

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

Isn't life full of certainties?



## Your IndiaFirst Life Insurance Plan

[www.indiafirstlife.com](http://www.indiafirstlife.com) • Call us on 1800 209 8700



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.

**Disclaimer:** 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](http://www.indiafirstlife.com), SMS <LIFE> to 5667735 SMS Charges apply. Toll free No - 1800 209 8700. rade logo displayed above belongs to IndiaFirst Life Insurance Co. Ltd.

**BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/ FRAUDULENT OFFERS**

- IRDAI or its official do not involve in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a policy complaint.

## PART A

### INDIAFIRST LIFE INSURANCE COMPANY LIMITED

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

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

DD/MM/YYYY

### IndiaFirst Life Guarantee Of Life Dreams Plan - UIN: 143N080V03

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

Dear Customer,  
Congratulations!

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

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

You have a free look period of 30 days starting from the date of receipt of the policy document, whether received electronically or otherwise, to review the terms and conditions of the policy and in case you disagree to any of those terms or conditions, you shall have the option to return the policy to us for cancellation, stating the reasons for your objection, provided no claim has been made under the Policy. In such an event, irrespective of the reason for cancellation you shall be entitled to a refund of the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses incurred by us on medical examination and stamp duty charges.

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

In case of any communication in respect of the policy; You may contact Us at IndiaFirst Life Insurance Company Ltd, 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400 063. You can also write to Us at [customer.first@indiafirstlife.com](mailto:customer.first@indiafirstlife.com) or contact us on 1800 209 8700.

Thank you once again for choosing IndiaFirst Life.

Yours truly,

**Authorised Signatory**



### Insurance Intermediary/Agent Details

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

**IndiaFirst Life Guarantee Of Life Dreams Plan**  
A Non-Linked Non-Participating Individual Saving, Limited Premium Paying,  
Life Insurance Plan  
UIN [143N080V03]

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

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

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

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

**Authorised Signatory**

The logo for IndiaFirstLife, featuring a stylized graphic of three overlapping curved shapes in red, blue, and orange, followed by the text "IndiaFirstLife" in a sans-serif font.

## Annexure A Policy Schedule

### I. Policyholder and Life Assured Details

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

### II. Policy Details

|                           |                                               |
|---------------------------|-----------------------------------------------|
| Company Name:             | IndiaFirst Life Insurance Company Limited     |
| Product Name:             | IndiaFirst Life Guarantee of Life Dreams Plan |
| UIN:                      | 143N080V03                                    |
| Policy Number:            |                                               |
| Proposal Form Number:     |                                               |
| Policy Commencement Date: | DD MM YY                                      |
| Risk Commencement Date    | DD MM YY                                      |
| Maturity Date:            | DD MM YY                                      |

### III. Base Premium and Benefit Details

|                                                                       |                                                          |
|-----------------------------------------------------------------------|----------------------------------------------------------|
| Income Option: <Immediate Income/Intermediate Income/Deferred Income> |                                                          |
| Policy Term:                                                          | Premium Paying Term:                                     |
| Premium Payment Mode: <Annual/ Half Yearly/ Quarterly / Monthly>      | Income Payment Frequency: <Annual/ Half Yearly/ Monthly> |
| Sum Assured on Maturity:                                              | Base Income (in INR): Rs <>                              |
| Sum Assured on Death:                                                 | Due Date for Payment of Last Regular Premium: DD MM YY   |
| Installment Premium (in INR): Rs <>                                   | Next Premium Due Date: DD MM YY                          |
| Annualized Premium: Rs <>                                             | Extra Premium, if any: Rs <>                             |
| Applicable Taxes (in INR): Rs <>                                      | Total Premium (including Applicable Taxes) in INR: Rs <> |

Benefits start from the payout dates as mentioned in the table below:

<< Only one of the below sections, either for Immediate Income Option, Intermediate Income Option or Deferred Income Option shall be printed >>

<For Immediate Income Variant>

| Benefit                 | When it will be paid                                                                                                               | Benefit Amount |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Survival Benefit</b> | Every <<Income Payment Frequency>> starting from <<Start date in policy year 1>>                                                   | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 2>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 3>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 4>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 5>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 6>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 7>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 8>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 9>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 10>><br>till <<date of last regular income payout>> | << Amount >>   |
| <b>Maturity Benefit</b> | The policy will Mature on <<Maturity Date>>                                                                                        | << Amount >>   |

< For Intermediate Income Variant>

| Benefit                 | When it will be paid                                                                                                               | Benefit Amount |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Survival Benefit</b> | Every << Income Payment Frequency >> starting from <<Start date in policy year 5>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 6>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 7>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 8>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 9>>                                                 | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 10>><br>till <<date of last regular income payout>> | << Amount >>   |
| <b>Maturity Benefit</b> | The policy will Mature on <<Maturity Date>>                                                                                        | << Amount >>   |

< For Deferred Income Variant >

| Benefit                 | When it will be paid                                                                                                            | Benefit Amount |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------|
| <b>Survival Benefit</b> | Every << Income Payment Frequency >> starting from <<Start date in policy year 10>> till <<last payout date in Policy year 15>> | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 16>> till <<last payout date in Policy year 20>> | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 21>> till <<last payout date in Policy year 25>> | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 26>> till <<last payout date in Policy year 30>> | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 31>> till <<last payout date in Policy year 35>> | << Amount >>   |
|                         | Every << Income Payment Frequency >> starting from <<Start date in policy year 36>> till <<date of last regular income payout>> | << Amount >>   |
| <b>Maturity Benefit</b> | The policy will Mature on <<Maturity Date>>                                                                                     | << Amount >>   |

Additionally, in Deferred Income Variant, two Cashbacks shall also be payable; i.e.; 2 installments of lump sum benefit, both equal to 50% of Annualized Premium, will be payable at the end of the 3rd policy year (Loyalty Cashback) and at the end of Premium Payment Term (Guaranteed Cashback).

#### IV. Rider Premium and Benefit Details

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

The Rider Premium depicted above is inclusive of first year discounts, if applicable. A discount of 10% will be applicable for eligible policies (only on first year rider premium for IndiaFirst Life Accidental Death Benefit Rider & IndiaFirst Life Total and Permanent Disability Rider)

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

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

| Nominee Name | Percentage Share | Age of Nominee | Gender of nominee | Relationship of Nominee | Appointee's Name |
|--------------|------------------|----------------|-------------------|-------------------------|------------------|
|              |                  |                |                   |                         |                  |
|              |                  |                |                   |                         |                  |
|              |                  |                |                   |                         |                  |
|              |                  |                |                   |                         |                  |
|              |                  |                |                   |                         |                  |

\*If any of the Nominees is a minor, then, the Appointee will be the person named by the Policy Holder as the Appointee and whose name is mentioned in the Policy Schedule and shall be entitled to receive the Death Benefit from us for and on behalf of the Nominee under this Policy.

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

## VI. Insurance Intermediary Details

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

## VII. Special Conditions

|     |  |
|-----|--|
| NIL |  |
|-----|--|

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

## 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               | Annualized premium shall be the premium 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 less than 18 (Eighteen) years of Age.                                                                                                                                                                                                                                                                                                    |
| Assignee                         | The person to whom the rights and benefits are transferred by virtue of an Assignment                                                                                                                                                                                                                                                                                                                                             |
| Assignment                       | Assignment is the process through which Policyholder can assign the rights and benefits under the policy to any other person / entity by virtue of an assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time.                                                                                                                                                                                 |
| Base Income                      | Base Income means the Percentage of the Annualized Premium Policyholder will be eligible for at the start of the policy term                                                                                                                                                                                                                                                                                                      |
| Beneficiary/Claimant             | The person entitled to receive the Policy benefits as per the terms and conditions of the 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, the company has provided a detailed document known as the "Customer Information Sheet" along with this Policy Document.                                                                                                                                                                                                        |
| Death Benefit                    | 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, which is determined by us in accordance with our board approved underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured subject to your consent. e.g. we may charge an Extra Premium in case of a Life Assured who is a smoker. |
| Free Look Period                 | A period of 30 days from the date of receipt of the Policy whether received electronically or otherwise.                                                                                                                                                                                                                                                                                                                          |
| First Unpaid Premium Date        | Date from where the premium is due however not paid by the policyholder                                                                                                                                                                                                                                                                                                                                                           |
| Grace Period                     | A period of one month but not less than 30 (Thirty) days from the due date for payment of Premium for yearly, half yearly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode. During this period the policy will be considered to be in-force.                                                                                                                                             |
| Guaranteed Cashback              | Guaranteed Cashback is paid at the end of the premium payment term. For more details, please refer Part C of this document'                                                                                                                                                                                                                                                                                                       |
| Guaranteed Surrender Value       | The minimum amount payable by us on Surrender of this Policy                                                                                                                                                                                                                                                                                                                                                                      |
| Income Option                    | In this plan, Income Options offer a choice to the customer on as to when they want their Regular Income to start. There are 3 Income Options available under this plan - Immediate Income, Intermediate Income and Deferred Income.<br>For more details on the Income Option chosen under this policy, please refer Part C of this document                                                                                      |

| Word                     | Meaning                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Income Payment Frequency | Income Payment Frequency can be Yearly, Half-yearly, Quarterly or Monthly and is the frequency at which the Regular Income plus Loyalty Income, if applicable, will be paid out to the Life Assured. For more details on Income Payment Frequency, please refer Part C of this document                                                                                                                              |
| Income Tax Act           | Income Tax Act, 1961, as amended from time to time                                                                                                                                                                                                                                                                                                                                                                   |
| Installment Premium      | An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. The Premium payable under this Policy will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor. Your Premium is specified in the Policy Schedule.                                                                                  |
| Insurance Act            | Insurance Act, 1938 and as amended from time to time                                                                                                                                                                                                                                                                                                                                                                 |
| Lapse                    | State of Policy upon non-payment of premium within the Grace Period, provided Policy has not acquired any paid-up value                                                                                                                                                                                                                                                                                              |
| Life Assured             | The person on whose life this Policy has been issued by us.                                                                                                                                                                                                                                                                                                                                                          |
| Loyalty Cashback         | Loyalty Cashback is paid during the premium payment term – after payment of first 3 premiums due under the policy. For more details, please refer Part C of this document'                                                                                                                                                                                                                                           |
| Loyalty Income           | Loyalty Income is the increase on the base income awarded each year on the payment of premiums, as per the Income Option and Premium Payment Term opted. For more details, please refer the Part C of this document.                                                                                                                                                                                                 |
| Maturity Benefit         | This is the amount you receive on the Maturity Date, provided the Life Assured is alive, as specified in PART C of this Policy Document.                                                                                                                                                                                                                                                                             |
| Minor                    | 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 yearly mode.                                                                                                                                                                                                                                                            |
| Nominee(s)               | Nominee is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim                                                                                                                                                                                               |
| Nomination               | Nomination is as per section 39 of the Insurance Act, 1938 as amended from time to time                                                                                                                                                                                                                                                                                                                              |
| Paid-Up Mode             | Under this Policy, if one full annual premium has been paid, this Policy will not terminate on non-payment of subsequent due premium(s) but continue under paid up mode.                                                                                                                                                                                                                                             |
| Policy                   | This IndiaFirst Life Guarantee Of Life Dreams 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       | 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                  | An amount that you pay us for securing the benefits under this Policy. This is specified in the Policy Schedule.                                                                                                                                                                                                                                                                                                     |
| 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.                                                                                                                                                                                                                                |
| Proposal Form            | The proposal form completed and submitted by you based on which we have issued this Policy to you.                                                                                                                                                                                                                                                                                                                   |

| Word                                    | Meaning                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                           | 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                    | The Insurance Regulatory and Development Authority of India or such other authority or authorities, as may be designated/ appointed under the applicable laws and regulations as having the authority to oversee and regulate life insurance business in India.                                                                                                                                                                                                                                                                                                                                                 |
| Revival                                 | Revival of a policy means restoration of a lapsed policy which was discontinued due to the non-payment of premium, by us 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/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                          | The period of 5 (Five) consecutive years from the date of first non-payment of premium during which you can pay the due unpaid Premiums with interest/Late fees to us and comply with the conditions specified in Part D, as the case may be, for reviving the Policy                                                                                                                                                                                                                                                                                                                                           |
| Special Surrender Value                 | The Special Surrender Value will be used by us for determining the Surrender Value payable under this Policy upon Surrender of this Policy.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Surrender                               | Surrender means complete withdrawal or termination of the entire policy contract.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Surrender Value                         | Surrender value means an 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                     | Total premiums paid means total of all the premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| We or us or our or Insurer or Company   | IndiaFirst Life Insurance Company Limited.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| You or your or Policyholder or Proposer | The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## PART C

<< Only one of the below sections, either for Immediate Income Option, Intermediate Income Option or Deferred Income Option shall be printed >>

< For Immediate Income Variant >

### 1. Benefits under the policy

#### 1.1. Death Benefit

In case of death of the Life Assured during the policy term, when the policy is in force and all due premiums have been paid, the death benefit will be payable and the policy will terminate.

Death Benefit will be highest of:

- Sum Assured on Death (SAD)
- 105% of Total Premiums Paid (TPP) till the date of death
- Sum Assured on Maturity, minus the survival benefits paid to date
- Surrender value as on date of death

Where Sum Assured on Death (SAD) is 10 times of Annualized Premium.

Sum Assured on Maturity is X% of sum of all Annualized Premium payable under the policy

where X% is 75% for Immediate Income option.

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

Where, Total Premiums Paid means total of all premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly

The death benefit defined above will be paid either as lump sum amount or in monthly instalments over the period of 5 years as opted by the policyholder/nominee at any time during policy period / on death of Life Assured.

In case of instalment payment of death benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e.  $a(n)(12)$ ) i.e.  $S/a(n)(12)$  where n is the instalment period of 5 years.

The interest rate used to determine annuity factor is the {5-year G-Sec rate less 2% rounded down to the nearest 25 basis points}, where the 5-year G-Sec is at the beginning of the financial year.

The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%)

If the policy has been taken on the life of a minor, on attaining the age of majority i.e. 18 years, the policy will 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. Life cover starts immediately for policies issued on minor life.

#### 1.2. Survival Benefit

This option provides regular income from the end of the first policy year.

The base income payable every year will be enhanced by the Loyalty Income as per the table provided below, provided all the due premiums for that respective year has been paid. The income will stop increasing once the policyholder stops paying his due premium or after the end of the Premium Payment Term (whichever is earlier).

#### Loyalty Income (% Increase in Base Income)

| Premium Payment Term | Policy Year |     |     |     |     |     |     |     |     |     |
|----------------------|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|
|                      | 1           | 2   | 3   | 4   | 5   | 6   | 7   | 8   | 9   | 10  |
| 6                    | 0%          | 6%  | 12% | 18% | 24% | 30% |     |     |     |     |
| 8                    | 0%          | 8%  | 16% | 24% | 32% | 40% | 48% | 56% |     |     |
| 10                   | 0%          | 10% | 20% | 30% | 40% | 50% | 60% | 70% | 80% | 90% |

## Income Payment Frequency

The Income can be taken in Yearly, Half-Yearly, Quarterly or Monthly frequency. Income instalment amount will be determined by multiplying the yearly income with the factors as per table below.

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

The income benefits will be payable in arrears as per the income frequency chosen. At any policy anniversary, income frequency may be altered as per the policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

You can also choose to get your Income in Half-Yearly, Quarterly or Monthly frequency. In that case, the payment dates will be as follows:

| Income Option/ Income Payment Frequency | Yearly             | Half-yearly        | Quarterly          | Monthly            |
|-----------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Immediate Income Option                 | End of 12th Month  | End of 6th Month   | End of 3rd Month   | End of 1st Month   |
| Intermediate Income Option              | End of 60th Month  | End of 54th Month  | End of 51st Month  | End of 49th Month  |
| Deferred Income Option                  | End of 120th Month | End of 114th Month | End of 111th Month | End of 109th Month |

## Save the Date

In case the Income payment frequency is chosen as Annual, then at the time of purchase you will have an option to receive the survival benefit on any one date succeeding the due date of first income to coincide with any Special Date as per your choice instead of policy anniversary.

This Special Date can be any date that falls within 365 days after 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 chosen date. It can be deferred but not advanced.

In such a case, the survival 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 an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to IRDAI approval. However, the last instalment due on end of the policy term shall be paid on the date of Maturity only, and not on Special Date.

Save the Date option can be chosen only at the time of Inception of the policy. If this option is chosen, then you won't be able to change the Income payment frequency throughout the policy term, nor change the Special Date in the future.

## 1.3. Maturity benefit

On survival till the end of the policy term provided all due premiums have been paid, Sum Assured on Maturity will be payable.

Where,

Sum Assured on Maturity (SAM) is equal to 75% of sum of all Annualized Premium payable under the policy.

All benefits will be payable in arrears, i.e., at the end of the specified frequency.

## 2. 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 premiums not being paid. Your benefits will be altered as below:

### 2.1. Death Benefit under Reduced Paid up policy:

On death during the policy term provided the policy is in reduced paid-up status, your benefit will be higher of:

- Paid-up Sum Assured on Death
- Paid-up Sum Assured on Maturity minus the survival benefits paid to date
- Applicable Surrender Value as on the date of death
- 105% of Total Premiums Paid (TPP) till the date of death

Where,

Paid-up Sum Assured on Death is  $\text{Sum Assured on Death} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

and

where Paid-up Sum Assured on Maturity is  $\text{Sum Assured on Maturity} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

## 2.2. Survival Benefit under the Reduced Paid-up policy:

On survival of the Life Assured whilst the policy is in reduced paid-up status, the following benefit will be payable:

Paid-up Income will be payable basis the Income Option and the Income Payment frequency chosen at inception.

Where Paid-up Income is defined as  $\text{Applicable Income} * (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable over the policy term})$

Applicable Income is defined as the base income plus the increases on the base income awarded each year till the time the policyholder paid his due premiums.

Further, there will be no future Loyalty income increases and Loyalty Cashback/Guaranteed Cashback applicable, if any.

## 2.3. Maturity Benefit under the Reduced Paid-up policy:

On survival up to the end of policy term provided the policy is in reduced paid-up status, the maturity benefit would be the paid-up Sum Assured on Maturity.

Where paid-up Sum Assured on Maturity is defined as  $(\text{Sum Assured on Maturity} * (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable over the policy term}))$

A Reduced Paid-Up policy can be revived and reinstated (to the original benefits) within five years from the date of first unpaid Premium subject to the conditions.

If policy in Reduced Paid Up mode is not revived during the revival period, it will continue in the reduced paid-up mode until maturity or death or surrender of the policy.

A Policy becomes fully paid-up provided all due premiums are paid during the term of the policy and the benefits payable will be as per the terms and conditions of the policy.

The total benefits paid to a reduced paid-up policyholder in case of death or in case of survival (which includes survival benefits and maturity benefits) shall not be less than the Total Premiums Paid under the policy.

## 3. Surrender Benefit

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

### Calculation of Guaranteed Surrender Value (GSV)

The policy will acquire Guaranteed Surrender Value after payment of first two full year's premiums.

The GSV factors are dependent upon policy year of surrender and policy term. The GSV factors will be applicable on Total Premiums Paid (TPP) till the date of surrender.

$\text{GSV} = \text{GSV factor} * \text{Total Premiums Paid}$

less

sum of all survival benefits and Loyalty/Guaranteed Cashback, if any already paid up to the date of surrender

For more details on guaranteed surrender value factors, please refer to Annexure I or visit our website, [www.indiafirstlife.com](http://www.indiafirstlife.com) or get in touch with your financial advisor.

### Calculation of Special Surrender Value

The policy will acquire Special Surrender Value after payment of one full annual premium.

$\text{SSV Factor1} * \text{Max} [(\text{Paid-up Sum Assured on Death}), (\text{Paid-up Sum Assured on Maturity minus the survival benefits paid to date}), 105\% \text{ of Total Premiums Paid}]$

plus

$\text{SSV Factor2a} * (\text{Paid-up Income})$

plus

$\text{SSV Factor 2b} * (\text{Future Loyalty Income, applicable for fully paid-up policies under deferred income option})$

plus

$\text{SSV Factor3} * [(\text{Paid-up Sum Assured on Maturity})]$

plus

$\text{SSV Factor4} * [(\text{Paid Up Guaranteed Cashback})]$

For more details on guaranteed surrender value factors, please refer to Annexure I or visit our website, [www.indiafirstlife.com](http://www.indiafirstlife.com) or get in touch with your financial advisor.

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

## 4. Policy Lapse

In case of non-payment of premium within the grace period and provided policy has not acquired any Surrender Value; the policy will lapse. All the benefits will cease, and no benefit will be payable under the policy.

## 5. Discount on Advance premium (Renewal)

We will offer discount on renewal premium amount if you pay the premium at least one month prior to premium due date till 11 months prior to due date provided this period falls within a financial year. No discount will be offered if premium is paid within one month prior to premium due date. The discount rate applicable for the quarter will be calculated on 5-year G-Sec bond yield (rounded to nearest 5 bps) as at beginning of the quarter. The same discount rate will be applicable to all the advance premiums being paid by you during that quarter. Any change in the said methodology for the calculation of discount on advance premium is subject to IRDAI approval. The discount rate will be calculated from advance premium paid date to premium payment due date (in complete months).

## 6. Life Cover Continuance Benefit

Your policy will have life cover continuance benefit if at least 2 full year's premium has been paid..

Under this benefit, if you miss to pay premium for one policy year; full death benefit under the policy will continue as per the in-force policy for one year from the date of "First Unpaid Premium (FUP)" and no due premium at FUP date will be deducted from death benefit amount.

At the end of the life cover continuance period, the policyholder will have the following options to exercise.

- Pay all the due premiums with interest as applicable and revive the policy.
- Pay one due Annual premium with interest and extend the life cover continuance benefit period.
- Not pay due premium and hence continue the policy with reduced paid-up benefits.

## 7. Rider Benefits

You can avail 3 riders under this plan for more comprehensive coverage, subject to terms and conditions of the respective rider:

1. IndiaFirst Life Waiver of Premium Rider (UIN: 143B017V01).
2. IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)
3. IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01)

Please refer to rider policy document for more details on rider benefits.

## 8. Grace Period

You are provided a Grace Period of 15 days under monthly mode and one month but not less than 30 days for other premium payment modes, in case you miss your due premium on the due dates. In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due premiums till date of death or date of the covered event. During this period the policy will be considered in-force.

## 9. Premium Payment (Frequency and loadings)

Regular Premiums can be paid to us by monthly/ quarterly/ half yearly/ yearly payment mode, as selected by you in the Proposal Form. The Premium Payment frequency can be altered at any policy anniversary, subject to meeting minimum premium criteria. The following premium frequency factors will apply on annual premiums:

| Premium Frequency | Factor to be applied on Annual Premium |
|-------------------|----------------------------------------|
| Yearly            | 1.00                                   |
| Half-Yearly       | 0.5119                                 |
| Quarterly         | 0.2590                                 |
| Monthly           | 0.0870                                 |

The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes in case you miss your due premium on the due dates.

## <For Intermediate Income Variant>

### 1. Benefits under the policy

#### 1.1. Death Benefit

In case of death of the Life Assured during the policy term, when the policy is in force and all due premiums have been paid, the death benefit will be payable and the policy will terminate.

Death Benefit will be highest of:

- Sum Assured on Death (SAD)
- 105% of Total Premiums Paid (TPP) till the date of death
- Sum Assured on Maturity, minus the survival benefits paid to date
- Surrender Value as on date of death

Where Sum Assured on Death (SAD) is 10 times of Annualized Premium.

Sum Assured on Maturity is X% of sum of all Annualized Premium payable under the policy

where X% is 75% for Intermediate Income option.

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

Where, Total Premiums Paid means total of all premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly

The death benefit defined above will be paid either as lump sum amount or in monthly instalments over the period of 5 years as opted by the policyholder/nominee at any time during policy period / on death of Life Assured.

In case of instalment payment of death benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e.  $a(n)(12)$ ) i.e.  $S/a(n)(12)$  where n is the instalment period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

If the policy has been taken on the life of a minor, on attaining the age of majority i.e. 18 years, the policy will 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. Life cover starts immediately for policies issued on minor life.

#### 1.2. Survival Benefit

This option provides regular income from the end of the fifth policy year.

The base income will be enhanced by the Loyalty Income every year as per the table provided below, provided all the due premiums for that respective year has been paid. Even though the income will increase every year, the first income will be payable at the end of the fifth policy year. The income will stop increasing once the policyholder stops paying his due premium or after the end of the Premium Payment Term (whichever is earlier).

#### Loyalty Income (% Increase in Base Income)

| Premium Payment Term | Policy Year |     |     |     |     |     |     |      |      |      |
|----------------------|-------------|-----|-----|-----|-----|-----|-----|------|------|------|
|                      | 1           | 2   | 3   | 4   | 5   | 6   | 7   | 8    | 9    | 10   |
| 6                    | 0%          | 5%  | 10% | 15% | 20% | 25% |     |      |      |      |
| 8                    | 0%          | 10% | 20% | 30% | 40% | 50% | 60% | 70%  |      |      |
| 10                   | 0%          | 15% | 30% | 45% | 60% | 75% | 90% | 105% | 120% | 135% |

#### Income Payment Frequency

The Income can be taken in Yearly, Half-Yearly, Quarterly or Monthly frequency. Income instalment amount will be determined by multiplying the yearly income with the factors as per table below.

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

The income benefits will be payable in arrears as per the income frequency chosen. At any policy anniversary, income frequency may be altered as per the policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

You can also choose to get your Income in Half-Yearly, Quarterly or Monthly frequency. In that case, the payment dates will be as follows:

| Income Option/ Income Payment Frequency | Yearly             | Half-yearly        | Quarterly          | Monthly            |
|-----------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Immediate Income Option                 | End of 12th Month  | End of 6th Month   | End of 3rd Month   | End of 1st Month   |
| Intermediate Income Option              | End of 60th Month  | End of 54th Month  | End of 51st Month  | End of 49th Month  |
| Deferred Income Option                  | End of 120th Month | End of 114th Month | End of 111th Month | End of 109th Month |

### Save the Date

In case the Income payment frequency is chosen as Annual, then at the time of purchase you will have an option to receive the survival benefit on any one date succeeding the due date of first income to coincide with any Special Date as per your choice instead of policy anniversary.

This Special Date can be any date that falls within 365 days after 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 chosen date. It can be deferred but not advanced.

In such a case, the survival 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 an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to IRDAI approval. However, the last instalment due on end of the policy term shall be paid on the date of Maturity only, and not on Special Date.

Save the Date option can be chosen only at the time of Inception of the policy. If this option is chosen, then you won't be able to change the Income payment frequency throughout the policy term, nor change the Special Date in the future.

### 1.3. Maturity benefit

On survival till the end of the policy term provided all due premiums have been paid, Sum Assured on Maturity will be payable.

Where,

Sum Assured on Maturity (SAM) is equal to 75% of sum of all Annualized Premium payable under the policy.

All benefits will be payable in arrears, i.e., at the end of the specified frequency.

## 2. Paid-Up / Reduced Paid-Up benefit

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 premiums not being paid. Your benefits will be altered as below:

### 2.1. Death Benefit under Reduced Paid up policy:

On death during the policy term provided the policy is in reduced paid-up status, your benefit will be higher of:

- Paid-up Sum Assured on Death
- Paid-up Sum Assured on Maturity minus the survival benefits paid to date
- Applicable Surrender Value as on the date of death
- 105% of Total Premiums Paid (TPP) till the date of death

Where,

Paid-up Sum Assured on Death is  $\text{Sum Assured on Death} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

and

where Paid-up Sum Assured on Maturity is  $\text{Sum Assured on Maturity} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

### 2.2. Survival Benefit under the Reduced Paid-up policy:

On survival of the Life Assured whilst the policy is in reduced paid-up status, the following benefit will be payable:

Paid-up Income will be payable basis the the Income Option and Income Payment frequency chosen at inception.

Where Paid-up Income is defined as  $\text{Applicable Income} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable over the policy term})$

Applicable Income is defined as the base income plus the increases on the base income awarded each year till the time the policyholder paid his due premiums.

Further, there will be no future Loyalty income increases and Loyalty Cashback/Guaranteed Cashback applicable, if any.

### 2.3. Maturity Benefit under the Reduced Paid-up policy:

On survival up to the end of policy term provided the policy is in reduced paid-up status, the maturity benefit would be the paid-up Sum Assured on Maturity.

Where paid-up Sum Assured on Maturity is defined as  $(\text{Sum Assured on Maturity} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable over the policy term}))$

A Reduced Paid-Up policy can be revived and reinstated (to the original benefits) within five years from the date of first unpaid Premium subject to the conditions.

If policy in Reduced Paid Up mode is not revived during the revival period, it will continue in the reduced paid-up mode until maturity or death or surrender of the policy.

A Policy becomes fully paid-up provided all due premiums are paid during the term of the policy and the benefits payable will be as per the terms and conditions of the policy.

The total benefits paid to a reduced paid-up policyholder in case of death or in case of survival (which includes survival benefits and maturity benefits) shall not be less than the Total Premiums Paid under the policy.

### 3. Surrender Benefit

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

Calculation of Guaranteed Surrender Value (GSV)

The policy will acquire Guaranteed Surrender Value after payment of first two full year's premiums.

The GSV factors are dependent upon policy year of surrender and policy term. The GSV factors will be applicable on Total Premiums Paid (TPP) till the date of surrender.

$GSV = GSV \text{ factor} * \text{Total Premiums Paid}$

less

sum of all survival benefits and Loyalty Cashback/Guaranteed Cashback, if any already paid up to the date of surrender

For more details on guaranteed surrender value factors, please refer to Annexure I or visit our website, [www.indiafirstlife.com](http://www.indiafirstlife.com) or get in touch with your financial advisor.

### Calculation of Special Surrender Value

The policy will acquire Special Surrender Value after payment of one full annual premium.

$SSV \text{ Factor1} * \text{Max} [(Paid-up \text{ Sum Assured on Death}), (Paid-up \text{ Sum Assured on Maturity minus the survival benefits paid to date}), 105\% \text{ of Total Premiums Paid}]$

plus

$SSV \text{ Factor2a} * (Paid-up \text{ Income})$

plus

$SSV \text{ Factor 2b} * (Future \text{ Loyalty Income, applicable for fully paid-up policies under deferred income option})$

plus

$SSV \text{ Factor3} * [(Paid-up \text{ Sum Assured on Maturity})]$

plus

$SSV \text{ Factor4} * [(Paid \text{ Up Guaranteed Cashback})]$

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

Interest rate is derived using the following approach:

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

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

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

### 4. Policy Lapse

In case of non-payment of premium within the grace period and provided policy has not acquired any Surrender Value; the policy will lapse. All the benefits will cease, and no benefit will be payable under the policy.

### 5. Discount on Advance premium (Renew)

We will offer discount on renewal premium amount if you pay the premium at least one month prior to premium due date till 11 months prior to due date provided this period falls within a financial year. No discount will be offered if premium is paid within one month prior to premium due date. The discount rate applicable for the quarter will be calculated on 5-year G-Sec bond yield (rounded to nearest 5 bps) as at beginning of the quarter. The same discount rate will be applicable to all the advance premiums being paid by you during that quarter. Any change in the said methodology for the calculation of discount on advance premium is subject to IRDAI approval. The discount rate will be calculated from advance premium paid date to premium payment due date (in complete months).

## 6. Life Cover Continuance Benefit

Your policy will have life cover continuance benefit if at least 2 full year's premium has been paid.

Under this benefit, if you miss to pay premium for one policy year; full death benefit under the policy will continue as per the in-force policy for one year from the date of "First Unpaid Premium (FUP)" and no due premium at FUP date will be deducted from death benefit amount.

At the end of the life cover continuance period, the policyholder will have the following options to exercise.

- Pay all the due premiums with interest as applicable and revive the policy.
- Pay one due Annual premium with interest and extend the life cover continuance benefit period.
- Not pay due premium and hence continue the policy with reduced paid-up benefits.

## 7. Rider Benefits

You can avail 3 riders under this plan for more comprehensive coverage, subject to terms and conditions of the respective rider:

1. IndiaFirst Life Waiver of Premium Rider (UIN: 143B017V01).
2. IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)
3. IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01)

Please refer to rider policy document for more details on rider benefits.

## 8. Grace Period

You are provided a Grace Period of 15 days under monthly mode and one month but not less than 30 days for other premium payment modes, in case you miss your due premium on the due dates. In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due premiums till date of death or date of the covered event. During this period the policy will be considered in-force.

## 9. Premium Payment (Frequency and loadings)

Regular Premiums can be paid to us by monthly/ quarterly/ half yearly/ yearly payment mode, as selected by you in the Proposal Form. The Premium Payment frequency can be altered at any policy anniversary, subject to meeting minimum premium criteria. The following premium frequency factors will apply on annual premiums:

| Premium Frequency | Factor to be applied on Annual Premium |
|-------------------|----------------------------------------|
| Yearly            | 1.00                                   |
| Half-Yearly       | 0.5119                                 |
| Quarterly         | 0.2590                                 |
| Monthly           | 0.0870                                 |

The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes in case you miss your due premium on the due dates.

- c. 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.
- d. 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.

## < For Deferred Income Variant >

### 1. Benefits under the policy

#### 1.1. Death Benefit

In case of death of the Life Assured during the policy term, when the policy is in force and all due premiums have been paid, the death benefit will be payable and the policy will terminate.

Death Benefit will be highest of:

- Sum Assured on Death (SAD)
- 105% of Total Premiums Paid (TPP) till the date of death
- Sum Assured on Maturity, minus the survival benefits paid to date
- Surrender Value as on date of death

Where Sum Assured on Death (SAD) is 10 times of Annualized Premium.

Sum Assured on Maturity is X% of sum of all Annualized Premium payable under the policy where X% is 125% for Deferred Income option.

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

Where, Total Premiums Paid means total of all premiums paid under the base product, excluding any extra premium and taxes, if collected explicitly

The death benefit defined above will be paid either as lump sum amount or in monthly instalments over the period of 5 years as opted by the policyholder/nominee at any time during policy period / on death of Life Assured.

In case of instalment payment of death benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e.  $a(n)(12)$ ) i.e.  $S/a(n)(12)$  where n is the instalment period of 5 years.

The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

If the policy has been taken on the life of a minor, on attaining the age of majority i.e. 18 years, the policy will 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. Life cover starts immediately for policies issued on minor life.

## 1.2. Survival Benefit

This option provides regular income from the end of the tenth policy year.

The base income will be enhanced by Loyalty Income every 5 years (as per the table provided below), starting from the 16th policy year, till the end of the policy term, provided all due premiums have been paid.

### Loyalty Income (% Increase in Base Income)

| Policy Term | PPT      | Policy Year |       |       |       |       |       |
|-------------|----------|-------------|-------|-------|-------|-------|-------|
|             |          | 1-15        | 16-20 | 21-25 | 26-30 | 31-35 | 36-40 |
| 20 years    | 6 years  | 0%          | 15%   | NA    | NA    | NA    | NA    |
|             | 8 years  | 0%          | 30%   | NA    | NA    | NA    | NA    |
|             | 10 years | 0%          | 45%   | NA    | NA    | NA    | NA    |
| 30 years    | 6 years  | 0%          | 15%   | 30%   | 45%   | NA    | NA    |
|             | 8 years  | 0%          | 30%   | 60%   | 90%   | NA    | NA    |
|             | 10 years | 0%          | 45%   | 90%   | 135%  | NA    | NA    |
| 40 years    | 6 years  | 0%          | 15%   | 30%   | 45%   | 60%   | 75%   |
|             | 8 years  | 0%          | 30%   | 60%   | 90%   | 120%  | 150%  |
|             | 10 years | 0%          | 45%   | 90%   | 135%  | 180%  | 225%  |

Two Cashbacks shall also be payable during the Premium Payment Term; i.e., 2 installments of lump sum benefit, both equal to 50% of Annualized Premium, will be payable at the end of the 3rd policy year and at the end of Premium Payment Term.

| Cashback Type       | When will the Loyalty Cashback be paid?    |
|---------------------|--------------------------------------------|
| Loyalty Cashback    | Payable at the end of the 3rd Policy year  |
| Guaranteed Cashback | Payable at the end of Premium Payment Term |

### Income Payment Frequency

The Income can be taken in Yearly, Half-Yearly, Quarterly or Monthly frequency. Income instalment amount will be determined by multiplying the yearly income with the factors as per table below.

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

The income benefits will be payable in arrears as per the income frequency chosen. At any policy anniversary, income frequency may be altered as per the policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

You can also choose to get your Income in Half-Yearly, Quarterly or Monthly frequency. In that case, the payment dates will be as follows:

| Income Option/<br>Income Payment Frequency | Yearly             | Half-yearly        | Quarterly          | Monthly            |
|--------------------------------------------|--------------------|--------------------|--------------------|--------------------|
| Immediate Income Option                    | End of 12th Month  | End of 6th Month   | End of 3rd Month   | End of 1st Month   |
| Intermediate Income Option                 | End of 60th Month  | End of 54th Month  | End of 51st Month  | End of 49th Month  |
| Deferred Income Option                     | End of 120th Month | End of 114th Month | End of 111th Month | End of 109th Month |

### Save the Date

In case the Income payment frequency is chosen as Annual, then at the time of purchase you will have an option to receive the survival benefit on any one date succeeding the due date of first income to coincide with any Special Date as per your choice instead of policy anniversary.

This Special Date can be any date that falls within 365 days after 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 chosen date. It can be deferred but not advanced.

In such a case, the survival 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 an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to IRDAI approval. However, the last instalment due on end of the policy term shall be paid on the date of Maturity only, and not on Special Date.

Save the Date option can be chosen only at the time of Inception of the policy. If this option is chosen, then you won't be able to change the Income payment frequency throughout the policy term, nor change the Special Date in the future.

### 1.3. Maturity benefit

On survival till the end of the policy term provided all due premiums have been paid, Sum Assured on Maturity will be payable.

Where,

Sum Assured on Maturity (SAM) is equal to 125% of sum of all Annualized Premium payable under the policy.

All benefits will be payable in arrears, i.e., at the end of the specified frequency.

## 2. 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 premiums not being paid. Your benefits will be altered as below:

### 2.1. Death Benefit under Reduced Paid up policy:

On death during the policy term provided the policy is in reduced paid-up status, your benefit will be higher of:

- Paid-up Sum Assured on Death
- Paid-up Sum Assured on Maturity minus the survival benefits paid to date
- Applicable Surrender Value as on the date of death
- 105% of Total Premiums Paid (TPP) till the date of death

Where,

Paid-up Sum Assured on Death is  $\text{Sum Assured on Death} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

and

where Paid-up Sum Assured on Maturity is  $\text{Sum Assured on Maturity} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums})$

### 2.2. Survival Benefit under the Reduced Paid-up policy:

On survival of the Life Assured whilst the policy is in reduced paid-up status, the following benefit will be payable:

Paid-up Income will be payable basis the Income Option and the Income Payment frequency chosen at inception.

Where Paid-up Income is defined as  $\text{Applicable Income} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable over the policy term})$

Applicable Income is defined as the base income plus the increases on the base income awarded each year till the time the policyholder paid his due premiums.

### PLUS

Paid-up Guaranteed Cashback (applicable only for the Deferred Income Option payable as defined in section 1.2 above)

Where, Paid-Up Guaranteed Cashback is  $\text{Guaranteed Cashback} \times (\text{Total numbers of premiums paid}) / (\text{Total Number of premiums payable})$

Further, there will be no future Loyalty income increases and Loyalty Cashback applicable, if any.

### **2.3. Maturity Benefit under the Reduced Paid-up policy:**

On survival up to the end of policy term provided the policy is in reduced paid-up status, the maturity benefit would be the paid-up Sum Assured on Maturity.

Where paid-up Sum Assured on Maturity is defined as (Sum Assured on Maturity \* (Total numbers of premiums paid)/(Total Number of premiums payable over the policy term))

A Reduced Paid-Up policy can be revived and reinstated (to the original benefits) within five years from the date of first unpaid Premium subject to the conditions.

If policy in Reduced Paid Up mode is not revived during the revival period, it will continue in the reduced paid-up mode until maturity or death or surrender of the policy.

A Policy becomes fully paid-up provided all due premiums are paid during the term of the policy and the benefits payable will be as per the terms and conditions of the policy.

The total benefits paid to a reduced paid-up policyholder in case of death or in case of survival (which includes survival benefits and maturity benefits) shall not be less than the Total Premiums Paid under the policy.

### **3. Surrender Benefit**

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

**Calculation of Guaranteed Surrender Value (GSV)**

The policy will acquire Guaranteed Surrender Value after payment of first two full year's premiums.

The GSV factors are dependent upon policy year of surrender and policy term. The GSV factors will be applicable on Total Premiums Paid (TPP) till the date of surrender.

$GSV = GSV \text{ factor} * \text{Total Premiums Paid}$

less

sum of all survival benefits and Loyalty Cashback/Guaranteed Cashback, if any already paid up to the date of surrender

For more details on guaranteed surrender value factors, please refer to Annexure I or visit our website, [www.indiafirstlife.com](http://www.indiafirstlife.com) or get in touch with your financial advisor.

### **Calculation of Special Surrender Value**

The policy will acquire Special Surrender Value after payment of one full annual premium.

$SSV \text{ Factor1} * \text{Max} [(Paid-up \text{ Sum Assured on Death}), (Paid-up \text{ Sum Assured on Maturity minus the survival benefits paid to date}), 105\% \text{ of Total Premiums Paid}]$

plus

$SSV \text{ Factor2a} * (Paid-up \text{ Income})$

plus

$SSV \text{ Factor 2b} * (Future \text{ Loyalty Income, applicable for fully paid-up policies under deferred income option})$

plus

$SSV \text{ Factor3} * [(Paid-up \text{ Sum Assured on Maturity})]$

plus

$SSV \text{ Factor4} * [(Paid \text{ Up Guaranteed Cashback})]$

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

Interest rate is derived using the following approach:

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

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

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

#### 4. Policy Lapse

In case of non-payment of premium within the grace period and provided policy has not acquired any Surrender Value; the policy will lapse. All the benefits will cease, and no benefit will be payable under the policy.

#### 5. Discount on Advance premium (Renewal)

We will offer discount on renewal premium amount if you pay the premium at least one month prior to premium due date till 11 months prior to due date provided this period falls within a financial year. No discount will be offered if premium is paid within one month prior to premium due date. The discount rate applicable for the quarter will be calculated on 5-year G-Sec bond yield (rounded to nearest 5 bps) as at beginning of the quarter. The same discount rate will be applicable to all the advance premiums being paid by you during that quarter. Any change in the said methodology for the calculation of discount on advance premium is subject to IRDAI approval. The discount rate will be calculated from advance premium paid date to premium payment due date (in complete months).

#### 6. Life Cover Continuance Benefit

Your policy will have life cover continuance benefit if at least 2 full year's premium has been paid.

Under this benefit, if you miss to pay premium for one policy year; full death benefit under the policy will continue as per the in-force policy for one year from the date of "First Unpaid Premium (FUP)" and no due premium at FUP date will be deducted from death benefit amount.

At the end of the life cover continuance period, the policyholder will have the following options to exercise.

- Pay all the due premiums with interest as applicable and revive the policy.
- Pay one due Annual premium with interest and extend the life cover continuance benefit period.
- Not pay due premium and hence continue the policy with reduced paid-up benefits.

#### 7. Rider Benefits

You can avail 3 riders under this plan for more comprehensive coverage, subject to terms and conditions of the respective rider:

1. IndiaFirst Life Waiver of Premium Rider (UIN: 143B017V01).
2. IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)
3. IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01)

Please refer to rider policy document for more details on rider benefits.

#### 8. Grace Period

You are provided a Grace Period of 15 days under monthly mode and one month but not less than 30 days for other premium payment modes, in case you miss your due premium on the due dates. In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due premiums till date of death or date of the covered event. During this period the policy will be considered in-force.

#### 9. Premium Payment (Frequency and loadings)

Regular Premiums can be paid to us by monthly/ quarterly/ half yearly/ yearly payment mode, as selected by you in the Proposal Form. The Premium Payment frequency can be altered at any policy anniversary, subject to meeting minimum premium criteria. The following premium frequency factors will apply on annual premiums:

| Premium Frequency | Factor to be applied on Annual Premium |
|-------------------|----------------------------------------|
| Yearly            | 1.00                                   |
| Half-Yearly       | 0.5119                                 |
| Quarterly         | 0.2590                                 |
| Monthly           | 0.0870                                 |

The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes in case you miss your due premium on the due dates.

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.

## PART D

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

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

- i. submitting a written request for revival of the 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.

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 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 300 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable during the next financial year. Currently, the interest rate on revival for financial year 2024-25 is 10.50% p.a. (simple). The current interest rate of 10.50% p.a. is arrived at by adding a margin of 300 basis points on 10-year G-Sec of 7.18% p.a. and rounded up to the nearest 50 basis points (10.50% ~ 7.18% + 3.00%). 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 days from the date of receipt of the policy document whether received electronically or otherwise, to review the terms and

conditions of the policy and in case you disagree to any of those terms or conditions, you shall have the option to return the policy to us for cancellation, stating the reasons for your objection, then you shall be entitled to a refund of the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses incurred by us on medical examination of the life to be assured and stamp duty charges.

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

Any change in the methodology of calculating the loan interest rate shall be subject to prior approval from IRDAI.

## PART E

### 13. Charges

This is a non-linked non-participating Individual Saving, Limited Premium Paying, Life Insurance Plan. There are no charges applicable under this plan.

## PART F

### 14. Making a Claim

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

#### Death Claim:

##### In case of natural death

- Proof of Age of the Life Assured, if the Age of the life assured has not been admitted by us.
- Claimant's statement and claim intimation report completely filled and signed by claimant/nominee.
- A valid QR code scannable Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
- Original Policy document.
- A self-attested copy of Pan Card of Nominee/Claimant. In case Nominee/Claimant does not have a pan card issued on his/her name then please submit duly filled and signed Form 60.
- Self-attested copy of photo-identity proof and address of the Nominee(s)/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- Self-attested copy of first page of bank passbook of Nominee(s)/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same..
- Any other document or information that we may need for validating and processing the claim

##### In case of unnatural death

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

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

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

#### Maturity Claim:

- Maturity Claim Intimation form duly filled and signed by / Policy Holder.
- Original Policy Document(s)
- Self-Attested Copy of PAN Card of the Policy Holder/ Form no.60 if PAN is not available
- Cancelled Cheque or Self Attested Copy of first page of Passbook of the Policy Holder.
- 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 Center, Western Express Highway, Goregaon (East), Mumbai - 400063**

**Email** - Intimation with supporting documents can be sent to [claims.support@indiafirstlife.com](mailto: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

### 15. Suicide Exclusion

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

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

**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 by Insurance Laws (Amendment) Act, 2015 or any other Regulation as specified by the Authority. The extant provisions in this regard are as follows:

- 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
- 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.
- 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.
- 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..

- 6) 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.
- 7) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or change thereof.
- 8) 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.
- 9) 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.
- 10) In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
- 11) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
- 12) 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.
- 13) 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).
- 14) 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).
- 15) 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.
- 16) The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

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

#### 17. 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 S. 38 is provided below  
Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 and any other applicable Regulation/Circulars issued by the Authority. The extant provisions in this regard are as follows:

- 1) This policy may be transferred/assigned, wholly or in part, with or without consideration.
- 2) An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
- 3) The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
- 4) The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
- 5) The transfer or assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy thereof certified to be correct by both transferor and transferee or their duly authorized agents have been delivered to the insurer.
- 6) Fee for granting a written acknowledgement of the receipt of notice of assignment or transfer assignment may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority
- 7) On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
- 8) If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
- 9) The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is (a) not bonafide or (b) not in the interest of the policyholder or (c) not in public interest or (d) is for the purpose of trading of the insurance policy.
- 10) Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
- 11) In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
- 12) The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
- 13) Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except

- a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
- b. where the transfer or assignment is made upon condition that
- i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
- ii. the insured surviving the term of the policy

Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.

- 14) In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
  - a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
  - b. may institute any proceedings in relation to the policy
  - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings
- 15) Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

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

## 18. Policy Ceases/ Ends/ Terminates

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

- i. on the date of payment of the claim benefit; or
- ii. on the date of intimation of rejection of claim by us; or
- iii. on the payment of Maturity benefit; or
- iv. on the date of payment of Surrender Value; or
- v. on the date of payment of free look cancellation amount; or
- vi. on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with interest from you till the expiry of such period and policy has not acquired any paid-up value

## 19. Change of Address

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

## 20. Disclosures

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

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

- 1) No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 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.
- 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.
- 1) [Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details.]

#### 21. Right to Revise/ Delete/ Alter the Terms and Conditions of this Policy

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

#### 22. Governing Law and Jurisdiction

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

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

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

#### 24. 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

### 25. 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 days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of registration of grievance 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.  
An acknowledgment to all such grievances received will be sent immediately on receipt of the grievance.
- d. If you are not satisfied with the resolution or have not received any response within 14 days then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.
- e. Further, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details.

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

Email ID: complaints@irdai.gov.in

You can also register your complaint online at

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

Address for communication for complaints by fax/paper:

Policyholder Protection & 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](http://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 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](http://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.

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

| Policy Year | Policy Term |        |        |
|-------------|-------------|--------|--------|
|             | 20          | 30     | 40     |
| 1           | 0.00%       | 0.00%  | 0.00%  |
| 2           | 30.00%      | 30.00% | 30.00% |
| 3           | 35.00%      | 35.00% | 35.00% |
| 4           | 50.00%      | 50.00% | 50.00% |
| 5           | 50.00%      | 50.00% | 50.00% |
| 6           | 50.00%      | 50.00% | 50.00% |
| 7           | 50.00%      | 50.00% | 50.00% |
| 8           | 53.00%      | 51.82% | 51.25% |
| 9           | 57.00%      | 53.64% | 52.50% |
| 10          | 60.00%      | 55.45% | 53.75% |
| 11          | 63.00%      | 57.27% | 55.00% |
| 12          | 67.00%      | 59.09% | 56.25% |
| 13          | 70.00%      | 60.91% | 57.50% |
| 14          | 73.00%      | 62.73% | 58.75% |
| 15          | 77.00%      | 64.55% | 60.00% |
| 16          | 80.00%      | 66.36% | 61.25% |
| 17          | 83.00%      | 68.18% | 62.50% |
| 18          | 87.00%      | 70.00% | 63.75% |
| 19          | 90.00%      | 71.82% | 65.00% |
| 20          | 90.00%      | 73.64% | 66.25% |
| 21          | 0.00%       | 75.45% | 67.50% |
| 22          | 0.00%       | 77.27% | 68.75% |
| 23          | 0.00%       | 79.09% | 70.00% |
| 24          | 0.00%       | 80.91% | 71.25% |
| 25          | 0.00%       | 82.73% | 72.50% |
| 26          | 0.00%       | 84.55% | 73.75% |
| 27          | 0.00%       | 86.36% | 75.00% |
| 28          | 0.00%       | 88.18% | 76.25% |
| 29          | 0.00%       | 90.00% | 77.50% |
| 30          | 0.00%       | 90.00% | 78.75% |
| 31          | 0.00%       | 0.00%  | 80.00% |
| 32          | 0.00%       | 0.00%  | 81.25% |
| 33          | 0.00%       | 0.00%  | 82.50% |
| 34          | 0.00%       | 0.00%  | 83.75% |
| 35          | 0.00%       | 0.00%  | 85.00% |
| 36          | 0.00%       | 0.00%  | 86.25% |
| 37          | 0.00%       | 0.00%  | 87.50% |
| 38          | 0.00%       | 0.00%  | 88.75% |
| 39          | 0.00%       | 0.00%  | 90.00% |
| 40          | 0.00%       | 0.00%  | 90.00% |

## Annexure B - List of Ombudsman

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Office of the Insurance Ombudsman - Ahmedabad<br/>Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001<br/>Tel. 079- 25501201/02/05/06<br/>Email: bimalokpal.ahmedabad@cioins.co.in<br/>Area of Jurisdiction - Gujarat, Dadra &amp; Nagar Haveli, Daman and Diu</p>                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>Office of the Insurance Ombudsman - Bhopal<br/>Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL - 462 003. Tel.: 0755 - 2769201 / 2769202<br/>Email: bimalokpal.bhopal@cioins.co.in<br/>Area of Jurisdiction - Madhya Pradesh &amp; Chhattisgarh</p>                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Office of the Insurance Ombudsman - Bhubaneswar<br/>62, Forest Park, BHUBNESHWAR - 751 009.<br/>Tel.: 0674 - 2596461 / 2596455<br/>Email: bimalokpal.bhubaneswar@cioins.co.in<br/>Area of Jurisdiction - Odisha</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Office of the Insurance Ombudsman - Chandigarh<br/>S.C.O. No. 101, 102 &amp; 103, 2nd Floor, Batra Building, Sector 17 - D, CHANDIGARH - 160 017.<br/>Tel.: 0172 - 2706196 / 2706468<br/>Email: bimalokpal.chandigarh@cioins.co.in<br/>Area of Jurisdiction - Punjab, Haryana, Himachal Pradesh, Jammu &amp; Kashmir, Chandigarh</p>                                                                                                                                                                                                                                                                                                                                                            |
| <p>Office of the Insurance Ombudsman - Chennai<br/>Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018.<br/>Tel.: 044 - 24333668 / 24335284<br/>Email: bimalokpal.chennai@cioins.co.in<br/>Area of Jurisdiction - Tamil Nadu, -Pondicherry Town and Karaikal (which are part of Pondicherry)</p>                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Office of the Insurance Ombudsman - New Delhi<br/>2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI - 110 002.<br/>Tel.: 011 - 23239633 / 23237532<br/>Email: bimalokpal.delhi@cioins.co.in<br/>Area of Jurisdiction - Delhi</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Office of the Insurance Ombudsman - Guwahati<br/>Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI - 781001 (ASSAM).<br/>Tel.: 0361 - 2132204 / 2132205<br/>Email: bimalokpal.guwahati@cioins.co.in<br/>Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura</p>                                                                                                                                                                                                                                                                                                                                                                                     | <p>Office of the Insurance Ombudsman - Hyderabad<br/>6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004.<br/>Tel.: 040 - 65504123 / 23312122<br/>Email: bimalokpal.hyderabad@cioins.co.in<br/>Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry</p>                                                                                                                                                                                                                                                                                                                                    |
| <p>Office of the Insurance Ombudsman - Ernakulam<br/>2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015.<br/>Tel.: 0484 - 2358759 / 2359338<br/>Email: bimalokpal.ernakulam@cioins.co.in<br/>Area of Jurisdiction - Kerala, Lakshadweep, Mahe - a part of Pondicherry</p>                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Office of the Insurance Ombudsman - Kolkata<br/>Hindustan Bldg. Annex, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340<br/>Email: bimalokpal.kolkata@cioins.co.in<br/>Area of Jurisdiction - West Bengal, Sikkim, Andaman &amp; Nicobar Islands</p>                                                                                                                                                                                                                                                                                                                                                                                                               |
| <p>Office of the Insurance Ombudsman - Lucknow<br/>6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331<br/>Email: bimalokpal.lucknow@cioins.co.in<br/>Area of Jurisdiction - Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar</p> | <p>Office of the Insurance Ombudsman - Noida<br/>Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, UTTAR PRADESH (U.P.) - 201301.<br/>Tel.: 0120-2514250 / 2514252 / 2514253<br/>Email: bimalokpal.noida@cioins.co.in<br/>Area of Jurisdiction - State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur</p> |

|                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Office of the Insurance Ombudsman - Jaipur<br/>Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg,<br/>JAIPUR - 302 005. Tel.: 0141 - 2740363<br/>Email: bimalokpal.jaipur@cioins.co.in<br/>Area of Jurisdiction - Rajasthan</p>                                                                          | <p>Office of the Insurance Ombudsman - Pune<br/>Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198,<br/>N.C. Kelkar Road, Narayan Peth, PUNE - 411 030.<br/>Tel.: 020-41312555<br/>Email: bimalokpal.pune@cioins.co.in<br/>Area of Jurisdiction - Maharashtra, Area of Navi<br/>Mumbai and Thane excluding Mumbai Metropolitan<br/>Region</p> |
| <p>Office of the Insurance Ombudsman - Bengaluru<br/>Jeevan Soudha Building, PID No. 57-27-N-19<br/>Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist<br/>Phase, BENGALURU - 560 078.<br/>Tel.: 080 - 26652048 / 26652049<br/>Email: bimalokpal.bengaluru@cioins.co.in<br/>Area of Jurisdiction - Karnataka</p> | <p>Office of the Insurance Ombudsman - Mumbai<br/>3rd Floor, Jeevan Seva Annex, S. V. Road,<br/>Santacruz (W), MUMBAI - 400 054.<br/>Tel.: 022 - 26106552 / 26106960<br/>Email: bimalokpal.mumbai@cioins.co.in<br/>Area of Jurisdiction - Goa, Mumbai Metropolitan<br/>Region excluding Navi Mumbai &amp; Thane</p>                                |
| <p>Office of the Insurance Ombudsman - Patna<br/>2nd Floor, Lalit Bhawan, Bailey Road PATNA - 800001<br/>Tel No: 0612-2547068<br/>Email id : bimalokpal.patna@cioins.co.in.<br/>Area of Jurisdiction - Bihar, Jharkhand</p>                                                                                      |                                                                                                                                                                                                                                                                                                                                                    |



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