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

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IndiaFirstLife
PROMOTED BY
बैंक ऑफ़ बड़ौदा
Bank of Baroda

Part A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED
Regd. & Corporate Office: 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai – 400 063.

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

DD/MM/YYYY

IndiaFirst Life Little Champ Plan - UIN:143N035V02
Non-Linked, Participating, Individual Life Savings 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 Sheet (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.

Yours truly,

Authorised Signatory

Insurance Intermediary / Agent Details

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

IndiaFirst Life Little Champ Plan

Non Linked, Participating, Individual Life Savings Plan

UIN: 143N035V02

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

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

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

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Authorised Signatory

IndiaFirstLife

Annexure A - Policy Schedule

I. Policyholder and Life Assured Details

Policyholder's Name:	
Date of Birth:	DD|MM|YY
Relationship with the Life Assured:	
Policyholder's Address:	
Telephone No./ Mobile No:	
Email:	
Life Assured's Name:	
Date of Birth:	DD|MM|YY
Age (in years):	
Age admitted: Yes/ No	
Client ID:	
Gender:	
Address of the Life Assured:	
Telephone No./ Mobile No.:	
Email:	

II. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Life Little Champ Plan
UIN:	143N035V02
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

Risk Cover Option:	Sum Assured on Maturity:
Pay-out Option: << >>	Sum Assured on Death: As defined in the PART C
Death Benefit Option: Lumpsum / Income	Income Benefit Term in case of Death (in years):
Policy Term (in years):	Premium Paying Term (in years):
Premium Payment Mode: Yearly/ Half Yearly/ Quarterly /Monthly	Next Premium Due Date: DD|MM|YY|
Due Date for Payment of Last Premium: DD|MM|YY|	Annualized Premium (in INR):
Installment Premium (in INR):	Extra Premium; if any (in INR):
Applicable Taxes (in INR):	Total Premium (including Applicable Taxes) in INR:

Payout Option - << 1 >>

	1st Payout	2nd Payout	3rd Payout	4th Payout	5th Payout	6th Payout	7th Payout	Maturity Date
Payout Date	DD|MM|YY	DD|MM|YY	DD|MM|YY	DD|MM|YY	DD|MM|YY	DD|MM|YY	DD|MM|YY	DD|MM|YY
Pay-out as a % of Sum Assured on Maturity	<< 5% >>	<< 5% >>	<< 5% >>	<< 10% >>	<< 10% >>	<< 10% >>	<< 11% >>	<< 45% + Bonuses >>

IV. Nominee (as per Section 39 of the Insurance Act as amended from time to time)

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

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

I. Insurance Distributor Details

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

II. Special Conditions

NIL	

The stamp duty of INR__________ (Rupees in words only) has been 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

1. 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 as mentioned in the Policy Schedule.
Annexure	Any annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time
Annualized Premium	An amount which is payable in a Policy Year, excluding Extra Premium, loadings for modal premiums and applicable taxes, cesses or levies, if any.
Appointee	The person appointed by you to receive the proceeds or the benefits under this Policy, if the Nominee is less than 18 (Eighteen) years of Age
Assignment	Assignment is the process through which the Policyholder can assign the rights and benefits under the Policy to any other person / entity by virtue of an Assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time.
Bonus	This is an amount, which is determined at the end of every financial year and declared as Simple Reversionary Bonus, if any, and/ or Terminal Bonus, if any, as the case may be.
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.
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.
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 where the Premium is due however not paid by the Policyholder.
Grace Period	A period of one month but not less than 30 (Thirty) days from the due date for payment of Premium for yearly, half yearly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode. During this period the policy will be considered to be in-force.
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Policy.
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy.. Your 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 Reduced 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 and all the due Premiums have been paid to us.
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 through half yearly Premium payment mode or quarterly Premium payment mode or monthly Premium payment mode.
Nominee	Nominee is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim.

Word	Meaning
Paid-Up Mode	Under this Policy, if we have received all the due Premiums from you for the first 2 (Two) Policy Years then, this Policy will not terminate but continue under paid up mode.
Payouts	This is the guaranteed amount that will be payable at specific intervals as mentioned in Part C as per the Payout Option chosen as mentioned in Policy Schedule
Policy	This IndiaFirst Life Little Champ Plan, which includes this Policy wording (as may be changed/ modified by us subject to applicable regulations as amended 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 Commencement Date	The date specified in the Policy Schedule on which the Policy commences.
Policy Schedule	The schedule attached to this Policy and if we have issued a revised Policy Schedule, then, such revised Policy Schedule.
Policy Term	The period which starts on the Policy Commencement Date and ends on the Maturity Date.
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. Example: If the Policy Commencement Date is January 1, 2024, then, the first Policy Year will be January 1, 2024 to December 31, 2024.
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 period during which you need to pay your Premiums to us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.
Proposal Form	The application/ proposal form completed and submitted by you based on which we have issued this Policy to you.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule.
Revival	Restoration of a Policy in Lapsed state or in Reduced Paid-Up State to in-force status, subject to the terms and conditions of the Policy.
Revival Period	The period of 5 (Five) consecutive years from the date of first nonpayment of premium during which you can pay the due unpaid Premiums along with interest to us and comply with the conditions specified in Part D, as the case may be, for reviving the Policy.
Simple Reversionary Bonus	This is the Bonus, we pay you, which is a percentage of the Sum Assured on Maturity.
Surrender	Surrender means complete withdrawal or termination of the entire Policy contract.
Surrender Value	Surrender Value means an amount, if any, that becomes payable on Surrender of a Policy during its Policy Term, in accordance with the terms and conditions of the Policy.
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.
Special Surrender Value Factors (SSV Factor)	The factors on the basis of which the Special Surrender Value is determined by us. These factors are not guaranteed and are determined by us from time to time, subject to Applicable Regulation.

Word	Meaning
Sum Assured on Maturity	It is the Basic Sum Assured chosen by the policyholder at inception of the policy.
Sum Assured on Death	Sum Assured on Death will be the highest of: 1. 10 times of annualized premium 2. Sum Assured on Maturity 3. Any absolute amount assured to be paid on death
Terminal Bonus	This is a Bonus payable on the Maturity Date or Surrender date provided Surrender take place after paying all Premiums and completion of Premium Paying Term, if declared by us. It is calculated as a percentage of the Sum Assured on Maturity.
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 and is the owner of the Policy at any point of time
Accident	It is a sudden, unforeseen and involuntary event caused by external and visible means.
Bodily Injury	It is accidental bodily harm excluding illness or disease solely and directly caused by external, violent means which is verified and certified by a Medical Practitioner
Accidental Total and Permanent Disability (ATPD)	Total and Permanent Disability refers to a disability, which: a. is caused by Bodily Injury resulting from an accident, and b. occurs due to the said bodily injury, directly and independently of any other causes, and c. occurs within 180 days of the occurrence of such accident, provided date of accident is within the policy term, For the purposes of this benefit, The loss of both arms, or of both legs, or of one arm and one leg, or of both eyes, shall be considered total and permanent disability, without prejudice to other causes of total and permanent disability. "Loss of an arm or a leg" shall mean physical severance of the arm at or above the wrist or physical severance of the leg at or above the ankle which: a. is caused by bodily injury resulting from an accident, and b. occurs due to the said bodily injury, directly and independently of any other causes, and c. occurs within 180 days of the occurrence of such accident provided date of accident is within the policy term. "Loss of an eye" shall mean total and irrevocable loss of sight of an eye which: a. is caused by bodily injury resulting from an accident, and b. occurs due to the said bodily injury, directly and independently of any other causes, and c. occurs within 180 days of the occurrence of such accident provided date of accident is within the policy term.
Accidental Death	Accidental Death shall mean death: a. which is caused by Bodily Injury resulting from an Accident and b. which occurs due to the said Bodily Injury solely, directly and independently of any other causes and c. which occurs within 180 days of the occurrence of such Accident provided the date of Accident is within the Policy Term

PART C

1. Benefits paid under this Policy

a. Death Benefit

The benefits payable under the Policy are as follows:

Risk Cover Option	Risk	Benefits
1	Death	On Death of the life assured, the benefit will be the Higher of Sum Assured on Death or 105% of the total premiums paid as on date of death of the life assured. In addition, there is a waiver of premium benefit whereby all future premiums are waived and the policy continues along with participation in profit. Sum Assured on death is defined as the Highest of 10 times of annualised premium or Sum Assured on Maturity The benefit that will be paid to the nominee is as follows: 1. Above death benefit will be paid either as lump sum amount or in monthly instalments over the period of 5 years as opted by the policyholder at inception of the policy. 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%). Any change in the methodology for calculating the instalment benefit amount shall be subject to prior approval from the Authority. Once the instalment payment starts, this payment remains level throughout the instalment period.2. All future premiums will be waived and policy will be continued along with participation in profit and make guaranteed pay-outs as per pay out option selected by the policyholder
2	Death and Accidental Death	• On death of Life Assured, the benefit on death will be as mentioned above under risk cover option 1. • On Accidental Death, an additional lump sum benefit equal to the Sum Assured on Maturity will be paid in addition to above Death Benefit.
3	Death and Accidental Total Permanent Disability (ATPD)	• The benefit on death will be as mentioned above under risk cover option 1 • On occurrence of Accidental Total Permanent Disability within the expiry of Premium Payment Term, all future Premiums will be waived and Policy will continue along with participation in profit with all benefits as per terms and conditions. • If ATPD occurs after Premium Payment Term there is no waiver of Premium applicable.
4	Death and Accidental Total Permanent Disability and Accidental Death	• The benefit on death will be as mentioned above under risk cover option 1 • On occurrence of Accidental Total Permanent Disability prior to death within the expiry of Premium Payment Term, all future premiums will be waived and policy will be continued along with participation in profit with all benefits as per terms and conditions • On Accidental Death, an additional lump sum benefit equal to the Sum Assured on Maturity will be paid in addition to above Death Benefit. • If ATPD occurs after Premium Payment Term there is no waiver of Premium applicable.

a. Payout Option

Payout is the series of the periodic payments that are payable at the end of the Policy year. These Payouts are calculated as a percentage of Sum Assured on Maturity. The Payout Options are as mentioned in the table below:-

Policy Year / Pay-out Option	N-7	N-6	N-5	N-4	N-3	N-2	N-1	Maturity Benefit (N)	Total Guaranteed Payout
1	5%	5%	5%	10%	10%	10%	11%	45% + Bonuses	101%
2		10%	10%	10%	10%	10%	12%	40% + Bonuses	102%
3	-	-	16%	16%	16%	16%	16%	25% + Bonuses	105%
4	-	-	-	20%	20%	20%	20%	27% + Bonuses	107%
5	-	-	-	-	25%	25%	30%	30% + Bonuses	110%
6	-	-	-	-	-	35%	35%	45% + Bonuses	115%
7	-	-	-	-	-	-	50%	70% + Bonuses	120%
8	-	-	-	-	-	-	-	125% + Bonuses	125%

Where N is the Policy Term.

In the table above, Bonuses refer to - Simple Reversionary Bonus Accrued + Terminal Bonus (if any)

b. Rider Benefits

There are no rider benefits with this Policy.

2. Reduced Paid-Up Benefits

In case of non-payment of Premium within the expiry of the Grace Period Policy will acquire paid-up value provided at least one full year's Premium have been paid.

The Policy will Lapse without acquiring Paid-Up Value and risk cover ceases on the expiry of the Grace Period provided at least one full years of Premium has not been paid.

- Paid-up value during the Policy Term will be calculated as follows:
  - o Survival Benefit - The amount of guaranteed pay-outs will be calculated as X% of Sum Assured on Maturity and will be paid as per Pay-Out Option chosen by the Policyholder.
  - o Maturity Benefit – Paid-up value payable on maturity is X%(where X is total guaranteed pay-out as per Pay-out Option chosen) of sum Assured on Maturity* (Total numbers of Premiums paid)/(Total Number of Premiums payable) plus accrued Bonuses, if any.
  - o Death Benefit – Paid-up value payable on Death is:

    Sum Assured on Death* (Total numbers of Premiums paid)/(Total Number of Premiums Payable) plus accrued Bonuses, if any, till the date of paid-up, subject to a minimum death benefit shall be 105% of Total Premiums Paid as on date of death.
  - o Surrender Benefit will be payable immediately on Surrender and the Policy will terminate.
- Once all due Premiums are paid at the end of the Premium Payment Term, the Policy becomes fully paid up.
- Once the policy accuires paid up value the policy would continue as a paid up policy in case of further non-payment of premiums and no future guaranteed pay-outs will be paid under paid-up policies. However, this is not applicable in case where all premiums are paid.
- The Policy stops accruing any bonus once it becomes a paid-up Policy, however, this is not applicable in the case of fully paid-up policies.
- The Policyholder can Revive the Policy within the period of 5 years from the First Unpaid Premium Date.
- Upon Revival of the Policy within the Revival Period all due Simple Reversionary Bonuses, if any, including those Bonuses during period of Lapse will be added as per in-force Policy.
- In case of Lapse or paid-up, Accidental Total Permanent Disability Benefit and Accidental Death Benefit ceases. Hence there is no benefit payable in the event of occurrence of these two risks once the Policy becomes paid-up or Lapse.

1. Bonuses

a. **Simple Reversionary Bonus**

The Simple Reversionary Bonus will be declared as a percentage of Sum Assured on Maturity at the end of each financial year. The Simple Reversionary Bonus rates are not fixed or guaranteed and may change from time to time. However, once declared, they are then guaranteed.

If the Policy is under Paid-Up Status, no future Simple Reversionary Bonus will be added.

b. **Terminal Bonus**

Terminal Bonus, if declared by us, is payable at the end of the Policy Term or Surrender after Premium Payment Term provided all Premiums are paid. We may declare the Terminal Bonus based on our investment experience and discretion.

No Terminal Bonus is payable in case of the Life Assured's death during the Policy Term or if the Policy is under Paid-Up Status.

3. Surrender Benefit

- You may Surrender this Policy during the Policy Term, by submitting a written request to us any time.
- You cannot revive your Policy once it is Surrendered.
- The Policy can be Surrendered at any time after acquiring the a Surrender Value. The amount payable on Surrender will be higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV).
- Guaranteed Surrender Value (GSV) will acquire on payment of 2 full year's Premium and will be equal to GSV factor for Premium * Total Premium paid excluding Extra Premium,if any + GSV Factor reversionary Bonus * accured reversionary Bonus,if any less sum of all guaranteed Payouts, till the date of Surrender.

The GSV factors are dependent upon Policy Year of Surrender and Policy Term. The GSV Factors will be applicable on the Total Premium Paid and any subsisting reversionary Bonus accrued till the date of Surrender.

- Special Surrender Value (SSV) shall become payable after completion of first Policy Year provided one full year Premium has been received. SSV in case Surrender happens during the Premium Payment Term and before paying all due Premiums:
  - o The SSV will be Paid Up value payable on maturity multiplied by the SSV factor on Maturity

  PLUS

  - o Paid Up Value payable on death multiplied by the SSV Factor on death at the time of Surrender.

    SSV in case Surrender happens on or after the Premium Payment Term and after paying all due Premiums
  - o The SSV will be Paid Up Value payable on maturity multiplied by the SSV factor on maturity

  PLUS

  - o paid up value payable on death multiplied by the SSV factor on death at the time of Surrender plus Terminal Bonus, if any, less sum of all guaranteed pay outs till the date of surrender.

Basis for SSV calculation

The basis of calculation of SSV factors are as follows:

Interest Rate: 7.68% p.a.

It is derived using the following approach:

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

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

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

4. Grace Period

You are provided a Grace Period of 15 days under monthly mode and one month but not less than 30 days for other Premium Payment Modes, in case you miss your due Premium on the due dates. In case of the Life Assured's death during the Grace Period, we will pay the death benefit after deducting the unpaid due Premiums till such date. During this period the Policy will be considered to be in-force.

In case of ATPD during Grace Period, no more future Premiums along with any due Premium before occurrence of ATPD will be payable and Policy will continue along with participation in profit with all other benefits as per terms and conditions.

PART D

5. Premium Payment

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

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 the Premium is paid within one month prior to the 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 approval of the Authority. The discount rate will be calculated from advance Premium paid date to the Premium payment due date (in complete months).

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

6. Reviving your Lapsed Policy or Paid Up Policy

You may revive the Lapsed Policy within 5 (Five) consecutive years from the due Date of First Unpaid Premium or before expiry of Policy term whichever is earlier and subject to production of satisfactory evidence of health, if required by :

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

ii. Paying all unpaid due Premiums along with interest which may vary from time to time; and

iii. Providing a declaration of good health and undergoing a medical examination, if needed. The underwriting / medicals, if any will be as per Board approved Underwriting Policy.

A Lapsed Policy will only be revived along with all its benefits in accordance with our board approved underwriting Policy. The current interest charged for delay in Premium payment is 9% p.a. which may be revised from time to time. The Policy will terminate and you will not be entitled to receive any benefits, if the Lapsed Policy is not revived till the expiry of the Revival Period.

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). It is arrived at by adding a margin of 300 basis points on the effective annual 10-year G-Sec rate and rounding up to the nearest 50 basis points (10.50% ~ 7.18% + 3.00%).

Any change in basis of calculation of Revival interest rate is subject to the applicable regulations.

If Policy in Reduced Paid-up status is not revived during the Revival Period, it will continue in the Reduced Paid-up status until maturity.

Any change in basis of calculation of Revival interest rate is subject to the applicable regulations.

In case of Revival of a Lapsed Policy, the Policy Benefits will be restored to the original benefits under the Policy. All the unpaid Survival Benefits as applicable and due while the Policy was in Lapsed status shall be paid out as lump sum without any interest. Any previously declared unpaid Bonus(es) will also be paid to the Policyholder upon Revival.

In case of Revival of a Reduced Paid-Up Policy, it will be reinstated to the original benefits. On Revival of the Policy, the Reduced Paid-up Benefits will be restored to the original benefits under the Policy. If reduced survival benefits have been paid since premium discontinuance, then the unpaid balance amount will be paid to the Policyholder as lumpsum on Revival without any interest. Any previously declared unpaid Bonus(es) will also be paid to the Policyholder upon Revival.

7. Free Look Period

A period of 30 days (from the date of receipt of the Policy Document) is available to the Policyholder to review the terms and conditions of the Policy. If he/she is not satisfied with any of the terms and conditions, he/she has the option to cancel his/her Policy.

On cancellation, the Company will refund an amount equal to the:

Premium paid

Less: i. proportionate risk Premium for the period of cover

Less ii. Any stamp duty charges

Less iii. Expenses incurred on medical examination of the proposer, if any

8. Loan

Policy Loan will be available subject to the following term and conditions.

- A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof.
- The loan amount will be subject to 80% of the Surrender Value.
- The minimum loan amount should be Rs. 10,000.
- 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 Policyholder to repay the loan partially or completely. If loan is not repaid subsequent to receipt of the notice, then we will adjust the outstanding loan along with interest before any payment of benefits. After recovering the outstanding loan along with interest, remaining benefit, if any, will be payable.
- 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, the Company will send a notice to the Policyholder to repay the loan partially or completely. If loan is not repaid within a stipulated period, the Policy will be compulsorily Surrendered and the outstanding loan along with interest will be recovered from the Surrender proceeds or paid-up value.
- The basis used for the calculation of interest rate on loan is 10-year G-Sec rate as at the end of last financial year plus the absolute margin of 250 basis points rounded up to the nearest 50 basis points. The derived interest rate will be applicable in the succeeding financial year. Currently, the interest rate on loan for FY 2024-25 is 10.00% p.a. (simple). It is arrived at by adding a margin of 250 basis points on the effective annual 10-year G-Sec and rounding up to the nearest 50 basis points (10.00% ~ 7.18% + 2.50%).
- Any change in the methodology of calculating the loan interest rate shall be subject to applicable regulations.

PART E

9. Charges

This is a non linked, participating, individual life savings plan. There are no charges under this Policy.

PART F

10. Making a Death Claim

In order to process a death claim under this Policy, we will need a written intimation, 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 the death claim. The written intimation should also be accompanied with all the required documents as mentioned below:

Death Claim:

In case of natural death

i. Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted by us.
ii. Claimant's statement and claim intimation report completely filled and signed by Claimant/Nominee.
iii. A valid QR code scannable Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
iv. Original Policy document.
v. 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.
vi. 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.)
vii. Self-attested copy of bank pass book of Nominee(s)/Claimant along with cancelled cheque with Printed Nominee name, Ac no and IFSC code available on the same.
viii. Any other document or information that we may need for validating and processing the claim

In case of unnatural death

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

i. Clear readable Copies of Medico Legal Certificate, First Information Report, Panchnama, Inquest report Final Viscera Report, Final Police investigation closure report and 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).
ii. All Hospitalization documents including discharge summary Admission Notes and all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).

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

Maturity Claim:

i. Maturity Claim Intimation form duly filled and signed by claimant/ Policy Holder.
ii. Original Policy Document(s)
iii. Self-Attested Copy of Pan Card of the Policy Holder.
iv. Cancelled Cheque or Self Attested Copy of Pass book 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 Center, Western Express Highway, Goregaon (East), Mumbai - 400063

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

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

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

11. Suicide Exclusion

If the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the date of inception of the Policy, we will pay 80% (Eighty percent) of the total Premiums received by us excluding applicable taxes; if any and this Policy will terminate. If the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the date of Revival of this Policy, we will pay higher of Surrender Value or 80% (Eighty percent) of total Premiums received by us excluding applicable taxes; if any and this Policy will terminate.

12. A. Exclusions for Accidental Total and Permanent Disability

If any claim for Accidental Total and Permanent Disability or Accidental Death is caused directly or indirectly due to or arises from any of the following circumstances, the benefit will not be payable –

1. Intentional self-inflicted injury, suicide or attempted suicide, while sane or insane;
2. Insured person being under the influence of drugs, alcohol, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner;
3. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, terrorist act, revolution, insurrection, military or usurped power, riot or civil commotion, strikes;

4. Participation by the insured person in any flying activity, except as a bona fide, passenger in a commercially licensed aircraft;
5. Participation by the insured person in a criminal or unlawful act;
6. Any disability due to an Accident that occurred before the effective date of the cover
7. Any disability due to any kind of sickness, disease or congenital anomalies before and/or after the effective date of the cover;
8. Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee-jumping;
9. Nuclear Contamination; the radio-active, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or Accident arising from such nature;

B. Exclusions for Accidental Death

Accidental Death benefit shall not be paid on death of the insured person occurring directly or indirectly as a result of any of the following:

1. Intentional self-inflicted injury, suicide or attempted suicide, while sane or insane;
2. Insured person being under the influence of drugs, alcohol, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner;
3. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, mutiny, rebellion, terrorist act, revolution, insurrection, military or usurped power, riot or civil commotion, strikes;
4. Participation in any flying activity, except as a bonafide passenger in a commercially licensed aircraft;
5. Participation by the insured person in a criminal or unlawful act;
6. Any injury incurred before the effective date of the cover;
7. Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee-jumping;
8. Nuclear Contamination; the radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or Accident arising from such nature;

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

A simplified version of the provisions of S. 39 is provided below

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 or any other Regulation as specified by the Authority. 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.
5) A notice in writing of Change of nomination must be delivered to the insurer Otherwise, insurer will not be liable for any payment under the Policy made bonafide by the insured to the Nominee unless it is mentioned in the text of the Policy or in the registered records of the insurer..
6) Fee for registering change in the nomination may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority.
7) On receipt of notice with fee, the insurer should grant a written acknowledgement to the Policyholder of having registered a nomination or change thereof.
8) A transfer or Assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of Assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the Policy. The nomination will get revived on repayment of the loan.
9) The right of any creditor to be paid out of the proceeds of any Policy of life insurance shall not be affected by the nomination.
10) In case of nomination by Policyholder whose life is insured, if the Nominees die before the Policyholder,

the proceeds are payable to Policyholder or his heirs or legal representatives or holder of succession certificate.

11) In case Nominee(s) survive the person whose life is insured, the amount secured by the Policy shall be paid to such survivor(s).

12) Where the Policyholder whose life is insured nominates his (a) parents or (b) spouse or (c) children or (d) spouse and children (e) or any of them; the Nominees are beneficially entitled to the amount payable by the insurer to the Policyholder unless it is proved that Policyholder could not have conferred such beneficial title on the Nominee having regard to the nature of his title.

13) If Nominee(s) die after the Policyholder but before his share of the amount secured under the Policy is paid, the share of the expired Nominee(s) shall be payable to the heirs or legal representative of the Nominee or holder of succession certificate of such Nominee(s).

14) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 (i.e. 23.03.2015).

15) If Policyholder dies after maturity but the proceeds and benefit of the Policy has not been paid to him because of his death, his Nominee(s) shall be entitled to the proceeds and benefit of the Policy.

17) The provisions of Section 39 are not applicable to any life insurance Policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or Insurance Laws (Amendment) Act, 2015, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the Policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the Policy. In such a case only, the provisions of Section 39 will not apply.

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

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

A simplified version of the provisions of S. 38 is provided below

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

1) This Policy may be transferred/assigned, wholly or in part, with or without consideration.

2) An Assignment may be effected in a Policy by an endorsement upon the Policy itself or by a separate instrument under notice to the Insurer.

3) The instrument of Assignment should indicate the fact of transfer or Assignment and the reasons for the Assignment or transfer, antecedents of the assignee and terms on which Assignment is made.

4) The Assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.

5) The transfer or Assignment shall not be operative as against an insurer until a notice in writing of the transfer or Assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorized agents have been delivered to the insurer.

6) Fee for granting a written acknowledgement of the receipt of notice of Assignment or transfer Assignment may require to be paid to the insurer which shall not exceed Rs. 100 (Rs. One hundred only) or as may be specified by the Authority

7) On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.

8) If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the Policy is being serviced.

9) The insurer may accept or decline to act upon any transfer or Assignment or endorsement, if it has sufficient reasons to believe that it is (a) not bonafide or (b) not in the interest of the Policyholder or (c) not in public interest or (d) is for the purpose of trading of the insurance Policy.

10) Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of Policyholder giving a notice of transfer or Assignment.

11) In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.

12) The priority of claims of persons interested in an insurance Policy would depend on the date on which the notices of Assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or Assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.

13) Every Assignment or transfer shall be deemed to be absolute Assignment or transfer and the assignee or

transferee shall be deemed to be absolute assignee or transferee, except

a. where Assignment or transfer is subject to terms and conditions of transfer or assignment OR

b. where the transfer or assignment is made upon condition that

   i. the proceeds under the Policy shall become payable to Policyholder or Nominee(s) in the event of assignee or transferee dying before the insured OR

   ii. the insured surviving the term of the Policy

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

14) In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person

a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or Assignment and

b. may institute any proceedings in relation to the Policy

c. obtain loan under the Policy or Surrender the Policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings

15) Any rights and remedies of an assignee or transferee of a life insurance Policy under an Assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

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

15. Policy Ceases/ Ends/ Terminates

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

- on the date of intimation of rejection of claim by us; or
- on the date of payment of Surrender Value of this Policy; or
- on the payment of Maturity benefit; or
- on the date of receipt of free look request in accordance with Part D; or
- on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with late fee from you till the expiry of such period and this Policy is not under the Paid-Up Status.

16. Change of Address

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

17 Disclosures

Fraud and Misstatement

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

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

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

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

1. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from

a. the date of issuance of Policy or

b. the date of commencement of risk or

c. the date of Revival of Policy or

d. the date of rider to the Policy whichever is later.

2. On the ground of fraud, a Policy of Life Insurance may be called in question within 3 years from

a. the date of issuance of Policy or

b. the date of commencement of risk or

c. the date of Revival of Policy or

d. the date of rider to the Policy whichever is later.

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

3. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance Policy:

a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;

b. The active concealment of a fact by the insured having knowledge or belief of the fact;
c. Any other act fitted to deceive; and
d. Any such act or omission as the law specifically declares to be fraudulent.

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

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policyholders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details

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

We may revise, delete and/ or alter any of the terms and conditions of this Policy subject to applicable regulation. We will intimate you by sending a prior written notice of 30 (Thirty) days, before revising, deleting and/or altering any of the terms and conditions of this Policy.

19. Force Majeure

If due to any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances which are beyond our control, which restricts performance of our obligations under this Policy, then, this Policy will be wholly or partially suspended only for such period.

20. Governing Law and Jurisdiction

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

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

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

22. Issue of duplicate Policy Document

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

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

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

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

PART G

23. Grievance Redressal

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

a. An acknowledgment to all such grievances received will be sent immediately from the date of receipt of the grievance.

b. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 14 days from the date of receipt of the grievance. In case We don't receive a revert from You within 8 weeks from the date of Your receipt of Our response, We will treat the complaint as closed.

c. However, if you are not satisfied with our resolution provided or have not received any response within 14 days, then, you may approach our Grievance Officer at any of our branches or you may write to our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.

   An acknowledgment to all such grievances received will be sent within 3 (Three) working days of receipt of the grievance.

d. If you are not satisfied with the response or do not receive a response from us within 14 days, then you can contact the insurance ombudsman. For the list of ombudsman office please refer Annexure B.

e. Further, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

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

Email ID: complaints@irda.gov.in

You can also register your complaint online at

http://www.igms.irda.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, Telangana- 500032

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

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

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

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

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

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

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

Disclaimers

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

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

BEWARE OF SPURIOUS AND FICTITIOUS/ FRAUDULENT PHONE CALLS!

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

Guaranteed Surrender Value Factors are as shown below:-
GSV Factor applicable for Total Premium paid

GSV as % of total premiums paid											
Year of Surrender/ Policy Term	15	16	17	18	19	20	21	22	23	24	25
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	56%	55%	54%	54%	54%	53%	53%	53%	53%	53%	52%
9	61%	60%	59%	58%	57%	57%	56%	56%	55%	55%	55%
10	67%	65%	63%	62%	61%	60%	59%	59%	58%	58%	57%
11	73%	70%	68%	66%	65%	63%	62%	61%	61%	60%	59%
12	79%	75%	72%	70%	68%	67%	65%	64%	63%	63%	62%
13	84%	80%	77%	74%	72%	70%	68%	67%	66%	65%	64%
14	90%	85%	81%	78%	75%	73%	72%	70%	69%	68%	66%
15	90%	90%	86%	82%	79%	77%	75%	73%	71%	70%	69%
16	NA	90%	90%	86%	83%	80%	78%	76%	74%	73%	71%
17	NA	NA	90%	90%	86%	83%	81%	79%	77%	75%	74%
18	NA	NA	NA	90%	90%	87%	84%	81%	79%	78%	76%
19	NA	NA	NA	NA	90%	90%	87%	84%	82%	80%	78%
20	NA	NA	NA	NA	NA	90%	90%	87%	85%	83%	81%
21	NA	NA	NA	NA	NA	NA	90%	90%	87%	85%	83%
22	NA	NA	NA	NA	NA	NA	NA	90%	90%	88%	85%
23	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%	88%
24	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%	90%
25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	90%

GSV Factor applicable for Accrued Bonuses

	GSV as % of total Accrued Bonus										
Year of Surrender/ Policy Term	15	16	17	18	19	20	21	22	23	24	25
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	4%	3%	3%	3%	3%	3%	3%	2%	2%	2%	2%
3	5%	5%	5%	4%	4%	4%	4%	4%	3%	3%	3%
4	7%	7%	6%	6%	6%	5%	5%	5%	5%	4%	4%
5	9%	9%	8%	8%	7%	7%	6%	6%	6%	6%	5%
6	11%	10%	10%	9%	9%	8%	8%	7%	7%	7%	6%
7	13%	12%	11%	11%	10%	10%	9%	9%	8%	8%	8%
8	15%	14%	13%	12%	12%	11%	11%	10%	10%	9%	9%
9	17%	16%	15%	14%	13%	13%	12%	11%	11%	10%	10%
10	19%	18%	17%	16%	15%	14%	13%	13%	12%	12%	11%
11	21%	20%	19%	17%	16%	16%	15%	14%	13%	13%	12%
12	23%	22%	20%	19%	18%	17%	16%	15%	15%	14%	13%
13	26%	24%	22%	21%	20%	19%	18%	17%	16%	15%	15%
14	28%	26%	24%	23%	21%	20%	19%	18%	17%	17%	16%
15	30%	28%	26%	24%	23%	22%	21%	20%	19%	18%	17%
16	NA	30%	28%	26%	25%	23%	22%	21%	20%	19%	18%
17	NA	NA	30%	28%	26%	25%	24%	22%	21%	20%	20%
18	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%	21%
19	NA	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%
20	NA	NA	NA	NA	NA	30%	28%	27%	26%	24%	23%
21	NA	NA	NA	NA	NA	NA	30%	28%	27%	26%	25%
22	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%	26%
23	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%
24	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%
25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

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Annexure B - List of Ombudsman

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	

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