
5	50%	50%	50%	50%
6	50%	50%	50%	50%
7	50%	50%	50%	50%
8	90%	60%	56%	54%
9	90%	70%	61%	58%
10	NA	72%	67%	62%
11	NA	90%	73%	66%
12	NA	90%	79%	70%
13	NA	NA	84%	74%
14	NA	NA	90%	78%
15	NA	NA	90%	82%
16	NA	NA	NA	86%
17	NA	NA	NA	90%
18	NA	NA	NA	90%

GSV as % of Guaranteed Additions				
Year of Surrender / Policy Term	9 years	12 years	15 years	18 years
1	0%	0%	0%	0%
2	6%	4%	4%	2%
3	9%	7%	5%	4%
4	12%	9%	7%	5%
5	16%	12%	9%	7%
6	19%	14%	11%	9%
7	23%	17%	13%	11%
8	26%	19%	15%	13%
9	30%	22%	17%	15%
10	NA	24%	19%	17%
11	NA	27%	21%	19%
12	NA	30%	23%	21%
13	NA	NA	26%	23%
14	NA	NA	28%	25%
15	NA	NA	30%	27%
16	NA	NA	NA	28%
17	NA	NA	NA	29%
18	NA	NA	NA	30%

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.

Special Surrender Value =(Expected present value of paid-up sum assured on maturity plus

Expected present value of paid-up sum assured on death plus

Expected present value of guaranteed additions, if any accrued till date of surrender) less

sum of survival benefits, if any, already paid.

Where,

Paid-up sum assured on maturity is (sum assured on maturity * No of premiums paid/ Total number of premiums payable).

Paid-up sum assured on death is (sum assured on death * No of premiums paid/ Total number of premiums payable).

Policy will lapse after the expiry of the grace period from the date of first unpaid premium, if less than one (1) full year premium has been paid and any subsequent premium is not duly paid. If the policy lapses, all the benefits will cease after expiry of the grace period from the date of first unpaid premium.

6. In the Event of Death of the Policyholder

In case of the Policyholder's death during the Policy Term while the Life Assured is still a minor on such date, then, the surviving parent or the legal guardian will become the Policyholder. If there is no surviving parent or the legal guardian and this Policy has not acquired any Surrender Value, this Policy will terminate. However, if the Policy has acquired a Surrender Value, then, this Policy will continue as a Policy under Paid-Up Mode. The Life Assured (if minor) on attainment of the Age of 18 (Eighteen) years, will automatically become the Policyholder under this Policy.

7. Grace Period

You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes, in case you miss your due premium on the due dates. In case of the Life Assured's death during the Grace Period, we will pay the death benefit after deducting the unpaid due premiums till such date. During this period the policy will be considered to be in-force.

8. Discount on Advance premium (Renewal)

Collection of renewal premium in advance shall be allowed within the same financial year for the premium due in that financial year. Provided, 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. No discount will be offered if premium is paid within one month prior to premium due date. The discount rate applicable for the quarter will be calculated on 5-year G-Sec bond yield (rounded to nearest 5 bps) as at beginning of the quarter. The same discount rate will be applicable to all the advance premiums being paid by the policyholder during that quarter. Any change in the said methodology for the calculation of discount on advance premium is subject to IRDAI approval. The discount rate will be calculated from advance premium paid date to premium payment due date (in complete months)

PART D

9. Premium Payment

Regular Premiums can be paid to us either by monthly/ quarterly/ half yearly/ yearly payment mode, as selected by you in the Proposal Form. The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes, in case you miss your due premium on the due dates.

10. Reviving your Lapsed Policy

You may revive the lapsed Policy within 5 (Five) years from the due date of first unpaid regular premium but before the Maturity Date by:

i. submitting a written request for revival of the lapsed Policy;

ii. paying all unpaid due Premiums along with interest; and

iii. providing a declaration of good health and undergoing a medical examination at your own cost, if needed.

A lapsed Policy will only be revived along with all its benefits in accordance with our 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 the financial year 2024-25 is 10.50% p.a. (simple). It is arrived 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%)

The Policy will terminate and you will not be entitled to receive any benefits, if the lapsed Policy is not revived till the expiry of the revival period.

11. Free Look Period

You have a free look period of 30 days from the date of receipt of the policy document whether received electronically or otherwise, to review the terms and conditions of the policy and in case you disagree to any of those terms or conditions, you shall have the option to return the policy to us for cancellation, stating the reasons for your objection, then you shall be entitled to a refund of the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses incurred by us on medical examination of the life to be assured and stamp duty charges. Such a request received by us for free look cancellation of the policy shall be processed and premium refunded within 7 days of receipt of the request, subject to applicable deductions.

12. Loan

You can avail a loan up to 80% of the acquired surrender value, if any. The minimum loan amount which can be availed is INR 10,000.

- 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, the 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.

PART E

13. Charges

This is a Non-Participating, Non-Linked Individual Life Savings Product. There are no charges applicable under this plan.

PART F

14. Making a Claim

In order to process a claim under this Policy, we will need a written intimation about the claim, upon the death of the Life Assured during the Policy Term or for processing a claim for maturity benefits under this Policy. This is the first step towards processing your claim. The written intimation should also be accompanied with all the required documents as mentioned below:

You may submit the claims documents at any of our branches or at Claims Department, 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: claims.support@indiafirstlife.com

Death Claim:

<u>Incase of natural death</u>

i. Proof of Age of the Life Assured, if the Age of the life assured has not been admitted by us.
ii. Claimant's statement and claim intimation report duly filled and signed by claimant/ nominee.
iii. Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
iv. Original Policy document
v. A self attested copy of Pan Card of Nominee/ Claimant. In case Nominee/Claimant does not have a pan card issued on his/her name then please submit duly filled and signed Form 60
vi. Self-attested copy of photo-identity proof and address of the Nominee(s)/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
vii. Self-attested copy of bank pass book of Nominee(s)/Claimant along with cancelled cheque.
viii. Any other document or information that we may need for validating and processing the claim

<u>Incase of un natural death</u>

In case of unnatural death, apart from above mentioned documents, we will need the following document

i. Copies of Medico Legal Certificate, First Information Report, Panchnama, Inquest report and post mortem report (Only if Death), duly attested by the police (only in case of Accident leading to unnatural death or Permanent Disability of the Life Assured).
ii. All Hospitalization documents including discharge summary Admission Notes and all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).

Any other document or information that we may need for validating and processing the claim

Maturity Claim:

i. Maturity Claim Intimation form duly filled and signed by claimant/ Policy Holder.
ii. Original Policy Document(s)
iii. Self-Attested Copy of Pan Card of the Policy Holder.
iv. Cancelled Cheque or Self Attested Copy of Pass book of the Policy Holder.
v. Self-Attested Copy of Address Proof (if change in Address).
vi. Duly filled and signed NRI Declaration form applicable only for NRIs.
vii. Any other document or information that we may need for validating and processing the claim.

15. Suicide Exclusion

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.

16. Nomination shall be governed as per section 39 of the Insurance Act, 1938; as amended from time to time.

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 dated 23.03.2015. The extant provisions in this regard are as follows:

1) The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
2) Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
3) Nomination can be made at any time before the maturity of the policy.
4) Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
5) Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
6) A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
7) Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
8) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.
9) A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
10) The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
11) In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
12) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
13) Where the policyholder whose life is insured nominates his (a) parents or (b) spouse or (c) children or (d) spouse and children (e) or any of them; the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.
14) If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
15) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 (i.e. 23.03.2015).
16) If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
17) The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

[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.

17. Assignment under section 38 of the Insurance Act, 1938; as amended from time to time.

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 dated 23.03.2015. The extant provisions in this regard are as follows:

1) This policy may be transferred/assigned, wholly or in part, with or without consideration.
2) An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
3) The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
4) The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
5) The transfer or assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
6) Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
7) On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
8) If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
9) The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is (a) not bonafide or (b) not in the interest of the policyholder or (c) not in public interest or (d) is for the purpose of trading of the insurance policy.
10) Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11) In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12) The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13) Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
    a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
    b. where the transfer or assignment is made upon condition that
        i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
        ii. the insured surviving the term of the policy

    Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.
14) In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person

a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
b. may institute any proceedings in relation to the policy
c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings

15) Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

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18. Policy Ceases/ Ends/ Terminates

This Policy will cease immediately and automatically on the happening of the earliest of any of the following:

i. on the date of payment of the death benefit upon the death of the Life Assured; or

ii. on the date of intimation of rejection of claim by us; or

iii. on the date of payment of Surrender Value; or

iv. on the payment of Maturity benefit; or

v. on the date of receipt of free look request; or

vi. on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with interest from you till the expiry of such period and this Policy is not under the Paid-Up Mode

19. Change of Address

You are required to inform us in writing, about any change in your/ Nominee(s)'s address with address proof. This will ensure that our correspondence reaches you/ the Nominee(s) without any delay. We will not be liable on account of your failure to up-date your current address in our records or registering an address with us which is incorrect.

20. Disclosures

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

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 23.03.2015are 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. Right to Revise/ Delete/ Alter the Terms and Conditions of this Policy

We may revise, delete and/ or alter any of the terms and conditions of this Policy, by sending a prior written notice of 30 (Thirty) days, subject to receipt of prior approval of the Regulatory Authority.

22. Governing Law and Jurisdiction

All claims, disputes or differences under this Policy will be governed by Indian laws and shall be subject to the jurisdiction of Indian Courts

Turn Around Time for various servicing request and claims processing are as mentioned below:

Policy Servicing TAT's	
Full Surrender	15 Days
Freelook Cancellation	7 Days
Request for Refund of Proposal Deposit	15 days
Refund of outstanding proposal deposit	15 days
Maturity/Survival/Death Claims	
Processing of Maturity claim / Survival benefit / penal interest not paid	Due date
Raising claim requirements after lodging the Death claim	15 Days
Death claim decision without investigation requirement	30 Days
Death claim decision with Investigation requirement	120 Days

23. Issue of duplicate Policy Document

If the Policy Document is lost or destroyed, then, the Policyholder can submit to us the filled in 'Indemnity Bond for Loss of Policy Document' form, which is available on our website.

We will issue a duplicate Policy Document duly endorsed to show that it is being issued following the loss or destruction of the original Policy Document.

The Company will not charge any additional fee for the issuance of duplicate Policy Document. Currently, only Stamp Duty fee (as applicable for the applicable State/Union-Territory) is being charged.

Upon the issue duplicate Policy Document, the original Policy Document will cease to have any legal effect.

PART G

24. Policy Servicing & 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.

a. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 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, 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 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 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@irda.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

Insurance Ombudsmen

In case you are dissatisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman located nearest to you (please refer to List of Ombudsmen or visit our website www.indiafirstlife.com) if your grievance pertains to :

- Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999;
- any partial or total repudiation of claims by the life insurer, general insurer or health insurer;
- disputes over premium paid or payable in terms of insurance policy;
- misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- legal construction of insurance policies in so far as the dispute relates to claim;
- policy servicing related grievances against insurers and their agents and intermediaries;
- issuance of life insurance policy, general insurance policy including health insurance policy which is not in conformity with the proposal form submitted by the proposer;
- non issuance of insurance policy after receipt of premium in life insurance and general insurance including healtinsurance; and

  any other matter resulting from the violation of provisions of the Insurance Act, 1938 as amended from time to time or the regulations, circulars, guidelines or instructions issued by IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned above.

The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heir(s), nominee(s) or assignee with full details of the complaint and the contact information of the complainant.

As per provision 14 of the Insurance Ombudsman Rules, 2017, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by Us or after receipt of decision which is not to your satisfaction or after expiry of one month from the date of sending representation to Us if We fail to furnish reply to You provided the same dispute is not already decided by or pending before or disposed of by any court or consumer forum or arbitrator.

Disclaimers

Applicable taxes levied as per extant tax laws shall be deducted from the premium or from the allotted units as applicable. Taxes are subject to change from time to time

IndiaFirst Life Insurance Company Limited, IRDAI Regn No.143, CIN: U66010MH2008PLC183679, Address: 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400 063. www.indiafirstlife.com, SMS <LIFE> to 5667735 SMS Charges apply. Toll free No - 1800 209 8700. Trade logo displayed above belongs to our promoter M/s Bank of Baroda is used by IndiaFirst Life Insurance Co. Ltd. under license.

IndiaFirstLife

Annexure of List of Ombudsmen

Office of the Insurance Ombudsman - Ahmedabad Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in Area of Jurisdiction - Gujarat, Dadra & Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman – Bhopal Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL – 462 003. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in Area of Jurisdiction - Madhya Pradesh & Chhattisgarh
Office of the Insurance Ombudsman - Bhubaneshwar 62, Forest Park, BHUBNESHWAR – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in Area of Jurisdiction - Odisha	Office of the Insurance Ombudsman – Chandigarh S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, CHANDIGARH – 160 017. Tel.: 0172 - 2706196 / 2706468 Email: bimalokpal.chandigarh@cioins.co.in Area of Jurisdiction - Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
Office of the Insurance Ombudsman - Chennai Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Email: bimalokpal.chennai@cioins.co.in Area of Jurisdiction - Tamil Nadu, –Pondicherry Town and Karaikal (which are part of Pondicherry)	Office of the Insurance Ombudsman – New Delhi 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI – 110 002. Tel.: 011 - 23239633 / 23237532 Email: bimalokpal.delhi@cioins.co.in Area of Jurisdiction – Delhi
Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Email: bimalokpal.guwahati@cioins.co.in Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh,Nagaland and Tripura	Office of the Insurance Ombudsman – Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel.: 040 - 65504123 / 23312122 Email: bimalokpal.hyderabad@cioins.co.in Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry
Office of the Insurance Ombudsman - Ernakulam 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Email: bimalokpal.ernakulam@cioins.co.in Area of Jurisdiciton - Kerala, Lakshadweep, Mahe – a part of Pondicherry	Office of the Insurance Ombudsman – Kolkata Hindustan Bldg. Annex, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in Area of Jurisdiction - West Bengal, Sikkim, Andaman & Nicobar Islands

Office of the Insurance Ombudsman - Lucknow 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331 Email: bimalokpal.lucknow@cioins.co.in Area of Jurisdiction - Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi,Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli,Sravasti, Gonda, Faizabad, Amethi,Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur,Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar	Office of the Insurance Ombudsman – Noida Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, UTTAR PRADESH (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in Area of Jurisdiction - State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj,Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
Office of the Insurance Ombudsman - Jaipur Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in Area of Jurisdiction – Rajasthan	Office of the Insurance Ombudsman – Pune Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, PUNE – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in Area of Jurisdiction - Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Office of the Insurance Ombudsman - Bengaluru Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, BENGALURU – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in Area of Jurisdiction – Karnataka	Office of the Insurance Ombudsman – Mumbai 3rd Floor, Jeevan Seva Annex, S. V. Road, Santacruz (W), MUMBAI - 400 054. Tel.: 022 - 26106552 / 26106960 Email: bimalokpal.mumbai@cioins.co.in Area of Jurisdiction – Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
Office of the Insurance Ombudsman – Patna 2nd Floor, Lalit Bhawan, Bailey Road PATNA – 800001 Tel No: 0612-2547068 Email id : bimalokpal.patna@cioins.co.in. Area of Jurisdiction - Bihar, Jharkhand	

Twins or
a single child,
parenthood
is a certainty

Arranged or love,
marriage
is a certainty.

IndiaFirstLife

Because life is full
of certainties.

Customer Care

1800-209-8700
customer.first@indiafirstlife.com

Voluntary or
compulsory,
retirement
is a certainty.

Graduation or
post-graduation,
education
is a certainty.