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

Isn't life full of certainties?

Your IndiaFirst Life Insurance Plan

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IndiaFirstLife
PROMOTED BY
बैंक ऑफ़ बड़ौदा
Bank of Baroda

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 - 400063.
IRDAI Regn No. 143. CIN: U66010MH2008PLC183679.

To,
XXXX XXXX
Address 1,
Address 2.
Pin code – xxx xxx

DD/MM/YYYY

IndiaFirst Life Saral Bachat Bima Plan – UIN: 143N063V02

Non-Linked, Non-Participating, Limited Premium, Individual, Savings, Life Insurance Plan

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.

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, 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, the expenses incurred by us, if any, on medical examination and stamp duty charges. Please note that this facility is available only on the receipt of the first Policy Document, and will not apply to subsequent Policy Document issued by the Company on Your request either physically or electronically.

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

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

Thank you once again for choosing IndiaFirst.

Yours truly,

Authorised Signatory

IndiaFirstLife

Insurance Intermediary Details

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

IndiaFirst Life Saral Bachat Bima Plan

Non-Linked, Non-Participating, Limited Premium, Individual Savings Life Insurance Plan

UIN [143N063V02]

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

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

II. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Life Saral Bachat Bima Plan
UIN:	143N063V02
Policy Number:	
Proposal Form Number:	
Policy Commencement Date:	DD|MM|YY
Risk Commencement Date	DD|MM|YY
Maturity Date:	DD|MM|YY

III. Base Premium and Benefit Details

Sum Assured on Maturity (in INR):	Sum Assured on Death (in INR):
Death Benefit Option: Lumpsum/ Income	
Policy Term (in years):	Premium Paying Term (in years):
Premium Payment Mode: Annual/ Half Yearly/ Quarterly / Monthly	Next Premium Due Date: DD|MM|YY|
Due Date for Payment of Last Regular Premium: DD|MM|YY|	Annualized Premium (in INR): Annualized Rider Premium, if any (in INR):
Installment Premium (in INR): Installment Rider Premium, if any (in INR):	Extra Premium, if any (in INR):
Applicable Taxes (in INR):	Total Premium (including Applicable Taxes) in INR:

IV. Rider Premium and Benefit Details

Rider Name: <IndiaFirst Life Waiver of Premium Rider>	Rider UIN: < >
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 >

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

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

*If any of the Nominee(s) is a minor, then, the Appointee named by the Policyholder shall be entitled to receive the Death Benefit from us for and on behalf of the minor Nominee(s) under this Policy.

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 of the Life Assured as at the last birthday on the Policy Commencement Date as mentioned in the Policy Schedule.
Annexure	Any annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time.
Annualized Premium	The premium amount payable in a year excluding 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.
Assignment	Assignment is the process through which the 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.
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. 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, during this period you can return the Policy if you disagree to any of the terms and conditions of your Policy. Please note that this facility is available only on the receipt of the first Policy Document, and will not apply to subsequent Policy Document issued by the Company on Your request either physically or electronically.
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 Surrender Value	The minimum amount payable by us on Surrender of this Policy.
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. The Premium payable under this Policy will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor. Your Installment Premium amount is specified in the Policy Schedule.
Insurance Act	Insurance Act, 1938 and as amended from time to time
Lapse	Non-payment of Premium within the expiry of grace period and provided Policy has not acquired any Paid-Up value.
Life Assured	The person on whose life this Policy has been issued by us.
Maturity Benefit	This is the amount you receive on the Maturity Date, provided the Life Assured is alive.
Modal Factor	A factor used by us for calculating the instalment Premium payable by You under this Policy, if you have opted to pay the Premium other than yearly mode.
Nominee	Nominee is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim.

Paid-Up Mode	Under this Policy, if we have received all the due Premiums from you one full Policy Year then, this Policy will not terminate but continue under paid up mode in case further premiums are not paid.
Policy or Policy Document	This IndiaFirst Life Saral Bachat Bima Plan, which includes this Policy wording (as may be changed/ modified by us as per the 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 on which this Policy is issued by us. This is specified in the Policy Schedule.
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.
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.
Revival	Revival of a Policy means restoration of a lapsed Policy as per the Terms and Conditions of the Policy.
Revival Period	The period of 5 (Five) consecutive years from the date of first nonpayment 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 determined by us from time to time as per the applicable regulations.
Surrender	Surrender means complete withdrawal or termination of the entire Policy contract.
Surrender Value	The amount, if any, that becomes payable to you on termination or the Surrender of a Policy during the 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, any loading on Premium, Rider Premium and taxes, if collected explicitly.
Waiting Period	The Waiting Period specified in the Policy Schedule.
We/ we or Us/us or Our/our or Insurer or Company	IndiaFirst Life Insurance Company Limited.
You/ you or Your/ your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us.

PART C

1. Benefits under the Policy

1.1 Death Benefit

On Death of the Life Assured during the Policy Term when the Policy is in force or fully paid-up, the Death Benefit, which is higher of the following will be payable:-

a) Sum Assured on Death plus accrued guaranteed additions (if any till date of death); or
b) 105% of total premiums paid till the date of death;
c) Surrender value as at the date of death.

the policy will terminate,

Where Sum Assured on Death (SAD) is defined as Higher of X times of annualized premium or an absolute amount (Basic Sum Assured) assured to be paid on death;

X is defined as:

Age at Entry (in years - last birthday)	X
3 to 45	10
46 and above	7

1.2. Death Benefit during the Waiting Period:

In case the Waiting Period is stipulated under the Policy Schedule then in the event of death of the Life Assured during the Waiting Period, the benefit payable will be limited to 100% of the Total Premium Paid. However, in case of Death by Accident the Death Benefit mentioned under Clause 1.1 above shall be payable.

Upon payment of Death Benefit, no further benefit shall be payable and the Policy will immediately and automatically terminate.

Death benefit 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 or on death of Life Assured.

In case of Death Benefit payout in instalments; the monthly instalment amount will be calculated as dividing lump sum amount (say, S) by annuity factor – 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%). Once the instalment payment starts, this payment remains level throughout the instalment period.

1.3 Additional Benefit in case of Death by Accident in the first Policy Year:

In addition to the Death Benefit payable under Clause 1.1 or under 1.2, above, an additional amount equal to Sum Assured on Death (SAD) will be payable **in case of Death by Accident in the first Policy year.**

Funeral Cover: 10% of the Sum Assured on Death or INR 25,000 (whichever is lower) will be accelerated and paid in advance on intimation of death of the Life Assured. Funeral cover is not an additional cover and will be deducted from the death benefit payable.

For minor life assured:

- Risk cover starts immediately
- As and when the life assured attains majority (i.e. age of 18 years), the Policy will vest on the Life Assured

On death of the Policyholder during minority of the Life Assured, the surviving parent or legal guardian who has insurable interest on the minor 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 the Policy Term provided the Policy is in force and fully paid-up. The Maturity benefit is Sum Assured on Maturity (SAM) plus accrued guaranteed additions, where Sum Assured on Maturity (SAM) is defined as guaranteed amount to become payable on maturity of the Policy, as mentioned in the Policy Schedule.

1.3 Guaranteed Additions

The Policy provides guaranteed additions of X% of the Total Premiums Paid where X varies with the Policy Term as provided in the below table.

Policy Term	Guaranteed Additions
12 years	4.75%
15 years	5.50%

Guaranteed addition would accrue at the end of each Policy year provided the Policy is in-force at the time of such guaranteed additions.

On revival of a lapsed Policy, the Policy will become eligible for Guaranteed Additions for the period in which the Policy was in lapsed status. The Policy will also become eligible for future Guaranteed Additions.

2. Rider benefits

Any benefit under the Rider(s) mentioned in the Policy Schedule and attached to this Policy shall be subject to respective Rider Terms and Conditions annexed to this Policy Document.

3. Benefits under Reduced Paid-Up Policy

Policy will acquire reduced paid-up value after expiry of grace period from the date of First Unpaid Premium if all premiums have been paid in full for at least one Policy year, and subsequent due premiums not being paid.

The reduced paid-up benefits are as follows:

3.1 Death Benefit under Reduced Paid up Policy:

On death during the Policy Term, Death Benefit payable will be higher of:

i. Sum of:
   - o Paid-up Sum Assured on Death
   - o accrued guaranteed additions till policy acquires reduced paid-up status
   - o accrued paid-up guaranteed additions till the time of death

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

iii. Applicable Surrender Value as on the date of death

Where, Paid-up Sum Assured on Death is defined as Sum Assured on Death multiplied by (Total numbers of premiums paid) divided by (Total Number of premiums payable over the Policy Term).

Paid-up guaranteed addition is defined as Guaranteed Addition [i.e., X% of the Total premiums paid] * (Total numbers of premiums paid)/ (Total Number of premiums payable over the policy term) and would accrue at the end of each policy year post policy acquires reduced paid-up status.

3.2 Maturity Benefit under the Reduced Paid-up Policy:

On survival of the Life Assured till the end of the Policy Term, the maturity benefit would be the Paid-up Sum Assured on Maturity plus accrued guaranteed additions till policy acquires reduced paid-up status plus accrued Paid-up guaranteed additions

Where, Paid-up Sum Assured on Maturity is defined as

Sum Assured on Maturity multiplied by (Total numbers of premiums paid) divided by (Total Number of premiums payable over the Policy Term).3.3. 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 as per revival section.

3.4 If the 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, whichever is earlier.

3.5 In any case the total benefits paid in case of death or maturity as mentioned above, shall not be less than the Total Premiums Paid under this Policy.

3.6 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.

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

Guaranteed Surrender Value (GSV) - The Policy will acquire Guaranteed surrender value after first two full years' premiums have been paid.

GSV factors are dependent upon the Policy year of surrender and Policy Term and will be calculated as follows.

GSV factor (1) * Total Premiums Paid

+

GSV factor (2) * Accrued Guaranteed Additions plus accrued Paid-up Guaranteed additions, if any.

For more details on guaranteed surrender value factors, please refer to Annexure I or visit our website, www.indiafirstlife.com.

Special Surrender Value (SSV) - The Policy will acquire Special surrender value after one full years' premium have been paid.

For Fully Paid-Up Policy i.e on or after paying all due premiums:

The SSV will be calculated as follows:

- {Expected present value of Paid-up Sum Assured on Maturity plus
- Expected present value of Paid-up Sum assured on death plus
- Expected present value of accrued guaranteed additions, if any, plus
- Expected present value of accrued Paid-up guaranteed additions, if any, (applicable only for reduced paid-up policies) plus
- Expected present value of future Paid-up guaranteed additions, if any}

The SSV factor will be determined by the Company from time to time having regard to the investment scenario subject to prior approval from IRDAI.

In case of non-payment of premium within the expiry of grace period and provided the 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. 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 to be in-force.

6. Premium Payment

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

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

You should not to 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.

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

7. Reviving your Lapsed Policy

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

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

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

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

A lapsed Policy will only be revived along with all its benefits in accordance with our underwriting policy. In case of revival of a lapsed or reduced paid-up Policy, guaranteed additions will be restored as for an in-force Policy. The interest charged for financial year 2024-25 for delay in premium payment is simple interest of 10.50% per annum.

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.

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

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

Any change in revival interest rate is subject to prior approval from IRDAI.

8. Free Look Period

You have a free look period of 30 days from the date of receipt of the Policy Document, 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, the expenses incurred by us, if any, 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 refunded within 7 days of receipt of the request. The Policy shall terminate on payment of this amount and all rights, benefits and interests under this Policy will cease. This facility can be availed only on receipt of the first Policy Document and not on receipt of subsequent Policy Document issued by the Company on your request.

9. Loan

The amount of the loan that you may avail at any point of time will depend on the surrender value. You can avail a loan up to 70% of the acquired Surrender Value, if any. The minimum loan amount which can be availed is INR 1,000. A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof.

The rate of interest on loan for FY 2024-25 is 10% p.a. (simple interest) which may vary from time to time.

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.

Any change in basis of calculation of loan interest rate shall be subject to applicable Regulations.

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 Policyholder to repay the loan partially or completely. If loan is not repaid within a stipulated period, the Policy will be compulsorily surrendered and the outstanding loan along with interest will be recovered from the surrender proceeds or paid-up value.

PART E

10. Charges

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

PART F

11. Making a Claim

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

Death Claim:

Funeral Cover

Funeral cover will be considered only once the death of the Life Assured is established basis the death certificate issued by competent authority and the rights of the claimant is established basis the Nominee KYC, subject to receipt of bank pass book of Nominee/Claimant along with cancelled cheque.

i. 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).

ii. 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.

iii. Self-attested copy of photo-identity proof and address proof of the Nominee/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)

iv. Self-attested copy of bank passbook of Nominee/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.

Incase of natural death

v. Proof of Age of the Life Assured, if the Age of the life assured has not been admitted by us.

vi. Claimant's statement and claim intimation report completely filled and signed by claimant/nominee.

vii. A valid QR 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).

viii. Original Policy document.

ix. 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.

x. Self-attested copy of photo-identity proof and address of the Nominee/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)

xi. Self-attested copy of bank pass book of Nominee/ Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.

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

Incase of unnatural death

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

i. Clear readable Copies of Medico Legal Certificate, First Information Report, Panchnama, Inquest report, Final Viscera Report, Final Police investigation closure report and postmortem report (Only if Death), duly attested by the police (only in case of Accident leading to unnatural death or Permanent Disability of the Life Assured).

ii. All Hospitalization documents including discharge summary Admission Notes and all investigation reports (only 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:

i. Maturity Claim Intimation form duly filled and signed by claimant/ Policy Holder.

ii. Original Policy Document (s)

iii. Self-Attested Copy of Pan Card of Policy Holder

iv. Self-Attested Copy of Address Proof (if change in Address).

v. Cancelled Cheque or Self Attested Copy of Pass book of the Policy Holder

vi. Duly filled and signed NRI Declaration form applicable only for NRIs.

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

Claims can be intimated through:

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

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

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

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

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

12. Exclusions

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.

Exclusions under Death by Accident Benefit (DAB)

The Policy Holder will not be entitled to any benefit in case of Death by Accident arising directly due to or caused, occasioned, accelerated, or aggravated by any of the following:

1. **Self-harm/ Self inflicted injury:** Suicide or attempted suicide or self-inflicted injury.
2. **Breach of Law/ Criminal activity:** Taking part in any act of a criminal or illegal nature with criminal intent or committing any breach of law.
3. **Major incident:** War, invasion, act of foreign enemy, hostilities, terrorism, civil war, mutiny, rebellion, revolution, insurrection, military, or usurped power or taking part in any riot, strikes, industrial disputes or civil commotion. War means any war whether declared or not.
4. **Hazardous or Adventurous Sports:** Participation in any hazardous sport or activity including, but not limited to, underwater activities involving the aid of breathing apparatus, flying sports of any kind, any activity involving explosives, driving or riding in any kind of race, bungee jumping, mountain climbing or climbing requiring the use of ropes or guides, rock climbing any activity performed at dangerous heights like sky diving, cliff diving, bungee jumping, paragliding, hand gliding and parachuting, potholing, hunting.
5. **Aviation- Flying other than as a fare paying passenger:** Participation of the life insured in any flying activity, except as a bona fide, fare-paying passenger of a recognized airline or Pilots and cabin crew of a commercial airline.
6. **Alcohol and drug addiction:** Alcohol or Solvent abuse or taking of drugs, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner.
7. **Military Service:** Taking part in any naval, military or air force operation during peace time.
8. **Hazardous occupation:** Service in the armed forces, or any police organization, of any country at war or service in any force of an international body.
9. **Nuclear Contamination:** Accident or treatment taken due to direct or indirect contamination caused by chemicals, radioactivity, or nuclear material.
10. **Gas Fumes:** Poison, gas, or fumes (voluntary or involuntarily, accidentally, or otherwise taken, administered, absorbed, or inhaled).

13. 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.

Nomination shall be in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time. The entire Section 39 is reproduced below:

The holder of a policy of life insurance on his own life may, when effecting the policy or at any time before the policy matures for payment, nominate the person or persons to whom the money secured by the policy shall be paid in the event of his death: Provided that, where any nominee is a minor, it shall be lawful for the policy-holder to appoint any person in the manner laid down by the insurer, to receive the money secured by the policy in the event of his death during the minority of the nominee. 2. Any such nomination in order to be effectual shall, unless it is incorporated in the text of the policy itself, be made by an endorsement on the policy communicated to the insurer and registered by him in the records relating to the policy and any such nomination may at any time before the policy matures for payment be cancelled or changed by an endorsement or a further endorsement or a will, as the case may be, but unless notice in writing of any such cancellation or change has been delivered to the insurer, the insurer shall not be liable for any payment under the policy made bona fide by him to a nominee mentioned in the text of the policy or registered in records of the insurer. 3. The insurer shall furnish to the policyholder a written acknowledgment of having registered a nomination or a cancellation or change thereof, and may charge such fee as may be specified by regulations for registering such cancellation or change. 4. A transfer or assignment of a policy made in accordance with section 38 shall automatically cancel a nomination: Provided that the assignment of a policy to the insurer who bears the risk on the policy at the time of the assignment, in consideration of a loan granted by that insurer on the security of the policy within its surrender value, or its re-assignment on repayment of the loan shall not cancel a nomination, but shall affect the rights of the nominee only to the extent of the insurer's interest in the policy: Provided further that the transfer or assignment of a policy, whether wholly or in part, in consideration of a loan advanced by the transferee or assignee to the policy-holder, shall not cancel the nomination but shall affect the rights of the nominee only to the extent of the interest of the transferee or assignee, as the case may be, in the policy: Provided also that the nomination, which has been automatically cancelled consequent upon the transfer or assignment, the same nomination shall stand automatically revived when the policy is reassigned by the assignee or retransferred by the transferee in favour of the policy-holder on repayment of loan other than on a security of policy to the insurer. 5. Where the policy matures for payment during the lifetime of the person whose life is insured or where the nominee or, if there are more nominees than one, all the nominees die before the policy matures for payment, the amount secured by the policy shall be payable to the policy-holder or his heirs or legal representatives or the holder of a succession certificate, as the case may be. 6. Where the nominee or if there are more nominees than one, a nominee or nominees survive the person whose life is insured, the amount secured by the policy shall be payable to such survivor or survivors. 7. Subject to the other provisions of this section, where the holder of a policy of insurance on his own life nominates his parents, or his spouse, or his children, or his spouse and children, or any of them, the nominee or nominees shall be beneficially entitled to the amount payable by the insurer to him or them under sub-section (6) unless it is proved that the holder of the policy, having regard to the nature of his title to the policy, could not have conferred any such beneficial title on the nominee. 8. Subject as aforesaid, where the nominee, or if there are more nominees than one, a nominee or nominees, to whom sub-section (7) applies, die after the person whose life is insured but before the amount secured by the policy is paid, the amount secured by the policy, or so much of the amount secured by the policy as represents the share of the nominee or nominees so dying (as the case may be), shall be payable to the heirs or legal representatives of the nominee or nominees or the holder of a succession certificate, as the case may be, and they shall be beneficially entitled to such amount. 9. Nothing in sub-sections (7) and (8) shall operate to destroy or impede the right of any creditor to be paid out of the proceeds of any policy of life insurance. 10. The provisions of sub-sections (7) and (8) shall apply to all policies of life insurance maturing for payment after the commencement of the Insurance Laws (Amendment) Act, 2015. 11. Where a policy-holder dies after the maturity of the policy but the proceeds and benefit of his policy has not been made to him because of his death, in such a case, his nominee shall be entitled to the proceeds and benefit of his policy. 12. The provisions of this section shall not apply to any policy of life insurance to which section 6 of the Married Women's Property Act, 1874, applies or has at any time applied: Provided that where a nomination made whether before or after the commencement of the Insurance Laws (Amendment) Act, 2015, in favour of the wife of the person who has insured his life or of his wife and children or any of them is expressed, whether or not on the face of the policy, as being made under this section, the said section 6 shall be deemed not to apply or not to have applied to the policy.

14. Assignment shall be governed as per section 38 of the Insurance Act, 1938 as amended from time to time.

An extract 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 from time to time. The entire Section 38 is reproduced below:

1. A transfer or assignment of a policy of insurance, wholly or in part, whether with or without consideration, may be made only by an endorsement upon the policy itself or by a separate instrument, signed in either case by the transferor or by the assignor or his duly authorised agent and attested by at least one witness, specifically setting forth the fact of transfer or assignment and the reasons thereof, the antecedents of the assignee and the terms on which the assignment is made. 2. An insurer may, accept the transfer or assignment, or decline to act upon any endorsement made under sub-section (1), where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the policy-holder or in public interest or is for the purpose of trading of insurance policy. 3. The insurer shall, before refusing to act upon the endorsement, record in writing the reasons for such refusal and communicate the same to the policy-holder not later than thirty days from the date of the policy-holder giving notice of such transfer or assignment. 4. Any person aggrieved by the decision of an insurer to decline to act upon such transfer or assignment may within a period of thirty days from the date of receipt of the communication from the insurer containing reasons for such refusal, prefer a claim to the Authority. 5. Subject to the provisions in sub-section (2), the transfer or assignment shall be complete and effectual upon the execution of such endorsement or instrument duly attested but except, where the transfer or assignment is in favour of the insurer, shall not be operative as against an insurer, and shall not confer upon the transferee or assignee, or his legal representative, any right to sue for the amount of such policy or the moneys secured thereby until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or a copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer: Provided that where the insurer maintains one or more places of business in India, such notice shall be delivered only at the place where the policy is being serviced. 6. The date on which the notice referred to in sub-section (5) is delivered to the insurer shall regulate the priority of all claims under a transfer or assignment as between persons interested in the policy; and where there is more than one instrument of transfer or assignment the priority of the claims under such instruments shall be governed by the order in which the notices referred to in sub-section (5) are delivered: Provided that if any dispute as to priority of payment arises as between assignees, the dispute shall be referred to the Authority. 7. Upon the receipt of the notice referred to in sub-section (5), the insurer shall record the fact of such transfer or assignment together with the date thereof and the name of the transferee or the assignee and shall, on the request of the person by whom the notice was given, or of the transferee or assignee, on payment of such fee as may be specified by regulations, grant a written acknowledgement of the receipt of such notice; and any such acknowledgement shall be conclusive evidence against the insurer that he has duly received the notice to which such acknowledgment relates. 8. Subject to the terms and conditions of the transfer or assignment, the insurer shall, from the date of the receipt of the notice referred to in sub-section (5), recognize the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall be subject to all liabilities and equities to which the transferor or assignor was subject at the date of the transfer or assignment and may institute any proceedings in relation to the policy, obtain a loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to such proceedings. Explanation.— Except where the endorsement referred to in sub-section (1) expressly indicates that the assignment or transfer is conditional in terms of sub- section (10) hereunder, every assignment or transfer shall be deemed to be an absolute assignment or transfer and the assignee or transferee, as the case may be, shall be deemed to be the absolute assignee or transferee respectively. 9. Any rights and remedies of an assignee or transferee of a policy of life insurance under an assignment or transfer effected prior to the commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by the provisions of this section. 10. Notwithstanding any law or custom having the force of law to the contrary, an assignment in favour of a person made upon the condition that — (a) the proceeds under the policy shall become payable to the policy-holder or the nominee or nominees in the event of

either the assignee/or transferee predeceasing the insured; or (b) the insured surviving the term of the policy, shall be valid: Provided that a conditional assignee shall not be entitled to obtain a loan on the policy or surrender a policy. 11. In the case of the partial assignment or transfer of a policy of insurance under sub-section (1), the liability of the insurer shall be limited to the amount secured by partial assignment or transfer and such policy-holder shall not be entitled to further assign or transfer the residual amount payable under the same policy.

15. 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 by us; 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 the Policy has not acquired any paid-up value

16. 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.

17. Fraud and Misstatement

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

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

Section 45 of Insurance Act, 1938 (as amended from time to time) "Policy not to be called in question on ground of misstatement after three years" is reproduced below-

1. No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later. 2. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based. Explanation I- For the purposes of this sub-section, the expression "fraud" means any of the following acts committed by the 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. Explanation II- Mere silence as to facts likely to affect the assessment of the risk by the insurer is not fraud, unless the circumstances of the case are such that regard being had to them, it is the duty of the insured or his agent, keeping silence to speak, or unless his silence is , in itself, equivalent to speak. 3. Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the mis-statement of a or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive. Explanation –A person who solicits and negotiates a contract of insurance shall be deemed for the purpose of the formation of the contract, to be the agent of the insurer. 4. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based: Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation. Explanation- For the purposes of this sub-section, the mis-statement of or suppression of fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer, the onus is on the insurer to show that had the insurer been aware of the said fact no life insurance

policy would have been issued to the insured. 5. Nothing in this sections shall prevent the insurer from calling 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 that the age of the life assured was incorrectly stated in the proposal.

18. 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.

19. 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.

20. 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

21. 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

22. Grievance Redressal

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

IRDAI Regn No. 143. CIN: U66010MH2008PLC183679

a. An acknowledgment to all such grievances received will be sent immediately 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 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 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:

Consumer Affairs Department,

Insurance Regulatory and Development Authority of India,

Sy. No. 115/1, Financial District, Nanakramguda

Gachibowli, Hyderabad- 500032, Telangana

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

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

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

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

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

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

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

Disclaimers

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

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

Annexure I: Guaranteed Surrender Value Factors

GSV as % of Total Premiums paid		
Year of Surrender / Policy Term	**12**	**15**
1	0%	0%
2	30%	30%
3	35%	35%
4	50%	50%
5	50%	50%
6	50%	50%
7	50%	50%
8	60%	56%
9	70%	61%
10	80%	67%
11	90%	73%
12	90%	79%
13	NA	84%
14	NA	90%
15	NA	90%

GSV as % of Total Accrued Guaranteed Addition		
Year of Surrender / Policy Term	**12**	**15**
1	0%	0%
2	4%	4%
3	7%	5%
4	9%	7%
5	12%	9%
6	14%	11%
7	17%	13%
8	19%	15%
9	22%	17%
10	24%	19%
11	27%	21%
12	30%	23%
13	NA	26%
14	NA	28%
15	NA	30%

Annexure B - List of Ombudsmen

Office of the Insurance Ombudsman - Ahmedabad Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in Area of Jurisdiction - Gujarat, Dadra & Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman - Bhopal Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@cioins.co.in Area of Jurisdiction - Madhya Pradesh & Chhattisgarh
Office of the Insurance Ombudsman - Bhubaneshwar 62, Forest Park, BHUBNESHWAR – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 – 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in Area of Jurisdiction - Odisha	Office of the Insurance Ombudsman - Chandigarh S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, CHANDIGARH – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 – 2708274 Email: bimalokpal.chandigarh@cioins.co.in Area of Jurisdiction - Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh
Office of the Insurance Ombudsman - Chennai Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 – 24333664 Email: bimalokpal.chennai@cioins.co.in Area of Jurisdiction - Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)	Office of the Insurance Ombudsman – New Delhi 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 – 23230858 Email: bimalokpal.delhi@cioins.co.in Area of Jurisdiction – Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonepat & Bahadurgarh
Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 – 2732937 Email: bimalokpal.guwahati@cioins.co.in Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh,Nagaland and Tripura	Office of the Insurance Ombudsman - Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 – 23376599 Email: bimalokpal.hyderabad@cioins.co.in Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Puducherry
Office of the Insurance Ombudsman - Ernakulam 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 – 2359336 Email: bimalokpal.ernakulam@cioins.co.in Area of Jurisdiciton - Kerala, Lakshadweep, Mahe – a part of Puducherry	Office of the Insurance Ombudsman - Kolkata Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 – 22124341 Email: bimalokpal.kolkata@cioins.co.in Area of Jurisdiction - West Bengal, Sikkim, Andaman & Nicobar Islands
Office of the Insurance Ombudsman - Lucknow 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 – 2231310 Email: bimalokpal.lucknow@cioins.co.in Area of Jurisdiction - Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi,Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli,Sravasti, Gonda, Faizabad, Amethi,Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur,Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar	Office of the Insurance Ombudsman - Noida Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, UTTAR PRADESH (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in Area of Jurisdiction - State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj,Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

Office of the Insurance Ombudsman - Jaipur Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in Area of Jurisdiction – Rajasthan	Office of the Insurance Ombudsman – Pune Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, PUNE – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in Area of Jurisdiction - Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Office of the Insurance Ombudsman - Bengaluru Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, BENGALURU – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in Area of Jurisdiction – Karnataka	Office of the Insurance Ombudsman – Mumbai 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), MUMBAI - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in Area of Jurisdiction – Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
Office of the Insurance Ombudsman – Patna 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA – 800006 Tel No: 0612-2680952 Email id : bimalokpal.patna@cioins.co.in Area of Jurisdiction - Bihar, Jharkhand	

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