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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 promoters M/s Bank of Baroda and M/s Union Bank of India and are used by IndiaFirst Life Insurance Co. Ltd under License.

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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.

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

DD/MM/YY

IndiaFirst Guaranteed Retirement Plan - UIN: 143N026V02

A Participating, Non-Linked, Individual, Pension, Savings Plan

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.

We have provided you the relevant information about your policy in this policy document. Please read it carefully to ensure that this is the right plan for your financial needs. Kindly also refer to the Customer Information (CIS) enclosed with this Policy document for key information regarding Your Policy.

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, provided no claim has been made under the Policy. In such an event, irrespective of the reason for cancellation 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 and stamp duty charges.

Such a request received by us for free look cancellation of the Policy shall be processed and premium shall be refunded within 7 days of receipt of the request, subject to applicable deductions.

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.

Yours truly,

Authorised Signatory



Insurance Intermediary/ Agent Details

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

IndiaFirst Guaranteed Retirement Plan

A Participating, Non-Linked, Individual, Pension, Savings Plan

UIN: 143N026V02

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 on the death of the Life Assured during the Policy Term or on occurrence of the covered event during the Policy Term, 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. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Guaranteed Retirement Plan
UIN:	143N026V02
Policy Number:	
Proposal Form Number:	
Policy Commencement Date:	DD MM YY
Maturity Date (Vesting Date):	DD MM YY

II. Policyholder and Life Assured Details

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

III. 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	Gender 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 by the Policyholder as the Appointee and whose name is mentioned in the Policy Schedule and will 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

IV. Base Premium and Benefit Details

Death Benefit: - Total Premiums Paid as on date of death accumulating @ 0.15% p.a. compounded annually or 105% of the Total Premiums Paid as on date of death + Sum of accrued Guaranteed Additions + Sum of accrued Simple Reversionary Bonus, if declared.	Maturity/ Vesting Benefit: - Sum Assured + accrued Guaranteed Addition + accrued Simple Reversionary Bonus + Terminal Bonus, if declared or - Defined Assured Benefit as mentioned in Part C below.
Sum Assured:	Guaranteed Addition Period:
Policy Term:	Premium Paying Term:
Premium Payment Mode: Regular/ Limited/ Single	Premium Paying Frequency: Annual/ Six Monthly/Quarterly /Monthly/ One Pay
Next Premium Due Dates: DD MM YY	Annualized Premium:
Due Date for Payment of Last Premium: DD MM YY	Installment Premium (in INR):
Applicable Taxes (in INR):	Extra Premium, (if any):
Total Premium (including Applicable Taxes) in INR:	

V. Insurance Intermediary/ Agent Details

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

VI.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.

PART B

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 as mentioned in the Policy Schedule
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 payable in a year excluding taxes, underwriting extra premiums and loadings for modal premiums.
Annuity	A series of payments made to the Annuitant in exchange of the purchase price
Appointee	The person appointed by you to receive the proceeds or the benefits under this Policy, if the Nominee is less than 18 (Eighteen) years of Age
Assignment	Assignment is the process through which Policyholder can assign the rights and benefits under the Policy to any other person / entity by virtue of an assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time
Bonus	This is an amount, which is determined at the end of every financial year and declared as Simple Reversionary Bonus, if declared, and/ or Terminal Bonus, if declared, as the case may be.
Customer Information Sheet	To ensure that Policyholders are well-informed about their coverage, rights, and responsibilities, the Company has provided a detailed document known as the "Customer Information Sheet" along with this 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 the Policy.
First Unpaid Premium Date	Date from where the Premium is due however not paid by the Policyholder
Guaranteed Addition Period	It is the period when you accrue Guaranteed Additions in your Policy depending upon the Premium Paying Term as mentioned in Policy Schedule. This is not applicable under single Premium.
Grace Period	A period of 30 (Thirty) days from the due date for payment of Premium (without any penalty or late fee) for yearly, half yearly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode. During this period the Policy will be considered to be in-force.

Word	Meaning
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Policy.
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 Installment Premium amount is specified in the Policy Schedule.
Lapse	State of Policy upon non-payment of Premium within the Grace Period, provided Policy has not acquired any paid-up value.
Life Assured	The person on whose life this Policy has been issued by us
Maturity/ Vesting Benefit	Maturity/ Vesting benefit means Sum Assured on maturity, any additional and accrued benefit, which is payable on maturity in accordance with the terms and conditions of the Policy.
Modal Factor	A factor used by us for calculating the Instalment Premium payable by You under this Policy, if you have opted to pay the Premium other than yearly mode.
Nominee	Nominee 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
Policy	This IndiaFirst Guaranteed Retirement Plan, which includes this Policy wording (as may be changed/ modified by us subject to applicable regulations, 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 includes the entire contract of insurance between you and us.
Policy Anniversary	The annual anniversary of the Policy Commencement Date
Policy Commencement Date	The date specified in the Policy Schedule on which the Policy commences
Policy Schedule	The schedule attached to this Policy 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.

Word	Meaning
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.
Reduced Paid-up Policy	If we have received all the due Premiums from you for the first full Policy Year then, this Policy will not terminate but continue as Reduced Paid-up Policy.
Revival	Restoration of a Policy in Lapsed State or in Reduced Paid-up State to in-force status subject to terms and conditions of the Policy.
Revival Period	The period of 5 (Five) consecutive years from the date of first non-payment of Premium during which you can pay the due unpaid Premiums along with interest/ Late fees 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.
Sum Assured	It is the amount payable at maturity and based on which the Premium has been calculated while applying for the Policy.
Surrender	Surrender means complete withdrawal or termination of the entire Policy contract.
Total Premiums Paid	Total of all the Premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly.
Surrender Value	Surrender value means an amount, if any, that becomes payable to you on Surrender of a Policy during its Policy Term, in accordance with the terms and conditions of the Policy.
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. In case the Life Assured is a minor, the policy will vest on the Life Assured on attainment of age 18 years.

PART C

1. Benefits Payable under this Policy

Defined Assured Benefit

This product provides minimum Defined Assured Benefit as Death Benefit or Vesting/Maturity Benefit. The Defined Assured Benefit is Total Premiums Paid accumulated @ 0.15% p.a. compounded annually.

a. Death Benefit

Upon the Life Assured's death during the Policy Term when the Policy is in force, then, the Death Benefit will be paid equal to higher of:

- Total Premiums Paid as on date of death accumulating @ 0.15% p.a. compounded annually or
- 105% of the Total Premiums Paid as on date of death along with accrued Guaranteed Additions, as applicable, and accrued Simple Reversionary Bonus, if declared.

In case of death during deferment period, the Nominee /Appointee/ legal heir shall exercise any of the following options, provided the Policy is in force and we have received the due Premiums:

- i) Utilize the entire proceeds of the Policy or part thereof for purchasing an annuity at the then prevailing rate from IndiaFirst Life; or
- ii) Withdraw the entire proceeds of the Policy.

Guaranteed Additions

Guaranteed Additions will accrue at the end of every Policy Year and become payable under the Policy at the Maturity Date or Death whichever is earlier, provided that the Policy is in force at the time of such Guaranteed Additions.

If the Life Assured's death occurs during the first 'x' years of the Policy Term, only the sum of all Guaranteed Additions, till the date of death of the Life Assured will become payable.

The period for Guaranteed Additions depends on the Premium Paying Term opted which are as follows:

Premium Paying Term	Guaranteed Addition Period	Bonus Earning period
Single Premium	NA	From first Policy Year till end of the term provided Policy is in-force
5 years	First 2 years of the Policy	From 3rd Policy Year onwards till the end of the term provided Policy is in-force
10 years	First 4 years of the Policy	From 5th Policy Year onwards till the end of the term provided Policy is in-force
15 years and above	First 6 years of the Policy	From 7th Policy Year onwards till the end of the term provided Policy is in-force

For Example, for first 2 years Guaranteed Addition will be calculated as 9% of Annual Premium at the end of first Policy year and then 9% of 2 times the Annual Premium at the end of second Policy Year. Similarly for other Guaranteed Addition periods.

After completion of Guaranteed Addition period, Simple Revisionary Bonus will be accrued at the end of financial year provided the Policy is in-force.

Please note that Guaranteed Additions are not applicable in the Single Premium Payment Mode. However, Simple Revisionary Bonus will accrue from the first Policy Year onwards.

b. Maturity Benefit

If the Life Assured is alive till the Maturity/ Vesting Date, then, the following benefits become payable: Higher of:

- i. Sum Assured, plus accrued Guaranteed Additions, as applicable, plus accrued Simple Reversionary Bonus, if any, plus Terminal Bonus, if declared, or
- ii. Defined Assured Benefit

The aforesaid Maturity/ Vesting Benefit will become payable as per option chosen by the Policyholder, as mentioned below, provided this Policy is in force and we have received the due Premiums.

On the date of vesting or maturity, the Policyholder shall exercise one of the following options:

- i) To utilize the entire proceeds to purchase immediate or deferred annuity from IndiaFirst Life at the prevailing annuity rate subject to point no (iii) below, or
- ii) To commute up to 60% and utilize the balance amount to purchase immediate or deferred annuity from IndiaFirst Life at the prevailing annuity rate subject to point no (iii) below, or
- iii) Every Policyholder shall be given an option to purchase immediate annuity or deferred annuity from another insurer at then prevailing annuity rate to the extent of 50% of the entire proceeds of the Policy net of commutation.

In case the proceeds of the Policy on vesting are not sufficient to purchase minimum annuity (i.e. 1000 per month), then the proceeds of the Policy will be paid to the Policyholder or beneficiary as lump sum.

Guaranteed Additions

Guaranteed Additions will accrue at the end of every Policy Year and become payable under the Policy at the Maturity Date or Death whichever is earlier, provided that the Policy is in force at the time of such Guaranteed Additions. The additions will depend upon the Premium and will be calculated as: 9% of Total Premium Paid per annum for the 'first x' Policy years.

After completion of Guaranteed Addition period, Simple Revisionary Bonus will be accrued at the end of financial year provided the Policy is in-force.

The period for Guaranteed Additions depends on the Premium Paying Term opted which are as follows:

Premium Paying Term	Guaranteed Addition Period	Bonus Earning period
Single Premium	NA	From first Policy Year till end of the term provided Policy is in-force
5 years	First 2 years of the Policy	From 3rd Policy year onwards till the end of the term provided Policy is in-force
10 years	First 4 years of the policy	From 5th Policy Year onwards till the end of the term provided Policy is in-force
15 years and above	First 6 years of the Policy	From 7th Policy year onwards till the end of the term provided Policy is in-force.

For Example, for first 2 years Guaranteed Addition will be calculated as 9% of Annual Premium at the end of first Policy year and then 9% of 2 times the Annual Premium at the end of second Policy Year. Similarly for other Guaranteed Addition period.

After completion of Guaranteed Addition period, Simple Revisionary Bonus will be accrued at the end of financial year provided the Policy is in-force.

Please note that Guaranteed Additions are not applicable in the Single Premium Payment Mode.

c. Rider Benefits

There are no rider benefits with this Policy.

2. Grace Period

If you have not paid the due Regular/ Limited Premium, as the case maybe, you will get Grace Period of 30 days (yearly/ half yearly/ quarterly) and 15 days (monthly mode) from the Premium Payment date.

All your Policy benefits continue during this Grace Period. In case of death of the Life Assured during this period death benefit after deducting due Premiums will be paid to the Nominee/Appointee/legal heir.

Policy will Lapse after the expiry of the Grace Period from the First Unpaid Premium Date under Regular and Limited Premium payment, 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 First Unpaid Premium Date.

3. Reduced Paid-Up Benefits

Your Policy will not terminate and will acquire Reduced Paid-up value after expiry of Grace Period from the First Unpaid Premium Date after completion of first Policy Year provided one full year Premium has been paid, and subsequent due Premiums have not been paid.

Under Single Premium, Policy will acquire paid-up value immediately after payment of Premium. For Limited Premium Policies once all due Premiums are paid at the end of the Premium Payment Term, the Policy becomes fully paid up.

Once the Policy acquires Reduced Paid up value, the Policy could be continued as a paid up Policy in case of further non-payment of Premiums.

The Policy stops accruing any Bonus (if declared) or any Guaranteed Addition once it becomes Reduced Paid-up Policy, however, this is not applicable in case of fully paid-up policies for Limited and single Premium cases.

The Policyholder can revive the Policy within the period of 5 Policy years from date of first unpaid premium.

Upon revival of the Policy within the revival period all due Guaranteed Additions/Simple Reversionary Bonuses, if declared, may be added as per in-force Policy.

The Reduced Paid-up Benefits are as follows:

a. Death Benefit

Upon the Life Assured's death on or after the Policy Commencement Date but before the Maturity Date, the following benefits become payable:

Higher of:

- Total Premiums Paid as on date of death accumulating @ 0.15% p.a. compounded annually OR
- 105% of Total Premiums Paid as on the date of paid-up, plus accrued Guaranteed Addition#, as applicable plus accrued Simple Revisionary Bonuses, if declared till the date of paid-up.

b. Maturity/ Vesting Benefit

If the Life Assured is alive till the Maturity Date, the following benefits become payable:

- i. Sum Assured X (Total numbers of Premiums paid)/ (Total Number of Premiums payable) plus
- ii. accrued Guaranteed Addition#, as applicable till the date of Paid-Up
- iii. accrued Simple Reversionary Bonus, if declared till the date of paid-up

4. Surrender Benefit

- a. 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.
- b. Please remember, you cannot revive your Policy once it is surrendered.
- c. Surrender Value is acquired, if you have paid your Premium for at least two full Policy years in case of Limited or Regular Premium paying modes. Under single Premium, Surrender Value is acquired immediately after payment of Premium.
- d. 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.

e. Guaranteed Surrender Value

The Guaranteed Surrender Value (GSV) is GSV factor for Premium multiplied by Total Premium Paid excluding Applicable taxes and Extra Premium, if any, till date of surrender plus the GSV factors for accrued guaranteed additions and/or reversionary bonus, if declared multiplied by total guaranteed additions plus bonus accrued, if declared to the Policy till date of surrender.

Guaranteed Surrender Value factors under Regular and Limited Premium are given in the appended Annexure. Guaranteed Surrender Value factor on Accrued Guaranteed Addition/Accrued Simple Revisionary Bonus (if declared) under Regular/Limited and Single Premium will be provided in Annexure.

f. Special Surrender Value:

Single Premium Policy can be surrendered any time after payment of Premium. Special Surrender Value for Regular and Limited Premium Policy 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.

The SSV will be calculated as follows:

{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 reversionary bonus, if any, accrued till date of surrender

Plus

Terminal bonus, if any}

SSV1 Factor and SSV2 Factor will be determined by us as per the applicable regulations and will vary from time to time.

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

It is derived using the following approach:

$7.68\% = 7.18\% [(1+7.05\%/2)^2 - 1]$ plus spread of 50 bps

where 7.05% p.a. is the 10 year G-sec rate (convertible half yearly) as at the end of the financial year ending 31st March 2024.

SSV factors at time "t" is $A(x+t:n-t)$

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

The Policyholder shall exercise one of the following options on the date of Surrender of the Policy:

- i) To utilize the entire proceeds to purchase immediate or deferred Annuity from IndiaFirst Life at the prevailing Annuity rate subject to point no (iii) below, or
- ii) To commute up to 60% and utilize the balance amount to purchase immediate or deferred Annuity from IndiaFirst Life at the prevailing Annuity rate subject to point no (iii) below
- iii) Every Policyholder shall be given an option to purchase immediate Annuity or deferred Annuity from another insurer at then prevailing Annuity rate to the extent of 50% of the entire proceeds of the Policy net of commutation

In case the proceeds of the Policy on Surrender are not sufficient to purchase minimum annuity (i.e. 1000 per month), then the proceeds of the Policy will be paid to the Policyholder or beneficiary as lump sum.

5. Discount on Advance Premium (Renewal)

We will offer discount on renewal pPremium amount within the same financial year for the Premium due in that financial year; provided the Premium due in one financial year will 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 Premium collected in advance will be adjusted on the due date of the Premium. 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

6. Premium Payment

- a. Regular and Limited Premiums can be paid to us either by monthly/ quarterly /half yearly / yearly payment mode, or Single Premium in one pay as selected by you in the Proposal Form. The Premiums should be paid either on due dates or within grace period to avoid any lapsation.
- b. You should not pay the Premium through cash or bearer instrument to IndiaFirst Life insurance Advisors /Employees/ Insurance Agents. IndiaFirst Life Insurance Advisors/ Employees / Insurance Agents are not authorised to receive the Premium in cash or bearer instrument. Handing over cash or bearer instrument to any IndiaFirst Life Insurance Advisor / Employee/ Insurance Agents is solely at your own risk and the Company in no way be held responsible for any loss in this regard.
- c. Insurance Premium cheques must be drawn only in favour of IndiaFirst Life Insurance Company Ltd. (Proposal No. for first Premium or Policy No. for renewal Premium should be written behind the cheque). Any Cheque payment made shall be deemed to be received by IndiaFirst Life Insurance only when the same has been received by any office of IndiaFirst Life Insurance and after an official receipt is issued by the Company.

7.Reviving your Lapsed Policy or Reduced Paid-up Policy (Revival)

- a. You may revive the Lapsed Policy within 5 (Five) consecutive years from the due date of First Unpaid Premium but before the Maturity/ Vesting Date by:
 - i. Submitting a written request for revival of the Policy;
 - ii. Paying all unpaid due Premiums along with interest which may vary from time to time. Under current situation we would charge interest of 10.50% p.a.. Any change in revival interest rate is as per the applicable regulations.
 - iii. Providing a declaration of good health and undergoing a medical examination, if needed. The underwriting / medicals, if any will be as per underwriting policy.
- b. A Lapsed Policy will only be revived along with all its benefits when we issue a written endorsement to you in accordance with our underwriting policy. We have the right to refuse the revival of the Policy as per our underwriting policy.
- c. The Policy will terminate, and you will not be entitled to receive any benefits, if the Policy is Lapsed before acquiring any Paid-Up value and not revived till the expiry of the revival period.

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 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 the applicable regulations.

If Policy in Reduced Paid-up status is not revived during the Revival Period, it will continue in the Reduced Paid-up status until maturity.

Any change in basis of calculation of revival interest rate is subject to the applicable regulations.

In case of revival of a Lapsed Policy, the Policy Benefits will be restored to the original benefits under the Policy. All the unpaid Survival Benefits as applicable and due while the Policy was in Lapsed status shall be paid out as lump sum without any interest. Any previously declared unpaid Bonus(es) will also be paid to the Policyholder upon revival.

In case of revival of a Reduced Paid-Up Policy, it will be reinstated to the original benefits. On revival of the Policy, the Reduced Paid-up Benefits will be restored to the original benefits under the Policy. If reduced survival benefits have been paid since premium discontinuance, then the unpaid balance amount will be paid to the Policyholder as lumpsum on revival without any interest. Any previously declared unpaid Bonus(es) will also be paid to the Policyholder upon revival.

8. 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, , provided no claim has been made under the Policy. In such an event, irrespective of the reason for cancellation 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.

9. Loan

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

- Loans up to 80% of the available surrender value will be provided.
- The minimum loan amount should be Rs.50,000.
- 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 90% of surrender value for reduced 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 reduced 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 the authority.

PART E

10. Charges

This is a participating, non-linked, individual pension savings plan. There are no charges under this plan.

PART F

11. 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:

Incase of natural death

- 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 completed filled and signed by claimant/nominee.
- iii. 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).
- 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 proof of the Nominee(s)/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- vii. Self-attested copy of first page of bank pass book of Nominee(s)/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.
- viii. Any other document or information that we may need for validating and processing the claim

Incase of un natural death

- 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. Clear Readable Copies of Medico Legal Certificate, First Information Report, Panchnama, final Viscera Report, Final Police Investigation Closure report 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).
- v. All Hospitalization documents including discharge summary, Admission Notes and all investigation reports (only mandatory in case the Life Assured was treated for any illness related to the cause of death).

- vi. Original Policy document.
- vii. 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.
- viii. 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.)
- ix. Self-attested copy of first page of bank passbook of Nominee(s)/Claimant along with cancelled cheque.

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

Maturity/ Vesting 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 Policy Holder
- iv. Self-Attested Copy of Address Proof (if change in Address).
- v. Cancelled Cheque or Self Attested Copy of Pass book of the Policy Holder
- 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.

Claims can be intimated through:

Courier – Intimation with supporting documents can be sent to claims department at head office by courier to the below address.

Claims Department, IndiaFirst Life Insurance Company Ltd, 12th Floor, North {C} wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai – 400063

Email – Intimation with supporting documents can be sent to claims.support@indiafirstlife.com

Website – Visit IndiaFirst website for online claim intimation at <https://www.indiafirstlife.com/claims/register-claim-online> and follow few simple steps to complete the claim intimation.

WhatsApp – Say Hi on +91 22 6274 9898 and follow few simple steps to complete the claim intimation

12. 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 at least 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.

13. 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 or any other Regulation as specified by the Authority. The extant provisions in this regard are as follows:

- 1) The policyholder of a life insurance on his own life shall nominate a person or persons to whom money secured by the policy shall be paid in the event of his death. Nomination is mandatory to facilitate payment of claim amount in case of death of life assured.
- 2) Where the nominee is a minor, the policyholder shall appoint any person in the manner laid down by the insurer to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee.
- 3) 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.
- 4) Nomination can be changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be. A notice in writing of Change of nomination must be delivered to the insurer. Otherwise, insurer will not be liable for any payment under the policy made bonafide by the insured to the nominee unless it is mentioned in the text of the policy or in the registered records of the insurer.
- 5) Fee for registering change in the nomination may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority.
- 6) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or change thereof.
- 7) 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.
- 8) 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.
- 9) In case of nomination by policyholder whose life is insured, if the nominee(s) die before the

policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.

- 10) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
- 11) 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.
- 12) 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).
- 13) 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).
- 14) 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.
- 15) 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. Policyholders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 and any other applicable Regulation/Circulars issued by the Authority for complete and accurate details]

14. Assignment shall be governed as per 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 or any other regulation as specified by the authority. 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 thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
- 6) Fee for granting a written acknowledgement of the receipt of notice of assignment or transfer assignment may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority..
- 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.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 and any other applicable Regulation/Circulars issued by the Authority for complete and accurate details.]

15. Policy Ceases/ Ends/ Terminates

This Plan 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 Surrender of this Plan; or
- iv. on the payment of Maturity/ Vesting benefit; or
- v. on the date of receipt of free look request; or
- vi. on the date of acceptance of free look cancellation request; or
- vii. 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 Plan is not under the Paid-Up Mode.

16. Change of Address

You are required to inform us in writing, about any change in your/ Nominee's/Legal Heir address with address proof. This will ensure that our correspondence reaches you/ the Nominee/Legal Heir 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.

17. Fraud and Misstatement

The Company shall deal with fraud and misstatement in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time, which provisions are reproduced below.

The Age of the Life Assured is derived basis the declaration in the Proposal Form. Due to misstatement of Age if You have paid less Premium(s) than what was payable for the correct Age, We will charge and You the difference in Premium since the Policy Commencement Date without interest or deduct the same from the policy benefit payable. If the date of birth of the Life Assured has been misstated resulting in higher Premium(s) paid by You than what was payable for the correct Age, We will refund the excess Premiums without any interest. If at the correct Age, the Life Assured was not insurable according to our requirements, We reserve the right to refund the Premiums paid till date post deduction of any relevant cost, expenses or charges as applicable and terminate the Policy in accordance with Section 45 of the Insurance Act, 1938, as amended from time to time.

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

A Policy may be called into question as per the provisions of S.45 of Insurance Act, 1938. A simplified version of the provisions of S. 45 is provided below:

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.]

18. Right to Revise/ Delete/ Alter the Terms and Conditions of this Plan

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 applicable regulations.

19. Force Majeure

If due to any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances which are beyond our control and restricts our performance under this Policy, this Policy will be wholly or partially suspended only for such period subject to IRDAI approval.

20. Governing Law and Jurisdiction

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

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

Policy Servicing TAT's	
Full Surrender	7 Days
Freelook Cancellation	7 Days
Request for Refund of Proposal Deposit	15 days
Refund of outstanding proposal deposit	30 days
Maturity/Survival/Death Claims	
Processing of Maturity claim / penal interest not paid	Due Date
Raising claim requirements after lodging the Death claim	15 Days
Death claim decision without investigation requirement	15Days
Death claim decision with Investigation requirement	45 Days

22. 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

23. Policy Servicing and Grievance Handling Mechanism

You may contact us in case of any grievance or complaint 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. An acknowledgment to all such grievances received will be sent immediately on 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.
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.
- c. If you are not satisfied with the resolution or have not received any response from us within 14 days, then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.
- d. 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 & Grievance Redressal Department (PPGR),

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 (please refer to Annexure of 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 health insurance; and

any other matter resulting from the violation of provisions of the Insurance Act, 1938 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 in clauses (I) to (viii) above.

The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heirs, nominee 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.

All grievances arising out of or in relation to claims/issues arising out this Policy shall only be raised via the grievance redressal mechanism available on the website of the Company and / or agreed in this Policy. It is clarified that no grievances shall be entertained in case the same are addressed to the personal email ids of the CEO/board of directors of the Company. Rather any such unwarranted emails would be classified as spam and the Company may take appropriate legal actions against such acts of spamming.

Disclaimers:

Applicable taxes levied as per extant tax laws shall be deducted from the premium or from the allotted units as applicable.

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 promoters M/s Bank of Baroda and M/s Union Bank of India and are used by IndiaFirst Life Insurance Co. Ltd under License

Annexure - I
GSV factors applicable for Total Premiums Paid - Regular/ Limited Premium policies

Year of Surrender / Policy Term	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	70%	63%	60%	58%	57%	56%	55%	54%	54%	54%	53%	53%	53%	53%	53%	52%
9	90%	77%	70%	66%	63%	61%	60%	59%	58%	57%	57%	56%	56%	55%	55%	55%
10	90%	90%	72%	74%	70%	67%	65%	63%	62%	61%	60%	59%	59%	58%	58%	57%
11	NA	90%	90%	82%	77%	73%	70%	68%	66%	65%	63%	62%	61%	61%	60%	59%
12	NA	NA	90%	90%	83%	79%	75%	72%	70%	68%	67%	65%	64%	63%	63%	62%
13	NA	NA	NA	90%	90%	84%	80%	77%	74%	72%	70%	68%	67%	66%	65%	64%
14	NA	NA	NA	NA	90%	90%	85%	81%	78%	75%	73%	72%	70%	69%	68%	66%
15	NA	NA	NA	NA	NA	90%	90%	86%	82%	79%	77%	75%	73%	71%	70%	69%
16	NA	NA	NA	NA	NA	NA	90%	90%	86%	83%	80%	78%	76%	74%	73%	71%
17	NA	NA	NA	NA	NA	NA	NA	90%	90%	86%	83%	81%	79%	77%	75%	74%
18	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	87%	84%	81%	79%	78%	76%
19	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	87%	84%	82%	80%	78%
20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	87%	85%	83%	81%
21	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	87%	85%	83%
22	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	88%	85%
23	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	88%
24	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

Year of Surrender / Policy Term	26	27	28	29	30	31	32	33	34	35
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	52%	52%	52%	52%	52%	52%	52%	52%	52%	51%
9	54%	54%	54%	54%	54%	53%	53%	53%	53%	53%
10	57%	56%	56%	56%	55%	55%	55%	55%	55%	54%
11	59%	58%	58%	58%	57%	57%	57%	56%	56%	56%
12	61%	61%	60%	60%	59%	59%	58%	58%	58%	57%
13	63%	63%	62%	61%	61%	60%	60%	60%	59%	59%
14	66%	65%	64%	63%	63%	62%	62%	61%	61%	60%
15	68%	67%	66%	65%	65%	64%	63%	63%	62%	62%
16	70%	69%	68%	67%	66%	66%	65%	64%	64%	63%
17	72%	71%	70%	69%	68%	67%	67%	66%	65%	65%
18	74%	73%	72%	71%	70%	69%	68%	68%	67%	66%
19	77%	75%	74%	73%	72%	71%	70%	69%	68%	68%
20	79%	77%	76%	75%	74%	73%	72%	71%	70%	69%
21	81%	79%	78%	77%	75%	74%	73%	72%	72%	71%
22	83%	82%	80%	79%	77%	76%	75%	74%	73%	72%
23	86%	84%	82%	80%	79%	78%	77%	76%	75%	74%
24	88%	86%	84%	82%	81%	80%	78%	77%	76%	75%
25	90%	88%	86%	84%	83%	81%	80%	79%	78%	77%
26	90%	90%	88%	86%	85%	83%	82%	80%	79%	78%
27	NA	90%	90%	88%	86%	85%	83%	82%	81%	80%
28	NA	NA	90%	90%	88%	87%	85%	84%	82%	81%
29	NA	NA	NA	90%	90%	88%	87%	85%	84%	83%
30	NA	NA	NA	NA	90%	90%	88%	87%	85%	84%
31	NA	NA	NA	NA	NA	90%	90%	88%	87%	86%
32	NA	NA	NA	NA	NA	NA	90%	90%	88%	87%
33	NA	NA	NA	NA	NA	NA	NA	90%	90%	89%
34	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
35	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

**GSV factors applicable for Total Accrued Bonus (if declared) and
Guaranteed Additions - Regular/ Limited Premium policies**

Year of Surrender / Policy Term	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	5%	5%	4%	4%	4%	4%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%
3	8%	7%	7%	6%	6%	5%	5%	5%	4%	4%	4%	4%	4%	3%	3%	3%
4	11%	10%	9%	8%	8%	7%	7%	6%	6%	6%	5%	5%	5%	5%	4%	4%
5	14%	13%	12%	11%	10%	9%	9%	8%	8%	7%	7%	6%	6%	6%	6%	5%
6	17%	15%	14%	13%	12%	11%	10%	10%	9%	9%	8%	8%	7%	7%	7%	6%
7	20%	18%	17%	15%	14%	13%	12%	11%	11%	10%	10%	9%	9%	8%	8%	8%
8	23%	21%	19%	18%	16%	15%	14%	13%	12%	12%	11%	11%	10%	10%	9%	9%
9	27%	24%	22%	20%	18%	17%	16%	15%	14%	13%	13%	12%	11%	11%	10%	10%
10	30%	27%	24%	22%	21%	19%	18%	17%	16%	15%	14%	13%	13%	12%	12%	11%
11	NA	30%	27%	25%	23%	21%	20%	19%	17%	16%	16%	15%	14%	13%	13%	12%
12	NA	NA	30%	27%	25%	23%	22%	20%	19%	18%	17%	16%	15%	15%	14%	13%
13	NA	NA	NA	30%	28%	26%	24%	22%	21%	20%	19%	18%	17%	16%	15%	15%
14	NA	NA	NA	NA	30%	28%	26%	24%	23%	21%	20%	19%	18%	17%	17%	16%
15	NA	NA	NA	NA	NA	30%	28%	26%	24%	23%	22%	21%	20%	19%	18%	17%
16	NA	NA	NA	NA	NA	NA	30%	28%	26%	25%	23%	22%	21%	20%	19%	18%
17	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	25%	24%	22%	21%	20%	20%
18	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%	21%
19	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%
20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	27%	26%	24%	23%
21	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	27%	26%	25%
22	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%	26%
23	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%
24	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%
25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

Year of Surrender / Policy Term	26	27	28	29	30	31	32	33	34	35
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
3	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%
4	4%	4%	4%	4%	4%	3%	3%	3%	3%	3%
5	5%	5%	5%	5%	4%	4%	4%	4%	4%	4%
6	6%	6%	6%	6%	5%	5%	5%	5%	5%	5%
7	7%	7%	7%	7%	6%	6%	6%	6%	6%	5%
8	8%	8%	8%	8%	7%	7%	7%	7%	6%	6%
9	10%	9%	9%	8%	8%	8%	8%	7%	7%	7%
10	11%	10%	10%	9%	9%	9%	9%	8%	8%	8%
11	12%	11%	11%	10%	10%	10%	9%	9%	9%	9%
12	13%	12%	12%	11%	11%	11%	10%	10%	10%	9%
13	14%	13%	13%	12%	12%	12%	11%	11%	11%	10%
14	15%	15%	14%	14%	13%	13%	12%	12%	11%	11%
15	16%	16%	15%	15%	14%	14%	13%	13%	12%	12%
16	18%	17%	16%	16%	15%	15%	14%	14%	13%	13%
17	19%	18%	17%	17%	16%	15%	15%	14%	14%	14%
18	20%	19%	18%	18%	17%	16%	16%	15%	15%	14%
19	21%	20%	19%	19%	18%	17%	17%	16%	16%	15%
20	22%	21%	21%	20%	19%	18%	18%	17%	17%	16%
21	24%	23%	22%	21%	20%	19%	19%	18%	18%	17%
22	25%	24%	23%	22%	21%	20%	20%	19%	19%	18%
23	26%	25%	24%	23%	22%	21%	21%	20%	19%	19%
24	27%	26%	25%	24%	23%	23%	22%	21%	20%	20%
25	29%	27%	26%	25%	24%	24%	23%	22%	21%	21%
26	30%	29%	28%	27%	26%	25%	24%	23%	22%	22%
27	NA	30%	29%	28%	27%	26%	25%	24%	23%	22%
28	NA	NA	30%	29%	28%	27%	26%	25%	24%	23%
29	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%
30	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%
31	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%
32	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%
33	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%
34	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%
35	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

GSV factors applicable for Total Premium Paid – Single Premium policies

Year of Surrender / Policy Term	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
2	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
3	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
4	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
5	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
6	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
7	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
8	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
9	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
10	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
11	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
12	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%
13	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%
14	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%
15	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%
16	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%
17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%
18	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%
19	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

Year of Surrender / Policy Term	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
1	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
2	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
3	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
4	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
5	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
6	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
7	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
8	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
9	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
10	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
11	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
12	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
13	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
14	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
15	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
16	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
17	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
18	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
19	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
20	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
21	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
22	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
23	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
24	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
25	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
26	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
27	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
28	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
29	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
30	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
31	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
32	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%	90%
33	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%	90%
34	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%	90%
35	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%	90%
36	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%	90%
37	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%	90%
38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	90%
39	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
40	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

GSV factors applicable for Total Accrued Bonus (if declared) - Single Premium policies

Year of Surrender / Policy Term	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	11%	9%	8%	7%	6%	5%	5%	4%	4%	4%	4%	3%	3%	3%	3%	3%
3	17%	14%	12%	10%	9%	8%	7%	7%	6%	6%	5%	5%	5%	4%	4%	4%
4	23%	19%	16%	14%	12%	11%	10%	9%	8%	8%	7%	7%	6%	6%	6%	5%
5	30%	24%	21%	18%	16%	14%	13%	12%	11%	10%	9%	9%	8%	8%	7%	7%
6	NA	30%	25%	22%	19%	17%	15%	14%	13%	12%	11%	10%	10%	9%	9%	8%
7	NA	NA	30%	26%	23%	20%	18%	17%	15%	14%	13%	12%	11%	11%	10%	10%
8	NA	NA	NA	30%	26%	23%	21%	19%	18%	16%	15%	14%	13%	12%	12%	11%
9	NA	NA	NA	NA	30%	27%	24%	22%	20%	18%	17%	16%	15%	14%	13%	13%
10	NA	NA	NA	NA	NA	30%	27%	24%	22%	21%	19%	18%	17%	16%	15%	14%
11	NA	NA	NA	NA	NA	NA	30%	27%	25%	23%	21%	20%	19%	17%	16%	16%
12	NA	NA	NA	NA	NA	NA	NA	30%	27%	25%	23%	22%	20%	19%	18%	17%
13	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	24%	22%	21%	20%	19%
14	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	24%	23%	21%	20%
15	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	24%	23%	22%
16	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	25%	23%
17	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	26%	25%
18	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%	27%
19	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	28%
20	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

Year of Surrender / Policy Term	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%
3	4%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%	2%	2%	2%	2%	2%
4	5%	5%	5%	4%	4%	4%	4%	4%	4%	4%	3%	3%	3%	3%	3%	3%	3%	3%	3%	3%
5	6%	6%	6%	6%	5%	5%	5%	5%	5%	4%	4%	4%	4%	4%	4%	4%	4%	4%	3%	3%
6	8%	7%	7%	7%	6%	6%	6%	6%	6%	5%	5%	5%	5%	5%	5%	4%	4%	4%	4%	4%
7	9%	9%	8%	8%	8%	7%	7%	7%	7%	6%	6%	6%	6%	6%	5%	5%	5%	5%	5%	5%
8	11%	10%	10%	9%	9%	8%	8%	8%	8%	7%	7%	7%	7%	6%	6%	6%	6%	6%	6%	5%
9	12%	11%	11%	10%	10%	10%	9%	9%	8%	8%	8%	8%	7%	7%	7%	7%	7%	6%	6%	6%
10	13%	13%	12%	12%	11%	11%	10%	10%	9%	9%	9%	9%	8%	8%	8%	8%	7%	7%	7%	7%
11	15%	14%	13%	13%	12%	12%	11%	11%	10%	10%	10%	9%	9%	9%	9%	8%	8%	8%	8%	7%
12	16%	15%	15%	14%	13%	13%	12%	12%	11%	11%	11%	10%	10%	10%	9%	9%	9%	9%	8%	8%
13	18%	17%	16%	15%	15%	14%	13%	13%	12%	12%	12%	11%	11%	11%	10%	10%	10%	9%	9%	9%
14	19%	18%	17%	17%	16%	15%	15%	14%	14%	13%	13%	12%	12%	11%	11%	11%	10%	10%	10%	10%
15	21%	20%	19%	18%	17%	16%	16%	15%	15%	14%	14%	13%	13%	12%	12%	12%	11%	11%	11%	10%
16	22%	21%	20%	19%	18%	18%	17%	16%	16%	15%	15%	14%	14%	13%	13%	12%	12%	12%	11%	11%
17	24%	22%	21%	20%	20%	19%	18%	17%	17%	16%	15%	15%	14%	14%	14%	13%	13%	12%	12%	12%
18	25%	24%	23%	22%	21%	20%	19%	18%	18%	17%	16%	16%	15%	15%	14%	14%	14%	13%	13%	13%
19	27%	25%	24%	23%	22%	21%	20%	19%	19%	18%	17%	17%	16%	16%	15%	15%	14%	14%	14%	13%
20	28%	27%	26%	24%	23%	22%	21%	21%	20%	19%	18%	18%	17%	17%	16%	16%	15%	15%	14%	14%
21	30%	28%	27%	26%	25%	24%	23%	22%	21%	20%	19%	19%	18%	18%	17%	17%	16%	16%	15%	15%
22	NA	30%	29%	27%	26%	25%	24%	23%	22%	21%	20%	20%	19%	19%	18%	17%	17%	16%	16%	16%
23	NA	NA	30%	29%	27%	26%	25%	24%	23%	22%	21%	21%	20%	19%	19%	18%	18%	17%	17%	16%
24	NA	NA	NA	30%	29%	27%	26%	25%	24%	23%	23%	22%	21%	20%	20%	19%	19%	18%	18%	17%
25	NA	NA	NA	NA	30%	29%	27%	26%	25%	24%	24%	23%	22%	21%	21%	20%	19%	19%	18%	18%
26	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%	23%	22%	22%	21%	20%	20%	19%	19%
27	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%	23%	22%	22%	21%	20%	20%	19%
28	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%	23%	23%	22%	21%	21%	20%
29	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%	24%	23%	22%	22%	21%
30	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	24%	24%	23%	22%	22%
31	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	25%	24%	23%	23%
32	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	25%	25%	24%	23%
33	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	26%	25%	24%
34	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	26%	26%	25%
35	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	27%	26%
36	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%	27%
37	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%	27%
38	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	28%
39	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%
40	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

Annexure B - 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 - Bhubaneswar 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 Jurisdiction - 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, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, 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	



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