

### Annexure C: List of Ombudsman

Office of the Ombudsman	Name of the Ombudsmen	Contact Details	Areas of Jurisdiction
AHMEDABAD	Shri Amitabh	Insurance Ombudsman Office of the Insurance Ombudsman 2 nd floor, Ambica House, Nr. C.U.Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014 Tel.079- 27546150, Fax:079-27546142, E-mail: <a href="mailto:insombahd@rediffmail.com">insombahd@rediffmail.com</a>	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Shri N.A.Khan	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor, Malviya Nagar, BHOPAL Tel.0755-2769201/02, Fax:0755-2769203, E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Shri S.K.Dhal	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park, BHUBANESHWAR - 751 009, Tel.0674-2596461(Direct), Secretary No.:0674-2596455, Tele Fax - 0674-2596429, E-mail: <a href="mailto:iobbsr@dataone.in">iobbsr@dataone.in</a>	Orissa
CHANDIGARH	Shri K.M.Chadha	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2 <sup>nd</sup> floor, Batra Building, Sector 17-D, CHANDIGARH - 160 017 Tel.: 0172-2706196, Fax: 0172-2708274, E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI		Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI - 600 018 Tel. 044-24333678 Fax: 044-24333664, E-mail: <a href="mailto:insombud@md4.vsnl.net.in">insombud@md4.vsnl.net.in</a>	Tamil Nadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI		Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road, NEW DELHI - 110 002 Tel. 011-23239611, Fax: 011-23230858, E-mail: <a href="mailto:iobdelraj@rediffmail.com">iobdelraj@rediffmail.com</a>	Delhi & Rajasthan
GUWAHATI	Shri Sarat Chandra Sarma	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor, Nr. Panbazar Overbridge , S.S. Road, GUWAHATI - 781 001 Tel. : 0361-2131307 Fax:0361-2732937, E-mail: <a href="mailto:omb_ghy@sify.com">omb_ghy@sify.com</a>	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Shri P.A.Chowdary	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool HYDERABAD - 500 004 Tel. 040-23325325, Fax: 040-23376599, E-mail: <a href="mailto:hyd2_insombud@sancharnet.in">hyd2_insombud@sancharnet.in</a>	Andhra Pradesh, Karnataka and UT of Yanam - a part of the UT of Pondicherry
ERNAKULAM	Shri James Muricken	Insurance Ombudsman Office of the Insurance Ombudsman 2 ND Floor, CC 27/2603, Pulinat Building , Opp. Cochin Shipyard, M.G. Road , ERNAKULAM - 682 015 Tel: 0484-2358734, Fax:0484-2359336, E-mail: <a href="mailto:iokochi@asianetglobal.com">iokochi@asianetglobal.com</a>	Kerala , UT of (a) Lakshadweep , (b) Mahe - a part of UT of Pondicherry
KOLKATA	Shri K.Rangabhashyam	Insurance Ombudsman Office of the Insurance Ombudsman, North British Bldg., 29, N.S. Road , 3 rd floor, KOLKATA - 700 001 Tel.:033-22134869, Fax: 033-22134868, E-mail : <a href="mailto:iombkol@vsnl.net">iombkol@vsnl.net</a>	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
LUCKNOW	Shri M.S.Pratap	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW - 226 001 Tel.:0522-2201188, Fax: 0522-2231310, E-mail: <a href="mailto:ioblko@sancharnet.in">ioblko@sancharnet.in</a>	Uttar Pradesh and Uttaranchal
MUMBAI	Shri R.K.Vashishtha	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI - 400 054 PBX: 022-26106928, Fax: 022-26106052, E-mail: <a href="mailto:ombudsman@vsnl.net">ombudsman@vsnl.net</a>	Maharashtra , Goa

## IndiaFirst Smart Save Plan

UIN 143L010V01

### (b) For Single Premium

Single Premium	Premium Allocation Charges
At the time of payment of Single Premium	2%

**In this Plan, the investment risk in the investment portfolio is borne by you**

### Definitions

Below are some words/ expressions used in this Plan along with their meaning for your easy reference.

Word/ Expression	Meaning
Age	Age as on his/her last birthday.
Appointee	The person who receives the proceeds or the benefits under the Plan when the Nominee is less than 18 years of Age.
Annexure	Any annexure attached to this Plan as amended from time to time.
Benefit Illustration	An illustration of the benefits under the Plan provided to you at the time of application.
Business Day	Any usual working day of our corporate office in Mumbai.
Charges	Any fee that may be levied by us from time to time under this Plan with the prior approval of the Regulatory Authority and as specified in Annexure B.
Discontinuance of Plan	Terminating or cancelling or stopping the Plan prior to the Plan Maturity Date. Discontinuance of a Plan will occur in case of non-payment of the premium due before the expiry of the Notice Period or if you wish to discontinue the Plan. You need to write to us and inform us about the same. On Discontinuance, the value calculated as per point no.11 is payable.
Date of Risk Commencement	The date from which the Death Benefit is activated under the Plan as specified in the Plan Schedule.
Death Benefit	The amount which is payable on the Life Assured's death.
Fund	Each specific and separate investment Fund established, offered, operated and managed by us.
Fund Value	The total value of the Units in all the Funds invested in by you at the Valuation Date. The value of the Units in each Fund on the Valuation Date is calculated as- (Number of Units held by you in that Fund) X (Corresponding Unit Price of that Fund at the Valuation Date) The Fund Value is the sum of the value of the Units in all the Funds that you have invested in, as on the Valuation Date.
Life Assured	The person named in the Plan Schedule and, on whose life the Plan depends. On the Life Assured's death, the benefit is paid out by us and the Plan ends.
Limited Premium	The amount which is payable by you during the Premium Paying Term at regular intervals for a limited period as specified in the Plan Schedule.
Maturity Benefit	The amount payable to you on the Plan Maturity Date.
Nominee	The person nominated by you to receive the Death Benefit
Notice Period	Thirty days from the date of receipt of discontinuance notice issued by us.
Plan Commencement Date	The date on which the Plan starts as shown in the Plan Schedule in Annexure A.
Partial Withdrawal	Any amount withdrawn by you during the Plan Term.
Plan	This IndiaFirst Smart Save Plan which includes this Plan wording (as may be changed/ modified from time to time), the Proposal Form, the Benefit Illustration, Annexure, the Plan Schedule and any tables or unit statements (and if more than one, then the latest in time) which form a part of this Plan. The Plan is the entire contract of insurance between you and us.
Plan Maturity Date	The date on which the Plan Term expires as specified in the Plan Schedule.
Plan Term	The period which commences on the Plan Commencement Date and ends on the Plan Maturity Date as specified in the Plan Schedule.
Plan Schedule	The schedule to this Plan as Annexure A
Plan Year	A period of 12 consecutive months commencing from the Plan Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 consecutive months thereafter during the Plan Term.

**B.4. Fund Management Charges:** We may levy a Fund Management Charge at the close of each Business Day before arriving at the Unit Price. The Fund Management Charge will be 1.35% per annum for each Fund. The Fund Management Charge is calculated as a percentage of the value of units under each fund.

**B.5. Switching Charges:** There are presently no Switching Charges in effect under this Plan

**B.6. Discontinuance Charges:** All Plans being discontinued within first five Plan Years are subjected to Discontinuance Charge. The Discontinuance Charges applicable are as follows -

Where plan is discontinued during the Plan year	Discontinuance charge for plans having annualised premium up to Rs. 25,000	Discontinuance charge for plans having annualised premium above Rs. 25,000
1	Lower of 20%*(AP or FV) subject to maximum of Rs.3000	Lower of 6%*(AP or FV) subject to maximum of Rs.6000
2	Lower of 15%*(AP or FV) subject to maximum of Rs.2000	Lower of 4%*(AP or FV) subject to maximum of Rs.5000
3	Lower of 10%*(AP or FV) subject to maximum of Rs.1500	Lower of 3%*(AP or FV) subject to maximum of Rs.4000
4	Lower of 5%*(AP or FV) subject to maximum of Rs.1000	Lower of 2%*(AP or FV) subject to maximum of Rs.2000
5 & above	Nil	Nil
Single Premium: There is no Discontinuance Charge		

\* where FV is Fund Value and AP is Annual Premium.

No Discontinuance value is payable before completion of five Plan years although Discontinuance Value may accrue during this period. From fifth Plan year onwards, there will be no Discontinuance Charge irrespective of number of premiums paid.

The Discontinuance Charges will remain unchanged throughout the Plan Term.

**B.7. Partial Withdrawal Charges:** There are no Partial Withdrawals Charges applicable.

### B.8. Premium Redirection Charges:

There are presently no Premium Redirection Charges applicable under the Plan.

**B.9. Revival Charges:** A Revival Charge of Rs. 500 will be levied on the revival of the Plan.

**B.10. Service Tax:** Service Tax is applicable currently on Mortality Charge and Fund Management Charge, as per government rules, levied by us and will be levied in addition to the above charges. This is subject to change in laws from time to time.

	Example: If the Plan Commencement Date is 18 <sup>th</sup> September, 2010 the first Plan Year would be: 18 <sup>th</sup> September, 2010 to 17 <sup>th</sup> September, 2011.
Premium Paying Term	The number of years, during which you will pay the Regular or Limited Premium as specified in the Plan Schedule.
Proposal Form	The application form completed and submitted by you based on which we have issued this Plan to you.
Regular Premium	The amount which is payable by you during the Plan Term at regular intervals as specified in the Plan Schedule.
Regulations	The applicable laws as amended from time to time which are applicable to this Plan, its Funds, the valuation of investments and other assets.
Regulatory Authority	The Insurance Regulatory and Development Authority 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.
Settlement Option	The option to receive your Maturity Benefit in installments over a period of time instead of a lump sum amount on the Plan Maturity Date.
Single Premium	The amount that has been received by us as specified in the Plan Schedule before the Plan Commencement Date.
Sum Assured	The amount specified in the Plan Schedule.
Switch	The facility, under the Plan by which you can move some or all your Units from one or more Funds to another Fund of this Plan.
Unit	Your notional interest in a Fund. Each Unit represents one undivided share in the assets of a Fund. You may have Units in more than one Fund.
Unit Price	The price per Unit. It is calculated in Rupees as - (Net Asset Value (NAV) at the Valuation Date) / Total number of Units held in the Fund at the Valuation Date.
Valuation Date	The date on which the Unit Price of the Fund is determined.
We, Us or Our	IndiaFirst Life Insurance Company Limited
You or Your	The person named as the Policyholder in the Plan Schedule. You may or may not be the Life Assured.

## Executive Summary

### Key features

- You can build your savings systematically, through investments in various funds.
- The plan offers a life cover in case of the life assured's untimely death.
- You have the option to invest in 5 funds across different asset classes, where you choose the proportion of your investment based on your risk appetite.
- You can make the most of your investments by 'switching' or 'redirecting your premium' from one fund to another.
- You get easy access to your money by being able to withdraw partially.
- Under Section 80C you can enjoy Tax Benefits on the premium you invest. You can also get tax benefits on the benefits you receive at maturity of your policy, under Section 10(10D). This is as per the current tax laws.

### Risk factors

- The premium paid in unit linked plans are subject to investment risks associated with capital markets.
- The value of the units may go up or down based on the performance of the fund.

- Factors influencing the capital market affect the value of the units. Hence you, as the policyholder are responsible for all your decisions.
- None of our funds offer a guaranteed or assured return.
- The past performance of our funds does not necessarily indicate the future performance of any of these funds.
- Tax laws may change in future

Please read the remaining sections of this document for detail.

## Interpretation

This Plan is divided into numbered parts for ease of reference and reading only. Unless stated otherwise, these divisions and the corresponding headings do not limit the Plan or its interpretation in any way.

Words of one gender will include the other gender and the singular will include the plural and vice versa, unless the context otherwise requires.

## 1. About the IndiaFirst Smart Save Plan

### In a nutshell

This Plan is a unit linked endowment Plan which is available on a Regular/ Limited/ Single Premium basis as specified in the Plan Schedule. Benefits are payable on maturity (Fund Value) or on the Life Assured's death

The table for the Charges according to ages and sex is given below (per thousand of Sum at Risk):

Annual Mortality Charge Rates					
Age last birthday	Males rate	Age last birthday	Males rate	Age last birthday	Males rate
5	0.82	31	1.85	57	14.16
6	0.82	32	1.90	58	15.24
7	0.82	33	1.97	59	16.57
8	0.82	34	2.06	60	18.16
9	0.82	35	2.17	61	20.00
10	0.84	36	2.30	62	22.09
11	0.94	37	2.46	63	24.44
12	1.07	38	2.64	64	27.04
13	1.19	39	2.85	65	29.13
14	1.27	40	3.10	66	31.73
15	1.34	41	3.34	67	35.69
16	1.41	42	3.57	68	40.08
17	1.47	43	3.84	69	44.94
18	1.53	44	4.17	70	50.30
19	1.58	45	4.56	71	56.22
20	1.63	46	5.02	72	62.73
21	1.67	47	5.54	73	69.88
22	1.71	48	6.13	74	77.74
23	1.74	49	6.78	75	86.35
24	1.76	50	7.50		
25	1.79	51	8.28		
26	1.80	52	9.12		
27	1.82	53	10.03		
28	1.82	54	11.00		
29	1.83	55	12.03		
30	1.83	56	13.13		

For females above Age 18 apply a three year age set back to the above provided that the applicable rate shall not be lower than the male rate at Age 18. The Mortality Charges may be different for substandard lives.

The above Mortality Charges Rates will remain unchanged throughout the Plan Term.

**B.2. Plan Administration Charges:** For Regular/ Limited Premiums, the Plan Administration Charge of 1.8% of the Regular/ Limited Premium payable in the first Plan Year, inflating by 5% per year will be levied monthly.

For Single Premium Plans, the Plan Administration Charges of 1.20% of the Single Premium payable from the first Plan Year to the tenth Plan Year, and 0% thereafter, will be levied monthly.

The plan administration charges will not exceed Rs.6000 p.a.

**B.3. Premium Allocation Charges:** We will charge the Premium Allocation Charges, as follows -

### (a) For Regular Premium

Plan Year	Premium Allocation Charge
1	6.7%
2 - 4	4%
5 onwards	3.5%

## False disclosure about age

The Life Assured's Age has been admitted on the basis of the declaration made by the Life Assured/ proposer in the Proposal Form and/ or in any statement or declaration to the Proposal Form based on which this Plan has been issued. If the Life Assured's Age is found to be different from that declared, we may, at any time during the Plan Term, adjust the Charges or any benefits applicable under the Plan as we deem fit. If the Life Assured's Age at the Date of Commencement is found to be higher than the maximum, or lower than the minimum entry Age that was permissible under the Plan at the time of its issue, the Plan will be voidable at our option.

## 16. General conditions

### Right to review, revise, delete or alter the terms and conditions of the Plan

We may review, revise, delete and/ or alter any of the terms and conditions of the Plan - with the prior approval of the Regulatory Authority by sending you prior written notice of 30 days.

### What happens in case of loss of a Plan document?

If the Plan document is lost or misplaced, you will give us a written request stating the fact and the reason of the loss. If we are satisfied that the Plan document is lost, we will issue you a duplicate Plan document. On the issue of the duplicate Plan document, the original

Plan document immediately and automatically ceases to have any validity.

You agree to indemnify us and hold us free and harmless from any costs, expenses, claims, awards or

judgments arising out of or in relation to the original Plan document.

### Issuing notices

We also have the discretion to issue either individual notices to you or publish general notices on our website.

## 17. Governing laws and jurisdiction

All claims, disputes or differences arising under or in connection with this Plan will be governed by and construed in accordance with Indian law and determined by the Indian Courts.

## 18. Grievance Redressal

Any grievance/complaint pertaining to this Plan may be addressed to our corporate office, at the following address -

IndiaFirst Life Insurance Company Ltd  
301, 'B' Wing, The Qube,  
Infinity Park, Dindoshi - Film City Road,  
Malad (East),  
Mumbai - 400 097.

Contact No.: 18002098700

Email id: customer.first@indiafirstlife.com

In case you are not convinced with the decision of the above office or have not received any response within 10 days, you may contact our Customer Care Person for a resolution -

Email id: grievance.redressal@indiafirstlife.com

In case however, you are not satisfied with our decision/resolution, you may approach the nearest Ombudsman from the list of Ombudsmen mentioned in Annexure C if your grievance pertains to -

- An insurance claim that has been rejected or dispute of a claim on legal construction of the Plan.
- Delay in settlement of claim.
- Dispute with regard to premium.
- Non-receipt of your insurance document.

The complaint should be made in writing duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.

As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made -

- Only if the grievance has been rejected by Our Grievance Redressal Machinery (Customer Care Person).
- Within a period of one year from the date of rejection by us.
- If it is not simultaneously under any litigation

### Annexure B: Charges

Charges in effect as of the Plan Commencement Date are as follows -

**B.1. Mortality Charges:** In determining the Mortality Charges, we will take into account the excess of the Sum Assured over the balance in the Fund Value ("Sum at Risk"), at the start of each month and apply 1/12<sup>th</sup> of the Charge Rates presented below at the commencement of every month according to the Age and sex of the Life Assured. We may deduct such Mortality Charges by way of cancellation of Units at the commencement of every month, from the balance in the Fund Value.

(Sum Assured or Fund Value, whichever is higher). You will participate only in the investment performance of the Funds chosen by you, to the extent of the Units allocated to you. This Plan does not give any other rights to you to participate in our assets, surplus or profits in any manner whatsoever.

### Application of Premiums

The Regular/ Limited/ Single Premiums minus applicable Premium Allocation Charges, are used to purchase Units in the Fund(s) selected by you as specified in the Plan Schedule; or as modified by you as specified in this Plan. Switches and Premium Redirections are also applied to the Funds as selected by you under the Plan.

### Annual statement and Charges

We will issue an annual statement at the end of each Calendar Year, specifying the details of the Units you hold in your Fund. The statement will also include other particulars in respect of the Fund Value and the charges we deduct as set out in Annexure B.

### Plan termination

This Plan will terminate immediately and automatically on payment of the Death Benefit or the

Maturity Benefit by us. Please also refer point no.10 for termination conditions on Discontinuance of Plan.

Once the benefit payment is made under the Plan, we will be relieved and discharged from all our obligations under this Plan.

## 2. Benefits under the Plan

We will pay the following benefits under the scenarios described below during the Plan Term subject to the terms and conditions specified below.

### Death Benefit

#### Who is paid the Death Benefit?

We will pay the Death Benefit to the Nominee, in the unfortunate event of the Life Assured's death after the Date of Risk Commencement and before the Plan Maturity Date.

#### How is the Death Benefit calculated?

The Death Benefit payable on the Life Assured's death is the higher of the Sum Assured or the Fund Value as on the date we receive intimation of the Life Assured's death.

#### When is the Death Benefit less than the Sum Assured?

If Partial Withdrawals are made, the Sum Assured may be reduced by the amount withdrawn as specified in point no 8.

#### When is the Death Benefit restricted to the Fund Value?

The Death Benefit is restricted to the Fund Value in each of the following scenarios -

- Your Plan is in the Settlement Period.
- The Life Assured commits suicide within 12 months of the Plan Commencement Date or the date of reinstatement of the Plan.

### When is a Death Benefit claim not admitted?

The Plan will be void, if the Life Assured (whether sane or not) commits suicide within one year of the Date of Risk Commencement or the date of reinstatement. Only the Fund Value as on the date of notification of the Life Assured's death will be payable.

### Maturity Benefit

We will pay the Maturity Benefit to you, if the Life Assured is alive and the Plan is in force on the Plan Maturity Date.

### How is the Maturity Benefit calculated?

The Maturity Benefit is the Fund Value on the Plan Maturity Date.

### What are the payment options on maturity?

On maturity you may choose -

- To receive the entire Fund Value as a lump sum payment or
- To buy a new Plan from us with the Maturity Benefit amount subject to the terms and conditions applicable to that Plan or
- To exercise the Settlement Option by writing to us at least 3 months prior to the Plan Maturity Date. In this case, you will receive the Maturity Benefit in installments over a fixed period of time (the Settlement Period). Fund Management Charges and the applicable Pan Administration Charges will be levied during this period.

### Settlement Option

#### When does the Settlement Period start? What is its frequency?

The Settlement Period shall commence from the Plan Maturity Date. You will need to specify the amount and the frequency of the installments (six monthly or yearly) and the duration of the Settlement Period (a maximum period of 5 years is allowable under this Plan).

The investment risk during the Settlement Period will be borne entirely by you. Partial Withdrawals available under the Plan will automatically cease once the Settlement Period starts. If the Life Assured dies during the Settlement Period, only the Fund Value as on the date we receive intimation of the Life Assured's death will be payable.

## Discontinuing the installments

You may write to us to discontinue the periodic installments and to withdraw all the remaining units as a lump sum at once any time during the Settlement Period before the date of the next installment. The Plan then terminates.

## Rider Benefits

No riders are available under this Plan.

## 3. Nomination

### Can you appoint a Nominee to receive the Death Benefit?

You may at any time during the Plan Term and while the Plan is in-force, nominate a Nominee to receive the Death Benefit.

If there is no Nominee or all Nominees have pre-deceased the Life Assured, the Death Benefit will be payable to your legal heirs or representatives.

### If the Nominee is a minor

You will appoint an Appointee to receive the Death Benefit and to hold the Death Benefit until the Nominee attains 18 years of Age.

### How is the nomination made or changed?

You may write to us to nominate or change a Nominee. The nomination or change will become effective only after we have accepted the nomination or change in our records.

### Our liability in a nomination

In accepting or recording a nomination or a change of Nominee, we do not accept any responsibility or express any opinion as to its validity or legality.

## 4. Premiums: Allocations, Missed Premiums and Lapsed Plan

### Allocation of premiums to Funds

We will allocate the total Premium received net of Premium Allocation Charges into the Funds in the proportions specified in the Plan Schedule.

### Missing your premiums

In case we do not receive payment of Regular/Limited premiums on or before the due date -

- You have a Grace Period of fifteen days for payment of all Premiums under monthly mode and thirty days for all other modes.
- The Nominee will receive the Death Benefit as per point no 2 in the unfortunate event of the Life Assured's death during the Grace Period.

If you have not paid your premiums before the end of the grace period during the premium paying term, you are entitled to exercise one of the following options -

- Option 1: Revival/ reinstatement of the plan, or
- Option 2: Complete withdrawal from the plan without any risk cover

In case you have not paid your premiums, we shall send you a notice within a period of fifteen days from the end

of the grace period asking you to confirm receipt of the notice along with date of receipt of such

notice and to exercise the said options within a period of thirty days of receipt of such notice. In case we have not received such confirmation from you within fifteen days of the date of the notice, it will be deemed that you have received the notice on the fifteenth day immediately following the date of the notice issued by us.

We will believe that you have exercised the second option of complete withdrawal from the plan without any risk cover, if you do not exercise any of the options within the specified period of 30 days. This will be treated as discontinuance of plan.

The Fund Value of the Plan shall be continued as a part of the Fund chosen by you till you exercise any option or till the expiry of 30 days of notice period whichever is earlier. During this period your plan will be in force with risk cover as per terms and conditions of the Plan and all the applicable charges will continue to be deducted. The Nominee will receive the Death Benefit as per point no 2 in case of death during this period

### What are your options to revive the plan?

You may revive your Plan within a specified period of thirty days of receipt of the Notice by -

- Simply paying the due Premium amount, if any, and;
- Begin the payment of Premiums

You may revive your Plan by paying Rs. 500 as revival charge , Premium Allocation Charges and any medical costs. The revival is subject to satisfactory medical and financial underwriting.

Nominee or legal heir, as the case may be, need to send us the relevant particulars in writing. We will then be able to process the claim in accordance with the terms of the Plan.

### Documents to be submitted at the time of making a claim

- The original Plan document.
  - Claimant's statement
  - Death certificate issued by the local health and medical authority.
  - Proof of Age
  - Any other document or information as may be required by us for processing of the claim depending on the cause or nature of the claim.
- The above documents are essential for settling your claim.

### Payment of benefits in India Rupees

#### How do we apply Charges?

Fund Management Charges	Are recovered by deduction or accrual before arriving at the Unit Price.
Premium Allocation Charges	Are recovered by deduction from the amount of the Premium received.
Mortality Charges and Plan Administration Charges	Are recovered by cancelling the required number of Units from the respective Funds at the prevailing Unit Price
All other charges as mentioned above	Are recovered by collecting money from the Policyholder.

## 14. Portability

We give you the flexibility to opt out of this Plan and invest into another unit linked Plan\* offered by us.

This option is available to you after completion of five Plan years from the Date of Commencement of Risk. Under this option, you can transfer the Plan benefits on maturity or by surrendering/terminating the contract and opt for a new Plan. We will not levy any charge for surrender/termination or for transferring the Fund. There shall be no intermediary involved in this process. This option must be exercised at least 30 days before the date of the receipt of benefit under the Plan. The terms and conditions as specified in opted Plan document will apply to you. The new Plan will be offered only on your life or on the life of the Life Assured under the existing Plan. This plan allows you to transfer plan benefits from another Unit Linked plan\* where portability options are allowed.

\*Only applicable on Plans without any implicit/ explicit guarantees; not applicable on pension Plans.

## 15. Disclosures

### Misrepresentation/Fraudulent disclosures

In issuing this Plan, We have relied on the truth, accuracy and completeness of information provided in the Proposal Form and the statements and declarations made by you which form a part of and are the basis of this Plan.

All benefits and other sums under this Plan will be payable in India and in Indian Rupees.

## 13. Charges

The Charges applicable under this Plan are listed below and described in Annexure B.

- Mortality Charges
- Plan Administration Charges
- Premium Allocation Charges
- Fund Management Charges
- Charge on Discontinuance
- Premium Redirection Charges
- Revival/Reinstatement Charges
- Switching Charges
- Partial Withdrawal Charges

### Provisions of Section 45, Insurance Act, 1938

The Plan is subject to the provisions of Section 45 of the Insurance Act 1938 which states as follows -

No Plan of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the Plan, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Planholder and that the Planholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose. Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no Plan shall be deemed to be called in question merely because the terms of the Plan are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

### Making untrue/ incorrect statements or withholding information

If you or the Life Assured or the Nominee or anyone acting on your or their behalf advances any claim knowing the claim to be false, dishonest or fraudulent, then this Plan shall be void and any amounts paid or potentially payable under the Plan will be forfeited.

of payment	
Maximum Partial Withdrawal for Single Premium mode of payment	The Fund Value after the Partial Withdrawal should not be less than Rs.45,000/-

### What are the Charges for Partial Withdrawals?

Partial Withdrawals are not subject to any Charges.

### What is the impact of Partial Withdrawals on the Death Benefit?

The Sum Assured will be reduced by the amount of Partial Withdrawals based on the following -

Death of the Life Assured before attaining Age 60	The Sum Assured will be reduced by an amount equal to the Partial Withdrawals made during the 24 months immediately preceding the Life Assured's death.
Death of the Life Assured on or after attaining Age 60	The Sum Assured is reduced by all Partial Withdrawals made during the 24 months prior to attaining age 60 and all subsequent Partial Withdrawals.

## 9. Loan

### Loan benefits under the Plan

You can avail of a loan under this plan. The conditions for the same are as follows:

#### Before completion of 5 years of the plan:

The maximum loan amount shall not exceed 40% of the surrender value in those policies where equity accounts for more than 60% of the total share and shall not exceed 50% of the surrender value of those policies where debt instrument accounts for more than 60% of total share. In case surrender value at any time is less than loan outstanding plus accrued interest, then Plan terminates. The company is allowed to charge interest at the rate of State Bank of India base rate plus 7.00% on such loan.

#### On or after completion of 5 years:

No loan is allowed

## 10. Assignment

### Assignment of the Plan

You may assign the Plan in any one of the following ways by making -

- An endorsement on the Plan itself, or
- The assignment through a separate instrument.

In either case, you will give us a written request of the assignment.

### Our liability in an assignment

In accepting or recording an assignment, we do not accept any responsibility or express any opinion as to its validity or legal effect.

## 11. Discontinuing your Plan

Your Plan will discontinue if:

- a. You miss your premiums and choose not to revive your plan; or
- b. You wish to discontinue your plan

However, we strongly advise you not to discontinue the plan.

In case of discontinuance the following conditions will apply:

### Discontinuance within first 5 years of the Plan

If you opt for complete withdrawal from the plan without any risk cover, the Fund Value of the Plan will be credited to the discontinued Plan Fund. The amount of the discontinued Plan will be refunded only upon the completion of the fifth Plan Year after deducting discontinuance charges on the date of

discontinuance. The minimum return on the fund shall be 3.50% p.a. compounded or as prescribed by IRDA from time to time. The income earned on the Fund Value will also be apportioned to the discontinued Plan Fund.

In case of the Life Assured's death after the Fund Value is credited to the Discontinued Plan Fund but before payment of the proceeds of the discontinued Plan, the Discontinuance Plan Fund Value as on the date of receiving intimation of death will be paid and the Plan will terminate.

### Discontinuance after first 5 years of the Plan

If you opt for complete withdrawal from the plan without any risk cover, the Fund Value as on the date of discontinuance will be payable to you.

## 12. Making a claim

### Steps to be followed for making a claim

As soon as you or your Nominee or legal heir become entitled to receive benefits under the Plan, you or your

## 5. Our Funds

### Funds offered by us under this Plan

Name of the Fund	Investment objective specified in the Plan	Deployment of Funds
Debt1 Fund	To provide security and moderate growth.	Between 70% and 100% of the available Funds will be invested in debt and debt related instruments and the balance in money market instruments.
Balanced1 Fund	To provide higher growth with reasonable security	Between 50% and 70% of the available Funds will be invested in equity and equity related instruments, 30% - 50% in debt securities and debt related instruments and the balance in money market instruments .
Equity1 Fund	To provide high growth opportunities	Between 80% and 100% of the available Funds will be invested in equity and equity related instruments and the balance in money market instruments.
Liquid1 Fund	To provide security and low growth.	Between 0% and 20% of the available Funds will be invested in debt and debt related instruments and the balance in money market instruments.
Value Fund	To provide high growth opportunities	Between 70% and 100% of the available Funds will be invested in equity and equity related instruments and 0% to 30% in money market instruments.
Index Tracker Fund	To provide high growth opportunities	Between 90% and 100% of the available Funds will be invested in equity and equity related instruments and 0% to 10% in money market instruments.

The Liquid1 Fund is only available for the -

- Settlement Option
- Systematic Transfer of Fund Option.

### Investments under each Fund

We will invest each Fund as per the Fund's investment objectives and formulate the investment policies that guide our investments, subject to the applicable Regulations.

### Ownership of investments

We have the legal beneficial ownership of all investments and assets in the Funds; though you may own the Units that participate in these investments.

### Addition of new Funds:

We may from time to time add new Funds and offer the same to you, with the approval of the Regulatory Authority.

### Discontinue existing Funds

We may, at our discretion and with the approval of the Regulatory Authority, close or discontinue any Fund because of any event, which, in our opinion, may require the Fund to be closed or discontinued.

### Notice in case of Discontinuation

We will give you at least three months prior written notice in case we decide to close or discontinue any fund.

### Automatic Switching to a Fund

In case, you do not Switch your Units to another Fund prior to the expiration of the aforesaid three month notice, we may, at our discretion, at any time thereafter Switch your Units to another Fund. Our decision in selecting the Fund will be final and binding. In such cases, we will not levy any penalty or Switching Charges for such a Switch to another Fund.

### Unit transactions

- The Funds are valued by us. We determine a Unit Price on all days that the financial markets are open. The Unit Price is published in the relevant print media as Net Asset Value (NAV) per unit and is also available on our website - www.indiafirstlife.com, updated daily on all Business Days in accordance with the Regulations.
- The Unit Price is computed based on whether we are purchasing (Appropriation Price) or selling (Expropriation Price) assets in order to meet the day to day transactions of Unit allocations and Unit redemptions.

- The Unit Price will be calculated on all Business Days in accordance with the Regulatory Authority's guidelines in force from time to time. As per the prevailing guidelines of the Authority, Unit Price will be calculated as follows -

**When Appropriation Price is applied:**

Market Value of investment held by the Fund  
plus the expenses incurred in the purchase of the assets  
plus the value of any current assets  
plus any accrued income net of Fund Management Charges  
less the value of any current liabilities less provisions, if any

**When Expropriation Price is applied:**

Market Value of investment held by the Fund  
less the expenses incurred in the sale of assets  
plus the value of any current assets  
plus any accrued income net of Fund Management Charge  
less the value of any current liabilities less provisions, if any.

- Our calculation of the Unit Price is final and binding except in cases where there has been a manifest error. The valuation of the assets of the Funds will be determined in accordance with the applicable Regulations and our valuation norms in effect from time to time.

The Company reserves the right to value less frequently than every day in the event of following circumstance.

1. When one or more stock exchanges which provide a basis for valuation for a substantial portion of the assets of the Fund are closed otherwise than for ordinary holidays.

2. When, as a result of political, economic, monetary or any circumstances out of the control of the Company, the disposal of the assets of the Fund are not reasonable or would not reasonably be practicable without being detrimental to the interests of the remaining Policyholders.
3. During periods of extreme market volatility during which Surrenders and Switches would, in the opinion of the Company, be detrimental to the interests of the remaining Policyholders.
4. In the case of natural calamities, strikes, war, civil unrest, riots and bandhs.
5. In the event of any event of any force majeure or disaster that affects the normal functioning of the Company.
6. If so directed by the IRDA.

**Time of receipt of payment and Unit Price**

- The Unit Price applicable for the allocation of Units will be determined in accordance with the table below based on the time when the payments are received in the form of cash or local cheques or demand drafts or when a written request for Switch in is received.
- The Unit Price applicable for the redemption of Units will be determined in accordance with the table below based on the time of the receipt of a written request for Surrender, Partial Withdrawal or Switch out or the receipt of notification of the Life Assured's death.

Timing of receipt of payment or request	Allocations	Redemptions
If received before 3:00 pm on a Business Day	The closing Unit Price of that day will apply to the transaction.	The closing Unit Price of that day will apply to the transaction.
If received after 3:00 pm on a Business Day	The closing Unit Price of the following Business Day will apply to the transaction.	The closing Unit Price of the following Business Day will apply to the transaction.
If payment is received in the form of an outstation cheque	The closing Unit Price of the Business Day on which outstation cheques are cleared will apply to the transaction.	

**Benefit payments and Unit cancellations**

The payment of the Death Benefit or the Maturity Benefit will be made by cancellation of the required

number of Units from the respective Funds at that day's Unit Price. If more than one Fund has been invested in, the cancellation of Units will be effected to the extent possible in the same proportion as the total value of the

Units held in each Fund, unless specified otherwise by you and accepted by us in writing.

**6. Switching and Premium Redirection**

**Can you move from one fund to another?**

Yes, you can move from one fund to another either by Switching or by Redirecting your Premium.

**What is Switching?**

Switching is the option under which you can move some or all your Units from an existing Fund into one or more Funds at the respective Unit Price on the day the Switch is effected by writing to us for the same.

**What are the limits for switching?**

All Switches under this Plan are subject to the minimum and maximum limits specified in the in the table below -

Minimum amount	Switching	Rs. 5, 000/-
Maximum amount	Switching	No limit

**What are the Charges for Switching Units between Funds?**

Currently, no Switching Charges are applicable under the Plan for any Switches made. You are allowed only 2 free switches every month. We may change the present terms and conditions applicable to Switches with the prior approval of the Regulatory Authority.

**When are Switches not available?**

Switches will not be affected if the Plan has discontinued

**What is Premium Redirection?**

**8. Partial Withdrawals**

**Are Partial Withdrawals allowed?**

Yes. You may make a Partial Withdrawal under the Plan subject to the following -

Regular/ Limited Premium mode of payment	If you have paid all your Regular/ Limited Premium for the first 5 Plan Years, you can make Partial Withdrawals after the commencement of the 6 <sup>th</sup> Plan Year.
Single Premium mode of payment	You can make Partial Withdrawals after the commencement of the 6 <sup>th</sup> Plan Year.

**Are there any limits on Partial Withdrawals?**

While requesting for a Partial Withdrawal, you may either request for a specific amount to be withdrawn or for the redemption of specified number of Units, subject to the following limits -

Minimum Partial Withdrawal	Rs. 5,000/-
Maximum Partial Withdrawal for Regular / Limited Premium mode	Up to 25% of the Fund Value (only if your balance Fund Value is at least equal to 110% of the first annual premium after the withdrawal)

Under the Premium Redirection option, you may write to us after commencement of the second Plan Year to redirect your future investments towards a different Fund or set of Funds which will be applicable from the next premium due date. However, under this option your past allocation of all Regular Premium does not change.

**7. Systematic Transfer at Maturity**

**Securing your investments from market fluctuations (Systematic transfer at Maturity)**

You may choose to secure your investments from market fluctuations by opting to move the Units in all your Funds to the Liquid 1 Fund by giving us a written request at least three months prior to the commencement of the last 36 months of the Plan Term. The Systematic Transfer at Maturity will be affected from the commencement of the last 36 months of the Plan Term and will be applicable in each of these 36 months.

**How does the transfer of investments to the Liquid1 Fund actually happen?**

The transfer of the existing Units in the Funds to the Liquid1 Fund takes place through an automated Switching of 3% of the Fund Value in each of the last 36 months prior to the Plan Maturity Date.

**Does the allocation of Regular Premium change during the Systematic Transfer at Maturity?**

No. When we transfer your Funds to the Liquid1 Fund, the proportion in which Regular Premium is allocated into the Funds as specified in the Plan Schedule does not change.