INDIAFIRST LIFE

AIM | ASSURED INCOME FOR MILESTONES

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

I AIM FOR MY GOALS AND I GET PAID TO ACHIEVE THEM.

- GET ASSURED INCOME FOR UP TO 40 YEARS[1]
- GET INCOME IMMEDIATELY[2] OR DEFER[3] IT AS PER YOUR NEEDS
- GET ENHANCED PROTECTION THROUGH RIDERS[4]
- GET ASSURED MATURITY BENEFITS[5] + UP TO 10X[6] LIFE COVER
- GET LIFE COVER CONTINUANCE[7]

IndiaFirstLife | PROMOTED BY बैंक ऑफ़ बड़ौदा Bank of Baroda

1. Available Policy Term options are 15/20/30/40 Years.
2. Income will start from end of 1st policy month if immediate income option is selected with monthly income payout frequency.
3. Income can be received from end of 10th Policy year or Premium Payment Term whichever is later.
4. Riders available under this plan are IndiaFirst Life Waiver of Premium Rider (UIN 143B017V01), IndiaFirst Life Accidental Death Benefit Rider (UIN 143B019V01) and IndiaFirst Life Total and Permanent Disability Rider (UIN 143B021V01). Rider benefits are provided at additional cost. For more details, please refer the rider brochure, https://www.indiafirstlife.com/life-insurance-riders.
5. Maturity Benefit will vary as per the Plan option and Income variant Chosen. Also, Income for last policy year is a part of maturity benefit.
6. For age 0 to 50 yrs – 10x or 7x Life cover and For age 51 years and above – 5x Life cover.
7. Life Cover continues for 1 year from the date of first unpaid premium, provided at least two full years premium has been paid.

Part- A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

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

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

DD/MM/YYYY

IndiaFirst Life Assured Income for Milestones Plan – UIN: 143N101V01
A Non-Participating, Non-Linked, Individual, Savings Life Insurance Plan

Dear Customer,

Congratulations!

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

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

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

Such a request received by us for Free Look Cancellation of the Policy shall be processed and Premium shall be refunded within 7 days of receipt of the request, subject to applicable deductions.

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

Thank you once again for choosing IndiaFirst Life.

Yours truly,

Authorised Signatory

IndiaFirstLife

Insurance Intermediary/Agent Details

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

IndiaFirst Life Assured Income for Milestones Plan
A Non- Participating, Non-Linked Individual, Savings Life Insurance Plan
UIN [143N101V01]

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

II. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Life Assured Income for Milestones Plan
UIN:	143N101V01
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

Plan Option: <Income Option /Income Plus Option/Income with Enhanced Maturity Option>
Income Variant: <Immediate Income/Deferred Income>

Policy Term (In Years):	Premium Paying Term (In Years):
Premium Payment Mode: <Annual/ Half Yearly/ Quarterly / Monthly>	Income Payment Frequency: <Annual/ Half Yearly/ Quarterly / Monthly>
Sum Assured on Maturity (In INR):	Income (in INR): Rs <>
Income Start Date: DD|MM|YY|	Income End Date: DD|MM|YY|
Sum assured on Death at Inception	Due Date for Payment of Last Regular Premium: DD|MM|YY|
Instalment Premium (in INR): Rs <>	Next Premium Due Date: DD|MM|YY|
Annualized Premium (In INR): Rs <>	Extra Premium, if any: Rs <>
Applicable Taxes (in INR): Rs <>	Total Premium (including Applicable Taxes) in INR: Rs <>

IV. Rider Premium and Benefit Details

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

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

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

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

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

*If any of the Nominees 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 Nominee under this Policy.

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

VI. Insurance Intermediary/Agent Details

Name:	
Insurance Agent/Intermediary Code. :	
Telephone No.:	
Address:	
Email ID:	

VII. Special Conditions

NIL	

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

PART B

Definitions

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

Word	Meaning
Age	Age as at the last birthday on the Policy Commencement Date.
Annexure	Any Annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time.
Annualized Premium	The Premium payable in a year, excluding, the taxes, Rider Premiums, underwriting Extra Premiums and loadings for modal Premiums.
Appointee	The person appointed by you to receive the benefits under this Policy, if the Nominee is less than 18 (Eighteen) years of Age.
Assignee	The person to whom the rights and benefits are transferred by virtue of an Assignment.
Assignment	The process through which Policyholder can assign the rights and benefits under the policy to any other person / entity by virtue of an Assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time.
Beneficiary/Claimant	The person entitled to receive the Policy benefits as per the terms and conditions of the policy and applicable laws, and includes the Policyholder, Nominee(s) (if valid Nomination is effected), Assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or Assignee(s) is/are not alive at the time of claim.
Customer Information Sheet (CIS)	To ensure that policyholders are well-informed about their coverage, rights, and responsibilities, the company has provided a detailed document known as the "Customer Information Sheet" along with this Policy Document.
Death Benefit	The benefit payable on Death of the Life Assured, as specified in PART C of this Policy Document.
Extra Premium	An additional amount payable by you, which is determined by us in accordance with our underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured subject to your consent. For example, we may charge an Extra Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 30 days from the date of receipt of the Policy whether received electronically or otherwise during this period you can return the Policy if you disagree to any of the terms and conditions of your Policy.
First Unpaid Premium Date	Date from when 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.
Income	Income means the Percentage of the Annualized Premium Policyholder will be eligible for at the start of the Policy Term.
Income Option	This option provides regular level income throughout the policy term, excluding the last policy year. Upon maturity, a lumpsum amount equal to Sum Assured on Maturity (SAM) will be payable.
Income Plus Option	This option provides regular level income throughout the last policy year excluding the last policy year. Upon maturity, the benefit equals to at least return of premiums at the end of the policy term shall be payable.
Income with Enhanced Maturity Option	This option provides regular level income throughout the policy term, excluding last policy year. Upon maturity, the benefit equals to at least 150% of return of premiums at the end of the policy term.

Word	Meaning
Income Variant	In this plan, the Income variant offers a choice to the customer on as to when they want their Regular Income to start. There are 2 Income variants available under this plan – Immediate Income and Deferred Income. For more details on the Income variant chosen under this policy, please refer Part C of this document.
Income Payment Frequency	Income Payment Frequency can be Yearly, Half-yearly, Quarterly or Monthly and is the frequency at which the Income if applicable, will be paid out to the Life Assured. For more details on Income Payment Frequency, please refer Part C of this document.
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 is specified in the Policy Schedule.
Lapse	State of Policy upon non-payment of Premium within the Grace Period, provided Policy has not acquired any paid-up value.
Life Assured	The person on whose life this Policy has been issued by us.
Maturity Benefit	This is the amount you receive on the Maturity Date, provided the Life Assured is alive, as specified in PART C of this Policy Document.
Minor	Person below the legal Age of majority or adulthood. In case the Life Insured is a minor, the policy will automatically vest on Life Insured on attainment of majority of the Life Insured
Modal Factor	A factor used by us for calculating the instalment Premium payable by You under this Policy, if you have opted to pay the Premium other than yearly mode.
Nominee(s)	Nominee is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim.
Nomination	Nomination is as per section 39 of the Insurance Act, 1938 as amended from time to time.
Paid-Up Mode	Under this Policy, if one full annual Premium has been paid, this Policy will not terminate on non-payment of subsequent due Premium(s) but continue under Paid Up Mode.
Plan Options	There are 3 Plan options available in this policy. Income Option, Income Plus Option & Income with Enhanced Maturity Option.
Policy or Policy Document	This IndiaFirst Life Assured Income for Milestone Plan, which includes this Policy wording (as may be changed/ modified by us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which form a part of this Policy. This Policy includes the entire contract of insurance between you and us.
Policy Anniversary	The annual anniversary of the Policy Commencement Date.
Policy Commencement Date	The date specified in the Policy Schedule on which the Policy commences.
Policy Schedule	The schedule attached to this Policy as Annexure A and if we have issued a revised Policy Schedule, then, such revised Policy Schedule.
Policy Term	The period which starts on the Policy Commencement Date and ends on the Maturity Date.
Policy Year	A period of 12 (Twelve) consecutive months starting from the Policy Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Policy Term.
Premium	An amount that you pay us for securing the benefits under this Policy. This is specified in the Policy Schedule.
Premium Paying Term	The time period during which you need to pay your Premiums regularly to us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.
Proposal Form	The Proposal Form completed and submitted by you based on which we have issued this Policy to you.

Word	Meaning
Reduced Paid – Up Policy	If we have received all the due Premiums from you for the first full Policy Year then, this Policy will not terminate but continue as Reduced Paid-up Policy.
Rider	Rider means the insurance cover(s) added to a base product for additional Premium These are benefits which are in addition to basic benefits under the Policy.
Rider benefit	An amount of benefit payable on occurrence of a specified event covered under the rider(s) purchased by you, and is an additional benefit to the benefit under the base product. The Rider(s) purchased by you, if any, is mentioned in the Policy Schedule.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule.
Regulatory Authority	The Insurance Regulatory and Development Authority of India (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	Revival of a Policy means restoration of a Lapsed/ Reduced Paidup Policy as per the terms and conditions of the Policy.
Revival Period	The period of 5 (Five) consecutive years from the date of first non-payment of Premium during which you can pay the due unpaid Premiums with interest/Late fees to us and comply with the conditions specified in Part D, as the case may be, for reviving the Policy.
Special Surrender Value	The Special Surrender Value will be used by us for determining the Surrender Value payable under this Policy upon Surrender of this Policy.
Surrender	The complete withdrawal or termination of the entire Policy contract.
Surrender Value	The amount, if any, that becomes payable on Surrender of a Policy during its Policy Term, in accordance with the terms and conditions of the Policy.
Total Premiums Paid	Total of all the Premiums paid under the base product, excluding any Extra Premiumand taxes, if collected explicitly.
We/we or Us/us or Our/our or Insurer or Company	IndiaFirst Life Insurance Company Limited.
You/you or Your/your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us.

PART - C

<< Only one of the below sections, either for Income Option or Income Plus Option or Income with Enhanced Maturity Option shall be printed >>

< For Income Option >

This option provides regular level Income throughout the Policy Term, excluding the last policy year. Upon Maturity, a lumpsum Benefit equal to sum assured on maturity (SAM)shall be payable. .

1. Benefits under the Policy

1.1. Death Benefit

In case of death of the Life Assured during the Policy Term, when the Policy is in force and all due Premiums have been paid, the Death Benefit will be payable, and the Policy will terminate.

The Death Benefit shall be highest of :

i. Sum Assured on Death (SAD)

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

iii. Surrender Value as on the date of death

where SAD is:

For Age 0 to 50 years –

- 7 times or 10 times of Annualized Premium, depending on the Death Benefit Multiple chosen by the policyholder and

For Age 51 and above –

- 5 times of Annualized Premium.

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

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e. a(n)(12)) i.e. S/a(n)(12) where n is the instalment period of 5 years. The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

The annuity factor defined above will not be changed once the instalment payment starts.

Upon the payment of the Death Benefit, the Policy will terminate.

1.2. Survival Benefit

On survival up to the end of the Policy Term, provided the policy is in force and all due premiums have been paid. The Income starts basis the following Income Variant options -

For Immediate Income Option – Regular Income will start Immediately and will be payable in arrears till the end of the Policy Term, excluding the last policy year.

For Deferred Income Option – Regular Income will start from the end of 10th Policy Year or PPT, whichever is later and will be payable in arrears till the end of the Policy Term, excluding the last Policy Year

Where, Regular Income = X% of Annualized Premium

Income factors for sample Age and Policy Term for Annualized Premium band Rs 48,000 to 99,999, PPT 10 yrs and Sum assured Multiple 10x.

Income Variant	Immediate		Deferred			
Age/PT	30	40	15	20	30	40
30	48.67%	44.57%	204.97%	129.52%	89.19%	76.76%
40	46.62%	42.15%	201.88%	126.76%	86.74%	74.32%
50	41.58%	36.57%	192.25%	119.24%	79.76%	67.95%

Income Payment Frequency

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

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

The Income benefits will be payable in arrears as per the Income frequency chosen.

At any Policy Anniversary, Income frequency may be altered as per the Policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

Save the Date

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

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

In such a case, the benefi-t applicable for the Policy Year when it is due, would be increased for the deferment period, i.e., the period between the Policy Anniversary and the Special Date, by accumulating the benefi-t at an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to the approval by the Authority. However, the last instalment due on end of the Policy Term shall be paid on the date of Maturity only, and not on Special Date.

If this option is chosen, then the Policyholder will neither have choice to change the Income bene-fit frequency for rest of the Policy Term, nor change the chosen date in the future.

Income in Advance

At any time during the Income benefit period, the Policyholder shall have a flexibility to receive the Income in advance, which shall be the Income benefit discounted at the rate of 8.5% p.a.

This option is applicable only for annual Income frequency policies and should be placed at least one month before the completion of Policy Year.

1.3. Maturity Benefit

Sum Assured on Maturity shall be paid to the Policyholder on survival up to the end of the Policy Term provided the Policy is in force and all due Premiums have been paid.

Where, Sum Assured on Maturity (SAM) equals to X% of Annualized Premium.

2. Paid - Up /Reduced Paid – Up Benefits

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

2.1. Death Benefit under Reduced Paid-up Policy:

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

i. Paid-up Sum Assured on Death

ii. Applicable Surrender Value as on the date of death

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

where

Paid-up Sum Assured on Death is

Sum Assured on Death * (Total numbers of Premiums paid) / (Total Number of Premiums payable);

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

Paid – up Survival Benefit shall be paid to the Policyholder on survival up to the end of the Policy Term, except the last policy year provided the Policy is in reduced paid-up status.

Paid – Up Survival benefit is –

The paid-up regular Income will be adjusted, over a period of Min (PPT+3, PT) Less number of full year's Premium Paid, for reduction of any excess survival benefit paid out before the policy was converted to reduced paid up.

The adjusted survival benefit is further floored to 10% of paid up regular income

where

Paid-up Regular Income is

(Regular Income) * (Total numbers of Premiums paid) / (Total Number of Premiums payable)

2.3. Maturity Benefit under the Reduced Paid Up

Paid up Maturity benefit shall be paid to the Policy Holder on survival upto the end of the Policy term provided the policy is in reduced paid up status

Paid Up Sum assured on Maturity is

Sum Assured on Maturity * (Total numbers of premiums paid) / (Total Number of premiums payable)

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

3. Surrender Benefit

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

Calculation of Guaranteed Surrender Value (GSV)

The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least two consecutive years.

GSV = GSV factor * Total Premiums Paid

less

sum of all Survival already paid up to the date of Surrender, If any.

The GSV factors are provided in Annexure C.

Calculation of Special Surrender Value (SSV)

Special Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received. It is based on the notional asset share, which it reflects, subject to a minimum floor derived from the Expected Present Value (EPV) of reduced paid-up benefits.

The SSV will be calculated as follows:

Expected present value of paid-up Death Benefit

plus

Expected present value of paid-up survival benefit

Plus

Expected present value of paid up Maturity Benefit

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

Interest rate is derived using the following approach:

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

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

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

4. Policy Lapse

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

5. 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 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 the approval by the authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

6. Life Cover Continuance Benefit

Full Death Benefit will remain in force for a period of one year (Life Cover Continuance period) from the date of first unpaid Premium if at least 2 full year's Premium has been paid.

At the end of life cover continuance period, the Policyholder will have the following options to exercise:-

- Pay all the due Premiums with interest as applicable and revive the Policy.
- Pay one due annual Premium with interest (as applicable to Revival) and extend the life cover continuance benefit period.
- Not pay due Premium and hence continue the Policy with reduced paid up benefits.

- In case the Policyholder dies, the due Premium before the date of occurrence of the death will be deducted from the Death Benefit.

7. Rider Benefit

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

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

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

c) IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01).

The terms and conditions of the Riders will be applicable as approved.

Rider will not be offered if the term of the Rider exceeds outstanding Premium Paying Term under the base Policy

8. Grace Period

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.

In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due Premiums till date of death or date of the covered event. During this period the Policy will be considered in-force.

PART - C

< For Income Plus Option>

This option provides regular level Income throughout the Policy Term, excluding the last policy year. UponMaturity a lumpsum Benefit equals to at least return of Premiums at the end of the Policy Term shall be payable basis the Income Variant option opted.

1. Benefits under the Policy

1.1. Death Benefit

In case of death of the Life Assured during the Policy Term, when the Policy is in force and all due Premiums have been paid, the Death Benefit will be payable, and the Policy will terminate.

The Death Benefit shall be highest of:

iv. Sum Assured on Death (SAD)

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

vi. Surrender Value as on the date of death

where SAD is:

For Age 0 to 50 years –

- 7 times or 10 times of Annualized Premium, depending on the Death Benefit Multiple chosen by the Policyholder and

For Age 51 and above –

- 5 times of Annualized Premium.

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

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e. a(n)(12)) i.e. S/a(n)(12) where n is the instalment period of 5 years. The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

The annuity factor defined above will not be changed once the instalment payment starts.

1.2. Survival Benefit

On survival up to the end of the Policy Term, provided the Policy is in force and all due premiums have been paid. The Income starts basis the following Income Variant options -

For Immediate Income Option – Regular Income will start Immediately and will be payable in arrears till the end of the Policy Term, excluding the last policy year

For Deferred Income Option – Regular Income will start from the end of 10th Policy Year or PPT, whichever is later and will be payable in arrears till the end of the Policy Term, Excluding the Last Policy year

Where, Regular Income = X% of Annualized Premium

Income factors for sample Age and Policy Term for Annualized Premium band Rs 48,000 to 99,999 and Sum assured Multiple 10x, PPT 10 yrs.

Immediate				**Deferred**			
15	20	30	40	15	20	30	40
23.64%	30.50%	36.03%	37.58%	5.12%	40.59%	58.90%	63.80%
22.97%	29.65%	34.97%	36.19%	3.47%	39.66%	58.38%	63.48%
20.38%	27.02%	31.72%	32.05%	1.49%	35.53%	55.69%	61.10%

Income Payment Frequency

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

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

The Income benefits will be payable in arrears as per the Income frequency chosen.

At any Policy Anniversary, Income frequency may be altered as per the Policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

Save the Date

In case the Income frequency is chosen as Annual, then at the time of purchase, the policyholder will have an option to choose to receive the income on a "Special Date" as per their choice instead of policy anniversary.

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

In such a case, the benefi–t applicable for the policy year when it is due, would be increased for the deferment period, i.e., the period between the policy anniversary and the Special Date, by accumulating the benefi–t at an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to the approval by the Authority. However, the last instalment due on end of the policy term shall be paid on the date of Maturity only, and not on Special Date.

If this option is chosen, then the policyholder will neither have choice to change the Income bene-fit frequency for rest of the policy term, nor change the chosen date in the future.

Income in Advance

At any time during the Income benefit period, the Policyholder shall have a flexibility to receive the Income in advance, which shall be the Income benefit discounted at the rate of 8.5% p.a.

This option is applicable only for annual Income frequency policies and should be placed at least one month before the completion of Policy Year.

1.3. Maturity Benefit

Sum Assured on Maturity shall be paid to the Policyholder on survival up to the end of the Policy Term provided the Policy is in force and all due Premiums have been paid.

Where, Sum Assured on Maturity (SAM) equals to

X% of Annualized Premium Plus

Y% of Total Premiums Paid.

where Y % is as follows:

Income Variants	
Immediate Income	Deferred Income
100%	150%

2. Paid - Up /Reduced Paid – Up Benefits

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

2.1. Death Benefit under Reduced Paid-up Policy:

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

iv. Paid-up Sum Assured on Death

v. Applicable Surrender Value as on the date of death

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

where

Paid-up Sum Assured on Death is

Sum Assured on Death * (Total numbers of Premiums paid) / (Total Number of Premiums payable);

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

Paid – up survival benefit shall be paid to the Policyholder on survival up to the end of the Policy Term, excluding the last policy year provided the Policy is in reduced paid-up status.

Paid – Up Survival benefit is –

The paid-up regular Income will be adjusted, over a period of Min (PPT+3, PT)

Less number of full year Premiums Paid, for reduction of any excess survival benefit paid out before the policy was converted to reduced paid-up

The adjusted survival benefit is further floored to 10% of paid up regular income

[

where

Paid-up Regular Income is

(Regular Income) * (Total numbers of Premiums paid) / (Total Number of Premiums payable)

2.3. Maturity Benefit under Reduced Paid – up Policy

Paid – up Maturity benefit shall be paid to the Policyholder, on survival up to the end of Policy Term provided the Policy is in reduced paid-up status.

Paid-up Sum Assured on Maturity =

Sum Assured on Maturity * (Total numbers of Premiums paid) / (Total Number of Premiums payable)

The total benefits paid to a reduced paid-up Policyholder in case of death or in case of survival (which includes survival benefits and Maturity Benefits) shall not be less than the Total Premiums Paid (TPP) under the Policy.

3. Surrender Benefit

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

Calculation of Guaranteed Surrender Value (GSV)

The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least two consecutive years.

GSV = GSV factor * Total Premiums Paid

less

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

The GSV factors are provided in Annexure C

Calculation of Special Surrender Value (SSV)

Special Surrender Value shall become payable after completion of first Policy Year provided one full year Premium has been received. It is based on the notional asset share, which it reflects

subject to a minimum floor derived from the Expected Present Value (EPV) of reduced paid-up benefits.

The SSV will be calculated as follows:

Expected present value of paid-up Death Benefit

plus

Expected present value of paid-up survival benefit

plus

Expected present value of paid-up maturity benefit

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

Interest rate is derived using the following approach:

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

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

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

4. Policy Lapse

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

5. 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 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 the approval by the authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

6. Life Cover Continuance Benefit

Full Death Benefit will remain in force for a period of one year (Life Cover Continuance period) from the date of first unpaid Premium if at least 2 full year's Premium has been paid.

At the end of life cover continuance period, the Policyholder will have the following options to exercise:-

- Pay all the due Premiums with interest as applicable and revive the Policy.
- Pay one due annual Premium with interest (as applicable to Revival) and extend the life cover continuance benefit period.
- Not paid due Premium and hence continue the Policy with reduced paid up benefits.
- In case the policyholder dies, the due premium before the date of occurrence of the death will be deducted from the death benefit.

7. Rider Benefit

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

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

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

f) IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01).

The terms and conditions of the Riders will be applicable as approved.

Rider will not be offered if the term of the Rider exceeds outstanding Premium Paying Term under the base Policy

8. Grace Period

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.

In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due Premiums till date of death or date of the covered event. During this period the Policy will be considered in-force.

PART - C

Income with Enhanced Maturity Option

This option provides regular level Income throughout the Policy Term and Maturity Benefit will be at least 150% of return of Premiums at the end of the Policy Term.

1. Benefits under the Policy

1.1. Death Benefit

In case of death of the Life Assured during the Policy Term, when the Policy is in force and all due Premiums have been paid, the Death Benefit will be payable, and the Policy will terminate.

The Death Benefit shall be highest of:

vii. Sum Assured on Death (SAD)

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

ix. Surrender Value as on the date of death

where SAD is:

For Age 0 to 50 years –

- 7 times or 10 times of Annualized Premium, depending on the Death Benefit Multiple chosen by the Policyholder and

For Age 51 and above –

- 5 times of Annualized Premium.

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

In case of instalment payment of Death Benefit, the instalment benefit amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e. a(n)(12)) i.e. S/a(n)(12) where n is the instalment period of 5 years. The interest rate used to determine annuity factor is {5-year G-Sec rate less 2.00%, rounded down to the nearest 25 bps}, where the 5-year G-Sec is at the beginning of the financial year. The applicable interest rate for FY 24-25 is 5% p.a. (i.e. ~7.18% (5-year G-Sec rate) less 2.00%).

The annuity factor defined above will not be changed once the instalment payment starts.

1.2. Survival Benefit

On survival up to the end of the Policy Term excluding the last policy year, provided the policy is in-force and all due premiums have been paid.

The Income starts basis the following Income Variant options -

For Immediate Income Option – Regular Income will start Immediately and will be payable in arrears till the end of the Policy Term, excluding the last policy year,

For Deferred Income Option – Regular Income will start from the end of 10th Policy Year or PPT, whichever is later and will be payable in arrears till the end of the Policy Term, excluding the last Policy year

Where, Regular Income = X% of Annualized Premium

Income factors for sample Age and Policy Term for Annualized Premium band Rs 48,000 to 99,999, PPT 10 yrs and Sum assured Multiple 10x.

Income Variant	Immediate			Deferred		
Age/PT	20	30	40	20	30	40
30	15.53%	30.10%	36.76%	10.92%	47.85%	8.07%
40	15.00%	29.37%	35.79%	10.08%	47.57%	58.00%
50	12.97%	27.00%	32.72%	6.30%	45.51%	56.77%

Income Payment Frequency

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

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

The Income benefits will be payable in arrears as per ncome frequency chosen.

At any Policy Anniversary, Income frequency may be altered as per the Policyholder preference, by giving advance notice at least one month in advance. This option can be exercised once every 5 years.

Save the Date

In case the Income frequency is chosen as Annual, then at the time of purchase, the policyholder will have an option to choose to receive the income on a "Special Date" as per their choice instead of policy anniversary.

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

In such a case, the benefi-t applicable for the policy year when it is due, would be increased for the deferment period, i.e., the period between the policy anniversary and the Special Date, by accumulating the benefi-t at an interest rate of 3.0% p.a. compounding monthly. Any change in Interest rate will be subject to the approval by the Authority. However, the last instalment due on end of the policy term shall be paid on the date of Maturity only, and not on Special Date.

If this option is chosen, then the policyholder will neither have choice to change the Income bene-fit frequency for rest of the policy term, nor change the chosen date in the future.

Income in Advance

At any time during the Income benefit period, the Policyholder shall have a flexibility to receive the Income in advance, which shall be the Income benefit discounted at the rate of 8.5% p.a.

This option is applicable only for annual Income frequency policies and should be placed at least one month before the completion of Policy Year.

1.3. Maturity Benefit

Sum Assured on Maturity shall be paid to the Policyholder on survival up to the end of the Policy Term provided the Policy is in force and all due Premiums have been paid.

Where, Sum Assured on Maturity (SAM) equals to

X% of Annualized Premium

Plus

Y% of Total Premiums Paid;

where Y % is as follows:

Income Variants	
Immediate Income	Deferred Income
150%	200%

2. Paid - Up /Reduced Paid – Up Benefits

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

2.1. Death Benefit under Reduced Paid-up Policy:

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

vii. Paid-up Sum Assured on Death

viii. Applicable Surrender Value as on the date of death

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

where

Paid-up Sum Assured on Death is

Sum Assured on Death * (Total numbers of Premiums paid) / (Total Number of Premiums payable);

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

Paid – up survival benefit shall be paid to the Policyholder on survival up to the end of the Policy Term, excluding the last policy year, provided the Policy is in reduced paid-up status.

Paid – Up Survival benefit is –

The paid-up regular Income will be adjusted, over a period of Min (PPT+3, PT) less number of full year premiums paid, for reduction of any excess survival benefit paid out before the policy was converted to reduced paid up

The adjusted survival benefit is further floored to 10% of paid up regular income.

where

Paid-up Regular Income is

(Regular Income) * (Total numbers of Premiums paid) / (Total Number of Premiums payable)

2.3. Maturity Benefit under Reduced Paid – up Policy

Paid – up Maturity benefit shall be paid to the Policyholder, on survival up to the end of Policy Term provided the Policy is in reduced paid-up status.

Paid-up Sum Assured on Maturity =

Sum Assured on Maturity * (Total numbers of Premiums paid) / (Total Number of Premiums payable)

The total benefits paid to a reduced paid-up Policyholder in case of death or in case of survival (which includes survival benefits and Maturity Benefits) shall not be less than the Total Premiums Paid (TPP) under the Policy.

3. Surrender Benefit

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

Calculation of Guaranteed Surrender Value (GSV)

The Policy shall acquire a Guaranteed Surrender Value on payment of Premium for at least two consecutive years.

GSV = GSV factor * Total Premiums Paid

less

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

The GSV factors are provided in Annexure C.

Calculation of Special Surrender Value (SSV)

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

Special Surrender Value (SSV) calculation is based on the notional asset share, which it reflects, subject to a minimum floor derived from the Expected Present Value (EPV) of reduced paid-up benefits.

The computation of EPV of reduced paid-up benefits is as follows:

Expected present value of paid-up Death Benefit

plus

Expected present value of paid-up survival benefit

plus

Expected present value of paid-up Maturity Benefit

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

Interest rate is derived using the following approach:

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

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

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

4. Policy Lapse

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

5. 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 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 the approval by the authority. The discount rate will be calculated from advance Premium paid date to Premium payment due date (in complete months).

6. Life Cover Continuance Benefit

Full Death Benefit will remain in force for a period of one year (Life Cover Continuance period) from the date of first unpaid Premium if at least 2 full year's Premium has been paid.

At the end of life cover continuance period, the Policyholder will have the following options to exercise:-

- Pay all the due Premiums with interest as applicable and revive the Policy.
- Pay one due annual Premium with interest (as applicable to Revival) and extend the life cover continuance benefit period.
- Not paid due Premium and hence continue the Policy with reduced paid up benefits.
- In case the policyholder dies, the due premium before the date of occurrence of the death will be deducted from the death benefit.

7. Rider Benefit

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

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

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

i) IndiaFirst Life Total and Permanent Disability Rider (UIN: 143B021V01).

The terms and conditions of the Riders will be applicable as approved.

Rider will not be offered if the term of the Rider exceeds outstanding Premium Paying Term under the base Policy

8. Grace Period

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.

In case of the Life Assured's death or occurrence of any covered event as per the benefit option chosen during the Grace Period, we will pay the benefit after deducting the unpaid due Premiums till date of death or date of the covered event. During this period the Policy will be considered in-force.

9. Premium Payment (Frequency and Loading)

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

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

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

a. You should not pay the Premium through cash or bearer instrument to IndiaFirst Life insurance Advisors /Employees/ Insurance Agents. IndiaFirst Life Insurance Advisors/ Employees / Insurance Agents are not authorised to receive the Premium in cash or bearer instrument. Handing over cash or bearer instrument to any IndiaFirst Life Insurance Advisor / Employee/ Insurance Agents is solely at your own risk and the Company in no way be held responsible for any loss in this regard.

b. Insurance Premium cheques must be drawn only in favour of IndiaFirst Life Insurance Company Ltd. (Proposal No. for first Premium or Policy No. for renewal Premium should be written behind the cheque). Any Cheque payment made shall be deemed to be received by IndiaFirst Life Insurance only when the same has been received by any office of IndiaFirst Life Insurance and after an official receipt is issued by the Company.

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

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

i. submitting a written request for Revival of the Policy;

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

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

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

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

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

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

PART - D

The basis used for the calculation of interest rate on Revival is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 300 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable during the next financial year. Currently, the interest rate on Revival for financial year 2024-25 is 10.50% p.a. (simple). The current interest rate of 10.50% p.a. is arrived at by adding a margin of 300 basis points on 10-year G-Sec of 7.18% p.a. and rounded up to the nearest 50 basis points (10.50% ~ 7.18% + 3.00%). Any change on basis of determination of interest rate for Revival can be done only after prior approval of the Authority.

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.

11. Free Look Period

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

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

12. Loan

- You can avail a loan up to 80% of the acquired Surrender Value, if any. The minimum loan amount which can be availed is INR 25,000.
- A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof.
- For in-force and fully paid-up policies, if the outstanding loan along with interest exceeds 90% of the Surrender Value, company will send a notice to the Policy holder to repay the loan partially or completely. If loan is not repaid subsequent to receipt of the notice then we will adjust the outstanding loan along with interest before any payment of benefits. After recovering the outstanding loan along with interest, remaining benefit, if any, will be payable.
- In case the Policy becomes due for any maturity benefit or Surrender benefit or becomes a claim by death, insurer shall become entitled to deduct the amount of the loan or any portion thereof which is outstanding, together with all interest from the Policy proceeds.
- For other than in-force and fully paid-up policies, as and when the outstanding loan along with interest exceeds the Surrender Value for paid-up cases, company will send a notice to the Policy holder to repay the loan partially or completely. If loan is not repaid within a stipulated period, the Policy will be compulsorily Surrendered and the outstanding loan along with interest will be recovered from the Surrender proceeds or paid-up value.
- The basis used for the calculation of interest rate on loan is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 250 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable in the succeeding financial year. Currently, the interest rate on loan for FY 2024-25 is 10.00% p.a. (simple). It is arrived at by adding a margin of 250 basis points on the effective annual 10-year G-Sec and rounding up to the nearest 50 basis points (10.00% ~ 7.18% + 2.50%).

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

PART - E

13. Charges

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

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PART - F

14. Making a Claim

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

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

Death Claim:

In case of natural death

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

In case of un natural death :

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

1. Clear readable copies of Medico Legal Certificate, First Information Report (FIR), Panchnama / Inquest report, Viscera / chemical analysis Report (if preserved), Final police investigation report, Final cause of Death certificate and post mortem report (Only if Death), duly attested by the police (only in case of Accident leading to unnatural death or Permanent Disability of the Life Assured).
2. All Hospitalization documents including discharge summary, Admission Notes and all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).
3. Any other document or information that we may need for validating and processing the claim.

In case of death abroad :

1. Death certificate issued by country of Death
2. Embassy confirmation letter / certificate
3. Embalmment certificate (if mortal remains repatriated to India)
4. Copy of passport with visa
5. Any other document or information that we may need for validating and processing the claim.

Maturity Claim:

i. Maturity Claim Intimation form duly filled and signed by / Policy Holder.
ii. Original Policy Document(s)
iii. Self-Attested Copy of PAN Card of the Policy Holder/ Form no.60 if PAN is not available
iv. Cancelled Cheque or Self Attested Copy of first page of Passbook of the Policy Holder.
v. Self-Attested Copy of Address Proof (if change in Address).
vi. Duly filled and signed NRI Declaration form applicable only for NRIs.
vii. Any other document or information that we may need for validating and processing the claim.

Claims can be intimated through.

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

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

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

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

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

15. Suicide Exclusion

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

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

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time, or any other Regulation/Circular as issued by the Authority. The extant provisions in this regard are as follows:

1) The policyholder of a life insurance on his own life shall nominate a person or persons to whom money secured by the policy shall be paid in the event of his death. Nomination is mandatory to facilitate payment of claim amount in case of death of Life Assured.
2) Where the nominee is a Minor, the policyholder shall appoint any person in the manner laid down by the insurer to receive the money secured by the policy in the event of policyholder's death during the Minority of the nominee.
3) Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
4) Nomination can be changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be. A notice in writing of Change of nomination must be delivered to the insurer. Otherwise, insurer will not be liable for any payment under the policy made Bonafide by the insured to the nominee unless it is mentioned in the text of the policy or in the registered records of the insurer.
5) Fee for registering change in the Nomination may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority.
6) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a Nomination or change thereof.
7) A transfer or Assignment made in accordance with Section 38 shall automatically cancel the Nomination except in case of Assignment to the insurer or other transferee or Assignee for purpose of loan or against security or its reassignment after repayment. In such case, the Nomination will not get cancelled to the extent of insurer's or transferee's or Assignee's interest in the policy. The Nomination will get revived on repayment of the loan.
8) The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the Nomination.
9) In case of Nomination by policyholder whose life is insured, if the Nominee(s) die before the policyholder, the proceeds are payable to Policyholder or his heirs or legal representatives or holder of succession certificate.
10) In case Nominee(s) survive the person whose life is insured, the amount secured by the Policy shall be paid to such survivor(s).
11) Where the Policyholder whose life is insured nominates his (a) parents or (b) spouse or (c) children or (d) spouse and children (e) or any of them; the nominees are beneficially entitled to the amount payable by the insurer to the Policyholder unless it is proved that Policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.
12) If Nominee(s) die after the Policyholder but before his share of the amount secured under the Policy is paid, the share of the expired Nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such Nominee(s).
13) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 (i.e. 23.03.2015).
14) If Policyholder dies after maturity but the proceeds and benefit of the Policy has not been paid to him because of his death, his Nominee(s) shall be entitled to the proceeds and benefit of the Policy.
15) The provisions of Section 39 are not applicable to any life insurance Policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a Nomination is made in favour of spouse or children or spouse and children whether or not on the face of the Policy it is mentioned that it is made under Section 39. Where Nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the Policy. In such a case only, the provisions of Section 39 will not apply.

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

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

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

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

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

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

18. Policy Ceases/ Ends/ Terminates

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

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

19. Change of Address

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

20. 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.

21. Disclosures

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

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

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

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

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

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

We may revise, delete and/ or alter any of the terms and conditions of this Policy, by sending a prior written notice of 30 (Thirty) days, subject to applicable regulations with prior approval of the IRDAI. The terms of the Policy will also stand modified from time to time, to the extent of changes in applicable laws or regulations affecting the terms and conditions of the Policy.

23. 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.

24. 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	7 days
Refund of outstanding proposal deposit	7 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

25. 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

26. Policy Servicing and Grievance Handling Mechanism

You may contact us in case of any grievance or complaint at any of our branches or at Customer Care, IndiaFirst Life Insurance Company Ltd, 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai – 400 063, Toll Free Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com. IRDAI Regn No. 143. CIN: U66010MH2008PLC183679

a. An acknowledgment to all such grievances received will be sent immediately from the date of receipt of the grievance
b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of registration of grievance then, We will treat the complaint as closed.
c. However, if you are not satisfied with our resolution provided or have not received any response within 2 (two) weeks, then, you may approach our Grievance Officer at any of our branches or you may write to our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.
d. If you are not satisfied with the resolution or have not received any response within 14 days then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.
e. Further, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details.

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255
Email ID: complaints@irdai.gov.in
You can also register your complaint online at https://bimabharosa.irdai.gov.in/
Address for communication for complaints by fax/paper:
Policyholder Protection & Grievance Redressal Department (PPGR), Insurance Regulatory and Development Authority of India, Sy. No. 115/1, Financial District, Nanakramguda Gachibowli, Hyderabad- 500032, Telangana
IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

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

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

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

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

As per provision 14 (3) (b) of the Insurance Ombudsman Rules, 2017, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by Us or after receipt of decision which is not to your satisfaction or after expiry of one month from the date of sending representation to Us if We fail to furnish reply to You provided the same dispute is not already decided by or pending before or disposed of by any court or consumer forum or arbitrator.

All grievances arising out of or in relation to claims/issues arising out of this agreement shall only be raised via the grievance redressal mechanism available on the website of the Company and / or agreed in this Agreement. It is clarified that no grievances shall be entertained in case the same are addressed to the personal email ids of the CEO/board of directors of the company. Rather any such unwarranted emails would be classified as spam and the Company may take appropriate legal actions against such acts of spamming.e 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.indiafirst-life.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 C: GSV Factors (as % of Total Premiums Paid)

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

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Annexure B - List of Ombudsmen

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

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