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## Your IndiaFirst Life Insurance Plan

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**Disclaimer:** 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 our promoter M/s Bank of Baroda and is used by IndiaFirst Life Insurance Co. Ltd under License.

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

## PART 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 XXXX  
Address 1,  
Address 2.  
Pin code – xxx xxx

DD/MM/YYYY

### **IndiaFirst Life Guaranteed Single Premium Plan - UIN: 143N068V04** Non- Linked, Non-Participating, Individual,, Savings, 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 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, if any, 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. IRDAI Regn No.143. CIN: U66010MH2008PLC183679. 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.

Yours truly,

**Authorised Signatory**



### Insurance Intermediary/Agent Details

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

**IndiaFirst Life Guaranteed Single Premium Plan**  
Non- Linked, Non-Participating, Individual,, Savings, Life Insurance Plan  
UIN [143N068V04]

The Policyholder and the Life Assured named in the Policy Schedule have submitted the Proposal Form together with a personal statement and paid the 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 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 during the Policy Term as per terms & conditions of the policy.

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 lines in red, blue, and orange, followed by the text "IndiaFirstLife" in a sans-serif font.

## Policy Schedule

### I. Policyholder and Life Assured Details

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

### II. Policy Details

|                           |                                                |
|---------------------------|------------------------------------------------|
| Company Name:             | IndiaFirst Life Insurance Company Limited      |
| Product Name:             | IndiaFirst Life Guaranteed Single Premium Plan |
| UIN:                      | 143N068V04                                     |
| Policy Number:            |                                                |
| Proposal Form Number:     |                                                |
| Policy Commencement Date: | DD MM YY                                       |
| Risk Commencement Date:   | DD MM YY                                       |
| Maturity Date:            | DD MM YY                                       |

### III. Premium and Benefit Details

|                              |                                                    |
|------------------------------|----------------------------------------------------|
| Sum Assured on Maturity:     | Sum Assured on Death:                              |
| Policy Term:                 | Premium Paying Term: Single                        |
| Premium Payment Mode: Single | Premium Paid Date: DD MM YY                        |
| Single Premium (in INR):     | Extra Premium (in INR), if any:                    |
| Applicable Taxes (in INR):   | Total Premium (including Applicable Taxes) in INR: |
| Death Benefit Option:        |                                                    |

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

| Nominee Name | Percentage Share | DOB of Nominee | Age of Nominee | Relationship of Nominee |
|--------------|------------------|----------------|----------------|-------------------------|
|              |                  |                |                |                         |
|              |                  |                |                |                         |
|              |                  |                |                |                         |
|              |                  |                |                |                         |

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

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

#### V. Rider Benefit (if applicable)

Not Applicable

#### VI. Insurance Intermediary/Agent Details

|                          |  |
|--------------------------|--|
| Name:                    |  |
| Intermediary/Agent Code: |  |
| 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 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.                                                                                                                                                                                                                                                                              |
| Appointee                  | The person appointed by you to receive the benefits under this Policy, if the Nominee is a Minor.                                                                                                                                                                                                                                                                                       |
| Assignment                 | Assignment is the process through which Policyholder can assign the rights and benefits under this Policy to any other person / entity by virtue of an assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time.                                                                                                                                      |
| Basis Point                | This refers to 1/100th of 1% or 0.01% or 0.0001 per annum.                                                                                                                                                                                                                                                                                                                              |
| Beneficiary/Claimant       | The person entitled to receive the Policy benefits as per the terms and conditions of this Policy and applicable laws, and includes the Policyholder, Nominee(s) (if valid nomination is effected), Assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or Assignee(s) is/are not alive at the time of claim.                  |
| Customer Information Sheet | To ensure that Policyholder(s) is well-informed about his coverage, rights, and responsibilities, the Company has provided a detailed document known as the "Customer Information Sheet" along with this Policy Document.                                                                                                                                                               |
| Extra Premium              | An additional amount payable by you, which is determined by us in accordance with our 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.                                                     |
| Free Look Period           | A period of 30 days from the date of receipt of the Policy, whether received electronically or otherwise.                                                                                                                                                                                                                                                                               |
| Guaranteed Surrender value | The minimum amount payable by us on Surrender of this Policy                                                                                                                                                                                                                                                                                                                            |
| Life Assured               | The person on whose life this Policy has been issued by us                                                                                                                                                                                                                                                                                                                              |
| Maturity Benefit           | Maturity Benefit means sum assured on maturity, any additional and accrued benefit, which is payable on maturity in accordance with the terms and conditions of the Policy.                                                                                                                                                                                                             |
| Minor                      | Means a person below the legal age of majority or adulthood.                                                                                                                                                                                                                                                                                                                            |
| Nominee                    | Nominee is the person nominated by the Life Assured under this Policy, as per Section 39 of the Insurance Act, 1938, who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim.                                                                                                                  |
| Policy or Policy Document  | This IndiaFirst Life Guaranteed Single Premium Plan, which includes this Policy wording (as may be changed/ modified by us subject to applicable regulations,, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which form a part of this Policy. This Policy includes the entire contract of insurance between you and us. |
| Policy Anniversary         | The annual anniversary of the Policy Commencement Date.                                                                                                                                                                                                                                                                                                                                 |
| Policy Commencement Date   | The date specified in the Policy Schedule on which the Policy commences.                                                                                                                                                                                                                                                                                                                |
| Policy Schedule            | The schedule attached to this Policy and if we have issued a revised Policy Schedule, then, such revised Policy Schedule.                                                                                                                                                                                                                                                               |
| Policy Term                | The period which starts on the Policy Commencement Date and ends on the Maturity Date, as mentioned in the Policy Schedule.                                                                                                                                                                                                                                                             |
| 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.                                                                                                                                                                                                   |

| Word                                                | Meaning                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Proposal Form                                       | The proposal form completed and submitted by you based on which we have issued this Policy to you.                                                                                                                                                                      |
| Risk Commencement Date                              | The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule.<br>For Minor's life, the risk cover will commence immediately once Policy gets issued.                                                                     |
| Regulatory Authority/<br>Authority                  | The Insurance Regulatory and Development Authority of India (IRDAI) 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. |
| 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 Single Premium received, excluding any Extra Premium and applicable taxes.                                                                                                                                                                    |
| We/we or US/us or Our/our<br>or Insurer or Company  | IndiaFirst Life Insurance Company Limited.                                                                                                                                                                                                                              |
| You/you or Your/your or<br>Policyholder or Proposer | The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us.                                                                                                                                                                         |

## PART C

### 1. Benefits under this Policy

#### 1.1 Death Benefit

In case of death of the Life Assured during the Policy Term provided the Policy is in-force, the following Death Benefit will be paid to the Claimant/Beneficiary. The defined Death Benefit is paid out and the Policy will terminate.

The Claimant/Beneficiary will receive higher of:

- Sum Assured on Death (SAD)
- Surrender Value as on Date of Death.

**Where Sum Assured on Death is defined as:** Maximum of:

1.25 times of Total Premiums Paid, or

**Death Benefit Multiple (DBM) times Total Premiums Paid.**

**Death Benefit Multiple (DBM) is either 1.25 times or 10 times of the Total Premiums Paid (TPP) by You, as chosen by the Policyholder at inception and mentioned in the Policy Schedule.**

Total Premiums Paid means Single Premium received, excluding any Extra Premium and applicable taxes.

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 (s) at any time during Policy Term / 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 2024-2025 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

Once the instalment payment starts, it shall remain level throughout the instalment period.

For Minor's life, the risk cover will commence immediately once Policy gets issued.

The Policy will vest on Life Assured on attainment of majority.

On the death of the Policyholder during minority of the Life Assured, the surviving parent or legal guardian who has insurable interest of the Minor's life will be the Policyholder.

#### 1.2 Maturity Benefit

Maturity benefit will be payable on survival of the Life Assured up to the end of Policy Term provided the Policy is in-force. Maturity benefit is Sum Assured on Maturity.

Where, **Sum Assured on Maturity (SAM)** is defined as the absolute amount of benefit which is guaranteed to become payable at the end of the Policy Term i.e. on maturity of the Policy in accordance with the terms and

conditions of this Policy. SAM is equal to **Guaranteed Maturity Multiple (GMM)** times Single Premium (excluding any Extra Premium) where GMM varies with the Age of the Policyholder, Death Benefit Multiple opted and Policy Term.

Guaranteed Maturity Multiple have been provided in '**Annexure A**'.

The Maturity 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 Term/ on death of Life Assured. In case of instalment payment of Maturity 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 2024-2025 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%). Once the instalment payment starts, it shall remain level throughout the instalment period.

On payment of the Maturity Benefit, the Policy will terminate, and no more benefits will be payable.

### 2. Rider benefits

You can avail 2 (two) riders under this Policy for comprehensive coverage, subject to terms and conditions of the respective rider:

- IndiaFirst Life Accidental Death Benefit Rider (UIN: 143B019V01)
- IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01).

### 3. Grace Period

Not Applicable

## PART D

### 4. Premium Payment

This is a Single Premium payment plan where the Premium is payable only once at the inception of the Policy.

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.

### 5. Reduced Paid-Up benefits

Not Applicable

### 6. Surrender Benefit

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

The Policy will acquire **Surrender Value** immediately on the payment of Single Premium.

At the time of Surrender, higher of **Guaranteed Surrender Value** (GSV) or **Special Surrender Value** (SSV) will be payable. The **Surrender Value** payable will vary by Policy Term, attained Age and Policy Year of Surrender.

The **Guaranteed Surrender Value** is dependent upon Policy Year of Surrender and Policy Term and will be calculated as follows:

GSV factor applicable at the time of Surrender multiplied with the Total Premiums Paid (TPP).

Total Premiums Paid (TPP) means Single Premium received excluding any Extra Premium and applicable taxes.

GSV factors are mentioned in **Annexure C**.

Special Surrender Value reflects the notional asset share, guaranteed maturity or survival benefits under the Policy.

The **Special Surrender Value** will be calculated as follows:

The **Special Surrender Value** shall be equal to

SSV Factor1\* Sum Assured on Death (SAD)

+

SSV Factor2 \* Sum Assured on Maturity (SAM)

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

#### Basis for SSV factors calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

It is derived using the following approach:

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

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

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

### 7. Reviving your Lapsed Policy

Not Applicable

### 8. Free Look Period

You have a Free Look Period of 30 days from the date of receipt of the Policy Document whether received electronically or otherwise, to review the terms and conditions of the Policy and in case you disagree to any of those terms or conditions, you shall have the option to return the Policy to us for cancellation, stating the reasons for your objection, provided no claim has been made under the Policy. In such an event, irrespective of the reason for cancellation, you shall be entitled to a refund of the Premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses, if any, incurred by us on medical examination of the life to be assured and stamp duty charges. Such a request received by us for free look cancellation of the Policy shall be processed and Premium refunded within 7 days of receipt of the request.

### 9. Loan

Loans up to 80% of the available Surrender Value will be provided. The minimum loan amount should be Rs.25,000.

A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof.

If the outstanding loan along with interest exceeds 90% of the Surrender Value, company will send a notice to the Policyholder to repay the loan partially or completely. If loan is not repaid subsequent to receipt of the notice then we will adjust the outstanding loan along with interest, before any payment of benefits. After recovering the outstanding loan along with interest, remaining benefit, if any, will be payable.

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 during the next 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 methodology of calculation of interest rate on loan is subject to applicable regulations.

### 10. Vesting

If the Policy has been taken on the life of a Minor, on attaining the age of majority, the Policy will automatically vest on him/her. Thereafter, the Life Assured shall become the Policyholder who will then be entitled to all the benefits and subject to all liabilities as per the terms and conditions of the Policy. For all ages, risk commences from the Policy Commencement Date of the Policy.

## PART E

### 11. Charges

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

## PART F

### 12 Making a Claim

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

#### Incase of natural death

- 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.
- 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 proof of the Nominee(s)/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- Self-attested copy of bank pass book of Nominee(s)/Claimant or 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

#### Incase of un natural death

Following additional documents will be required apart from ones mentioned above:

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

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 claimant/ Policy Holder.
- Original Policy Document (s)
- Self-Attested Copy of Pan Card of Policyholder
- Self-Attested Copy of Address Proof (if change in Address).
- Cancelled Cheque or Self Attested Copy of Bank Pass book of the Policyholder
- Duly filled and signed NRI Declaration form applicable only for NRIs.
- 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

### 13. Suicide Exclusion

In case of death due to suicide within 12 months from the Risk Commencement Date under 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.

### 14. Nomination

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 Section 39 is provided below.

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/ Circular as issued by the 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.

- 5) Fee for registering change in the nomination may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority.
- 6) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or change thereof.
- 7) A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
- 8) The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
- 9) In case of nomination by policyholder whose life is insured, if the nominee(s) die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
- 10) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
- 11) Where the policyholder whose life is insured nominates his (a) parents or (b) spouse or (c) children or (d) spouse and children (e) or any of them; the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.
- 12) If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
- 13) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 (i.e. 23.03.2015).
- 14) If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
- 15) The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

[Disclaimer: This is not the exact text of Section 39 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulation/Circulars issued by the Authority for complete and accurate details.]

## 15. Assignment

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

Assignment or transfer of a policy may be made in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/Circulars as issued by the Authority. The extant provisions in this regard are as follows:

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

- 12) The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
- 13) Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
  - a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
  - b. where the transfer or assignment is made upon condition that
    - i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
    - ii. the insured surviving the term of the policy

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

[Disclaimer: This is not the exact text of Section 38 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulation/Circulars issued by the Authority for complete and accurate details.]

## 16. Policy Ceases/ Ends/ Terminates

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

- i. on the date of payment of the death 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 acceptance of free look cancellation request;

## 17. 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.

## Fraud and Misstatement

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

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

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

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

1. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from
  - a. the date of issuance of policy; or
  - b. the date of commencement of risk; or
  - c. the date of revival of policy; or
  - d. the date of rider to the policy whichever is later.
2. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from
  - a. the date of issuance of policy; or
  - b. the date of commencement of risk; or
  - c. the date of revival of policy; or
  - d. the date of rider to the policy whichever is later.

For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

3. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:
  - a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;

- b. The active concealment of a fact by the insured having knowledge or belief of the fact;
  - c. Any other act fitted to deceive; and
  - d. Any such act or omission as the law specifically declares to be fraudulent.
4. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.
  5. No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
  6. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.
  7. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.
  8. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.
  9. The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

**[Disclaimer: This is not the exact text of Section 45 of the Insurance Act, 1938 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 and any other applicable Regulations/Circulars issued by the Authority for complete and accurate details.]**

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

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

## 20. 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.

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

| Policy Servicing TAT's                                   |          |
|----------------------------------------------------------|----------|
| Full Surrender                                           | 7Days    |
| Freelook Cancellation                                    | 7Days    |
| 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  |

## 22. Issue of duplicate Policy Document

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

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

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

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

## PART G

### 23. Policy Servicing and Grievance Handling Mechanism

You may contact us in case of any grievance or complaint at any of our branches or at Customer Care, IndiaFirst Life Insurance Company Ltd, 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai – 400 063, Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com.

- a. An acknowledgment to all such grievances received will be sent immediately on receipt of the grievance.
- b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of Your receipt of Our response, We will treat the complaint as closed.
- c. However, if you are not satisfied with our resolution provided or have not received any response within 14 days, then, you may approach our Grievance Officer at any of our branches or you may write to our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.
- d. If you are not satisfied with the resolution or have not received any response from us 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 of Rule 14 of the Insurance Ombudsman (Amendment) Rules, 2021, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by Us or after receipt of decision which is not to your satisfaction or after expiry of one month from the date of sending representation to Us if We fail to furnish reply to You provided the same dispute is not already decided by or pending before or disposed of by any court or consumer forum or arbitrator.

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

#### Disclaimers

Applicable taxes levied as per extant tax laws shall be deducted from the premium or from the allotted units as applicable. 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 our promoter M/s Bank of Baroda and is used by IndiaFirst Life Insurance Co. Ltd under License.

## Annexure - A

### Guaranteed Maturity Multiples for Death Benefit Multiple of 1.25 times

| Age at Entry \ Policy Term | 5     | 10    | 15    | 20    | 25    | 30    |
|----------------------------|-------|-------|-------|-------|-------|-------|
| 0                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 1                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 2                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 3                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 4                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 5                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 6                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 7                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 8                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 9                          | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 10                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 11                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 12                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 13                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 14                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 15                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 16                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 17                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 18                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 19                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 20                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 21                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 22                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 23                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 24                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 25                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 26                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 27                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 28                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 29                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 30                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 31                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 32                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 33                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 34                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 35                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 36                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 37                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 38                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 39                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 40                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 41                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 42                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 43                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 44                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 45                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 46                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 47                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 48                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 49                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 50                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 51                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 52                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 53                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 54                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 55                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | 6.750 |
| 56                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | NA    |
| 57                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | NA    |
| 58                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | NA    |
| 59                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | NA    |
| 60                         | 1.250 | 1.750 | 2.250 | 3.500 | 5.000 | NA    |
| 61                         | 1.250 | 1.750 | 2.250 | 3.500 | NA    | NA    |
| 62                         | 1.250 | 1.750 | 2.250 | 3.500 | NA    | NA    |
| 63                         | 1.250 | 1.750 | 2.250 | 3.500 | NA    | NA    |
| 64                         | 1.250 | 1.750 | 2.250 | 3.500 | NA    | NA    |
| 65                         | 1.250 | 1.750 | 2.250 | 3.500 | NA    | NA    |
| 66                         | 1.250 | 1.750 | 2.250 | NA    | NA    | NA    |
| 67                         | 1.250 | 1.750 | 2.250 | NA    | NA    | NA    |
| 68                         | 1.250 | 1.750 | 2.250 | NA    | NA    | NA    |
| 69                         | 1.250 | 1.750 | 2.250 | NA    | NA    | NA    |
| 70                         | 1.250 | 1.750 | 2.250 | NA    | NA    | NA    |

### Guaranteed Maturity Multiples for Death Benefit Multiple of 10 times

| Age at Entry \ Policy Term | 5     | 10    | 15    | 20    | 25    | 30    |
|----------------------------|-------|-------|-------|-------|-------|-------|
| 0                          | 1.127 | 1.571 | 2.183 | 3.033 | 4.230 | 5.913 |
| 1                          | 1.176 | 1.645 | 2.286 | 3.176 | 4.433 | 6.200 |
| 2                          | 1.224 | 1.714 | 2.382 | 3.311 | 4.625 | 6.471 |
| 3                          | 1.232 | 1.723 | 2.392 | 3.333 | 4.655 | 6.513 |
| 4                          | 1.236 | 1.725 | 2.391 | 3.331 | 4.661 | 6.521 |
| 5                          | 1.237 | 1.723 | 2.386 | 3.323 | 4.657 | 6.515 |
| 6                          | 1.236 | 1.718 | 2.378 | 3.311 | 4.640 | 6.494 |
| 7                          | 1.234 | 1.712 | 2.367 | 3.297 | 4.619 | 6.470 |
| 8                          | 1.232 | 1.705 | 2.356 | 3.281 | 4.595 | 6.443 |
| 9                          | 1.229 | 1.697 | 2.344 | 3.264 | 4.570 | 6.415 |
| 10                         | 1.225 | 1.689 | 2.332 | 3.248 | 4.546 | 6.385 |
| 11                         | 1.221 | 1.681 | 2.322 | 3.231 | 4.521 | 6.348 |
| 12                         | 1.217 | 1.674 | 2.312 | 3.216 | 4.497 | 6.311 |
| 13                         | 1.213 | 1.667 | 2.302 | 3.202 | 4.476 | 6.276 |
| 14                         | 1.209 | 1.662 | 2.294 | 3.190 | 4.456 | 6.244 |
| 15                         | 1.206 | 1.658 | 2.288 | 3.179 | 4.438 | 6.216 |
| 16                         | 1.204 | 1.654 | 2.283 | 3.171 | 4.424 | 6.189 |
| 17                         | 1.203 | 1.652 | 2.279 | 3.163 | 4.409 | 6.164 |
| 18                         | 1.202 | 1.651 | 2.276 | 3.156 | 4.395 | 6.139 |
| 19                         | 1.201 | 1.650 | 2.273 | 3.150 | 4.382 | 6.112 |
| 20                         | 1.201 | 1.649 | 2.271 | 3.143 | 4.367 | 6.081 |
| 21                         | 1.201 | 1.649 | 2.269 | 3.137 | 4.351 | 6.048 |
| 22                         | 1.201 | 1.648 | 2.266 | 3.128 | 4.333 | 6.012 |
| 23                         | 1.201 | 1.647 | 2.262 | 3.118 | 4.310 | 5.967 |
| 24                         | 1.201 | 1.646 | 2.257 | 3.106 | 4.283 | 5.914 |
| 25                         | 1.200 | 1.644 | 2.250 | 3.091 | 4.251 | 5.852 |
| 26                         | 1.200 | 1.642 | 2.243 | 3.074 | 4.214 | 5.780 |
| 27                         | 1.199 | 1.638 | 2.234 | 3.053 | 4.170 | 5.698 |
| 28                         | 1.198 | 1.634 | 2.222 | 3.028 | 4.118 | 5.602 |
| 29                         | 1.197 | 1.629 | 2.210 | 2.999 | 4.057 | 5.492 |
| 30                         | 1.195 | 1.623 | 2.195 | 2.964 | 3.987 | 5.369 |
| 31                         | 1.193 | 1.616 | 2.178 | 2.924 | 3.907 | NA    |
| 32                         | 1.191 | 1.607 | 2.157 | 2.879 | 3.817 | NA    |
| 33                         | 1.188 | 1.597 | 2.133 | 2.827 | 3.714 | NA    |
| 34                         | 1.184 | 1.586 | 2.106 | 2.767 | 3.598 | NA    |
| 35                         | 1.180 | 1.574 | 2.074 | 2.698 | 3.469 | NA    |
| 36                         | 1.176 | 1.560 | 2.037 | 2.620 | NA    | NA    |
| 37                         | 1.171 | 1.544 | 1.997 | 2.532 | NA    | NA    |
| 38                         | 1.165 | 1.525 | 1.950 | 2.434 | NA    | NA    |
| 39                         | 1.159 | 1.503 | 1.896 | 2.324 | NA    | NA    |
| 40                         | 1.151 | 1.479 | 1.834 | 2.202 | NA    | NA    |
| 41                         | 1.143 | 1.450 | 1.766 | NA    | NA    | NA    |
| 42                         | 1.133 | 1.417 | 1.689 | NA    | NA    | NA    |
| 43                         | 1.122 | 1.379 | 1.603 | NA    | NA    | NA    |
| 44                         | 1.109 | 1.337 | 1.508 | NA    | NA    | NA    |
| 45                         | 1.094 | 1.289 | 1.403 | NA    | NA    | NA    |

**Annexure – C**  
**Guaranteed Surrender Value Factors as % of Total Premiums Paid**

| Year of Surrender / Plan Term | 5   | 10  | 15  | 20  | 25   | 30   |
|-------------------------------|-----|-----|-----|-----|------|------|
| 1                             | 75% | 75% | 75% | 75% | 75%  | 75%  |
| 2                             | 75% | 75% | 75% | 75% | 75%  | 75%  |
| 3                             | 75% | 75% | 75% | 75% | 75%  | 75%  |
| 4                             | 90% | 90% | 90% | 90% | 90%  | 90%  |
| 5                             | 92% | 92% | 90% | 90% | 90%  | 90%  |
| 6                             |     | 92% | 92% | 92% | 92%  | 92%  |
| 7                             |     | 95% | 92% | 92% | 92%  | 92%  |
| 8                             |     | 95% | 95% | 95% | 95%  | 95%  |
| 9                             |     | 95% | 95% | 95% | 95%  | 95%  |
| 10                            |     | 95% | 95% | 95% | 95%  | 95%  |
| 11                            |     |     | 95% | 95% | 95%  | 95%  |
| 12                            |     |     | 97% | 97% | 97%  | 97%  |
| 13                            |     |     | 97% | 97% | 97%  | 97%  |
| 14                            |     |     | 97% | 97% | 97%  | 97%  |
| 15                            |     |     | 97% | 97% | 97%  | 97%  |
| 16                            |     |     |     | 99% | 99%  | 99%  |
| 17                            |     |     |     | 99% | 99%  | 99%  |
| 18                            |     |     |     | 99% | 99%  | 99%  |
| 19                            |     |     |     | 99% | 99%  | 99%  |
| 20                            |     |     |     | 99% | 99%  | 99%  |
| 21                            |     |     |     |     | 100% | 100% |
| 22                            |     |     |     |     | 100% | 100% |
| 23                            |     |     |     |     | 100% | 100% |
| 24                            |     |     |     |     | 100% | 100% |
| 25                            |     |     |     |     | 100% | 100% |
| 26                            |     |     |     |     |      | 100% |
| 27                            |     |     |     |     |      | 100% |
| 28                            |     |     |     |     |      | 100% |
| 29                            |     |     |     |     |      | 100% |
| 30                            |     |     |     |     |      | 100% |

## Annexure B - List of Ombudsmen

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <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.<br/>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 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.<br/>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 Buddh 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, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur</p> |

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| <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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