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IndiaFirst CSC Shubhlabh Plan

PART A

Date: DD/MM/YYYY

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

Regd. & Corporate Office: 301, 'B' Wing, The Qube, Infinity Park, Dindoshi, Film City Road, Malad (East),
Mumbai - 400 097.

To,
XXXX
XXXX

IndiaFirst CSC Shubhlabh Plan - Plan No.: 143N023V01

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.

All our products have been designed to be simple and easy to understand, providing true value for money. Along with this insurance pack which contains all the details of your Plan, we are providing you the Plan Schedule and the first Premium receipt.

We have provided you the relevant information about your Plan in this Plan document. This document is simple to understand and carries important information about your Plan and its features. Please read it carefully to ensure that this is the right plan for your financial needs.

You can cancel this Plan if you disagree with any of the terms and conditions within the first 15 (Fifteen) days from receiving your Plan Details. You will need to send us request stating your reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, medicals fees, if any and stamp duty.

Please contact us on 1800 209 8700 for any information or assistance. Our customer care executives will be happy to help you.

Thank you once again for choosing IndiaFirst.

Yours truly,



Managing Director & CEO
IndiaFirst Life Insurance



IndiaFirst CSC Shubhlabh Plan

Non Linked, Non Participating Variable Linked Endowment Plan
UIN [143N023V01]

The Policyholder / Life Assured named in the Plan 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 Plan Schedule. It is agreed by the Policyholder / 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 Plan and that the grant of the benefits under this Plan is subject to due receipt of Premiums as mentioned in Section 4 and due compliance with the terms and conditions contained in this document.

Subject to the terms and conditions of this Plan, the Company agrees that the benefits under this Plan shall become payable on the death of the Life Assured during the Plan Term or on survival of the Life Assured on the Maturity Date, as the case may be.

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited



Managing Director & CEO

IndiaFirst Life Insurance

VI. Benefit Illustration

Plan Year	1	2	3	4	5
Premiums payable					
Opening balance in the IPA (Account)					
Initial premium allocation charge					
Mortality charge					
Interest credited (Minimum Floor Rate)					
Additional interest credited					
Death benefit					
Balance in IPA					

Note: Minimum Floor Interest Rate is 1% per annum on the account value as on beginning of quarter. Additional Interest Credited is 4% per annum for the first 5 plan years and 0.5% per annum for the account value as on beginning of the quarter. Both the amount will be credited at the end of every quarter. Residual Addition if any, will be added on or after 5 plan years to meet the reduction in yield.

VII. Special Conditions

NIL	
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The stamp duty of INR_____ (Rupees in words only) paid by pay order, vide receipt no._____ dated _____, Government Notification Revenue and Forest Department No. Mudrank 2004/415/CR/690/M-1, dated 31.12.2004

Note: ON EXAMINATION OF THIS PLAN, if you notice any mistake, then, you may contact us for correction of the same.

Annexure A - Plan Schedule

I. Plan Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst CSC Shubhlabh Plan
UIN:	[143N023V01]
Plan Number:	
Proposal Form Number:	
Plan Commencement Date:	DD/MM/YYYY
Risk Commencement Date	DD/MM/YYYY
Maturity Date:	DD/MM/YYYY

II. Policyholder and Life Assured Details

Policyholder's / Life Assured Name:	
Date of Birth:	DD/MM/YYYY
Policyholder's Address:	
Telephone No./ Mobile No.:	
Client ID:	
Gender:	

III. Nominee (as per Section 39 of the Insurance Act), as amended by Insurance Laws (Amendment) Act, 2015)

Name:	
Date of Birth:	DD/MM/YYYY
Telephone No./ Mobile No.:	
Appointee's Name*:	

*If any of the Nominees is a minor, then, the Appointee will be the person named as the Appointee in the Proposal Form and shall be entitled to receive the death benefit from us for and on behalf of the Nominee under this Plan.

IV. Premium and Benefit Details

Sum Assured:	Premium Paid (in INR):
Plan / Premium Paying Term:	Annualized Premium (in INR):
Premium Payment Mode: Annual/ Six Monthly / Monthly	Premium Due Dates: DD/MM/YYYY
Due Date for Payment of Last Regular Premium: DD MM YY	

V. Insurance Agent/ Insurance Broker Details

Name of VLE:	
License Number of VLE:	
Telephone No. of VLE:	
Address of VLE:	
Email ID of VLE:	

PART B

1. Definitions and Interpretations

Definitions

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

Word	Meaning
Account Value	It is the premium paid net of all charges, which increases as and when the minimum floor rate, additional interest rate and residual addition, if any is credited.
Additional Interest Rate	Rate of 4% per annum of the account balance at the beginning of each quarter for the first 5 plan years and a rate of 0.5% per annum of the account balance in the subsequent years.
Age	Age of the Life Assured as at the last birthday on the Plan Commencement Date and on any subsequent Plan Anniversary.
Annexure	Any annexure, endorsement attached to this Plan as changed/ modified and issued by us from time to time.
Annualized Premium	Premium amount payable in a Plan Year. The Sum Assured payable under this Plan will be determined by us on the basis of the Annualized Premium
Appointee	The person nominated by you to receive the proceeds or the benefits under this Plan, if the Nominee is less than 18 (Eighteen) years of Age.
Death Benefit	The amount payable to the nominee / appointee / legal heir as the case maybe, in case of death of the life assured. The death benefit under the plan is higher of <ul style="list-style-type: none"> ▪ Sum Assured or ▪ 105% of total premiums paid including top-up premiums, if any paid till the date of death or ▪ Total premiums including top-up premiums paid till date of death compounded at 1% p.a. or ▪ Account Value, payable as on intimation of death provided the plan is in-force for life cover. In case the plan is in paid up status, the death benefit payable will be the higher of Paid Up Sum Assured or Account Value. In case the plan is in force without any life cover, the Account Value will be payable to the Nominee / Appointee / Legal Heir as the case may be.
Income Tax Act	Income Tax Act, 1961.
Insurance Act	Insurance Act, 1938.
Interest Rate	The rate at which account grows at regular interval. The interest once credited to the account shall be guaranteed and the account value increases accordingly.
Life Assured	The person on whose life this Plan 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 due premiums are paid. Maturity Benefit is the higher of <ul style="list-style-type: none"> ▪ Individual Account Value or ▪ Total premiums paid including top-up premiums paid less partial withdrawal (with time value) made if any, compounded at 1% p.a. till the date of Maturity In case the plan is paid up, the benefit payable to you will be limited to account value.
Minimum Floor Rate	Rate of 1% per annum of the balance in the account credited at the beginning of each quarter till maturity or death or surrender whichever is earlier
Nominee	The person nominated by you to receive the proceeds or the benefits in case of the Life Assured's death during the Plan Term.

Word	Meaning
Plan	This IndiaFirst CSC Shubhlabh Plan which includes this Plan wording (as may be changed/ modified by us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Plan Schedule, any tables, information and documents which form a part of this Plan. This Plan includes the entire contract of insurance between you and us.
Plan Anniversary	The annual anniversary of the Plan Commencement Date.
Plan Commencement Date	The date on which this Plan is issued by us.
Plan Schedule	The schedule attached to this Plan as Annexure A and if we have issued a revised Plan Schedule, then, such revised Plan Schedule.
Plan Term	The period which starts on the Plan Commencement Date and ends on the Maturity Date.
Plan Year	A period of 12 (Twelve) consecutive months starting from the Plan Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Plan Term. Example: If the Plan Commencement Date is December 18, 2013, then, the first Plan Year will be December 18, 2013 to December 17, 2014.
Partial Withdrawal	Partial Withdrawal is an option to withdraw money from your account value after five plan years in case of financial emergencies
Premium	An amount that you pay us during the Plan Term for securing the benefits under this Plan.
Premium Paying Term	The time period during which you need to pay your Premiums regularly to us for securing the benefits under this Plan. The Premium Paying Term is specified in the Plan Schedule.
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Plan to you.
Residual Addition	Residual Addition shall be credited from the end of 5th Plan Year and onwards to meet the Reduction in Yield requirement. This is not applicable for plans which are discontinued within the lock in period of 5 years and are subsequently not revived.
Risk Commencement Date	The date on which the insurance coverage starts under this Plan. This is specified in the Plan Schedule.
Regulatory Authority authority	The Insurance Regulatory and Development Authority of India or such other 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.
Sum Assured	The amount payable on the death of Life Assured during the Plan Term provided we have received the due Premiums and this Plan is in force for life cover. The Sum Assured payable on death by us will be 10 times of annualized premium for life assured age less than 45 years, and 7 times of annualized premium for life assured equal to or more than 45 years as specified in the Plan Schedule. Under Top-Up premium, Sum Assured will be calculated as 1.25 times of topup premium for life assured, who's age at the time of top-up is less than 45 years, and 1.10 times of top-up premium for life assured, who's age at the time of top-up is equal to or more than 45 years
Surrender	Termination or cancellation of this Plan prior to the Maturity Date.
Surrender Value	The amount payable by us on Surrender of this Plan before the Maturity Date. Surrender value after 5 plan years is the Account Value as on date of Surrender
Top Up Premium	Amount of premium paid which is over and above the annualized premium
We or Us or Our or	IndiaFirst Life Insurance Company Limited.
You or Your or Policyholder or Proposer	The person named as the Policyholder in the Plan Schedule, who has taken this Plan from us. The Policyholder is also the Life Assured under this Plan.

PART C

Interpretations

- i. This Plan is divided into numbered sections for ease of reference and reading only.
- ii. Please refer to the Plan Schedule for understanding the benefits payable, Premium payable, due dates for payment of Premium and other terms as mentioned in the below terms and conditions of this Plan.

2. Executive Summary

Key Features

- i. IndiaFirst CSC Shubhlabh Plan is a non participating, non-linked, variable insurance plan, available on a regular Premium basis
- ii. Death Benefit is paid on the death of the Life Assured if the plan is in force for life cover during the Plan Term
- iii. Maturity Benefit will become payable to the Life Assured provided the Life Assured is alive on the Maturity Date and all the due Premiums are paid to us
- iv. Minimum Floor Rate of 1.0% p.a (One Point Zero) will be declared and credited on the account value, at the beginning of every quarter and is guaranteed for the entire term of the plan.
- v. Additional Interest Rate will be declared and credited on the account value, at the beginning of every quarter. The Additional Interest Rate to be credited during the first 5 plan years is 4.0% (Four Point Zero Percent) and 0.5% (Zero Point Five Percent) from subsequent year onwards
- vi. Residual Addition if any, shall be credited from end of 5th plan year and onwards to meet Reduction in Yield requirement and is also applicable to plans in paid up status. However, the residual addition will not be credited if the plan is discontinued within the first 5 plan years and has not been revived.
- vii. You may buy multiple plans, provided all the plans issued on the life assured under CSC distribution, are in force prior to the date of application of the new plan.
- viii. Easy access to your money during any emergency by availing partial withdrawal of up to 1/4th (One fourth) of the Account Value from fifth year onwards
- ix. Enjoy tax benefits under Section 80C and Section 10(10)D of Income Tax Act, 1961

Risk Factors

- i. You should consult your tax advisor for understanding the tax benefits and liabilities under this Plan. We do not accept any responsibility or express any opinion as to the validity or legality of tax benefits or liabilities as may be applicable to you.
- ii. Additional Interest Rate may vary from time to time

3. Benefits Payable under this Plan

3.1. Death Benefit

Upon the Life Assured's death on or after the Risk Commencement Date but before the Maturity Date, the death benefit payable will be higher of

- i. Sum Assured or
- ii. 105% of total premiums paid including top-up premiums, if any paid till the date of death or
- iii. Total premiums including top-up premiums paid till date of death compounded at 1% p.a. or
- iv. Account Value.

- 3.2. The aforesaid death benefit will become payable to the Nominee/ Appointee/ legal heir (as applicable) provided this Plan is in force for life cover. The lump sum death benefit will be loaded on to Insurance Benefit Card, once approved or will be payable to Bank Account through NEFT/RTGS to the Nominee/ Appointee/ Legal Heir.

In case of the event of the life assured's demise, while the plan is in force without life cover, we will pay the accumulated account value to the Nominee/ Appointee/ Legal Heir and the plan terminates.

In case of the event of the life assured's demise, while the plan is in paid-up status, we will pay a lump sum amount equal to higher of Paid Up sum assured or accumulated account value to the Nominee/ Appointee/ Legal Heir.

3.3. Maturity Benefit

If the Life Assured is alive till the Maturity Date, then higher of Account Value or total premiums paid including top-up premiums paid less partial withdrawal (with time value) made if any, compounded at 1% p.a till the date of Maturity will be payable to the Life Assured immediately and the plan will terminate.

In case the plan is Paid Up, the benefit payable to you will be limited to the Account Value.

3.4. Guaranteed Interest Rate

Minimum Floor Rate

There is a non-zero positive interest rate of 1.0% (One Point Zero Percent) p.a. which is guaranteed for the entire term of the plan. This interest will be declared and credited on the account value as on the beginning of the quarter till maturity or death or surrender or end of quarter, whichever is earlier.

In case we receive any premium payment during the quarter, we will pay the minimum floor rate on the premium received net of all charges on the date of payment till the end of quarter.

Additional Interest Rate

Additional Interest Rate will be declared and credited on the account value as on the beginning of the quarter till

maturity or death or surrender or end of quarter, whichever is earlier.

The minimum guaranteed additional interest rate will be 4.0% (Four Point Zero Percent) per annum for the first 5 (Five) plan years and 0.5% (Zero Point Five Percent) per annum thereafter.

In case we receive any premium payment during the quarter, we will pay the guaranteed additional interest rate on the premium received net of all charges on the date of payment till the end of quarter.

4. Premium Payment

- 4.1. This is a regular premium plan where you have the option to choose either monthly / half yearly / yearly mod of payment, during the plan term.
- 4.2. In case of monthly premium payment mode, you have to pay a minimum of 3 months premium at inception to open the account under the plan. An individual account will be opened and maintained for the life assured under the plan.

5. Payment of Benefits

- 5.1. The death benefit under this Plan shall be payable to the Nominee/ the Appointee/ Legal Heirs/ Assignee/ Person as directed by a court of competent jurisdiction.
- 5.2. The maturity benefit payable under this Plan shall be payable to the Life Assured.
- 5.3. All benefits like Death Benefit or Maturity Benefit and other sums, if any, under this Plan, will only be paid in India and in Indian Rupees.
- 5.4. Payment of the death benefit to a person as specified or the maturity benefit to the life assured shall constitute a good, valid and sufficient discharge of our liability under this Plan.
- 5.5. The benefit will either loaded to your Insurance Benefit Card or will be payable to your Bank Account through NEFT/RTGS

PART D

6. Partial Withdrawal

- 6.1. You can withdraw from your Account Value under this Plan after the completion of the first 5 (Five) Plan Years, provided all due Regular Premiums have been paid. Partial Withdrawal shall be allowed only if the plan is in-force and provided the policyholder/life assured is not a minor.
- 6.2. The minimum amount that you can withdraw is ₹ 1000 (One Thousand) and maximum withdrawal amount is 25% (Twenty Five percent) of the Account Value, in any plan year subject to minimum available balance after withdrawal is at least 1.5 times the annualized premium.
- 6.3. There is no Partial Withdrawal Charges applicable under this plan.

7. Top Up Premium

- 7.1. You may make additional investments through Top Up facility at any point of time during the plan term. The sum assured will also increase basis on the amount of Top Up and age of the life assured at the time of making the payment.
- 7.2. Top Up premium payment will be allowed only if the all the due premiums have been paid till date.
- 7.3. The minimum amount that you can invest is INR 500 (Five Hundred) and the maximum amount that you can invest is sum total of the all regular premiums paid till date at any point of time.

Top up sum assured will be 125% (One Hundred and Twenty Five percent) of the Top Up premium for life assured whose age is less than 45 years at the time of top up payment and 110% (One hundred and Ten percent) of the Top Up premium for life assured whose age is equal to or more than 45 years.

8. Making a Claim

Steps involved in making a claim

Intimation of Claim and Documents Required:

In order to process a claim under this Plan, claim intimation can be made by calling the IndiaFirst Call Center on the death of the Life Assured during the Term of the plan or for processing a claim for maturity benefits under this Plan.

The intimation should be followed with all the required documents as mentioned below:

- Claim Intimation Form
- Death certificate issued by the Registrar of Birth and Death/ local health and medical authority (only in case of death of the Life Assured).
- Cause of Death Certificate issued by the last treating or attending doctor.
- Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted earlier by us.
- Hospitalization documents including admission report and discharge summary with all investigation reports (only in case of hospitalisation of the Life Assured at the time of death).
- Copies of First Information Report, post mortem report, duly attested by the police (only in case of unnatural death of the Life Assured including accidental death, Suicide, Murder).
- Aadhar Number and any other information required to complete e-KYC process OR copy of photo-identity proof of the Nominee and documents establishing the rights of the Nominee / claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- Any other document or information that we may need for validating and processing the claim.

9. Discontinuance of the Plan within 5 Plan Years

- 9.1. If you have not paid the premium on premium due date, you will receive a grace period of 30 days to make the payment.
- 9.2. If you do not pay the premium by the expiry of the Grace Period, your life cover will be ceased immediately and the plan will continue without any life cover.
- 9.3. You will still enjoy the benefits of guaranteed interest rate and guaranteed additional interest on the account value till the end of lock in period or revival period of two plan years, whichever is later.
You may exercise to use one of the following options during this period:
 - i. Revive the Plan within a period of two plan years; or
 - ii. Complete withdrawal from the Plan without any life cover.
- 9.4. You may revive the plan within the Revival Period of 2 (Two) years by paying all due premium amount without any interest or charge and start paying the premium hereon. The revival is subject to satisfactory medical and financial underwriting. In case the plan is revived, the life cover will be restored upon receipt of all due premiums without any interest or fees or charges as on date of revival.
- 9.5. If you do not revive the plan during the revival period we will treat it as your wish to avail complete withdrawal from the plan without any life cover. The account value will be payable to the life assured at the end of the lock in period and the plan will be terminated immediately.
- 9.6. Minimum Floor Rate and Additional Interest Rate will be credited on the account balance. However, residual addition will not be credited, in case the plan lapses within 5 years and is not revived
- 9.7. In case of the event of the life assured's death during this period, we will pay the account value to the nominee / appointee / legal heir and the plan will be terminated immediately.

10. Discontinuance of the Plan after 5 Plan Years

- 10.1. If you have not paid the premium on premium due date, you will receive a grace period of 30 days to make the payment.
- 10.2. If you do not pay the premium by the expiry of the Grace Period, the plan will continue with life cover till the end of revival period
- 10.3. You will still enjoy the benefits of guaranteed interest rate and guaranteed additional interest on the account value till the end of revival period i.e two years. You will be entitled to choose any one of the following options before

the end of the revival period:

- i. Revive the Plan within the Revival Period; or
 - ii. Complete withdrawal from the Plan without any life cover; or
 - iii. Convert the Plan to a Paid-Up Plan.
- 10.4. You may revive the plan within the Revival Period of 2 (Two) years by paying all due premium amount without any interest or charge and start paying the premium hereon. The revival is subject to satisfactory medical and financial underwriting.
 - 10.5. You may also choose to discontinue the plan during this period. We will pay the account value to the life assured and the plan will be terminated immediately.
 - 10.6. In case we do not receive any intimation from you before the expiry of revival period i.e 2 (Two) Plan Years, the plan will be automatically converted to Paid Up plan. The Sum Assured will be reduced to the extent of Paid-Up Sum Assured. In the event of the Life Assured's death under a Paid-Up Plan, the Paid-Up Sum Assured or Account Value, whichever is higher will become payable to the person as specified in Section 3 and this Plan will terminate. On survival of the Life Assured till the Maturity Date, the Fund Value will become payable and this Plan will terminate.

Paid Up Sum Assured = Sum Assured X (Total Premiums Paid / Total Premiums Payable under the plan)

11. Free Look Period

- 11.1. You can cancel this Plan if you disagree with any of the terms and conditions of this Plan within the first 15 (Fifteen) days after receiving your Plan document.
- 11.2. You will need to send us request stating your reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, medical fees, if any and stamp duty

12. Suicide Clause

- 12.1. The nominee is not entitled to receive any benefits under this Plan, if the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the Plan Commencement Date. In such a case, we will pay 80% (Eighty percent) of the total Premiums including top up premium, if any received by us and this Plan will terminate.
- 12.2. The nominee is not entitled to receive any benefits under this Plan, if the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the date of revival of this Plan. In such a case, we will pay the higher of the accumulated account Value or 80% (Eighty percent) of the total Premiums including Top Up premium received by us and this Plan will terminate.

PART E

13. Charges

13.1. Under this plan, we will levy the following charges as specified in PART E:

- i. Premium Allocation Charge
- ii. Mortality Charge

We will deduct the above charges from the Account in the manner specified in PART E

Under this Plan, we will levy the following charges:

13.2 Premium Allocation Charge

The following Premium Allocation Charge will be levied by us under Regular Premiums:

Year	% of Annualized Premium	Top Up
1	20%	0%
2nd onwards	0%	0%

13.3 Policy Administration Charge

We will not levy any policy administration charge under this plan.

13.4 Mortality Charge

We will levy a mortality charge based on age, gender and sum assured opted by the life assured under the plan. This will be deducted on the first business day of each plan month. The charge will not be deducted, if the plan is continuing without any life cover.

In case you fail to pay your premium, before the expiry of the grace period within the first five plan years, the plan will continue without any life cover. The charge will not be deducted, if the plan is continuing without any life cover.

You may revive the plan by paying all due premiums without any interest or charge and start paying the premium. The life cover will be restored and mortality charges will be deducted at the time of revival.

Standard mortality Rates per Rs 1,000 of sum at risk for males:

Age last birthday	Mortality charge per 1000 sum assured	Age last birthday	Mortality charge per 1000 sum assured	Age last birthday	Mortality charge per 1000 sum assured
18	1.03	34	1.57	50	6.52
19	1.09	35	1.65	51	7.21
20	1.13	36	1.76	52	7.94
21	1.17	37	1.88	53	8.69
22	1.19	38	2.01	54	9.47
23	1.21	39	2.17	55	10.27
24	1.23	40	2.36	56	11.11
25	1.24	41	2.57	57	11.99
26	1.25	42	2.81	58	12.91
27	1.27	43	3.09	59	13.91
28	1.29	44	3.42	60	14.98
29	1.31	45	3.8	61	16.16
30	1.34	46	4.23	62	17.45
31	1.38	47	4.72	63	18.87
32	1.43	48	5.27	64	20.44
33	1.49	49	5.87	65	22.17

For female lives an age set-back of 3 years shall be applicable for aged 21 last birthday and above for the purpose of calculation of the premium rates. For female lives aged between 18 to 20 years last birthday, male rate for age 18 shall be applicable.

13.5 Fund Management Charges

We will not levy any fund management charge under the Plan

13.6 Partial withdrawal charges

We will not levy any partial withdrawal charge under the Plan. You may withdraw partially anytime during the plan year after 5 (five) plan years. Partial Withdrawal shall be allowed only if the plan is in-force and provided the policyholder/life assured is not a minor.

13.7 Applicable Taxes

We will deduct the applicable taxes, cesses and levies, if any, in accordance with the applicable provisions of Indian tax laws on all the applicable charges levied by us under this Plan. The applicable taxes deducted by us in addition to the charges as specified in Part E. The applicable taxes rates are subject to change basis any change in the directives issued by the Government.

PART F

14. Nomination

14.1. Appointing a Nominee to Receive the Death Benefit

Upon the death of the Life Assured, the death benefit shall be payable to the person nominated as Nominee by you in the Proposal Form and specified in the Plan Schedule, in accordance with Section 39 of the Insurance Act, as amended by Insurance Laws (Amendment) Act, 2015.

14.2. If the Nominee is a Minor

If the Nominee is a minor, then, you may appoint an Appointee to receive and hold the death benefits for the benefit of the Nominee until the Nominee attains the age of 18 (Eighteen) years.

14.3. Making/Changing a Nomination

You can also nominate a person or change a nomination at any time during the Plan Term and while this Plan is in force, by submitting a request to us. The nomination or change in nomination will become effective only after it is recorded by us in accordance with Section 39 of the Insurance Act, as amended by Insurance Laws (Amendment) Act, 2015.

14.4. 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.

15. Assignment

15.1. Assignment of the Plan

You may assign this Plan by making an endorsement on the Plan itself or through a separate instrument in accordance with Section 38 of the Insurance Act. In either case, you should submit a request to us requesting for registration of the assignment. Any assignment will automatically cancel any nomination made by you in accordance with this Section 16 except in case of any assignment made by you in our favour in accordance with Section 39 of the Insurance Act, as amended by Insurance Laws (Amendment) Act as amended by Insurance Laws (Amendment) Act, 2015

Any assignment made by you under this Plan will become effective only after it is recorded by us. Please note assignment is not permitted, if this Plan has been procured under the Married Women's property Act, 1874.

15.2. 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 legality.

16. Plan Ceases/Ends/Terminates

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

- i. on the date of payment of the death benefit upon the death of the Life Assured; or
- ii. on the date of intimation of rejection of claim by us; or
- iii. on the date of Surrender of this Plan; or
- iv. on the payment of Maturity benefit; or
- v. on the date of receipt of free look request in accordance with.

17. Change of Address

You are requested to inform us about any change in your/ Nominee's address with address proof. This will ensure that our correspondence reaches you/ the Nominee without any delay.

18. Disclosures

18.1. Misrepresentation/Fraudulent Disclosures

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Sec. 45 of the Insurance Act 1938, as amended by Insurance Laws (Amendment), Act, 2015.

Section 45 of Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015:

- No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the

date of revival of the policy or the date of the rider to the policy, whichever is later.

- A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival, of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.
- Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the misstatement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such misstatement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive.
- A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based: Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.
- 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

18.2. Prohibition of Rebate: Section 41 of the Insurance Act, 1938 as amended by Insurance Laws Amendment) Act, 2015

- No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take 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 prospectus 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 bonafide insurance agent employed by the insurer.
- Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees

19. Right to Revise/Delete/Alter the Terms and Conditions of this Plan

We may revise, delete and/ or alter any of the terms and conditions of this Plan subject to receipt of the prior approval of the Regulatory Authority. We will intimate you by sending a prior notice of 30 (Thirty) days, before revising, deleting and/or altering any of the terms and conditions of this Plan.

20. Loss of Plan Document

- 20.1. If the Plan document is lost or misplaced, you should submit to us a request stating the fact and the reason for the loss. If we are satisfied that the Plan document is lost or misplaced, then, we will issue you a duplicate Plan document. Upon the issue of the duplicate Plan document, the original Plan document immediately and automatically ceases to have any validity.
- 20.2. 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.

21. Electronic Transactions

- 21.1. You shall always adhere to and comply with all our terms and conditions in relation to electronic transactions and will constitute a legally binding and valid transaction.
- 21.2. Such electronic transactions will include any transactions effected by you through internet, teleservice operations, short messaging services, electronic data interchange, call centres, or by means of electronic automated machines or through other means of telecommunications, established by us or on our behalf for and in relation to this Plan or our other products and services.

22. Force Majeure

- 22.1. 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 Plan, then, this Plan will be wholly or partially suspended during the continuance of such force majeure conditions.
- 22.2. Once the force majeure conditions ceases to exist, then, we will resume our obligations under this Plan for such period during which the force majeure conditions existed.

23. Issuance of Notices

We also have the discretion to issue either individual notices to you or to publish general notices on our website www.indiafirstlife.com in relation to this Plan and/or for services in relation to the same.

24. Taxes

- 24.1. Under this Plan, we will deduct the applicable taxes in accordance with the applicable provisions of Indian tax laws. Any Premium and benefit payable under this Plan is subject to applicable taxes, levies, cess, etc, which shall always be paid by you. You are liable to pay all applicable taxes, levies, cess etc. as levied by the Government/ statutory authorities from time to time.
- 24.2. You should consult your tax advisor for understanding the tax* benefits and liabilities under this Plan. We do not accept any responsibility or express any opinion as to the validity or legality of tax benefits or liabilities as may be applicable to you.

25. Governing Law 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 laws and shall be subject to the jurisdiction of the Indian Courts.

PART G

25. Grievance Redressal

- a. You may contact us at any of the following touch points in case of any grievance or complaint -Customer Care
IndiaFirst Life Insurance Company Limited
301, 'B' Wing, The Qube, Infinity Park, Dindoshi - Film City Road, Malad (East), Mumbai - 400 097.
Contact No.: 1800 209 8700
Email id: customer.first@indiafirstlife.com
- b. A written communication giving reasons of either redressing or rejecting the grievance/ complaint will be sent to you within 14 (Fourteen) days from the date of receipt of the grievance/ complaint. 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 (Fourteen) days, then, you may email us at grievance.redressal@indiafirstlife.com or write to our 'Grievance Officer' at the above mentioned address.
- d. An acknowledgment to all grievances/ complaints received will be sent within 3 (Three) working days of receipt of the complaint/grievance. If you are not satisfied with the response or do not receive a response from us within 15 days, 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:
Consumer Affairs Department
Insurance Regulatory and Development Authority of India
Sy. No. 115/1, Financial District
Nanakramguda, Gachibowli
Hyderabad - 500032, Telangana
- e. If you are not satisfied with our decision/ resolution, and if your grievance is related to the below mentioned issues, then, you may approach the nearest Ombudsman. The list of Ombudsmen is as attached below as Annexure B. The Ombudsman may receive complaint under Rule 13 of Insurance Ombudsman Rules, 2017 ("Rules") relating to:
 - i. any partial or total repudiation of claims by the life insurer, general insurer or health insurer;
 - ii. any partial or total repudiation of claims by the life insurer, general insurer or health insurer;
 - iii. disputes over premium paid or payable in terms of insurance policy;
 - iv. misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
 - v. legal construction of insurance policies in so far as the dispute relates to claim;
 - vi. policy servicing related grievances against insurers and their agents and intermediaries;
 - vii. 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;
 - viii. 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 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 (i) to (viii) above.
- f. The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heirs, nominee or assignee with full details of the complaint and the contact information of the complainant.
- g. 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.
- l. Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999;

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Jaipur	Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in	Rajasthan
Ernakulam	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, ERNAKULAM - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe - a part of Pondicherry
Kolkata	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands
Lucknow	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, LUCKNOW - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, 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.
Mumbai	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), MUMBAI - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in Email: bimalokpal.ernakulam@gbic.co.in	Kerala, Lakshadweep, Mahe - a part of Pondicherry
Pune	Office of the Insurance Ombudsman, 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@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Noida	Office of the Insurance Ombudsman, 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@ecoi.co.in	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

Annexure B - List of Ombudsmen

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Ahmedabad	Office of the Insurance Ombudsman, Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, AHMEDABAD- 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
Bengaluru	Office of the Insurance Ombudsman, 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@ecoi.co.in	Karnataka
Bhopal	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, BHOPAL - 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh & Chhattisgarh
Bhubaneswar	Office of the Insurance Ombudsman, 62, Forest Park, BHUBNESHWAR - 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Odisha
Chandigarh	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 - D, CHANDIGARH - 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
Chennai	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, -Pondicherry Town and Karaikal (which are part of Pondicherry)
New Delhi	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, NEW DELHI - 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi
Guwahati	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, GUWAHATI - 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
Hyderabad	Office of the Insurance Ombudsman, 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 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Patna	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA - 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand



Twins or
a single child,
parenthood
is a certainty

Arranged or love,
marriage
is a certainty.



Because life is full
of certainties.



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✉ customer.first@indiafirstlife.com



Voluntary or
compulsory,
retirement
is a certainty.

Graduation or
post-graduation,
education
is a certainty.

