

IndiaFirst Simple Life Plan

(UIN 143N008V01)

Definitions

Listed below are a few words used in this document along with their meaning for your easy reference. Please go through the same before proceeding further.

Word	Meaning
Age	The Age of the Life Assured 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.
Date of Risk Commencement	The date from which the Death Benefit is activated under the Plan. This date is specified in the Plan Schedule.
Death Benefit	The amount which is payable on the Life Assured's death as specified in the Plan.
Life Assured	The person named in the Plan Schedule and, on whose life the Plan depends. The benefit is paid out by us and the Plan ends on the Life Assured's death.
Nominee	The person nominated by you to receive the Death Benefit as specified in the Plan.
Plan	The IndiaFirst Simple Life Plan is a pure protection plan. It includes this Plan wording, the Proposal Form and the Plan Schedule which are attached to and form a part of this Plan. In this document, Plan will mean Policy and may be used interchangeably.
Plan Commencement Date	The date on which the Plan starts.
Plan Maturity Date	The date on which the Plan ends as specified in the Plan Schedule.
Plan Schedule	The schedule to this Plan as attached.
Plan Term	The period which commences on the Plan Commencement Date and ends on the Plan Maturity Date as specified in the Plan Schedule.
Policyholder	The person who proposes to take the Plan for the Life Assured and pays the premium on behalf of the Life Assured. The Policyholder and the Life Assured may be the same person in the Plan.
Proposal Form	The application form completed and signed by the Policyholder and Life Assured (if the Life Assured is different) based on which we have issued this Plan.

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.
Single Premium	The amount received by us in one lump sum as specified in the Plan Schedule before the Plan Commencement Date.
Sum Assured	The amount specified in the Plan Schedule.
Surrender	Terminating or cancelling or stopping the Plan prior to the Plan Maturity Date.
We, Us or Our	IndiaFirst Life Insurance Company Limited
You or Your	Policyholder

1. About your Plan

In a nutshell

- IndiaFirst Simple Life Plan is a pure protection Plan.
- We will use the Single Premium paid by you to provide Life Cover. The benefits are payable on Life Assured's death.

Eligibility criteria for entering the plan

Minimum age at entry	18 years at last birthday
Maximum age at entry	55 years at last birthday
Maximum maturity age	60 years at last birthday

2. Benefits under the Plan

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).

Calculation of Death Benefit

The Death Benefit is the Sum Assured.

Death Benefit claim not admitted

If the life assured commits suicide within 12 months from the date of risk commencement of this plan, 80% of the premium paid less stamp duty charges will be payable under the plan. This is irrespective of whether the life assured was sane or insane at the time of death.

Maturity benefit

There is no maturity benefit in this Plan. This is a non participating pure term assurance Plan.

Rider benefits

There are no riders available under this Plan.

Payment of benefits

The benefits will be paid to the Nominee only after the Life Assured's demise.

3. Nomination**Appointing a Nominee to receive the Death Benefit**

- You, the Policyholder shall be the Nominee under this Plan, if you and the Life Assured are not the same person.
- If you and the Life Assured are the same person, you may at any time during Plan Term and while the Plan is in force, make a nomination,
- The Death Benefit will be payable to your legal heirs or representatives if there is no Nominee or if all the Nominees have pre-deceased the Life Assured.

If the Nominee is a minor

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

Making a nomination

You may make or change a nomination by writing to us. The nomination or change will become effective only after it is recorded by us.

Our liability in a nomination

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

4. Loan or Assignment**Loan benefits under the Plan**

We will not offer any loans under this Plan.

Assignment of the Plan

- You may assign the Plan by making an endorsement on the Plan itself, or
- Making the assignment through a separate instrument.

In either case, you need to write to us requesting for the assignment.

Assignment and Death Benefit

The assignee cannot increase the Sum Assured.

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.

5. Plan ceases/ ends

The Plan will cease immediately and automatically on the happening of the earliest of the following -

- Life Assured attaining 61 years of Age.
- Surrendering of Plan.
- Life Assured's demise.
- End of the Plan Term.

6. Surrendering the Plan/ Cover

You have the flexibility to Surrender your Plan any time after 3rd Policy year. The surrender value will be calculated as below.

$$40\% \times \text{Premiums Paid} \times \left(\frac{\text{Unexpired Term}^*}{\text{Total Term}} \right)$$

*Unexpired Term will be calculated as the date of surrender.

7. Making a claim

Steps involved in making a claim

You or your Nominee/ Appointee or legal heir, as the case may be, will give us a written notice of the claim on the Life Assured's demise. You or the Nominee/ Appointee will need to give us all the relevant information in writing to enable us to process the claim as specified in the Plan.

Documents required at the time of making a claim

- Proof of the Life Assured's Age, if Age has not been admitted.
- Claimant's statement.
- Death certificate issued by the local health and medical authority.

- Copies of First Information Report, post mortem report, duly attested by police officials, in case of unnatural deaths including accidents etc.
- Hospitalization documents (discharge summary, all investigation reports) in case the Life Assured was treated for any illness related to the cause of death.
- Original Plan Document
- Any other document or information that we may need to process the claim depending on the cause or nature of the claim.

Payment of benefits in Indian Rupees

All benefits and other sums under this Plan are paid in India and in Indian Rupees.

8. Taxes

This Plan and its benefits are subject to the Regulations and taxation laws in effect from time to time.

Tax benefits on Premium paid

You are eligible for tax deductions up to Rs. 1,00,000/- on Premiums paid under this Plan as per Section 80C of the Income Tax Act, 1961

Tax benefits on Death Benefit

Death Benefits are also tax free under section 10(10)D of the Income Tax Act, 1961.

Tax charges

Premium rates are inclusive of service tax so no further service tax will be deducted.

Note: We reserve the right to deduct any other applicable taxes, duties and surcharges on premiums and Benefits, as per the applicable rate imposed by Government authorities from time to time.

9. Change of address

You are required to inform us in writing, about any change in your address. This will ensure that our correspondence reaches you without any delay.

10. 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.

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 Policy 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 Policy, 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 Policyholder and that the Policyholder 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 Policy shall be deemed to be called in question merely because the terms of the Policy are adjusted on subsequent proof that the age of the life 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/their behalf advances any claim knowing the same to be false, dishonest or fraudulent, then this Plan will be void and any amounts paid or potentially payable under the Plan will be forfeited.

False disclosure about Age

The Life Assured's Age has been admitted on the basis of the information provided by you, the Policyholder/ Life Assured.

If the Life Assured's Age is found to be different from that declared, we may, at the time of payment of Sum Assured, adjust the Premiums and/or the benefits under this Plan and/or recover the applicable balance amount, if any, as we deem fit. The Plan will however become void from Plan Commencement Date, if the Life Assured's Age at the Plan Commencement Date is found to be higher than the maximum or lower than the minimum entry age that was permissible under this Plan at the time of its issue and subject to Section 45 of the Insurance Act, 1938, the amounts received under this Plan will be liable to be forfeited, at our option.

11. General Conditions

Our rights 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 Policy document

If the Policy 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 Policy document is lost, We will issue you a duplicate

Policy document. On the issue of the duplicate Policy document, the original Policy document will immediately and automatically become invalid.

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 Policy document.

Issuing Notices

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

12. 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.

13. 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 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.

Appendix B

List of Insurance Ombudsmen

Ombudsman office		Contact details	Areas of jurisdiction
Ahmedabad		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: insombahd@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
Bhopal		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
Bhubaneswar		Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park BHUBANESHWAR – 751 009 Tel.0674-2596461(Direct)	Orissa

		Secretary No.:0674-2596455 Tele Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	
Chandigarh		Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2 nd 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: insombud@md4.vsnl.net.in	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: iobdelraj@rediffmail.com	Delhi & Rajashthan
Guwahati		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	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

		E-mail: omb_ghy@sify.com	
Hyderabad		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: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
Ernakulam		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: iokochi@asianetglobal.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
Kolkata		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 : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
Lucknow		Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2,	Uttar Pradesh and Uttaranchal

		6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW – 226 001 Tel.:0522-2201188 Fax: 0522-2231310 E-mail: ioblko@sancharnet.in	
Mumbai		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: ombudsman@vsnl.net	Maharashtra , Goa

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