



Endorsements (if any)

	Tel.:- 0172-2706468 Fax : 0172-2708274 Email ombchd@yahoo.co.in	
Chennai	Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, Chennai - 600 018 Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email insombud@md4.vsnl.net.in	Tamil Nadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
New Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, New Delhi - 110 002 Tel.:- 011-23239633 Fax : 011-23230858 Email iobdelraj@rediffmail.com	Delhi and Rajashtan
Guwahati	Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 5 th Floor, Near Panbazar Overbridge, S.S. Road, Guwahati (Assam) - 781 001 Tel.:- 0361-2132204/5 Fax : 0361-2732937 Email ombudsmanghy@rediffmail.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
Hyderabad	Office of the Insurance Ombudsman, 6-2-46, 1 st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004 Tel : 040-65504123 Fax: 040-23376599 Email insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
Ernakulam	2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, Ernakulam - 682 015 Tel : 0484-2358759 Fax : 0484-2359336 Email iokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
Kolkata	Office of the Insurance Ombudsman, North British Bldg., 29, N.S. Road, 4 th Floor, Kolkata - 700 001 Tel : 033-22134866 Fax : 033-22134868 Email iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
Lucknow	Jeevan Bhawan, Phase - 2, 6 th Floor, Nawal Kishore Road, Hazaratganj, Lucknow - 226 001 Tel : 0522 -2231331 Fax : 0522-2231310 Email insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
Mumbai	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), Mumbai - 400 054 Tel : 022-26106928 Fax : 022-26106052 Email ombudsmanmumbai@gmail.com	Maharashtra and Goa

write to our 'Grievance Officer' at the above mentioned address.

In case however, you are not satisfied with our decision/ resolution, you may approach the nearest Ombudsman from the list of Ombudsman mentioned in Annexure B below 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

An acknowledgment to all complaints received will be sent within 3 working days of receipt of the complaint/grievance.

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 Executive)
- Within a period of one year from the date of rejection by us
- If it is not simultaneously under any litigation

Annexure B: List of Ombudsman

Ombudsman Office	Contact Details	Jurisdiction Area
Ahmedabad	Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, Ahmedabad - 380 014 Tel.:- 079-27546840 Fax : 079-27546142 Email ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
Bhopal	Office of the Insurance Ombudsman, Janak Vihar Complex, 2 nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, Bhopal (MP) - 462 023 Tel.:- 0755-2569201 Fax : 0755-2769203 Email bimalokpalbhopal@airtelmail.in	Madhya Pradesh and Chhattisgarh
Bhubaneshwar	Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneshwar - 751 009 Tel.:- 0674-2596455 Fax : 0674-2596429 Email ioobbsr@dataone.in	Orissa
Chandigarh	Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh - 160 017	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh

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Definitions

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

Word/ Expression	Meaning
Additional Death Benefit	This is the amount of additional Sum Assured as extra death benefit as per option chosen and as mentioned in the Plan Schedule.
Age	Age as on his/her last birthday
Annexure	Any annexure attached to this Plan as changed/ modified from time to time
Application Form	The proposal form completed and submitted by you, based on which we have issued this Plan to you
Appointee	The person who receives the proceeds or the benefits under the Plan when the Nominee is less than 18 years of Age
Business day	Any usual working day of our corporate office in Mumbai
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.
Grace Period	30 days from Premium due date for Yearly and Six Monthly mode Plan and 15 days from Premium due date for Monthly mode Plan.
Life Assured	The person named in the Plan Schedule and, on whose life the Plan depends. On the death of the Life Assured, the benefit is paid out by us and the Plan ends
Maturity Benefit	The amount payable to you on the Plan Maturity Date
Nominee	The person nominated by you to receive the Death Benefit
Plan Commencement Date	The date on which the Plan starts as shown in the Plan Schedule in Annexure A
Plan	This IndiaFirst Maha Jeevan Plan which includes this Plan wording (as may be changed/ modified from time to time), the Application Form, Annexure, the Plan Schedule and any tables 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 starts 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 is enclosed as Annexure A
Plan Year	A period of 12 consecutive months starting 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. Example: If the Plan Commencement Date is 18 th December, 2011

any time during the Plan Term, adjust the Premiums or any benefits applicable under the Plan as we deem fit. If the Life Assured's Age at the Date of

entry Age that was permissible under the Plan at the time of its issue, the Plan will be voidable at our option.

Commencement is found to be higher than the maximum, or lower than the minimum

10. 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 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. We will issue you a duplicate Plan document if we are satisfied that the Plan document is lost. 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.

11. 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.

12. Grievance Redressal

You may contact us at any of the following touch points in case of any grievance or complaint.–

Customer Care

301, B Wing, The Qube, Infinity IT Park, Dindoshi- Filmcity Road, Malad (East) Mumbai – 400097, Contact No.: 1800 209 8700, Email Id: customer.first@indiafirstlife.com

A written communication giving reasons of either redressing or rejecting the complaint will be sent within **14** days of receipt of the complaint.

In case you are not satisfied with our resolution provided or have not received any response within 14 days, you may email us at grievance.redressal@indiafirstlife.com or

- No policy of Life Insurance 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 any report of a medical officer or referee or friend of the Insurer or in any other document leading to the issue of the Policy, was inaccurate or false, unless the insurer shows such statement was on material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the

policy holder and that the policy holder 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 and conditions of the policy are adjusted on subsequent proof that the age of the life assured was incorrectly stated in the proposal.

Prohibition of Rebate: Section 41 of the Insurance Act, 1938 states

- No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer. Provided that acceptance by an insurance agent of commission in

connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

- Any person making default in complying with the provisions of this section shall be punishable with a fine which may extend to five hundred rupees.

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 **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 Application Form and/ or in any statement

Plan will be void and any amounts paid or potentially payable under the Plan will be forfeited.

or declaration to the application 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

	the first Plan Year will be 18 th December, 2011 to 17 th December, 2012.
Premium Paying Term	The number of years, during which you will pay the Regular Premium as specified in the Plan Schedule
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/ modified/ changed from time to time which are applicable to this Plan, 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
Simple Reversionary Bonus	This is the bonus as declared by us every year at the date of annual actuarial valuation on the plans where all premiums due up to the date of annual actuarial valuation have been paid. This bonus is calculated on the Sum Assured only and is payable on Plan Maturity or prior death. Once it is declared or credited then it is guaranteed. Bonus rate may vary from year to year depending upon the company's experience.
Sum Assured	The amount specified in the Plan Schedule
Surrender	Terminating or cancelling the Plan prior to the Plan Maturity Date. Surrender Value is the value calculated as per point no.7
Terminal Bonus	An additional bonus, if any, paid at maturity.
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

- The plan offers a guaranteed death benefit as mentioned in the Plan Schedule plus the Simple Reversionary Bonus declared till death, if any. Get a guaranteed maturity amount (Sum Assured) along with the upside of a bonus declared every year
- Benefit from additional earnings, if any through an extra bonus, (terminal bonus) declared at the end of the Plan term

- 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 plan, under Section 10(10D).

Risk Factors

- The bonus to be declared depends upon the performance of the company. The bonus rate may vary from time to time.
- Tax benefit may change.

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 Maha Jeevan Plan

In a Nutshell

This Plan is a non-linked, participating endowment Plan which is available on a Regular Premium basis as specified in the Plan Schedule.

Benefits are payable on maturity or in case of the Life Assured's unfortunate demise, if earlier. However, the Death Benefit will depend on the option chosen by you, under the Plan, as mentioned in Point No 2. We will announce Simple Reversionary Bonus every year and Terminal Bonus, if any will be paid at the end of the Plan Term.

Plan Termination

This Plan will terminate immediately and automatically on payment of the Death Benefit or the Maturity Benefit by us.

We will pay the Death Benefit to the Appointee if the Nominee is a minor.

Please also refer point no.7 for conditions relating to Surrendering the 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/ circumstances described below during the Plan Term subject to the terms and conditions mentioned. .

Death Benefit

Who is paid the Death Benefit?

In the event of death of the Life Assured

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

- All the due Premium(s) have been paid on the policy or
- From the due date of first unpaid Premium till the expiry of the Grace Period.

The GSV is –

30% of

Total Premium paid

Less: i. First year premium

ii. Any extra premium and rider premium paid, if any

8. 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 Nominee or legal heir, as the case may be, need to

Documents to be submitted at the time of making a claim

- The original Plan document
- Claimant's statement, Claim Intimation Report
- Claimant's ID and address proof
- Copies of First Information Report (FIR), Post Mortem Report, Panchama Report duly attested by police officials, in case of unnatural deaths including accidents etc.
- Death certificate issued by the local health and medical authority
- Age proof
- Any other document or information as may be required by us for processing the claim depending on the cause or nature of the claim

The above documents are essential for settling your claim.

The SSV is –

Paid up value x the SSV factor at the time of surrender

The SSV factor will be determined by us from time to time.

send us all the details in writing. We will then be able to process the claim in accordance with the terms of the Plan.

Payment of benefits in India Rupees

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

9. Disclosures

Misrepresentation/ Fraudulent Disclosures

In issuing this Plan, we have relied on the truth, accuracy and completeness of information provided in the Application Form and the statements and declarations made by you which form a part of and are the basis of this Plan. If the information provided is found to be incorrect, the Plan will become void and the Premium amount after deduction of any payouts will be refunded to you.

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 –

5. Loan

Loan Benefits under the Plan

You may avail of a loan under this Plan. The amount of the loan that you can avail at any point of time will depend on the Surrender Value. You may avail of a loan amount up to 90% of the available Surrender Value. The minimum loan amount should be Rs.1,000. The loan interest will be decided by us and will be subject to change from time to time.

As and when the outstanding loan principal along with interest exceeds the Surrender Value under the Plan, the –

- Plan will be compulsorily surrendered
- Outstanding loan principal along with interest will be recovered from the surrender proceeds
- Plan will terminate.

In case of death, maturity or surrender, the outstanding loan principal along with interest will be deducted from the Plan proceeds before making any payment.

6. 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

- By assignment through a separate instrument

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

Assignment and Death Benefit

If the Plan is assigned, the assignee will receive the Death Benefit.

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.

7. Surrendering your Plan

Can you surrender your Plan?

Yes. You have the flexibility to surrender your Plan. However, we do not encourage surrender of a Plan, as it breaks your security cover to meet future needs.

The Plan may be surrendered for immediate cash any time only if you have paid at least three full years' premiums. The amount payable on surrender will be higher of the Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV).

In the event of death of the Policyholder

In case of death of the policyholder while the life assured is a minor, the following conditions will apply:

- The surviving parent or legal guardian who has insurable interest on the minor life will be the policyholder.
- In case there is no surviving parent or legal guardian then:
 - If the plan has not acquired a surrender value (within 3 years since inception), the plan terminates.
 - If the plan has acquired a surrender value (from fourth policy anniversary onwards), then the

plan will continue as a paid-up plan and proceeds will be paid as per the plan terms and conditions.

How is the Death Benefit calculated?

The Death Benefit payable on the Life Assured's death will depend on the option chosen by you, under the Plan. The lump sum amount payable to the Nominee, in case of the Life Assured's unfortunate demise will be -

Type of Option	Lump Sum Amount
Classic	Sum Assured + Simple Reversionary Bonus accumulated till death if any
Silver	Sum Assured + Additional death benefit equal to the Sum Assured + Simple Reversionary Bonus accumulated till death if any
Gold	Sum Assured + Additional death benefit equal to the two times Sum Assured + Simple Reversionary Bonus accumulated till death if any

When is the Death Benefit less than the Sum Assured?

Death benefit may be less than the Sum Assured in any of the following occasion:

- If death occurred when the policy is in paid-up stage.

- If the Life Assured has any outstanding loan under this policy at the time of death.

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. In case of suicide within

one year of reinstatement of the plan, the benefit payable will be equal to the Surrender Value, provided the premium has been paid for three full years.

Plan ownership in case of minor life

In case of the life assured is a minor the proposer will be the policyholder. As and

when the life assured attains majority, the plan will vest on the life assured

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. Only the

paid up value will be payable at the time of maturity if the Plan has acquired a paid up status.

How is the Maturity Benefit calculated?

The Maturity Benefit is the –
Sum Assured

Plus: i. Simple Reversionary Bonuses
declared up to the Plan Maturity Date

ii. Terminal Bonus (if any) on the Plan
Maturity Date

Rider Benefits

Rider is not 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, appoint 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 the 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: Missed Premiums and Lapsed Plan

Missing your Premiums

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

- You have a Grace Period of 30 days for payment of all premiums under six monthly and yearly mode, and 15 days for monthly mode

- The Nominee will receive the Death Benefit as per point no. 2, in case of the Life Assured's unfortunate death, during the Grace Period.

First Three Plan Years

The plan does not acquire any value, if you stop paying your premium during the first three Plan years. We offer a two year revival period during which you can revive

your Plan. No benefits will be payable on death or maturity if you do not revive the Plan.

Fourth Plan Year onwards

The Plan acquires a paid up value, if you stop paying your premiums after three full years. The paid up value will be the proportional Sum Assured plus the accumulated bonus. We will pay the paid

up value on Plan Maturity or on the Life Assured's death before the maturity date. The Plan stops participating in the profit once it becomes paid up.

The proportional Sum Assured is equal to –

$(\text{Sum Assured} \times \text{No. of Premiums Paid}) / \text{Total Number of Premiums Payable}$

Revival or Reinstatement of Plan

We offer a two year revival period during which you may revive your Plan. The paid up value, if any, will be paid if the Life

Assured's dies during this period. You may take the Surrender Value during this period.

What are your options to revive your Plan?

You may revive your Plan within the specified period by paying all the due premiums along with interest as decided by the company from time to time

satisfactory medical and financial underwriting.

You will need to submit a declaration of health. We may also need the Life Assured to undergo a medical examination. In such a case, you need to bear the cost of medical examination.

If you do not revive your Plan by the end of the revival period and if you have not paid your Regular Premiums for first 3 plan years, the Plan does not acquire a paid up value and no benefit will be paid.

You may revive your Plan as long as you do it within two years from the due date of the first unpaid Premium but before the Plan Maturity Date. Paid-up value, if any, will be payable during this period. We will accept your request for revival subject to

If you do not revive your Plan by the end of the revival period and if you have paid your Regular Premiums for first 3 plan years, the Plan acquires a paid up value. Either the surrender value will be paid at the end of the revival period or the paid-up value will be paid at the time of maturity or death, if earlier.