IndiaFirstLife

PROMOTED BY
बैंक ऑफ़ बड़ौदा
Bank of Baroda

IndiaFirst Life
GOLD PLUS

GROWTH OF LIFE DREAMS PLUS PLAN

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

UIN 143N102V01

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 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	Means the Premium amount payable in a year, excluding, the taxes, Rider Premiums, underwriting Extra Premiums and loadings for modal Premiums.
Appointee	The person appointed by You to receive the benefits under this Policy, if the Nominee is a Minor, as mentioned in the Policy Schedule.
Assignee	The person to whom the rights and benefits under this policy are transferred by virtue of an Assignment under Section 38 of the Insurance Act, 1938, as amended from time to time.
Assignment	The process through which Policyholder can assign the rights and benefits under this 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.
Benefits	Means the Survival Benefit, Death Benefit, Maturity Benefit, Surrender Benefit or any other benefit, as the case may be, applicable in the terms and conditions of this Policy.
Beneficiary/Claimant	The person entitled to receive the Policy benefits as per the terms and conditions of this Policy and applicable laws, and includes the Policyholder, Nominee(s) (if valid Nomination is effected), Assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or Assignee(s) is/are not alive at the time of claim.
Customer Information Sheet (CIS)	To ensure that policyholders are well-informed about their coverage, rights, and responsibilities and basic features of the Policy, the Company has provided a summary document known as the "Customer Information Sheet" along with this Policy Document.
Death Benefit	Means the benefit payable on death of the Life Assured, as specified in PART C of this Policy Document.
Extra Premium	An additional amount payable by You, as provided in the Policy Schedule, which is determined by Us in accordance with Our 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. For example, we may charge an Extra Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 30 (Thirty) days from the date of receipt of the Policy whether received electronically or otherwise during which period You can return the Policy if You disagree to any of the terms and conditions of this Policy.
Grace Period	A period of one month but not less than 30 (Thirty) days from the due date of payment of Premium without any penalty or late fee, for annual, 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 with the risk cover without any interruption and as per the terms & conditions of the Policy.
Guaranteed Sum Assured on Maturity	Means an absolute amount of benefit which is guaranteed to become payable at the end of the Policy Term i.e. on maturity of the Policy in accordance with the terms and conditions of the Policy.
Income Payment Frequency	Income Payment Frequency can be Annual, Half-yearly, Quarterly or Monthly and is the frequency at which the income instalment, if applicable, will be paid out to the Life Assured, as mentioned in the Policy Schedule. For more details on Income Payment Frequency, please refer Part C of this Policy Document.

Word	Meaning
Installment Premium/ 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 is specified in the Policy Schedule.
In-force status or In- force	Means a condition during the term of the Policy, wherein the Policyholder has paid all the due Premiums under the Policy or the Premiums have been waived off by the Company under the terms and conditions of this Policy.
Lapse	Means the 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 Benefit	Means Guaranteed Sum Assured on Maturity, any additional and accrued benefit, which is payable on maturity in accordance with the terms and conditions of the Policy."
Major	Means a person who has attained the legal age of majority or adulthood.
Minor	Means any person below the legal Age of majority or adulthood.
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 annual mode.
Nominee(s)	Nominee is the person nominated by the Policyholder 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.
Nomination	Means the process of nominating a person(s) in accordance with the provisions of section 39 of the Insurance Act, 1938 as amended from time to time.
Paid-Up Mode/ Reduced Paid Up status	Means a condition during the term of the Policy, wherein , if one full annual Premium has been paid, this Policy will not terminate on non-payment of subsequent due Premium(s) but continue under Reduced Paid Up Mode.
Plan Options	There are 2 (Two) Plan Options available in this Policy which are as follows:- (a) Immediate Income ; or (b) Deferred Income .
Policy or Policy Document	This IndiaFirst Life Growth of Life Dreams Par Plan, which includes this 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 includes the entire contract of insurance between You and Us.
Policy Anniversary	Means 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 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 time period during which You need to pay Your Premiums regularly to Us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.

Word	Meaning
Proposal Form	Means a form to be filled in by the prospect in physical or electronic form, for furnishing the information including material information, if any, as required by the insurer in respect of a risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted."
Rider	Rider means the insurance cover(s) added to a base product for additional premium or charge. These are optional benefits which are in addition to basic benefits under the Policy.
Rider Benefit	Means an amount of benefit payable on occurrence of a specified event covered under the Rider(s) purchased by You, and is an additional benefit to the benefit under the base product. The Rider(s) purchased by You, if any, is mentioned in the Policy Schedule.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule.
Regulatory Authority or Authority	The Insurance Regulatory and Development Authority of India (IRDAI) established under the provisions of section 3 of the Insurance Regulatory and Development Authority Act, 1999 (41 of 1999) 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 of a Policy means restoration of the Policy, which was discontinued due to the non-payment of Premium, by the Insurer with all the benefits mentioned in the Policy Document, with or without Rider Benefits if any, upon the receipt of all the Premiums due and other charges or late fee if any, during the Revival Period, as per the terms and conditions of the Policy, upon being satisfied as to the continued insurability of the insured or Policyholder on the basis of the information, documents and reports furnished by the Policyholder, in accordance with Board approved underwriting policy.
Revival Period	Means the period of 5 (Five) consecutive complete years from the date of first unpaid Premium.
Surrender	The complete withdrawal or termination of the entire Policy contract.
Surrender Value	The amount, if any, that becomes payable on Surrender of a Policy during its Policy Term, in accordance with the terms and conditions of the Policy.
Total Premiums Paid	Means total of all the Premiums paid under this Policy, excluding any Extra Premium and taxes, if collected explicitly.
We/we or Us/us or Our/our or Insurer or Company	IndiaFirst Life Insurance Company Limited.
You/you or Your/your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from Us.

<< Only one of the below sections for either option as given below is to be printed:

1. **Immediate Income Option without Goal Protection Benefit**
2. **Immediate Income Option with Goal Protection Benefit**
3. **Deferred Income Option without Goal Protection Benefit**
4. **Deferred Income Option with Goal Protection Benefit >>**

< For Immediate Income Option without Goal Protection Benefit >

PART - C

1. Benefits under the Policy

1.1. Death Benefit

(i) Upon death of the Life Assured while the Policy is in force:

On death of Life Assured any time during the Policy Term, provided all due Premiums have been paid and the Policy is in-force, the death benefit as given below is paid.

Death Benefit payable will be higher of:

I. Sum Assured on death; or

II. 105% of Total Premiums Paid till date of death.

III. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Plus, Terminal Bonus, if any.

The Death Benefit defined above will be paid-out either as a lump-sum or in monthly instalments over a period of 5 (Five) years, as chosen by the Beneficiary/Claimant at any time during the Policy Term / on death of the Life Assured and all benefits under the Policy will cease immediately.

At the time of intimation of death, the Beneficiary/ Claimant will have the option to take the Death Benefit in equal monthly instalments (adjusted for an appropriate rate, as mentioned below) over a period of 5 (Five) years from the date of intimation of death.

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as:

$$\frac{S}{a * (n) * (12)}$$

Where, 'S' is the Lumpsum Death Benefit paid, 'a' is the annuity factor and 'n' is the income period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 25-26 is 4.5% p.a. (i.e. ~6.55% (5- year G-Sec rate) less 2.00%). The annuity factor defined above will not be changed once the instalment payment starts.

The amount of monthly instalment will not be changed, once the payments have started. The first instalment shall be due on the date of intimation of death.

The Beneficiary/Claimant will have the option, at any time, to request for a discontinuance of the monthly instalments even after the instalments have commenced. The Beneficiary/Claimant will be eligible to receive an amount equal to the present value (PV) of the remaining instalments as on the date of such request (PV would be at the same rate of return used to calculate the instalment).

1.2. Survival Benefit

If the Policy is in-force as on the due date and the Life Assured survives, the Survival Benefit will commence from Policy Year 1 (One) and will be paid till the end of the Policy Term.

Survival Benefit shall be paid in the form of income instalments as per the terms and conditions of this Policy.

This Plan Option offers 2 (Two) Survival Benefits payable during the Policy Term as given below:

1.2.1. Guaranteed Income

Guaranteed Income Benefit is an absolute amount of benefit which is payable on survival of the Life Assured. This Guaranteed Income will be guaranteed throughout the Policy Term.

1.2.2. Cash Bonus

Cash Bonus, if any, will be payable along with Guaranteed Income. This benefit is not guaranteed and will depend on the Company's future performance.

The above-mentioned Survival Benefits will be paid as per chosen Income Payment Frequency as given in the table below:

Income Payment Frequency			
Annual	Half-Yearly	Quarterly	Monthly
End of 12th Month	End of 6th Month	End of 3rd Month	End of 1st Month

The Survival Benefit payable under this Policy will be the sum of the above 2 (Two) benefits – Guaranteed Income and Cash Bonus, if any.

Income Payment Frequency Factors

The Survival Benefit income can be taken in Annual, Half-Yearly, Quarterly or Monthly frequency.

Income instalment amount will be determined by multiplying the survival benefit with the Income Payment frequency factors as per table below.

Income Payment Frequency	Factor#
Annual	1.00
Half-Yearly	0.49
Quarterly	0.24
Monthly	0.08

#Survival Benefits will be payable in arrears as per the Income Payment Frequency chosen.

At any Policy Anniversary, Income Payment Frequency may be altered as per the Policyholder preference, by giving notice to the Company at least 1 (One) month in advance.

Save the Date Option:

In case the Income Payment Frequency is chosen as Annual, then at the time of purchase, the Policyholder will have an option to choose to receive the Survival Benefit on a "Special Date" as per their choice instead of Policy Anniversary.

This Special Date can be any date that falls within 365 days after the first Income due date, such as spouse's birthday, parents' anniversary, child's birthday et cetera. All Survival Benefit payouts shall be made on the said Special Date.

In such a case, the benefit applicable for the Policy Year when it is due, would be increased for the deferment period, i.e., the period between the Policy Anniversary and the Special Date, by accumulating the benefit at the

SBI savings bank interest rate as on the beginning of financial year. The current prevailing SBI savings interest rate for FY 25-26 is 2.5% p.a. Any change in interest rate will be subject to the approval by the Product Management Committee (PMC). However, the last instalment due on end of the Policy Term shall be paid on the Maturity Date only, and not on Special Date.

If this option is chosen, then the Policyholder will neither have choice to change the Income Payment Frequency for rest of the Policy Term, nor change the Special Date in the future.

1.3. Maturity Benefit

On survival up to the end of the Policy Term provided the Policy is in force and all due Premiums have been paid, Policyholder will receive sum of:

I. Guaranteed Sum Assured on Maturity; and

II. Terminal Bonus, if any

Where, Guaranteed Sum Assured on Maturity will be:

X% x Premium Paying Term x Annualised Premium OR Single Premium (as applicable)

Where, X% depends on chosen Policy Term as given below:

Policy Term (in years)	X% for Limited Pay	X% for Single Pay
20	74%	NA
30	73%	NA
40	72%	NA
100 - Age at Entry	73%	75%

2. Non-Guaranteed Bonuses

Under this product, the Company may declare the following bonuses on an annual basis:

2.1. Cash Bonus

Cash Bonus is payable from 1st Policy Year onwards. Cash Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

2.2. Terminal Bonus

Terminal Bonus will be payable along with Maturity Benefit or Death Benefit. Terminal Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

Note: Such bonuses are not guaranteed but if declared, the bonuses become guaranteed to be paid in line with the benefits offered under the Policy.

3. Paid - Up /Reduced Paid - Up Benefits

Policy will acquire paid-up value after expiry of Grace Period from the date of first unpaid Premium after completion of first Policy Year provided one full year Premium has been paid and subsequent due Premium has not been paid.

3.1. Death Benefit under Reduced Paid-up Policy:

On death of the Life Assured during the Policy Term provided the Policy is in Reduced Paid-up Status, your benefit will be higher of:

i. Paid-up Sum Assured on Death; or

ii. 105% of Total Premiums Paid till the date of death.

iii. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Plus, Terminal Bonus, if any

Where, Paid-up Sum Assured on Death is defined as: Sum Assured on Death x (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)

3.2. Survival Benefit under the Reduced Paid-up Policy:

The Reduced Paid-up Survival Benefit will be Paid-up Guaranteed Income Benefit.
Where, Paid-up Guaranteed Income benefit is defined as Guaranteed Income Benefit X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)
No Cash Bonus will be payable for policies in Reduced Paid-up Status.

3.3. Maturity Benefit under the Reduced Paid Up

On survival of the Life Assured, up to the end of the Policy Term in Reduced Paid-Up Status, Policyholder will receive Paid-up Guaranteed Sum Assured on Maturity.
Where, Paid-up Guaranteed Sum Assured on Maturity is defined as Guaranteed Sum Assured on Maturity X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)
Plus, Terminal Bonus, if any.

4. Surrender Benefit

Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received by Us.

The Surrender Value shall be higher of:

(a) Guaranteed Surrender Value (GSV); or

(b) Special Surrender Value (SSV).

Guaranteed Surrender Value (GSV)
The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least 2 (Two) consecutive years.
GSV = GSV factor X Total Premiums Paid OR Single Premium (as applicable)
Less
Sum of all Survival Benefits already paid up to the date of Surrender, if any.
The GSV factors are attached in Annexure C.

Special Surrender Value (SSV)
Special Surrender Value shall become payable after completion of first Policy Year provided 1 (One) full year Premium has been received.benefit will be higher of:

SSV calculations
SSV = Expected Present Value on Reduced Paid-up benefits which is the sum of:

i. Expected Present Value of Paid-up Death Benefit; and
ii. Expected Present Value of Paid-up Guaranteed Income Benefit; and
iii. Expected Present Value of Paid-up Guaranteed Maturity Benefit; and
iv. Terminal Bonus, if any.

Special Surrender Value (SSV) calculation is based on the asset share.

The applicable SSV factor shall be reviewed annually based on the prevailing yield on 10 Year G-Sec and the underlying experience.
Rider Benefits (if any) shall cease immediately after Surrender of this Policy.

5. Grace Period

For other than Single Premium policies, You will be provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Premium Payment Modes, from the due date of payment of Premium, 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 benefit after deducting the unpaid due Premiums till date of death. During this period the Policy will be considered in-force.

6. Policy Lapse

Policy will Lapse after the expiry of the Grace Period from the date of first unpaid Premium, if less than 1 (One) full year Premium has been paid and any subsequent Premium is not being duly paid.

If the Policy Lapses, all the benefits will cease after expiry of the Grace Period from the date of first unpaid Premium.

7. 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 3 (Three) months in advance of the due date of the Premium.

The Renewal Premium so collected in advance shall only be adjusted on the due date of the Premium. No discount will be offered if Premium is paid within 1 (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 approval from the Regulatory Authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

8. Rider Benefit

You can avail 3 (Three) Riders under this Policy for comprehensive coverage, subject to terms and conditions of the respective Rider:

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.

< For Immediate Income Option with Goal Protection Benefit >

PART - C

1. Benefits under the Policy

1.1. Death Benefit

On death of Life Assured any time during the Policy Term, provided all due Premiums have been paid and the Policy is in-force, the Death Benefit as given below is payable.

Death Benefit payable will be higher of:

I. Sum Assured on death; or
II. 105% of Total Premiums Paid till date of death.
III. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

The risk cover under the Policy will terminate immediately on the date of death, and the Policy will continue till the end of the Policy Term with all future outstanding Premiums being waived and applicable Survival Benefits and Maturity Benefits shall continue to be paid as scheduled, as and when they would have become payable had the Life Assured been alive.

The Death Benefit defined above will be paid-out either as a lump-sum or in monthly instalments over a period of 5 (Five) years, as chosen by the Beneficiary/Claimant at any time during the Policy Term or on death of the Life Assured.

At the time of intimation of death, the Beneficiary/Claimant will have the option to take the Death Benefit in equal monthly instalments (adjusted for an appropriate rate, as mentioned below) over a period of 5 (Five) years from the date of intimation of death.

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as:

$$\frac{S}{a * (n) * (12)}$$

Where, 'S' is the Lumpsum Death Benefit paid, 'a' is the annuity factor and 'n' is the income period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 25-26 is 4.5% p.a. (i.e. ~6.55% (5- year G-Sec rate) less 2.00%]. The annuity factor defined above will not be changed once the instalment payment starts.

The amount of monthly instalment will not be changed, once the payments have started. The first instalment shall be due on the date of intimation of death.

The Beneficiary/Claimant will have the option, at any time, to request for a discontinuance of the monthly instalments even after the instalments have commenced. The Beneficiary/Claimant will be eligible to receive an amount equal to the present value (PV) of the remaining instalments as on the date of such request (PV would be at the same rate of return used to calculate the instalment).

1.2. Survival Benefit

If the Policy is in-force as on the due date, the Survival Benefit will commence from Policy Year 1 (One) and will be paid till the end of the Policy Term.

Survival Benefit shall be paid in the form of income instalments as per the terms and conditions of this Policy.

This Plan Option offers 2 (Two) Survival Benefits payable during the Policy Term as given below:

1.2.1. Guaranteed Income

Guaranteed Income Benefit is an absolute amount of benefit which is payable on survival of the Life Assured. This Guaranteed Income will be guaranteed throughout the Policy Term.

1.2.2. Cash Bonus

Cash Bonus, if any will be payable along with Guaranteed Income. This benefit is not guaranteed and will depend on the Company's future performance.

The above-mentioned Survival Benefits will be paid as per chosen income payment frequency as given in the table below:

Income Payment Frequency			
Annual	Half-Yearly	Quarterly	Monthly
End of 12th Month	End of 6th Month	End of 3rd Month	End of 1st Month

The Survival Benefit payable under this Policy will be the sum of the above 2 (Two) benefits - Guaranteed Income and Cash Bonus, if any.

Income Payment Frequency Factors

The Survival Benefit income can be taken in Annual, Half-Yearly, Quarterly or Monthly frequency.

Income instalment amount will be determined by multiplying the Survival Benefit with the Income Payment Frequency factors as per table below.

Income Payment Frequency	Factor#
Annual	1.00
Half-Yearly	0.49
Quarterly	0.24
Monthly	0.08

#Survival benefits will be payable in arrears as per the Income Payment Frequency chosen.

At any Policy Anniversary, Income Payment Frequency may be altered as per the Policyholder preference, by giving notice to the Company at least 1 (One) month in advance.

Save the Date Option:

In case the Income Payment Frequency is chosen as Annual, then at the time of purchase, the Policyholder will have an option to choose to receive the Survival Benefit on a "Special Date" as per their choice instead of Policy Anniversary.

This Special Date can be any date that falls within 365 days after the first income due date, such as spouse's birthday, parents' anniversary, child's birthday et cetera. All Survival Benefit payouts shall be made on the said Special Date.

In such a case, the benefit applicable for the Policy Year when it is due, would be increased for the deferment period, i.e., the period between the Policy Anniversary and the Special Date, by accumulating the benefit at the SBI savings bank interest rate as on the beginning of financial year. The current prevailing SBI savings interest rate for FY 25-26 is 2.5% p.a. Any change in Interest rate will be subject to the approval by the Product Management Committee (PMC. However, the last instalment due on end of the Policy Term shall be paid on the Maturity Date only, and not on Special Date.

If this option is chosen, then the Policyholder will neither have choice to change the Income Payment Frequency for rest of the Policy Term, nor change the Special Date in the future.

1.3. Maturity Benefit

On reaching the end of the Policy Term provided the Policy is in force, Policyholder will receive sum of:

I. Guaranteed Sum Assured on Maturity; and
II. Terminal Bonus, if any

Where, Guaranteed Sum Assured on Maturity will be:

X% X Premium Paying Term X Annualised Premium

Where, X% depends on chosen Policy Term as given below:

Policy Term (in years)	X%
20	74%
30	73%
40	72%

2. Non-Guaranteed Bonuses

Under this product, the Company may declare the following bonuses on an annual basis:

2.1. Cash Bonus

Cash Bonus is payable from 1st Policy Year onwards. Cash Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

2.2. Terminal Bonus

Terminal Bonus will be payable along with Maturity Benefit. Terminal Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.
Note: Such bonuses are not guaranteed and if declared, the bonuses become guaranteed to be paid in line with the benefits offered under the Policy.

3. Paid - Up /Reduced Paid – Up Benefits

Policy will acquire paid-up value after expiry of Grace Period from the date of first unpaid Premium after completion of first Policy Year provided one full year Premium has been paid and subsequent due Premium has not been paid.

3.1. Death Benefit under Reduced Paid-up Policy:

On death of the Life Assured, during the Policy Term provided the Policy is in reduced paid-up status, your benefit will be higher of:

i. Paid-up Sum Assured on Death; or
ii. 105% of Total Premiums Paid till the date of death.
iii. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Where, Paid-up Sum Assured on Death is defined as:
Sum Assured on Death X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term).
Goal Protection Benefit will not be available for policies in Reduced Paid-up Status.

3.2. Survival Benefit under the Reduced Paid-up Policy:

The Reduced Paid-up Survival Benefit will be Paid-up Guaranteed Income Benefit.
Where, Paid-up Guaranteed Income benefit is defined as Guaranteed Income Benefit X (Total numbers of premiums paid) / (Total Number of premiums payable over the Policy Term)
No Cash Bonus will be payable for policies in Reduced Paid-Up Status.

3.3. Maturity Benefit under the Reduced Paid Up

On survival of the Life Assured, up to the end of the Policy Term in Reduced Paid-up Status, Policyholder will receive
Paid-up Guaranteed Sum Assured on Maturity.
Where, Paid-Up Guaranteed Sum Assured on Maturity is defined as Guaranteed Sum Assured on Maturity X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)
Plus, Terminal Bonus, if any.

4. Surrender Benefit

Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received by Us.
The Surrender Value shall be higher of:

(a) Guaranteed Surrender Value (GSV); or
(b) Special Surrender Value (SSV).

Note that the Policy cannot be surrendered after the death of the Life Assured.

Guaranteed Surrender Value (GSV)
The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least 2 (Two) consecutive years.
GSV = GSV factor X Total Premiums Paid
Less Sum of all Survival Benefits already paid up to the date of Surrender, if any.
The GSV factors are attached in **Annexure C**.

Special Surrender Value (SSV)
Special Surrender Value shall become payable after completion of first policy year provided one full year premium has been received.

SSV calculations
Expected present value on reduced paid-up benefits is the sum of:

i. Expected present value of paid-up death benefit
ii. Expected present value of paid-up guaranteed income benefit
iii. Expected present value of paid-up guaranteed maturity benefit
iv. Terminal Bonus, if any.

Special Surrender Value (SSV) calculation is based on the asset share.
The applicable SSV shall be reviewed annually based on the prevailing yield on 10 Year G-Sec and the underlying experience.

5. Grace Period

For other than Single Premium policies, You will be provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Premium Payment Modes, from the due date of payment of Premium, 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 benefit after deducting the unpaid due Premiums till date of death. During this period the Policy will be considered in-force.

6. Policy Lapse

Policy will Lapse after the expiry of the Grace Period from the date of first unpaid Premium, if less than 1 (One) full year Premium has been paid and any subsequent Premium is not being duly paid. If the Policy Lapses, all the benefits will cease after expiry of the Grace Period from the date of first unpaid Premium.

7. 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 3 (Three) months in advance of the due date of the Premium.

The renewal Premium so collected in advance shall only be adjusted on the due date of the Premium.

No discount will be offered if Premium is paid within 1 (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 approval from the Authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

8. Rider Benefit

You can avail 3 (Three) Riders under this Policy for comprehensive coverage, subject to terms and conditions of the respective Rider:

a) IndiaFirst Life Waiver of Premium Rider (UIN:143B017V01) (Option 2 only)
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.

< For Deferred Income Option without Goal Protection Benefit >

PART - C

1. Benefits under the Policy

1.1. Death Benefit

On death of Life Assured any time during the Policy Term, provided all due Premiums have been paid and the Policy is in-force, the death benefit as given below is paid.

Death Benefit payable will be higher of:

I. Sum Assured on death; or

II. 105% of Total Premiums Paid till date of death.

III. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Plus, Terminal Bonus, if any.

The Death Benefit defined above will be paid-out either as a lump-sum or in monthly instalments over a period of 5 (Five) years, as chosen by the Beneficiary/Claimant at any time during the Policy Term / on death of the Life Assured and all benefits under the Policy will cease immediately.

At the time of intimation of death, the Beneficiary/ Claimant will have the option to take the Death Benefit in equal monthly instalments (adjusted for an appropriate rate, as mentioned below) over a period of 5(Five) years from the date of intimation of death.

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as:

$$\frac{S}{a * (n) * (12)}$$

Where, 'S' is the Lumpsum Death Benefit paid, 'a' is the annuity factor and 'n' is the income period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded

down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 25-26 is 4.5% p.a. (i.e. ~6.55% (5-year G-Sec rate) less 2.00%). The annuity factor defined above will not be changed once the instalment payment starts.

The amount of monthly instalment will not be changed, once the payments have started. The first instalment shall be due on the date of intimation of death.

The Beneficiary/Claimant will have the option, at any time, to request for a discontinuance of the monthly instalments even after the instalments have commenced. The Beneficiary/Claimant will be eligible to receive an amount equal to the present value (PV) of the remaining instalments as on the date of such request (PV would be at the same rate of return used to calculate the instalment).

1.2. Survival Benefit

If the Policy is in-force as on the due date and the Life Assured survives, the Survival Benefit will commence from Policy Year 10 (Ten) and will be paid till the end of the Policy Term.

Survival Benefit shall be paid in the form of income instalments as per the terms and conditions of this Policy.

This Plan Option offers 2 (Two) Survival Benefits payable during the Policy Term as given below:

1.2.1. Guaranteed Income

Guaranteed Income Benefit is an absolute amount of benefit which is payable on survival of the Life Assured. This Guaranteed Income will be guaranteed throughout the Policy Term.

1.2.2. Cash Bonus

Cash Bonus, if any, will be payable along with Guaranteed Income. This benefit is not guaranteed and will depend on the Company's future performance.

The above-mentioned Survival Benefits will be paid as per chosen Income Payment Frequency as given in the table below:

Income Payment Frequency			
Annual	Half-Yearly	Quarterly	Monthly
End of 120th Month	End of 114th Month	End of 111th Month	End of 109th Month

The Survival Benefit payable under this Policy will be the sum of the above 2 (Two) benefits - Guaranteed Income and Cash Bonus, if any.

Income Payment Frequency Factors

The Survival Benefit income can be taken in Annual, Half-Yearly, Quarterly or Monthly frequency.

Income instalment amount will be determined by multiplying the Survival Benefit with the Income Payment Frequency factors as per table below.

Income Payment Frequency	Factor#
Annual	1.00
Half-Yearly	0.49
Quarterly	0.24
Monthly	0.08

#Survival Benefits will be payable in arrears as per the Income Payment Frequency chosen.

At any Policy Anniversary, Income Payment Frequency may be altered as per the Policyholder preference, by giving notice to the Company at least 1 (One) month in advance.

Save the Date Option:

In case the Income Payment Frequency is chosen as Annual, then at the time of purchase, the Policyholder will have an option to choose to receive the Survival Benefit on a "Special Date" as per their choice instead of Policy Anniversary.

This Special Date can be any date that falls within 365 days after the first Income due date, such as spouse's birthday, parents' anniversary, child's birthday et cetera. All Survival Benefit payouts shall be made on the said Special Date.

In such a case, the benefit applicable for the Policy Year when it is due, would be increased for the deferment period, i.e., the period between the Policy Anniversary and the Special Date, by accumulating the benefit at the

SBI savings bank interest rate as on the beginning of financial year. The current prevailing SBI savings interest rate for FY 25-26 is 2.5% p.a. Any change in interest rate will be subject to the approval by the Product Management Committee (PMC). However, the last instalment due on end of the Policy Term shall be paid on the Maturity Date only, and not on Special Date.

If this option is chosen, then the Policyholder will neither have choice to change the Income Payment Frequency for rest of the Policy Term, nor change the Special Date in the future.

1.3. Maturity Benefit

On survival up to the end of the Policy Term provided the Policy is in force and all due Premiums have been paid, Policyholder will receive sum of:

I. Guaranteed Sum Assured on Maturity; and
II. Terminal Bonus, if any

Where, Guaranteed Sum Assured on Maturity will be:

X% X Premium Paying Term X Annualised Premium

Where, X% depends on chosen Policy Term as given below:

Policy Term (in years)	X%
20	99%
30	98%
40	97%
100 - Age at Entry	98%

2. Non-Guaranteed Bonuses

Under this product, the Company may declare the following bonuses on an annual basis:

2.1. Cash Bonus

Cash Bonus is payable from end of Policy Year 10 onwards. Cash Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

2.2. Terminal Bonus

Terminal Bonus will be payable along with Maturity Benefit or Death Benefit. Terminal Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

Note: Such bonuses are not guaranteed but once declared, the bonuses become guaranteed to be paid in line with the benefits offered under the Policy.

3. Paid - Up /Reduced Paid – Up Benefits

Policy will acquire paid-up value after expiry of Grace Period from the date of first unpaid Premium after completion of first Policy Year provided one full year Premium has been paid and subsequent due Premium has not been paid.

3.1. Death Benefit under Reduced Paid-up Policy:

On death of the Life Assured, during the Policy Term provided the Policy is in Reduced Paid-up Status, your benefit will be higher of:

i. Paid-up Sum Assured on Death; or
ii. 105% of Total Premiums Paid (TPP) till the date of death
iii. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Plus, Terminal Bonus, if any.

Where, Paid-up Sum Assured on Death is defined as Sum Assured on Death X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)

3.2. Survival Benefit under the Reduced Paid-up Policy:

The Reduced Paid-up Survival Benefit will be Paid-up Guaranteed Income Benefit.

Where, Paid-up Guaranteed Income benefit is defined as Guaranteed Income Benefit * (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)

No Cash Bonus will be payable for policies in Reduced Paid-up Status.

3.3. Maturity Benefit under the Reduced Paid Up

On survival of the Life Assured, up to the end of the Policy Term in Reduced Paid-Up Status, Policyholder will receive Paid-up Guaranteed Sum Assured on Maturity.

Where, Paid-Up Guaranteed Sum Assured on Maturity is defined as Guaranteed Sum Assured on Maturity X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term),

Plus Terminal Bonus, if any.

4. Surrender Benefit

Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received by Us.
The Surrender Value shall be higher of:
(a) Guaranteed Surrender Value (GSV); or
(b) Special Surrender Value (SSV).

Guaranteed Surrender Value (GSV)
The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least 2 (Two) consecutive years.
GSV = GSV factor X Total Premiums Paid
Less Sum of all Survival Benefits already paid up to the date of Surrender, if any.
The GSV factors are attached in Annexure C.

Special Surrender Value (SSV)
Special Surrender Value shall become payable after completion of first Policy Year provided 1 (One) full year Premium has been received.

SSV calculations
SSV = Expected Present Value on Reduced Paid-up benefits which is the sum of:

i. Expected Present Value of Paid-up Death Benefit; and
ii. Expected Present Value of Paid-up Guaranteed Income Benefit; and
iii. Expected Present Value of Paid-up Guaranteed Maturity Benefit; and
iv. Terminal Bonus, if any.

Special Surrender Value (SSV) calculation is based on the asset share.

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

Rider Benefits (if any) shall cease immediately after Surrender of this Policy.

5. Grace Period

For other than Single Premium policies, You will be provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Premium Payment Modes, from the due date of payment of Premium, 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 benefit after deducting the unpaid due Premiums till date of death. During this period the Policy will be considered in-force.

6. Policy Lapse

Policy will Lapse after the expiry of the Grace Period from the date of first unpaid Premium, if less than 1(One) full year Premium has been paid and any subsequent Premium is not being duly paid.

If the Policy Lapses, all the benefits will cease after expiry of the Grace Period from the date of first unpaid Premium.

7. 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 3 (Three) months in advance of the due date of the Premium.

The Renewal Premium so collected in advance shall only be adjusted on the due date of the Premium. No discount will be offered if Premium is paid within 1 (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 approval from the Regulatory Authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

8. Rider Benefit

You can avail 3 (Three) Riders under this Policy for comprehensive coverage, subject to terms and conditions of the respective Rider:

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

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

f) 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.

< For Deferred Income Option with Goal Protection Benefit >

PART - C

1. Benefits under the Policy

1.1. Death Benefit

On death of Life Assured any time during the Policy Term, provided all due Premiums have been paid and the Policy is in-force, the Death Benefit as given below is payable.

Death Benefit payable will be higher of:

I. Sum Assured on death; or
II. 105% of Total Premiums Paid till date of death.
III. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

The risk cover under the Policy will terminate immediately on the date of death, and the Policy will continue till the end of the Policy Term with all future outstanding Premiums being waived and applicable Survival Benefits and Maturity Benefits shall continue to be paid as scheduled, as and when they would have become payable had the Life Assured been alive.

The Death Benefit defined above will be paid-out either as a lump-sum or in monthly instalments over a period of 5 (Five) years, as chosen by the Beneficiary/Claimant at any time during the Policy Term or on death of the Life Assured.

At the time of intimation of death, the Beneficiary/Claimant will have the option to take the Death Benefit in equal monthly instalments (adjusted for an appropriate rate, as mentioned below) over a period of 5 (Five) years from the date of intimation of death.

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as:

$$\frac{S}{a * (n) * (12)}$$

Where, 'S' is the Lumpsum Death Benefit paid, 'a' is the annuity factor and 'n' is the income period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 25-26 is 4.5% p.a. (i.e. ~6.55% (5- year G-Sec rate) less 2.00%]. The annuity factor defined above will not be changed once the instalment payment starts.

The amount of monthly instalment will not be changed, once the payments have started. The first instalment shall be due on the date of intimation of death.

The Beneficiary/Claimant will have the option, at any time, to request for a discontinuance of the monthly instalments even after the instalments have commenced. The Beneficiary/Claimant will be eligible to receive an amount equal to the present value (PV) of the remaining instalments as on the date of such request (PV would be at the same rate of return used to calculate the instalment).

1.2. Survival Benefit

If the Policy is in-force as on the due date, the Survival Benefit will commence from Policy Year 10 (Ten) and will be paid till the end of the Policy Term.

Survival Benefit shall be paid in the form of income instalments as per the terms and conditions of this Policy.

This Plan Option offers 2 (Two) Survival Benefits payable during the Policy Term as given below:

1.2.1. Guaranteed Income

Guaranteed Income Benefit is an absolute amount of benefit which is payable on survival of the Life Assured.. This Guaranteed Income will be guaranteed throughout the Policy Term.

1.2.2. Cash Bonus

Cash Bonus, if any, will be payable along with Guaranteed Income. This benefit is not guaranteed and will depend on the Company's future performance.

The above-mentioned Survival Benefits will be paid as per chosen income payment frequency as give in the table below:

Income Payment Frequency			
Annual	Half-Yearly	Quarterly	Monthly
End of 120th Month	End of 114th Month	End of 111th Month	End of 109th Month

The Survival Benefit payable under this Policy will be the sum of the above 2 (Two) benefits – Guaranteed Income and Cash Bonus, if any.

Income Payment Frequency Factors

The Survival Benefit income can be taken in Annual, Half-Yearly, Quarterly or Monthly frequency.

Income instalment amount will be determined by multiplying the Survival Benefit with the Income Payment frequency factors as per table below.

Income Payment Frequency	Factor#
Annual	1.00
Half-Yearly	0.49
Quarterly	0.24
Monthly	0.08

#Survival benefits will be payable in arrears as per the Income Payment Frequency chosen.

At any Policy Anniversary, Income Payment Frequency may be altered as per the Policyholder preference, by giving notice to the Company at least 1 (One) month in advance.

Save the Date Option:

In case the Income Payment Frequency is chosen as Annual, then at the time of purchase, the Policyholder will have an option to choose to receive the Survival Benefit on a "Special Date" as per their choice instead of Policy Anniversary.

This Special Date can be any date that falls within 365 days after the first income due date, such as spouse's birthday, parents' anniversary, child's birthday et cetera. All Survival Benefit payouts shall be made on the said Special Date.

In such a case, the benefit applicable for the Policy Year when it is due, would be increased for the deferment period, i.e., the period between the Policy Anniversary and the Special Date, by accumulating the benefit at the SBI savings bank interest rate as on the beginning of financial year. The current prevailing SBI savings interest rate for FY 25-26 is 2.5% p.a. Any change in Interest rate will be subject to the approval by the Product Management Committee (PMC). However, the last instalment due on end of the Policy Term shall be paid on the Maturity Date only, and not on Special Date.

If this option is chosen, then the Policyholder will neither have choice to change the Income Payment Frequency for rest of the Policy Term, nor change the Special Date in the future.

1.3. Maturity Benefit

On reaching the end of the Policy Term provided the Policy is in force, Policyholder will receive sum of:

I. Guaranteed Sum Assured on Maturity; and
II. Terminal Bonus, if any

Where, Guaranteed Sum Assured on Maturity will be:

X% X Premium Paying Term X Annualised Premium

Where, X% depends on chosen Policy Term as given below:

Policy Term (in years)	X%
20	99%
30	98%
40	97%

2. Non-Guaranteed Bonuses

Under this product, the Company may declare the following bonuses on an annual basis:

2.1. Cash Bonus

Cash Bonus is payable from end of Policy Year 10 onwards. Cash Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity

2.2. Terminal Bonus

Terminal Bonus will be payable along with Maturity Benefit. Terminal Bonus rates are declared annually and will be a percentage of Guaranteed Sum Assured on Maturity.

Note: Such bonuses are not guaranteed and if declared, the bonuses become guaranteed to be paid in line with the benefits offered under the Policy.

3. Paid - Up /Reduced Paid – Up Benefits

Policy will acquire paid-up value after expiry of Grace Period from the date of first unpaid Premium after completion of first Policy Year provided one full year Premium has been paid and subsequent due Premium has not been paid.

3.1. Death Benefit under Reduced Paid-up Policy:

On death of the Life Assured, during the Policy Term provided the Policy is in reduced paid-up status, your benefit will be higher of:

i. Paid-up Sum Assured on Death; or
ii. 105% of Total Premiums Paid till the date of death.
iii. Higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)

Where, Paid-up Sum Assured on Death is defined as:

Sum Assured on Death X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term).

Goal Protection Benefit will not be available for policies in Reduced Paid-up Status.

3.2. Survival Benefit under the Reduced Paid-up Policy:

The Reduced Paid-up Survival Benefit will be Paid-up Guaranteed Income Benefit.

Where, Paid-up Guaranteed Income benefit is defined as Guaranteed Income Benefit X (Total numbers of premiums paid) / (Total Number of premiums payable over the Policy Term)

No Cash Bonus will be payable for policies in Reduced Paid-Up Status.

3.3. Maturity Benefit under the Reduced Paid Up

On survival of the Life Assured, up to the end of the Policy Term in Reduced Paid-up Status, Policyholder will receive Paid-up Guaranteed Sum Assured on Maturity.

Where, Paid up Guaranteed Sum Assured on Maturity is defined as Guaranteed Sum Assured on Maturity X (Total numbers of Premiums paid) / (Total Number of Premiums payable over the Policy Term)

Plus, Terminal Bonus, if any.

4. Surrender Benefit

Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received by Us.

The Surrender Value shall be higher of:
(c) Guaranteed Surrender Value (GSV); or
(d) Special Surrender Value (SSV).

Note: The Policy cannot be surrendered after the death of the Life Assured.

Guaranteed Surrender Value (GSV)

The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least 2 (Two) consecutive years.

GSV = GSV factor X Total Premiums Paid

Less

Sum of all Survival Benefits already paid up to the date of Surrender, if any.

The GSV factors are attached in Annexure C.

Special Surrender Value (SSV)

Special Surrender Value shall become payable after completion of first Policy Year provided 1 (One) full year Premium has been received.

SSV calculations

SSV = Expected Present Value on Reduced Paid-up benefits which is the sum of:

i. Expected Present Value of Paid-up Death Benefit; and
ii. Expected Present Value of Paid-up Guaranteed Income Benefit; and
iii. Expected Present Value of Paid-up Guaranteed Maturity Benefit; and
iv. Terminal Bonus, if any.

Special Surrender Value (SSV) calculation is based on the asset share.

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

Rider Benefits (if any) shall cease immediately after Surrender of this Policy.

5. Grace Period

For other than Single Premium policies, you are provided a Grace Period of 15 (Fifteen) days under monthly mode and 30 (Thirty) days for other Premium Payment Modes, from the due date of payment of Premium, 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 benefit after deducting the unpaid due Premiums till date of death. During this period the Policy will be considered in-force.

6. Policy Lapse

Policy will Lapse after the expiry of the GracePeriod from the date of first unpaid Premium, ifless than 1 (One) full year Premium has been paidand any subsequent Premium is not being dulypaid. If the Policy Lapses, all the benefits willcease after expiry of the Grace Period from thedate of first unpaid Premium.

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 3 (Three) months in advance of the due date of the Premium.

The renewal Premium so collected in advance shall only be adjusted on the due date of the Premium.

No discount will be offered if Premium is paid within 1 (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 approval from the Authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

8. Rider Benefit

You can avail 3 (Three) Riders under this Policy forcomprehensive coverage, subject to terms andconditions of the respective Rider:

a) IndiaFirst Life Waiver of Premium Rider (UIN:143B017V01) (Option 2 only)
b) IndiaFirst Life Accidental Death BenefitRider (UIN: 143B019V01)
c) IndiaFirst Life Total and PermanentDisability 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.

PART D

9. Premium Payment (Frequency and Loading)

Premiums can be paid to us either as a single Premium or by monthly/ quarterly/ half yearly/ annual Premium Payment Mode, as selected by You in the Proposal Form. The Premium Payment Mode can be altered at any Policy Anniversary, subject to meeting minimum Premium criteria. The following Premium frequency factors will apply on annual Premiums to arrive at the instalment Premium:

Premium Frequency	Factor to be applied to Annual Premium
Annual	1
Half-yearly	0.5102
Quarterly	0.2577
Monthly	0.0865

The Premiums should be paid on or before the Premium due dates to avoid any lapsation.

a. 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.

b. 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.

10. Reviving your Lapsed or Reduced Paid-Up Policy (Revival)

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

i. Submitting a written request for Revival of the 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.

Revival shall be as per the Board Approved Underwriting Policy of the Company. The Company will always have the right to refuse such request for revival as per the Board Approved Underwriting Policy of the Company. The cost of underwriting / medical examination, if any, will be borne by the Policyholder.

In case of Revival of a Lapsed Policy, all the Survival Benefits payouts as applicable and due while the Policy was in Lapsed status shall be paid out as lump sum without any interest.

In case of Revival of a Reduced Paid-up Policy, all the Survival Benefit payouts as applicable and due for an in-force Policy minus any Paid-up Survival Benefit payouts already paid while the Policy was in Paid-Up Status, shall be paid out as a lump sum without any interest.

On Revival, all the benefits as per Policy Terms and Conditions will be restored as for an in-force Policy.

If the Lapsed Policy is not revived till the expiry of the Revival Period, the Policy will terminate and You will not be entitled to receive any benefits.

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 250 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 2025-26 is 9.5% p.a. (simple). The current interest rate of 9.5% p.a. is arrived at by adding a margin of 250 basis points on 10-year G-Sec of 6.69% p.a. and rounded up to the nearest 50 basis points (9.5% ~ 6.69% + 2.5%). Any change on basis of determination of interest rate for Revival can be done only after prior approval of the Authority.

11. Free Look Period

You have a Free Look Period of 30 (Thirty) 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 proportionate risk Premium for the period of cover and the expenses, if any, incurred by Us on medical examination of the life to be assured and stamp duty charges. In case any Survival Benefit has been paid before processing of the Free Look cancellation amount, We shall recover the same from the amount due to the Policyholder.

Such a request received by Us for free look cancellation of the Policy shall be processed and Premium refunded within 7 (Seven) days of receipt of the request.

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 25,000.

- A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof.
- For in-force and fully paid-up policies, if the outstanding loan along with interest exceeds 90% of the Surrender Value, the Company will send a notice to the Policyholder 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.
- In case the Policy becomes due for any Maturity Benefit or Surrender Benefit or becomes a claim by death, Insurer shall become entitled to deduct the amount of the loan or any portion thereof which is outstanding, together with all interest from the Policy proceeds.
- 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, the 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 2025-26 is 9.5% p.a. (simple). It is arrived at 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 (9.5% ~ 6.69% + 2.50%).

Any change in the methodology of calculating the interest rate shall be as per the applicable regulations.

13. Vesting

If the Policy has been taken on the life of a Minor, on attaining the age of majority, the Policy will automatically vest on him/her. Thereafter, the Life Assured shall become the Policyholder who will then be entitled to all the benefits and subject to all liabilities as per the terms and conditions of the Policy. Any assignment or nomination of the Policy contrary to this provision would be null and void against Us.

PART E

14. Charges

This is a Participating, Non-Linked, Individual, Saving, Life, Insurance Plan. There are no charges applicable under this plan.

PART F

15. Making a Claim

Claim notification along with all the mandatory documents mentioned under this section of the Policy Document, should be submitted within 90 (Ninety) days from date of event. In case of any delay beyond this time it will be mandatory to provide the reason for delay in notification of claim along with supporting documents. In case the reason is justified We will be happy to condone the delay.

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 following mandatory required documents as mentioned below:

Death Claim:

In case of natural death

1. Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted by Us.
2. Claimant's statement and claim intimation report duly filled and signed by Beneficiary/Claimant.
3. Online death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 with scannable QR code. (only in case of death of the Life Assured).
4. Original Policy Document.
5. A self-attested copy of Pan Card of Beneficiary/ Claimant. In case Beneficiary/Claimant does not have a Pan card issued on his/her name then please submit duly filled and signed Form 60.
6. Self-attested copy of photo-identity proof and address of the Beneficiary(ies)/ Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
7. Self-attested copy of first page of bank passbook of Beneficiary(ies)/Claimant along with cancelled cheque with printed nominee name, A/C no. and IFSC code available on the same.
8. Employer's questionnaire (applicable only for salaried individuals).
9. Death summary from hospital (applicable only for institutional death).
10. Any other document or information that We may need for validating and processing the claim

In case of un-natural death:

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

1. Clear readable copies of Medico Legal Certificate, First Information Report (FIR), Panchnama / Inquest report, Viscera / chemical analysis report (if preserved), Final police investigation report, Final cause of death certificate and post mortem report (Only if death), duly attested by the police (only in case of accident leading to un-natural death or permanent disability of the Life Assured).
2. 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).
3. Any other document or information that We may need for validating and processing the claim.

In case of death abroad :

1. Death certificate issued by country of Death.
2. Embassy confirmation letter / certificate.
3. Embalmment certificate (if mortal remains repatriated to India).
4. Copy of passport with visa.
5. 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 Policyholder.
ii. Original Policy Document(s).
iii. Self-Attested Copy of PAN Card of the Policy Holder/ Form no.60 if PAN is not available.
iv. Cancelled Cheque or Self Attested Copy of first page of Passbook of the Policyholder.
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.

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 Centre, 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

16. Suicide Exclusion

In case of death due to suicide within 12 (Twelve) months from the Risk Commencement Date under the Policy or from the date of Revival of the Policy, as applicable, the Nominee or Beneficiary of the Policyholder shall be entitled to 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death whichever is higher, provided the Policy is in force.

17. Nomination shall be governed as per section 39 of the Insurance Act, 1938 as amended from time to time. A simplified version of the provisions of S. 39 is provided below

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/Circular as issued by the Regulatory 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 the exact text of Section 39 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulation/Circulars issued by the Regulatory Authority for complete and accurate details.]

18. Assignment shall be governed as per Section 38 of the Insurance Act, 1938 as amended from time-to-time. A simplified version of the provisions of Section 38 is provided below:

Assignment or transfer of a Policy may be in made in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/Circulars as issued by the Regulatory 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 there of 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 the exact text of Section 38 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulation/Circulars issued by the Regulatory Authority for complete and accurate details.]

19. Policy Ceases/ Ends/ Terminates

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

i. For In-force Policies, on the date of death of the Life Assured except where Goal Protection Benefit has been opted; or
ii. For Reduced Paid-Up Policies, on the date of death of the Life Assured irrespective of whether Goal Protection Benefit has been opted for; or
iii. On the Maturity Date; or
iv. On the date Surrender of the Policy; or
v. On the date of acceptance of free look cancellation request; or
vi. On the expiry of the Revival Period provided a Lapsed Policy is not revived as per the terms and conditions of this Policy within such Revival Period; or
vii. On the date the Policy is cancelled by the Company under section 45 of Insurance Act, 1938.

20. 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.

21. 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 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.

22. Disclosures

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

A Policy may be called into question as per the provisions of Section 45 of Insurance Act, 1938. A simplified version of the provisions of Section 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 the exact text of Section 45 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulations/Circulars issued by the Authority for complete and accurate details.]

23. 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 applicable regulations with prior approval of the Regulatory Authority. The terms of the Policy will also stand modified from time to time, to the extent of changes in applicable laws or regulations affecting the terms and conditions of the Policy.

24. 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.

25. 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
Maturity/Survival/Death Claims	
Processing of Maturity claim	Due Date
Raising claim requirements after lodging the Death claim	15 Days
Death claim decision without investigation requirement	15 Days
Death claim decision with Investigation requirement	45 Days

26. 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

27. 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, Toll Free 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 from the date of receipt of the grievance

b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 (Fourteen) days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 (Eight) weeks from the date of registration of grievance then, We will treat the complaint as closed.

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

d. If You are not satisfied with the resolution or have not received any response within 14 (Fourteen) days then You can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.

e. Further, You may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details.

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

Email ID: complaints@irdai.gov.in

You can also register Your complaint online at

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

Address for communication for complaints by 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 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 in clauses 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 (3) (b) 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 of this agreement shall only be raised via the grievance redressal mechanism available on the website of the Company and / or agreed in this Agreement. 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. 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 IndiaFirst Life Insurance Co. Ltd."

BEWARE OF SPURIOUS AND FICTITIOUS/ FRAUDULENT PHONE CALLS!

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

PART - E

Annexure C: GSV

Factors Limited Pay

Year of Surrender	Policy Term								
	20	30	40	45	46	47	48	49	50
1	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	53%	52%	51%	51%	51%	51%	51%	51%	51%
9	57%	54%	53%	52%	52%	52%	52%	52%	52%
10	60%	55%	54%	53%	53%	53%	53%	53%	53%
11	63%	57%	55%	54%	54%	54%	54%	54%	54%
12	67%	59%	56%	55%	55%	55%	55%	55%	55%
13	70%	61%	58%	56%	56%	56%	56%	56%	56%
14	73%	63%	59%	58%	57%	57%	57%	57%	57%
15	77%	65%	60%	59%	58%	58%	58%	58%	58%
16	80%	66%	61%	60%	59%	59%	59%	59%	59%
17	83%	68%	63%	61%	61%	60%	60%	60%	60%
18	87%	70%	64%	62%	62%	61%	61%	61%	60%
19	90%	72%	65%	63%	63%	62%	62%	62%	61%
20	90%	74%	66%	64%	64%	63%	63%	63%	62%
21		75%	68%	65%	65%	64%	64%	64%	63%
22		77%	69%	66%	66%	65%	65%	65%	64%
23		79%	70%	67%	67%	66%	66%	66%	65%
24		81%	71%	68%	68%	67%	67%	67%	66%
25		83%	73%	69%	69%	68%	68%	68%	67%
26		85%	74%	71%	70%	70%	69%	69%	68%
27		86%	75%	72%	71%	71%	70%	70%	69%
28		88%	76%	73%	72%	72%	71%	71%	70%
29		90%	78%	74%	73%	73%	72%	71%	71%
30		90%	79%	75%	74%	74%	73%	72%	72%
31			80%	76%	75%	75%	74%	73%	73%
32			81%	77%	76%	76%	75%	74%	74%
33			83%	78%	77%	77%	76%	75%	75%
34			84%	79%	78%	78%	77%	76%	76%
35			85%	80%	79%	79%	78%	77%	77%
36			86%	81%	81%	80%	79%	78%	78%
37			88%	82%	82%	81%	80%	79%	79%
38			89%	83%	83%	82%	81%	80%	80%
39			90%	85%	84%	83%	82%	81%	80%
40			90%	86%	85%	84%	83%	82%	81%
41				87%	86%	85%	84%	83%	82%
42				88%	87%	86%	85%	84%	83%
43				89%	88%	87%	86%	85%	84%
44				90%	89%	88%	87%	86%	85%
45				90%	90%	89%	88%	87%	86%
46					90%	90%	89%	88%	87%
47						90%	90%	89%	88%
48							90%	90%	89%
49								90%	90%
50									90%

Year of Surrender	Policy Term									
	51	52	53	54	55	56	57	58	59	60
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	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
9	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
10	53%	53%	53%	53%	53%	52%	52%	52%	52%	52%
11	54%	54%	54%	53%	53%	53%	53%	53%	53%	53%
12	55%	55%	54%	54%	54%	54%	54%	54%	54%	54%
13	56%	55%	55%	55%	55%	55%	55%	55%	55%	55%
14	57%	56%	56%	56%	56%	56%	56%	56%	55%	55%
15	57%	57%	57%	57%	57%	57%	57%	56%	56%	56%
16	58%	58%	58%	58%	58%	57%	57%	57%	57%	57%
17	59%	59%	59%	59%	59%	58%	58%	58%	58%	58%
18	60%	60%	60%	60%	59%	59%	59%	59%	59%	58%
19	61%	61%	61%	60%	60%	60%	60%	60%	59%	59%
20	62%	62%	62%	61%	61%	61%	61%	60%	60%	60%
21	63%	63%	62%	62%	62%	62%	61%	61%	61%	61%
22	64%	64%	63%	63%	63%	62%	62%	62%	62%	62%
23	65%	65%	64%	64%	64%	63%	63%	63%	63%	62%
24	66%	65%	65%	65%	64%	64%	64%	64%	63%	63%
25	67%	66%	66%	66%	65%	65%	65%	64%	64%	64%
26	68%	67%	67%	67%	66%	66%	66%	65%	65%	65%
27	69%	68%	68%	67%	67%	67%	66%	66%	66%	65%
28	70%	69%	69%	68%	68%	67%	67%	67%	66%	66%
29	70%	70%	70%	69%	69%	68%	68%	68%	67%	67%
30	71%	71%	70%	70%	70%	69%	69%	68%	68%	68%
31	72%	72%	71%	71%	70%	70%	70%	69%	69%	68%
32	73%	73%	72%	72%	71%	71%	70%	70%	70%	69%
33	74%	74%	73%	73%	72%	72%	71%	71%	70%	70%
34	75%	75%	74%	73%	73%	72%	72%	72%	71%	71%
35	76%	75%	75%	74%	74%	73%	73%	72%	72%	72%
36	77%	76%	76%	75%	75%	74%	74%	73%	73%	72%
37	78%	77%	77%	76%	76%	75%	75%	74%	74%	73%
38	79%	78%	78%	77%	76%	76%	75%	75%	74%	74%
39	80%	79%	78%	78%	77%	77%	76%	76%	75%	75%
40	81%	80%	79%	79%	78%	77%	77%	76%	76%	75%
41	82%	81%	80%	80%	79%	78%	78%	77%	77%	76%
42	83%	82%	81%	80%	80%	79%	79%	78%	77%	77%
43	83%	83%	82%	81%	81%	80%	79%	79%	78%	78%
44	84%	84%	83%	82%	81%	81%	80%	80%	79%	78%
45	85%	85%	84%	83%	82%	82%	81%	80%	80%	79%
46	86%	85%	85%	84%	83%	82%	82%	81%	81%	80%
47	87%	86%	86%	85%	84%	83%	83%	82%	81%	81%
48	88%	87%	86%	86%	85%	84%	83%	83%	82%	82%
49	89%	88%	87%	87%	86%	85%	84%	84%	83%	82%
50	90%	89%	88%	87%	87%	86%	85%	84%	84%	83%
51	90%	90%	89%	88%	87%	87%	86%	85%	85%	84%
52		90%	90%	89%	88%	88%	87%	86%	85%	85%
53			90%	90%	89%	88%	88%	87%	86%	85%
54				90%	90%	89%	88%	88%	87%	86%
55					90%	90%	89%	88%	88%	87%
56						90%	90%	89%	88%	88%
57							90%	90%	89%	88%
58								90%	90%	89%
59									90%	90%
60										90%

Year of Surrender	Policy Term									
	61	62	63	64	65	66	67	68	69	70
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	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
9	52%	51%	51%	51%	51%	51%	51%	51%	51%	51%
10	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
11	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%
12	54%	54%	54%	54%	54%	53%	53%	53%	53%	53%
13	55%	54%	54%	54%	54%	54%	54%	54%	54%	54%
14	55%	55%	55%	55%	55%	55%	55%	55%	55%	55%
15	56%	56%	56%	56%	56%	56%	55%	55%	55%	55%
16	57%	57%	57%	56%	56%	56%	56%	56%	56%	56%
17	58%	57%	57%	57%	57%	57%	57%	57%	57%	56%
18	58%	58%	58%	58%	58%	58%	57%	57%	57%	57%
19	59%	59%	59%	59%	58%	58%	58%	58%	58%	58%
20	60%	60%	59%	59%	59%	59%	59%	59%	59%	58%
21	61%	60%	60%	60%	60%	60%	60%	59%	59%	59%
22	61%	61%	61%	61%	61%	60%	60%	60%	60%	60%
23	62%	62%	62%	61%	61%	61%	61%	61%	61%	60%
24	63%	63%	62%	62%	62%	62%	62%	61%	61%	61%
25	64%	63%	63%	63%	63%	62%	62%	62%	62%	62%
26	64%	64%	64%	64%	63%	63%	63%	63%	62%	62%
27	65%	65%	65%	64%	64%	64%	64%	63%	63%	63%
28	66%	66%	65%	65%	65%	64%	64%	64%	64%	64%
29	67%	66%	66%	66%	65%	65%	65%	65%	64%	64%
30	67%	67%	67%	66%	66%	66%	66%	65%	65%	65%
31	68%	68%	68%	67%	67%	67%	66%	66%	66%	65%
32	69%	69%	68%	68%	68%	67%	67%	67%	66%	66%
33	70%	69%	69%	69%	68%	68%	68%	67%	67%	67%
34	70%	70%	70%	69%	69%	69%	68%	68%	68%	67%
35	71%	71%	70%	70%	70%	69%	69%	69%	68%	68%
36	72%	71%	71%	71%	70%	70%	70%	69%	69%	69%
37	73%	72%	72%	71%	71%	71%	70%	70%	70%	69%
38	73%	73%	73%	72%	72%	71%	71%	71%	70%	70%
39	74%	74%	73%	73%	72%	72%	72%	71%	71%	71%
40	75%	74%	74%	74%	73%	73%	72%	72%	72%	71%

Year of Surrender	Policy Term									
	61	6	63	64	65	66	67	68	69	70
41	76%	75%	75%	74%	74%	73%	73%	73%	72%	72%
42	76%	76%	76%	75%	75%	74%	74%	73%	73%	73%
43	77%	77%	76%	76%	75%	75%	74%	74%	74%	73%
44	78%	77%	77%	76%	76%	76%	75%	75%	74%	74%
45	79%	78%	78%	77%	77%	76%	76%	75%	75%	75%
46	79%	79%	78%	78%	77%	77%	77%	76%	76%	75%
47	80%	80%	79%	79%	78%	78%	77%	77%	76%	76%
48	81%	80%	80%	79%	79%	78%	78%	77%	77%	76%
49	82%	81%	81%	80%	79%	79%	79%	78%	78%	77%
50	82%	82%	81%	81%	80%	80%	79%	79%	78%	78%
51	83%	83%	82%	81%	81%	80%	80%	79%	79%	78%
52	84%	83%	83%	82%	82%	81%	81%	80%	80%	79%
53	85%	84%	83%	83%	82%	82%	81%	81%	80%	80%
54	85%	85%	84%	84%	83%	82%	82%	81%	81%	80%
55	86%	86%	85%	84%	84%	83%	83%	82%	81%	81%
56	87%	86%	86%	85%	84%	84%	83%	83%	82%	82%
57	88%	87%	86%	86%	85%	85%	84%	83%	83%	82%
58	88%	88%	87%	86%	86%	85%	85%	84%	83%	83%
59	89%	89%	88%	87%	86%	86%	85%	85%	84%	84%
60	90%	89%	89%	88%	87%	87%	86%	85%	85%	84%
61	90%	90%	89%	89%	88%	87%	87%	86%	85%	85%
62		90%	90%	89%	89%	88%	87%	87%	86%	85%
63			90%	90%	89%	89%	88%	87%	87%	86%
64				90%	90%	89%	89%	88%	87%	87%
65					90%	90%	89%	89%	88%	87%
66						90%	90%	89%	89%	88%
67							90%	90%	89%	89%
68								90%	90%	89%
69									90%	90%
70										90%

Year of Surrender	Policy Term											
	71	72	73	74	75	76	77	78	79	80	81	82
1	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%
3	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%
5	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%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
9	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
10	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
11	53%	53%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
12	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%
13	54%	54%	54%	54%	54%	54%	53%	53%	53%	53%	53%	53%
14	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%
15	55%	55%	55%	55%	55%	55%	55%	55%	54%	54%	54%	54%
16	56%	56%	56%	55%	55%	55%	55%	55%	55%	55%	55%	55%
17	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	55%
18	57%	57%	57%	57%	57%	56%	56%	56%	56%	56%	56%	56%
19	58%	58%	57%	57%	57%	57%	57%	57%	57%	57%	57%	56%
20	58%	58%	58%	58%	58%	58%	58%	57%	57%	57%	57%	57%
21	59%	59%	59%	59%	58%	58%	58%	58%	58%	58%	58%	58%
22	60%	59%	59%	59%	59%	59%	59%	59%	58%	58%	58%	58%
23	60%	60%	60%	60%	60%	59%	59%	59%	59%	59%	59%	59%
24	61%	61%	60%	60%	60%	60%	60%	60%	60%	59%	59%	59%
25	61%	61%	61%	61%	61%	61%	60%	60%	60%	60%	60%	60%
26	62%	62%	62%	62%	61%	61%	61%	61%	61%	61%	60%	60%
27	63%	63%	62%	62%	62%	62%	62%	61%	61%	61%	61%	61%
28	63%	63%	63%	63%	63%	62%	62%	62%	62%	62%	62%	61%
29	64%	64%	64%	63%	63%	63%	63%	63%	62%	62%	62%	62%
30	65%	64%	64%	64%	64%	64%	63%	63%	63%	63%	63%	62%
31	65%	65%	65%	65%	64%	64%	64%	64%	63%	63%	63%	63%
32	66%	66%	65%	65%	65%	65%	65%	64%	64%	64%	64%	64%
33	67%	66%	66%	66%	66%	65%	65%	65%	65%	64%	64%	64%
34	67%	67%	67%	66%	66%	66%	66%	65%	65%	65%	65%	65%
35	68%	68%	67%	67%	67%	67%	66%	66%	66%	66%	65%	65%
36	68%	68%	68%	68%	67%	67%	67%	67%	66%	66%	66%	66%
37	69%	69%	68%	68%	68%	68%	67%	67%	67%	67%	67%	66%
38	70%	69%	69%	69%	69%	68%	68%	68%	67%	67%	67%	67%
39	70%	70%	70%	69%	69%	69%	69%	68%	68%	68%	68%	67%
40	71%	71%	70%	70%	70%	69%	69%	69%	69%	68%	68%	68%
41	72%	71%	71%	71%	70%	70%	70%	69%	69%	69%	69%	68%

Year of Surrender	Policy Term											
	71	72	73	74	75	76	77	78	79	80	81	82
42	72%	72%	72%	71%	71%	71%	70%	70%	70%	69%	69%	69%
43	73%	73%	72%	72%	72%	71%	71%	71%	70%	70%	70%	69%
44	73%	73%	73%	72%	72%	72%	71%	71%	71%	71%	70%	70%
45	74%	74%	73%	73%	73%	72%	72%	72%	71%	71%	71%	71%
46	75%	74%	74%	74%	73%	73%	73%	72%	72%	72%	71%	71%
47	75%	75%	75%	74%	74%	74%	73%	73%	72%	72%	72%	72%
48	76%	76%	75%	75%	75%	74%	74%	73%	73%	73%	73%	72%
49	77%	76%	76%	75%	75%	75%	74%	74%	74%	73%	73%	73%
50	77%	77%	76%	76%	76%	75%	75%	75%	74%	74%	74%	73%
51	78%	78%	77%	77%	76%	76%	76%	75%	75%	74%	74%	74%
52	79%	78%	78%	77%	77%	77%	76%	76%	75%	75%	75%	74%
53	79%	79%	78%	78%	78%	77%	77%	76%	76%	76%	75%	75%
54	80%	79%	79%	79%	78%	78%	77%	77%	76%	76%	76%	75%
55	80%	80%	80%	79%	79%	78%	78%	77%	77%	77%	76%	76%
56	81%	81%	80%	80%	79%	79%	78%	78%	78%	77%	77%	76%
57	82%	81%	81%	80%	80%	79%	79%	79%	78%	78%	77%	77%
58	82%	82%	81%	81%	80%	80%	80%	79%	79%	78%	78%	78%
59	83%	83%	82%	82%	81%	81%	80%	80%	79%	79%	79%	78%
60	84%	83%	83%	82%	82%	81%	81%	80%	80%	79%	79%	79%
61	84%	84%	83%	83%	82%	82%	81%	81%	80%	80%	80%	79%
62	85%	84%	84%	83%	83%	82%	82%	81%	81%	81%	80%	80%
63	86%	85%	84%	84%	83%	83%	82%	82%	82%	81%	81%	80%
64	86%	86%	85%	85%	84%	84%	83%	83%	82%	82%	81%	81%
65	87%	86%	86%	85%	85%	84%	84%	83%	83%	82%	82%	81%
66	87%	87%	86%	86%	85%	85%	84%	84%	83%	83%	82%	82%
67	88%	88%	87%	86%	86%	85%	85%	84%	84%	83%	83%	82%
68	89%	88%	88%	87%	86%	86%	85%	85%	84%	84%	83%	83%
69	89%	89%	88%	88%	87%	86%	86%	85%	85%	84%	84%	83%
70	90%	89%	89%	88%	88%	87%	87%	86%	85%	85%	85%	84%
71	90%	90%	89%	89%	88%	88%	87%	87%	86%	86%	85%	85%
72		90%	90%	89%	89%	88%	88%	87%	87%	86%	86%	85%
73			90%	90%	89%	89%	88%	88%	87%	87%	86%	86%
74				90%	90%	89%	89%	88%	88%	87%	87%	86%
75					90%	90%	89%	89%	88%	88%	87%	87%
76						90%	90%	89%	89%	88%	88%	87%
77							90%	90%	89%	89%	88%	88%
78								90%	90%	89%	89%	88%
79									90%	90%	89%	89%
80										90%	90%	89%
81											90%	90%
82												90%

Single Pay

Year of Surrender	Policy Term												
	45	46	47	48	49	50	51	52	53	54	55	56	57
1	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%	5%
3	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%
5	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%
7	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%
9	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%
11	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%
13	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%
15	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%
17	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%
19	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%
21	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
22	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
23	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
24	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
25	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
26	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
27	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
28	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
29	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
30	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
31	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
32	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
33	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
34	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
35	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
36	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
37	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
38	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
39	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
40	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
41	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Year of Surrender	Policy Term												
	45	46	47	48	49	50	51	52	53	54	55	56	57
42	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
43	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
44	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
45	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
46		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
47			90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
48				90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
49					90%	90%	90%	90%	90%	90%	90%	90%	90%
50						90%	90%	90%	90%	90%	90%	90%	90%
51							90%	90%	90%	90%	90%	90%	90%
52								90%	90%	90%	90%	90%	90%
53									90%	90%	90%	90%	90%
54										90%	90%	90%	90%
55											90%	90%	90%
56												90%	90%
57													90%

Year of Surrender	Policy Term												
	58	59	60	61	62	63	64	65	66	67	68	69	70
1	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%
3	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%
5	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%
7	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%
9	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%
11	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%
13	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%
15	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%
17	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%
19	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%
21	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
22	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
23	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
24	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
25	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
26	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
27	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
28	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
29	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
30	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
31	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
32	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
33	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
34	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
35	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
36	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
37	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
38	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
39	90%	90%	90%	90%	90%	90%	90%	90%	90%	90% 9	0%	90%	90%
40	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
41	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Year of Surrender	Policy Term												
	58	59	60	61	62	63	64	65	66	67	68	69	70
42	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
43	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
44	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
45	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
46	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
47	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
48	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
49	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
50	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
51	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
52	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
53	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
54	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
55	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
56	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
57	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
58	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
59		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
60			90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
61				90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
62					90%	90%	90%	90%	90%	90%	90%	90%	90%
63						90%	90%	90%	90%	90%	90%	90%	90%
64							90%	90%	90%	90%	90%	90%	90%
65								90%	90%	90%	90%	90%	90%
66									90%	90%	90%	90%	90%
67										90%	90%	90%	90%
68											90%	90%	90%
69												90%	90%
70													90%

Year of Surrender	Policy Term											
	71	72	73	74	75	76	77	78	79	80	81	82
1	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%
3	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%
5	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%
7	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%
9	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%
11	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%
13	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%
15	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%
17	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%
19	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%
21	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
22	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
23	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
24	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
25	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
26	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
27	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
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32	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
33	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
34	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
35	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
36	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
37	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
38	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
39	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
40	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

41	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
42	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
43	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
44	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
45	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
46	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
47	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
48	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
49	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
50	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
51	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
52	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
53	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
54	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
55	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
56	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
57	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
58	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
59	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
60	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
61	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
62	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
63	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
64	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
65	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
66	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
67	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
68	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
69	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
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71	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
72		90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
73			90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
74				90%	90%	90%	90%	90%	90%	90%	90%	90%
75					90%	90%	90%	90%	90%	90%	90%	90%
76						90%	90%	90%	90%	90%	90%	90%
77							90%	90%	90%	90%	90%	90%
78								90%	90%	90%	90%	90%
79									90%	90%	90%	90%
80										90%	90%	90%
81											90%	90%
82												90%

IndiaFirstLife

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 - 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	