PART B

Definitions

We have listed below a few words, terms and phrases which have been used in this Policy along with their meaning for Your easy reference.

Word	Meaning
Age	Age as on last birthday in completed years on the Policy Commencement Date and on any subsequent Policy Anniversary.
Annexure	Means any annexure, endorsement attached to this Policy as changed/ modified and issued by Us from time to time.
Annualized Premium	Annualized Premium shall be the Premium 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 a Minor.
Assignment	Assignment is the process through which Policyholder can assign the rights and benefits under the Policy to any other person / entity by virtue of an assignment under section 38 of the Insurance Act, 1938 as amended from time to time.
Base Policy	Means this Policy excluding any Rider(s) attached to it.
Beneficiary or Claimant	The person entitled to receive the Policy benefits as per the terms and conditions of this Policy and applicable laws, and includes the Policyholder, Nominee(s) (if valid nomination is effected), Assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or Assignee(s) is/are not alive at the time of claim
Customer Information Sheet (CIS)	To ensure that policyholders are well-informed about their coverage, rights, and responsibilities, the Company has provided a summary document known as the "Customer Information Sheet" along with this Policy Document.
Extra Premium	An additional amount payable by You, which is determined by Us in accordance with Our Board Approved Underwriting Policy. This is determined on the basis of information provided by You in the Proposal Form or on the basis of any other information submitted to Us or through medical examination of the Life Assured subject to Your consent. e.g., We may charge an Extra Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 30 (Thirty) days from the date of receipt of the Policy whether received electronically or otherwise.
First Unpaid Premium (FUP) Date	Means the date from where the Premium is due however not paid by the Policyholder.
Grace Period	A period of 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, and without any penalty or late fee. During this period the Policy will be considered to be In-force with the risk cover without any interruption, as per terms and conditions of the Policy.
In-force status or In-force	Means a condition during the Policy Term, wherein the Policyholder has paid all the due Premiums as per the terms and conditions of this Policy.
Instalment Premium or Premium	An amount that You pay Us during the Premium Paying Term for securing the benefits under the Base Policy exclusive of applicable taxes, if any. The Premium payable under the Base Policy will be determined by Us on the basis of the Premium Payment Mode chosen by You and the applicable Modal Factor. Your Premium is specified in the Policy Schedule.
Lapse	Means the state of Policy upon non-payment of Premium within the Grace Period.
Life Assured	The person on whose life this Policy has been issued by Us.

Word	Meaning
Maturity Date	The date on which the Policy Term concludes and is specified in the Policy Schedule.
Major	Means a person who has attained the legal age of majority or adulthood.
Minor	Means a person below the legal age of majority or adulthood.
Modal Factor	A factor used by Us for calculating the Instalment Premium payable by You under this Policy, if You have opted to pay the Premium other than yearly mode.
Nominee(s)	Nominee(s) is the person nominated by the Policyholder under this Policy in terms of Section 39 of the Insurance Act, 1938, as amended from time to time, who is authorized to receive the claim benefit payable under this Policy upon death of the Life Assured and to give a valid discharge to the Company on settlement of the claim.
Policy or Policy Document	This IndiaFirst Life Value Shield Plus, which includes this Policy wording (as may be changed/ modified by Us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which form a part of this Policy. This Policy includes the entire contract of insurance between You and Us.
Policy Anniversary	The annual anniversary of the Policy Commencement Date.
Policy Commencement Date	The date specified in the Policy Schedule on which the Policy commences.
Policy Schedule	The schedule attached to this Policy as **Annexure A** and if We have issued a revised policy schedule, then, such revised policy schedule.
Policy Term	The period which starts on the Policy Commencement Date and ends on the Maturity Date.
Policy Year	A period of 12 (Twelve) consecutive months starting from the Policy Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Policy Term.
Premium Paying Term	The period during which You need to pay Your Premiums to Us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.
Proposal Form	Means a form to be filled in by the prospect in physical or electronic form, for furnishing the information including material information, if any, as required by the Insurer in respect of a risk, in order to enable the Insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.
Regulatory Authority or 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.
Revival	Means restoration of this Policy, which was discontinued due to the non-payment of Premium, by Us with all the benefits mentioned in the Policy Document, with or without Rider Benefits, if any, upon the receipt of all the Premiums due and other charges or late fee, if any, during the Revival Period, as per the terms and conditions of this Policy, upon being satisfied as to the continued insurability of the Life Assured or Policyholder on the basis of the information, documents and reports furnished by the Policyholder, in accordance with Board approved underwriting policy.
Revival Period	Means the period of 5 (Five) consecutive complete years from the First Unpaid Premium Date.

Word	Meaning
Rider	Means the insurance cover(s) added to this Base Policy for additional Premium or charge. These are optional benefits which are in addition to basic benefits under this Base Policy.
Rider Benefit(s)	Means an amount of benefit payable on occurrence of a specified event covered under the Rider(s) purchased by You, and is an additional benefit to the benefit under this Base Policy. 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.
Sum Assured on Death	Means an absolute amount of benefit which is guaranteed to become payable on death of the Life Assured in accordance with the terms and conditions of this Policy.
Surrender	Means complete withdrawal or termination of this entire Policy.
Total Premiums Paid	Means total of all the Premiums paid under this Base Policy, excluding any Extra Premium and taxes, if collected explicitly.
We or Us or Our or Insurer or Company	IndiaFirst Life Insurance Company Limited.
You or Your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from Us.

PART - C

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, the Death Benefit shall be payable as follows in lump sum.

Death Benefit will be:

Higher of

- Sum Assured on Death; or
- 10 times of Annualized Premium; or
- 105% of Total Premiums Paid.

The Sum Assured on Death is mentioned in the Policy Schedule.

1.2 Maturity Benefit

There is no Maturity Benefit payable under this Policy.

2. Rider Benefits

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

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

Please refer to Rider brochure for more details on Rider benefits.

Rider will not be offered if the Rider Policy Term exceeds outstanding Policy Term under this Base Policy.

3. Reduced Paid-Up Benefits

Paid-up Death Benefit / Maturity Benefit - Not Applicable.

4. Surrender Benefit

Not applicable under this Policy.

5. Discontinuance of Premium Payment

Policy will Lapse after the expiry of the Grace Period from the First Unpaid Premium Date, and all the benefits will cease after expiry of the Grace Period from the First Unpaid Premium Date. The Policyholder may apply for Revival of the Policy subject to the terms and conditions of this Policy.

If the Policyholder has not revived the Policy during the Revival Period, the Unexpired Risk Premium Value, if applicable, will be payable as below:

Unexpired Risk Premium Value

Unexpired Risk Premium Value under Limited Premium mode is allowed after the completion of Premium Paying Term or after 10 (Ten) Policy Years, whichever is earlier provided all due Premiums have been paid.

The Unexpired Risk Premium Value will be calculated as follows:

30% * Total Premiums Paid * (Unexpired Policy Term / Total Policy Term)

Unexpired Risk Premium Value, if applicable, will be paid on earlier of:

a) Death of the Life Assured during the Revival Period; or
b) Expiry of Revival Period or
c) Voluntary termination (Surrender) of the Policy by the Policyholder.

Unexpired Risk Premium Value is not applicable for **Regular Premium mode.**

Unexpired Policy Term, expressed as the number of complete Policy Years remaining before Maturity Date, will be calculated as on the following dates, whichever is earlier:

- In case of a) and b) above, as on the First Unpaid Premium Date, or
- In case of c) above, as on the date of receipt of request for termination of the Policy.

6. Grace Period

You are provided a Grace Period of 15 (Fifteen) days under monthly Premium Frequency and 30 (Thirty) days for other Premium Frequency, in case You miss Your due Premium on the due dates. In case of the Life Assured's death during the Grace Period, We will pay the applicable Death Benefit after deducting the unpaid due Premium(s) till the date of death. During the Grace Period the Policy will be considered In-force.

7. Discount on Advance Premium (Renewal)

Collection of renewal Premium in advance shall be allowed within the same financial year for the Premium due in that financial year. Provided, the Premium due in one financial year may be collected in advance in earlier financial year for a maximum period of 3 (Three) months in advance of the due date of the Premium. No discount will be offered if Premium is paid within 1 (One) month prior to Premium due date. In other cases, the discount rate applicable for the quarter will be calculated on 5-year G-Sec bond yield (rounded to nearest 5 bps) as at beginning of the quarter. The same discount rate will be applicable to all the advance Premiums being paid by the Policyholder during that quarter. Any change in the said methodology for the calculation of discount on advance Premium is subject to approval of the Authority. The discount rate will be calculated from advance Premium paid date to Premium Payment due date (in complete months).

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

PART D

1. Premium Payment

Premium Payment Mode can be of the following two (2) types:

a. Regular Premium where a level Premium is paid throughout the Policy Term, or

b. Limited Premium where the Premium is paid for a limited period, which shall be less than the Policy Term.

The Premium Payment Mode applicable to this Policy is mentioned in the Policy Schedule.

Premiums can be paid in monthly/ quarterly/ half yearly/ yearly frequency. The Premiums should be paid on or before the due dates to avoid any lapsation. At any Policy Anniversary, Premium Frequency may be altered.

The mode of Premium payment and frequency will also impact the Premium amount. The following Premium Frequency factors will be multiplied to the Annualized Premium to get Instalment Premium.

Premium Frequency

Premium Frequency	Factor to be multiplied to Annualized Premium
Monthly	0.0865
Quarterly	0.2577
Half Yearly	0.5102
Annual	1.0000

1. 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 authorized 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.
2. Insurance Premium cheques must be drawn only in favor 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.

2. Reviving your Lapsed Policy (Revival)

You may revive the Lapsed Policy within 5 (Five) years from the First Unpaid Premium Date but before the Maturity Date by:

i. Submitting a written request for Revival of the Lapsed Policy.

ii. Paying all unpaid due Premiums with applicable interest from the First Unpaid Premium Date; 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 in accordance with Our Board Approved Underwriting Policy. We will always have the right to refuse the request for Revival as per Our Board Approved Underwriting Policy. The Policy will terminate and You will be entitled to receive Unexpired Risk Premium Value, if applicable, if the Lapsed Policy is not revived till the expiry of the Revival Period.

The basis used for the calculation of interest rate on Revival is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 300 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable during the next financial year. Currently, the interest rate on Revival for financial year 2026-27 is 10.50% p.a. (simple). It is arrived at by adding a margin of 300 basis points on the effective annual 10-year G-Sec rate and rounding up to the nearest 50 basis points (10.50%~ 7.08% + 3.00%). Any change on basis of determination of interest rate for Revival can be done only after prior approval of the Authority.

If the Policy is revived, then all benefits as per Policy terms and conditions will be restored as for an In-force Policy.

3. Free Look Period

You have a Free Look Period of 30 (Thirty) days from the date of receipt of the Policy Document, whether received electronically or otherwise, to review the terms and conditions of the Policy and in case You disagree to any of those terms or conditions, or otherwise, You shall have the option to return the Policy to Us for cancellation, stating the reasons for cancellation, provided that no claim has been made under the Policy.

In such an event, irrespective of the reasons mentioned 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 proposer 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 (Seven) days of receipt of the request.

4. Loan

Policy Loan is not applicable

PART E

1. Charges

This is a Non-Linked, Non-Participating, Life, Individual, Pure Risk Plan. There are no charges applicable under this Policy.

PART F

1. 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. This is the first step towards processing Your claim. The written intimation should also be accompanied with all the required documents as mentioned below:

In case of natural death

i. Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted by Us.
ii. Beneficiary/Claimant's statement and claim intimation report completely filled and signed by Beneficiary/Claimant.
iii. Valid QR code scannable Death certificate issued under section 12/17 of Registration of Births and Deaths Act, 1969 (only in case of death of the Life Assured)
iv. Original Policy Document.
v. A self-attested copy of PAN Card of Beneficiary/Claimant. In case Beneficiary/Claimant does not have a PAN Card issued on his/her name then please submit duly filled and signed Form 60.
vi. Self-attested copy of photo-identity proof and address proof of the Beneficiary(ies)/Claimant (e.g. driving license, PAN Card, passport, Voter ID card etc.)
vii. Self-attested copy of bank passbook of Beneficiary(ies)/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.
viii. Any other document or information that We may need for validating and processing the claim.

Incase of 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, 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.

Claims can be intimated through

Courier – Intimation with supporting documents can be sent to the 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

2. Suicide Exclusion

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

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

A simplified version of Section 39 of the Insurance Act 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 and any other Regulation as specified by the Authority. A simplified version of the provisions of Section 39 is provided below:

1. The policyholder of a life insurance on his own life shall nominate a person or persons to whom money secured by the policy shall be paid in the event of his death. Nomination is mandatory to facilitate payment of claim amount in case of death of life assured
2. Where the nominee is a minor, the policyholder shall appoint any person in the manner laid down by the insurer to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee.
3. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
4. Nomination can be changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
5. A notice in writing of Change of nomination must be delivered to the insurer Otherwise, insurer will not be liable for any payment under the policy made bonafide by the insured to the nominee unless it is mentioned in the text of the policy or in the registered records of the insurer.

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

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

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

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time, and any other applicable Regulation/Circulars issued by the Authority. A simplified version of the provisions of Section 38 is provided below:

1. This policy may be transferred/assigned, wholly or in part, with or without consideration.
2. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
3. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
4. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
5. The transfer or assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
6. Fee for granting a written acknowledgement of the receipt of notice of assignment or transfer assignment may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority.

7. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
8. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
9. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is (a) not bona-fide 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
14. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
15. where the transfer or assignment is made upon condition that
16. 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
17. the insured surviving the term of the policy
18. 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.
19. 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
20. 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
21. may institute any proceedings in relation to the policy
22. 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
23. 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 other applicable regulatory provisions and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938, as amended from time to time, and any other applicable Regulation/Circulars issued by the Authority for complete and accurate details.]

5. Policy Ceases/ Ends/ Terminates

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

1. Upon death of the Life Assured; or
2. On the date of payment of all the applicable benefits under this Policy; or
3. On the date of acceptance of free look cancellation request; or
4. Upon acceptance of the request for voluntary termination (Surrender); or
5. On the expiry of the Revival Period provided We have not received the due unpaid Premiums from You before the expiry of such period; or
6. On Maturity Date.

6. Change of Address

You are required to inform Us in writing, about any change in Your/ Beneficiary/Claimant's address with address proof. This will ensure that Our correspondence reaches You/ the Beneficiary/Claimant'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.

7. Fraud and Misstatement

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

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

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

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

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

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

[Disclaimer: This is the exact text of Section 45 and other applicable regulatory provisions and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Act, 1938 , as amended from time to time, and other applicable Regulations/ Circulars issued by the Authority for complete and accurate details.]

8. 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.

9. 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.

10. 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/ 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

11. 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 of a duplicate Policy Document, the original Policy Document will cease to have any legal effect.

PART G

1. Policy Servicing & Grievance Handling Mechanism

You may contact Us in case of any grievance 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 - 400063.

Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com. IRDAI Regn No. 143. CIN: U66010MH2008PLC183679

1. An acknowledgment to all such grievances received will be sent immediately from the date of receipt of the grievance.
2. A written communication giving reasons of either redressing or rejecting the grievance will be sent to You within 14 (Fourteen) days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 (Eight) weeks from the date of registration of grievance, We will treat the complaint as closed.
3. However, if You are not satisfied with Our resolution provided or have not received any response within 14 (Fourteen) 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.
4. If You are not satisfied with the resolution or have not received any response within 14 (Fourteen) days then You can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure 'B'.
5. Further, You may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details.

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

Email ID: complaints@irdai.gov.in

You can also register Your complaint online at

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

Address for communication for complaints by paper:

Policyholder Protection & Grievance Redressal Department (PPGR),

Insurance Regulatory and Development Authority of India,

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

Gachibowli, Hyderabad- 500032 Telangana

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

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

1. Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999;
2. Any partial or total repudiation of claims by the life insurer, general insurer or health insurer;
3. Disputes over premium paid or payable in terms of insurance policy;
4. Misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
5. Legal construction of insurance policies in so far as the dispute relates to claim;
6. Policy servicing related grievances against insurers and their agents and intermediaries;
7. 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;
8. Non issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance; and
9. 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. Taxes are subject to change from time to time.

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

BEWARE OF SPURIOUS AND FICTITIOUS/ FRAUDULENT PHONE CALLS!

IRDAI or its officials are 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.

Annexure B - List of Ombudsmen

Office of the Insurance Ombudsman - Ahmedabad Jeevan Prakash Building, 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in Area of Jurisdiction - Gujarat, Dadra & Nagar Haveli, Daman and Diu	Office of the Insurance Ombudsman – Bhopal Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL – 462 003.Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in Area of Jurisdiction - Madhya Pradesh & Chhattisgarh
Office of the Insurance Ombudsman - Bhubaneshwar 62, Forest Park, BHUBNESHWAR – 751 009. Tel.: 0674 - 2596461 /2596455 Email: bimalokpal.bhubaneswar@cioins.co.in Area of Jurisdiction - Odisha	Office of the Insurance Ombudsman – Chandigarh S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, CHANDIGARH – 160 017. Tel.: 0172 - 2706196 / 2706468 Email: bimalokpal.chandigarh@cioins.co.in Area of Jurisdiction - Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
Office of the Insurance Ombudsman - Chennai Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Email: bimalokpal.chennai@cioins.co.in Area of Jurisdiction - Tamil Nadu, –Pondicherry Town and Karaikal (which are part of Pondicherry)	Office of the Insurance Ombudsman – New Delhi 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI – 110 002. Tel.: 011 - 23239633 / 23237532 Email: bimalokpal.delhi@cioins.co.in Area of Jurisdiction – Delhi
Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Email: bimalokpal.guwahati@cioins.co.in Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Office of the Insurance Ombudsman – Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel.: 040 - 65504123 / 23312122 Email: bimalokpal.hyderabad@cioins.co.in Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry
Office of the Insurance Ombudsman - Ernakulam 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Email: bimalokpal.ernakulam@cioins.co.in Area of Jurisdiciton - Kerala, Lakshadweep, Mahe – a part of Pondicherry	Office of the Insurance Ombudsman – Kolkata Hindustan Bldg. Annex, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Email: bimalokpal.kolkata@cioins.co.in Area of Jurisdiction - West Bengal, Sikkim, Andaman & Nicobar Islands
Office of the Insurance Ombudsman - Lucknow 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331 Email: bimalokpal.lucknow@cioins.co.in Area of Jurisdiction - Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar	Office of the Insurance Ombudsman – Noida Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, UTTAR PRADESH (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in Area of Jurisdiction - State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
Office of the Insurance Ombudsman - Jaipur Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in Area of Jurisdiction – Rajasthan	Office of the Insurance Ombudsman – Pune Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, PUNE – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in Area of Jurisdiction - Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Email: bimalokpal.guwahati@cioins.co.in Area of Jurisdiction - Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh,Nagaland and Tripura	Office of the Insurance Ombudsman – Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004. Tel.: 040 - 65504123 / 23312122 Email: bimalokpal.hyderabad@cioins.co.in Area of Jurisdiction - Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry

Office of the Insurance Ombudsman - Bengaluru Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, BENGALURU – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@cioins.co.in Area of Jurisdiction – Karnataka	Office of the Insurance Ombudsman – Mumbai 3rd Floor, Jeevan Seva Annex, S. V. Road, Santacruz (W), MUMBAI - 400 054. Tel.: 022 - 26106552 / 26106960 Email: bimalokpal.mumbai@cioins.co.in Area of Jurisdiction – Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
Office of the Insurance Ombudsman – Patna 2nd Floor, Lalit Bhawan, Bailey Road PATNA – 800001 Tel No: 0612-2547068 Email id: bimalokpal.patna@cioins.co.in. Area of Jurisdiction - Bihar, Jharkhand	