



PART A
FORWARDING LETTER (WITH FREE LOOK CLAUSE)

<Name of the Policyholder>

<Address>

Policy No.: <_____>

Telephone: <_____>

Email ID: <_____>

Dear Mr/Ms. <Name of the Customer>,

Thank You for opting **Max Life Waiver of Premium Plus Rider**

The enclosed Rider documents explain all the features, benefits and terms in a simple manner.

On examination of the Rider, if You notice any mistake or error, please contact Our customer helpdesk or Your agent immediately on the address as mentioned below and return the Rider to Us for rectification.

You have a period of 15 (Fifteen) days (30 (Thirty) days if the Rider has been sourced through distance marketing modes) from the date of receipt of the Rider to review the terms and conditions of the Rider. If You disagree to any of the terms or conditions, You have the option to return the original Rider documents to Us, by stating the objections/reasons for such disagreement. Upon return, this Rider will terminate forthwith and all rights, benefits and interests under the Rider will cease immediately. We will only refund the Premiums received by Us, after deducting the proportionate risk premium for the period of cover, charges of stamp duty paid and the expenses incurred on medical examination of the Life Insured, if any.

We will be delighted to offer You any further assistance or clarification You may require about the Rider. Please feel free to get in touch with Us for any Rider related or claim related services through the below mentioned contact details.

Yours Sincerely,

Max Life Insurance Company Limited

Indeevar Krishna
Executive Vice President & Head - Operations & Customer Service



AGENT NAME:

PH.NO.:

ADDRESS:

Max Life Insurance Company Limited

Plot No. 90A, Sector 18, Gurugram, 122015, Haryana, India

Phone: 4219090 Fax: 4159397 (From Delhi and Other cities: 0124) Customer Helpline: 1800 200 5577

Regd Office: 419, Bhai Mohan Singh Nagar, Railmajra, Tehsil Balachaur, District Nawanshahr, Punjab -144533

Visit Us at: www.maxlifeinsurance.com E-mail: service.helpdesk@maxlifeinsurance.com

IRDAI Registration No: 104

Corporate Identity Number: U74899PB2000PLC045626



PREAMBLE TO THE RIDER

MAX LIFE INSURANCE COMPANY LIMITED

Regd. Office: 419, Bhai Mohan Singh Nagar, Railmajra, Tehsil Balachaur, District Nawanshahr, Punjab -144533

Max Life Waiver of Premium Plus Rider

A non-linked Rider

UIN [104B029V02]

Max Life Insurance Company Limited has entered into this contract of insurance on the basis of the information given in the Proposal Form together with the Rider Premium deposit, statements, reports or other documents and declarations received from or on behalf of the proposer for effecting a life insurance contract on the life of the person named in the Schedule below.

We agree to pay the benefits under the Rider on the happening of the insured event, while the Policy and the Rider is in force subject to the terms and conditions stated herein.

Signed by and on behalf of
Max Life Insurance Company Limited



RIDER SCHEDULE

Policy -

Type of Policy

Policy UIN

Office - Internet Sales Website Direct

Rider Name – Max Life Waiver of Premium Plus Rider

Type of Rider – Non-linked Rider

Rider UIN - 104B029V02

Policy No./ Proposal No.:		Client ID:	
Date of Proposal:			
Policyholder/Proposer:		Age Admitted: Yes/No	
PAN:		Gender:	
Identification Source & I.D No.:		Tel No./Mobile No.:	
Relationship with Life Insured:		Email:	
Date of Birth:			
Address:			
Life Insured:		Age Admitted: Yes/No	
Identification Source & ID No.:		Gender:	
Date of Birth:			
Age:			
Date of Commencement of Risk under Rider:		Rider Premium payment mode:	
Rider Premium payment method:		Bill Draw Date:	
		Bank Account Number:	
Agent's name/Broker's name:		Agent's code/Broker's code:	
Email:		Agent's/Broker's License No.:	
Address:		Mobile/Landline Telephone Number:	

List of coverage	Maturity Date	Insured Event	Rider Term	Premium Payment Term	Annual Rider Premium X (INR)	Extra Rider Premium Y (INR)	Annualised Rider Premium Z (X+Y) (INR)	GST ** and any other taxes, cesses & levies W (INR)	Modal Factors V	Rider Premium along with taxes payable as per Premium payment mode selected T [(Z+W)XV] (INR)	Due Date when Rider Premium is payable/Date when the Last Rider Premium is payable
Rider (s)	Dd/mm/yy	Critical Illness, Dismemberment and Death of Policyholder (in case Life Insured and Policyholder are different)									

**GST includes IGST, SGST, CGST, UGST (whichever is applicable) and applicable cesses

PART B
DEFINITIONS APPLICABLE TO YOUR RIDER

The words and phrases listed below shall have the meanings attributed to them wherever they appear in this Rider unless the context otherwise requires. The terms used in this Rider but not defined will derive their meaning from the Policy.

1. “**Age**” means Your age on last birthday as on the Date of Commencement of Risk under Rider or on the previous Policy Anniversary, as the case may be;
2. “**Annual Rider Premium**” means an amount specified in the Schedule, which is payable under annual premium payment mode, excluding Extra Rider Premium, if any, and excluding applicable taxes, cesses and levies, if any;
3. “**Annualised Rider Premium**” means the sum total of the Annual Rider Premium and Extra Rider Premium, if any, as specified in the Schedule;
4. “**Claimant**” means You, Life Insured, Nominee(s) (if valid nomination is effected), assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or assignee(s) is/are not alive at the time of claim;
5. “**Critical Illness**” means Your first time Diagnosis with any of the following illnesses or any of Your following surgeries for the first time, provided You survived for at least 30 (Thirty) days from the date of such Diagnosis

or the date of such surgery:

1. Cancer of specified severity:

A malignant tumour characterised by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This Diagnosis must be supported by histological evidence of malignancy and confirmed by a pathologist. The term Cancer includes leukemia, lymphoma and sarcoma.

The following are excluded:

- a) tumours showing the malignant changes of carcinoma in situ and tumours which are histologically described as premalignant or non invasive, including but not limited to carcinoma in situ of breasts, cervical dysplasia CIN-1, CIN -2 and CIN-3;
- b) any skin cancer other than invasive malignant melanoma;
- c) all tumours of the prostate unless histologically classified as having a gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0;
- d) papillary micro - carcinoma of the thyroid less than 1 cm in diameter;
- e) chronic lymphocytic leukaemia less than RAI stage 3;
- f) microcarcinoma of the bladder; or
- g) all tumours in the presence of HIV

2. First heart attack – of specified severity

The first occurrence of myocardial infarction which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The Diagnosis for this will be evidenced by all of the following criteria:

- a) a history of typical clinical symptoms consistent with the diagnosis of Acute Myocardial Infarction (for e.g. typical chest pain);
- b) new characteristic electrocardiogram changes; and
- c) elevation of infarction specific enzymes, troponins or other specific biochemical markers.

The following are excluded:

- a) non-ST-segment elevation myocardial infarction (NSTEMI) with elevation of troponin I or T;
- b) other acute coronary syndromes; or
- c) any type of angina pectoris.

3. Open chest CABG

The actual undergoing of open chest surgery for the correction of one or more coronary arteries, which is/are narrowed or blocked, by coronary artery bypass graft (CABG). The Diagnosis must be supported by a coronary

angiography and the realization of surgery has to be confirmed by a specialist Medical Practitioner.

The following are excluded:

- a) angioplasty and/or any other intra-arterial procedures; or
- b) any key-hole or laser surgery.

4. Open heart replacement or repair of heart valves

The actual undergoing of open-heart valve surgery is to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease-affected cardiac valve(s). The Diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist Medical Practitioner. Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.

5. Coma of specified severity

A state of unconsciousness with no reaction or response to external stimuli or internal needs. This Diagnosis must be supported by evidence of all of the following:

- a) no response to external stimuli continuously for at least 96 (Ninety Six) hours;
- b) life support measures are necessary to sustain life; and

- c) permanent neurological deficit which must be assessed at least 30 (Thirty) days after the onset of the coma.

The condition has to be confirmed by a specialist Medical Practitioner. Coma resulting directly from alcohol or drug abuse is excluded.

6. Kidney failure requiring regular dialysis

End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (hemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist Medical Practitioner.

7. Stroke resulting in permanent symptoms

Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source. Diagnosis has to be confirmed by a specialist Medical Practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence of permanent neurological deficit lasting for at least 3 (Three) months has to be produced.

The following are excluded:

- a) transient ischemic attacks (TIA);
- b) traumatic injury of the brain; or

- c) vascular disease affecting only the eye or optic nerve or vestibular functions.

8. Major organ / bone marrow transplant

The actual undergoing of a transplant of:

- a) one of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ; or
- b) human bone marrow using haematopoietic stem cells. The undergoing of a transplant has to be confirmed by a specialist Medical Practitioner.

Other stem-cell transplants or where only islets of langerhans are transplanted, are excluded.

9. Permanent paralysis of limbs

Total and irreversible loss of use of two or more limbs as a result of injury or disease of the brain or spinal cord. A specialist Medical Practitioner must be of the opinion that the paralysis will be permanent with no hope of recovery and must be present for more than 3 (Three) months.

10. Motor neuron disease with permanent symptoms

Motor neurone disease diagnosed by a specialist Medical Practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive

degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 (Three) months.

11. Multiple Sclerosis with persistency symptoms

i) The definite occurrence of multiple sclerosis. The Diagnosis must be supported by all of the following:

- a) investigations including typical MRI and CSF findings, which unequivocally confirm the Diagnosis to be multiple sclerosis;
- b) there must be current clinical impairment of motor or sensory function, which must have persisted for a continuous period of at least 6 (Six) months, and
- c) well documented clinical history of exacerbations and remissions of said symptoms or neurological deficits with at least two clinically documented episodes at least one month apart.

ii) Other causes of neurological damage such as SLE and HIV are excluded.

6. **“Date of Commencement of Risk under Rider”** means the date as specified in the Schedule, on which the coverage under this

Rider commences;

7. **“Diagnosis”** or **“Diagnosed”** means the definitive diagnosis made by a Medical Practitioner, based upon radiological, clinical, and histological or laboratory evidence acceptable to Us provided the same is acceptable and concurred by Our appointed Medical Practitioner. In the event of any doubt regarding the appropriateness or correctness of the Diagnosis, We will have the right to call for Your examination and/or the evidence used in arriving at such Diagnosis, by a Medical Practitioner selected by Us. The opinion of such an expert as to such Diagnosis shall be binding on both You and Us;

8. **“Dismemberment”** means any of the following impairments suffered by You due to Illness or Injury:

- i) total and irrecoverable loss of entire sight in both eyes;
- ii) amputation or loss of use of both hands at or above the wrists;
- iii) amputation or loss of use of both feet at or above the ankles;
- iv) amputation or loss of use of one hand at or above the wrist and one foot at or above the ankle,

provided any of the above impairment persists continuously for a period of at least 180 (Hundred and Eighty) days and must, in the opinion of suitable Medical Practitioner

- appointed by Us, be permanent;
9. “**Extra Rider Premium**” means an additional amount mentioned in the Schedule and charged by Us, as per Underwriting Policy, which is determined on the basis of disclosures made by You in the Proposal Form or any other information received by Us including Your medical examination report;
 10. “**Force Majeure Event**” means an event by which performance of any of Our obligations are prevented or hindered as a consequence of any act of God, State, strike, lock-out, legislation or restriction by any government or other authority or any circumstance beyond Our control;
 11. “**Grace Period**” means a period of 15 (Fifteen) days from the due date of the unpaid Rider Premium for monthly Rider Premium payment mode and 30 (Thirty) days from the due date of unpaid Rider Premium for all other Rider Premium payment modes;
 12. “**Illness**” means a sickness or a disease or a pathological condition suffered by You leading to the impairment of normal physiological function which manifests itself during the Rider Term and requires medical treatment;
 13. “**Injury**” means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent, visible and evident means which is verified and certified by a Medical Practitioner;
 14. “**IRDAI**” means the Insurance Regulatory and Development Authority of India;
 15. “**Lapsed Rider**” means a Rider for which the Rider Premium has not been received till expiry of the Grace Period;
 16. “**Life Insured**” means the person on whose life the base Policy is effected;
 17. “**Maturity Date**” means the date specified in the Schedule, on which the Rider Term expires;
 18. “**Medical Practitioner**” means a person who holds a valid registration from the Medical Council of any State of India or Medical Council of India or Council for Indian Medicine or for homeopathy set up by the Government of India or by a state Government and is thereby entitled to practice medicine within its jurisdiction and is acting within the scope and jurisdiction of license, provided such Medical Practitioner is not the Life Insured or You or their spouse or lineal relative or a Medical Practitioner employed by You/Life Insured;
 19. “**Policy**” means the Policy to which this Rider is attached and forms part of;
 20. “**Revival Period**” means a period of 2 (Two) years from the due date of the first unpaid Rider Premium;
 21. “**Rider**” means this rider contract containing these terms and conditions;

22. **“Rider Premium”** means an amount specified in the Schedule, payable by You, by the due dates to secure the benefits under the Rider, excluding applicable taxes, cesses and levies, if any;
23. **“Rider Term”** means the term of this Rider as specified in the Schedule;
24. **“Schedule”** means the schedule and any endorsements attached to and forming part of this Policy and Rider and if any updated Schedule to the Rider is issued, then, the Schedule latest in time;
25. **“Specified Premiums Due”** means the premiums inclusive of underwriting extra and applicable taxes under the base Policy and all other applicable riders in force, which would otherwise have been payable subsequent to the occurrence of Your death or Diagnosis of the Critical Illness or Dismemberment;
26. **“Underwriting Policy”** means an underwriting policy approved by Our board of directors;
27. **“We”, “Us” or “Our”** means Max Life Insurance Company Limited; and
28. **“You”, “Your” or “Policyholder”** means the policyholder of the base Policy, as specified in the Schedule, on whose life the risk under this Rider is covered.

PART C
RIDER FEATURES, BENEFITS & RIDER PREMIUM PAYMENT CONDITIONS

1. **ELIGIBILITY FOR RIDER BENEFITS**
- 1.1. This Rider has been written on a single life basis.
- 1.2. The minimum Age of the Life Assured on the Date of Commencement of Risk under Rider should be 18 (Eighteen) years.
- 1.3. Your maximum Age on the Date of Commencement cannot exceed 65 (Sixty Five) years.
- 1.4. Your maximum Age on the Maturity Date cannot exceed 70 (Seventy) years.
- 1.5. This Rider can be attached with the Policy at any time subject to minimum Rider Term of 5 (five) years as on the Date of Commencement of Risk under Rider which will not be more than 35 (Thirty Five) years.
- 1.6. Under this Rider the maximum waiver of annual premiums (inclusive of underwriting extra and applicable taxes), under all the Policy(ies) and all other applicable riders in force issued to You, shall not exceed a sum of Rs 3,50,000/ (Three Lakhs Fifty Thousand Only).
2. **RIDER BENEFITS**
- 2.1. We will waive all the Specified Premiums Due till the earliest of the expiry of the Policy Term or the expiry of the Premium Payment Term under the base Policy or the termination of the base Policy due to happening of any insured event / surrender or the end of the Policy Anniversary on which You attain the age of 70



(Seventy) years on the occurrence of the first of the following events when this Rider and the base Policy are in force:

2.1.1 Your Dismemberment;

2.1.2 You are Diagnosed with a Critical Illness; or

2.1.3 Your death (if You are not the Life Insured under the base Policy).

2.2 Once the claim under the Rider is accepted and Specified Premiums Due are waived; then in case of termination of base Policy due to happening of any insured event or surrender (only if surrender value is available under the base Policy), We will pay:

2.2.1. all applicable benefits under the base Policy; and

2.2.2. the present value of the future Premium (including rider premium, if any) to be waived, discounted at the rate of 6.5% p.a.

3. EXCLUSIONS APPLICABLE TO THIS RIDER

The following exclusions are applicable to the benefits provided under this Rider:

3.1. No benefit under this Rider shall be payable if the Critical Illness is Diagnosed within 90 (Ninety) days from the Date of Commencement of Risk under Rider or the date of revival of the Rider ("**Waiting Period**").

3.2. No benefit under this Rider shall be payable if You die within a period of 30 (Thirty) days from Diagnosis of Critical Illness.

3.3. No benefit under the Rider shall be payable in case any Critical Illness is Diagnosed or You suffer Dismemberment before the Date of Commencement of Risk under Rider.

3.4. We will not be liable to provide any benefits under this Rider if Your Critical Illness or Dismemberment is directly or indirectly, caused, occasioned, accelerated or aggravated directly or indirectly, by any of the following:

3.3.1 suicide or attempted suicide or self-inflicted injury, whether You are medically sane or insane;

3.3.2 infection with Human Immunodeficiency Virus (HIV) or conditions due to any Acquired Immune Deficiency Syndrome (AIDS);

3.3.3 committing an assault, a criminal offence, an illegal activity or any breach of law with criminal intent;

3.3.4 any congenital condition;

3.3.5 alcohol or solvent abuse or taking of drugs, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a Medical Practitioner;

3.3.6 war, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil

war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot, civil commotion or strikes;

- 3.3.7 participation by You in any flying activity other than as a bona fide passenger (whether paying or not), pilots and cabin crew in a licensed scheduled aircraft;
- 3.3.8 engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not, martial arts, hunting, mountaineering, parachuting, bungee-jumping; or
- 3.3.9 nuclear contamination, the radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or accident arising from such nature.

4. PREMIUM PAYMENT CONDITIONS, RENEWAL AND CANCELLATION

- 4.1. You may pay the Rider Premiums in annual, semi-annual, quarterly or monthly payment modes, as specified in the Schedule provided that the Rider Premium payment mode under this Rider shall always be same as the Premium payment mode of the base Policy and can only be changed with the change of Premium payment mode of the base Policy.

The amount of Rider Premium will change, if the Rider Premium payment mode is changed by You.

- 4.2. The Rider Premium is guaranteed for a period of first 5 (Five) years of the Rider Term after which the Rider Premium may change with the prior approval of the IRDAI. The Rider shall be governed by the renewal provisions of the base Policy. After issuance of this Rider, if You opt to attach any rider to the base Policy, the Rider Premium payable under this Rider will increase.
- 4.3. Subject to Section 1.5 of Part C, the Rider can be added or removed from the Policy at any time during the Policy Year. On receipt of Your written request for removal or cancellation of this Rider, no Rider Premium will be refunded by Us. If this Rider is added in between 2 (Two) Policy Anniversaries, then for the first applicable Policy Year when the Rider is added, You will be required to pay the proportionate Rider Premium for the remaining period of that Policy Year. The addition of the Rider shall take effect only after We have approved the same in accordance with Our Underwriting Policy and communicated Our decision to You in writing.
- 4.4. You can pay Rider Premiums at any of Our offices or through Our website www.maxlifeinsurance.com or by any other means, as informed by Us. Any Premium paid by You will be deemed to have been received



by Us only after the same has been realized and credited to Our bank account.

4.5 The Rider Premium payment receipt will be issued in Your name, which will be subject to realization of cheque or any other instrument/medium.

5. LAPSATION OF RIDER

5.1 If the Rider Premium or the Premium under the base Policy is not received by the expiry of the applicable Grace Period which results in the Rider or the base Policy or both lapsing or going into non-forfeiture mode, the Rider will automatically lapse and no benefits will be payable under the Rider on the occurrence of the insured event or otherwise unless the Rider is revived..

6. RIDER PERIOD OF COVERAGE

6.1 This Rider Term shall be concurrent with the Premium Payment Term of the base Policy, unless terminated in accordance with Part D below.

PART D

SERVICING CONDITIONS APPLICABLE TO THE RIDER

1. SURRENDER VALUE

1.1 No surrender value is payable under this Rider.

2. LOANS

2.1 You are not entitled to any loans under this Rider.

3. REVIVAL OF THE RIDER

3.1 A Lapsed Rider can be revived at Our discretion, within the Revival Period;

3.1.1 on receipt of Your written request to revive the Rider by Us;

3.1.2 if You produce an evidence of insurability at Your own cost which is acceptable to Us; and

3.1.3 on payment of all overdue Rider Premiums to Us with late fee and/or interest at such rate as may be determined by Us from time to time.

3.2 The revival of the Lapsed Rider shall take effect only after We have approved the same in accordance with Our Underwriting Policy and communicated Our decision in writing. The benefits under the Lapsed Rider shall be revived upon such revival without interest. If a Lapsed Rider is not revived within the Revival Period, this Rider shall terminate without value on the expiry of the Revival Period.

3.3 The Rider cannot be revived beyond the Rider Term.

4. PAYMENT OF RIDER BENEFIT

The benefit under this Rider shall be provided only on submission of satisfactory proof of Your death or Diagnosis of the Critical Illness or Your Dismemberment, to Us.

5. TERMINATION OF THE RIDER

5.1 This Rider shall terminate upon the happening

of the first of the following events:

- 5.1.1 on the date on which We receive a free look cancellation request;
- 5.1.2 on acceptance of the claim under this Rider;
- 5.1.3 the date of intimation of repudiation of the claim by Us in accordance with the provisions of this Rider (only in case of Your death);
- 5.1.4 on the expiry of the Revival Period if a Lapsed Rider is not revived during such period;
- 5.1.5 on the expiry of the Rider Term;
- 5.1.6 on the Maturity Date or the date on which the base Policy is surrendered, terminated or cancelled for any reason;
- 5.1.7 on the expiry of the Premium Payment Term under the base Policy;
- 5.1.8 on receipt of Your written request for cancellation of this Rider, effective from the next Rider Premium due date;
- 5.1.9 on cancellation/ termination of this Rider by Us on grounds of misrepresentation, fraud or non-disclosure established in terms of Section 45 of the Insurance Act, 1938 as amended from time to time; or
- 5.1.10 on the Policy Anniversary when You attained Age of 70 years.

PART E **RIDER CHARGES**

APPLICABLE FEES/ CHARGES UNDER THIS RIDER

This Rider is a non-linked Rider therefore, Part E is not applicable to this Rider.

PART F **GENERAL TERMS & CONDITIONS**

1. TAXES

- 1.1 All Rider Premiums are subject to applicable taxes, cesses and levies, if any which will entirely be borne by You and will always be paid by You along with the payment of Rider Premium. If any imposition (tax or otherwise) is levied by any statutory or administrative body under the Rider, We reserve the right to claim the same from You. Alternatively, We have the right to deduct the amount from the benefits payable by Us under the Rider.
- 1.2 Tax benefits and liabilities under the Rider are subject to prevailing tax laws. Tax laws and the benefits arising thereunder are subject to change. You are advised to seek an opinion of Your tax advisor in relation to the tax benefits and liabilities applicable to You.

2. GRACE PERIOD

- 2.1 The Rider Premium is due and payable by the due date specified in the Schedule. If the Rider Premium is not paid by the due date, You may pay the same during the Grace Period without



any interest. During the Grace Period, the coverage under the Rider continues.

3. CLAIM PROCEDURE

3.1. We must be notified in writing in respect of a claim for benefits under this Rider preferably within 90 (Ninety) days from the date of Diagnosis of Your Critical Illness, Your Dismemberment or Your death (if You are not the Life Insured under the base Policy). We may at Our discretion condone the delay in notifying a claim, if it is proved by a person claiming benefits under this Rider that the delay was due to a reason beyond his control, subject to such conditions as We may prescribe at the time.

3.2. The Claimant is required to produce the following in case of Your death (if You are not the Life Insured under the base Policy):

3.2.1. Claimant's statement in the form prescribed by Us;

3.2.2. original Rider document;

3.2.3. death certificate issued by the local/municipal authority;

3.2.4. attending Medical Practitioner's statement; and

3.2.5. any other documents/information required by Us for assessing and approving the claim.

3.3. You are required to produce the following in case of Dismemberment or Critical Illness:

3.3.1. Claimant's statement in the form prescribed by Us;

3.3.2. original Rider document;

3.3.3. attending Medical Practitioner's statement;

3.3.4. copies of all recent treatment/hospitalization records;

3.3.5. certificate by a Medical Practitioner confirming Your Dismemberment or Critical Illness; and

3.3.6. any other documents/information required by Us for assessing and approving the claim.

3.4. Claimant can download the claim request documents from Our website www.maxlifeinsurance.com or can obtain the same from any of Our branches and offices.

3.5. We reserve the right to scrutinize the documents submitted by the Claimant and/or investigate the cause of Critical Illness, Dismemberment or death and deny the claim partially or completely on the basis of Our scrutiny of the documents or investigation, as the case may be. We shall only pay the benefits under this Rider subject to Our satisfaction:

3.5.1. that the benefits have become payable as per the terms and conditions of this Rider; and

3.5.2. of the bonafides and credentials of the Claimant.

3.6. Subject to Our discretion and satisfaction, in exceptional circumstances such as on happening of a Force Majeure Event, We may decide to waive all or any of the requirements mentioned in this Rider

3.7 In the event of any delay on Our part in processing the claim, for a reason other than non-payment of claim due to any reason of proper identification of the Claimant, then, We shall be liable to pay interest at a rate which is 2% (Two percent) above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed by Us or such other interest rate as may be prescribed by the IRDAI from time to time.

4. DECLARATION OF THE CORRECT AGE

4.1. Declaration of the correct Age and/ or gender by You, is important for Our underwriting process and calculation of Premiums payable under the Rider. If the Age and/or gender declared in the Proposal Form is found to be incorrect at any time during the Rider Term or at the time of claim, We may revise the Premium with interest and/or applicable benefits payable under the Rider in accordance with the premium and benefits that would have been payable, if the correct Age and/ or gender would have made You eligible to be covered under the Rider on the Date of Commencement of Risk under Rider.

5. FRAUD, MISREPRESENTATION AND FORFEITURE

5.1 Fraud, misrepresentation and forfeiture would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938 as amended from time to time. *[A leaflet containing the simplified version of the provisions of the above section is enclosed in Annexure – (1) for reference]*

6. SUICIDE EXCLUSION

6.1 Notwithstanding anything stated herein, if You commit suicide, whether sane or insane, within 12 (Twelve) months from the Date of Commencement of Risk under Rider or from the date of revival of the Rider, all risks and benefits under the Rider will cease and no benefits will be payable. In such an event, We will only refund the Rider Premiums received by Us, to the Claimant.

7. TRAVEL AND OCCUPATION

7.1 There are no restrictions on travel or occupation under this Rider.

8. NOMINATION

8.1 Nomination is allowed as per Section 39 of the Insurance Act, 1938 as amended from time to time. *[A leaflet containing the simplified version of the provisions of the above section is enclosed in Annexure – (2) for reference]*

9. ASSIGNMENT

9.1 Assignment is allowed as per Section 38 of the Insurance Act, 1938 as amended from time to

time. [A leaflet containing the simplified version of the provisions of the above section is enclosed in Annexure – (3) for reference]

10. RIDER CURRENCY

10.1. As per base Policy.

11. ELECTRONIC TRANSACTIONS

11.1 As per base Policy.

12. DUPLICATE RIDER

12.1 In case of loss of this Rider document, You may contact our nearest branch office to know the requirements for issuance of a duplicate Policy or Rider. The duplicate Rider shall be issued without any charge.

13. AMENDMENT

13.1 As per base Policy.

14. REGULATORY AND JUDICIAL INTERVENTION

14.1 As per base Policy.

15. FORCE MAJEURE

15.1 As per base Policy.

16. COMMUNICATION AND NOTICES

16.1. As per base Policy.

17. GOVERNING LAW AND JURISDICTION

17.1 As per base Policy.

PART G

GRIEVANCE REDRESSAL MECHANISM AND OMBUDSMAN DETAILS

1. DISPUTE REDRESSAL PROCESS UNDER THE RIDER

1.1. All consumer grievances and/or queries may be first addressed to Your agent or Our customer helpdesk as mentioned below:

Max Life Insurance Company Limited
Plot No. 90A, Sector 18, Gurugram,
122015, Haryana, India
Toll Free No. – 1800 200 5577
Email:
service.helpdesk@maxlifeinsurance.com

1.2. If Our response is not satisfactory or there is no response within 15 (Fifteen) days:

1.2.1. the complainant or his legal heirs may file a written complaint with full details of the complaint and the complainant's contact information to the following official for resolution:

Head Operations and Customer Services,
Max Life Insurance Company Limited
Plot No. 90A, Sector 18, Gurugram,
122015, Haryana, India
Toll Free No. – 1800 200 5577
Email:
manager.services@maxlifeinsurance.com;

1.2.2. the complainant or his legal heirs may approach the Grievance Cell of the IRDAI on the following contact details:

IRDAI Grievance Call Centre (IGCC)
Toll Free No:155255 or 1800 4254 732
Email ID: complaints@irda.gov.in

1.2.3. You can also register Your complaint online at <http://www.igms.irda.gov.in/>

1.2.4. You can also register Your complaint through fax/paper by submitting Your complaint to:

Consumer Affairs Department
Insurance Regulatory and
Development Authority of
India
9th floor, United India Towers,
Basheerbagh
Hyderabad – 500 029, Telangana
Fax No: 91- 40 – 6678 9768

1.3. If You are not satisfied with the redressal or there is no response within a period of 1 (One) month, or rejection of complaint by Us, the complainant or his legal heirs or nominee, or assignee may approach Insurance Ombudsman at the address mentioned in Annexure A or on the IRDAI website www.irda.gov.in, if the grievance pertains to:

- 1.3.1. delay in settlement of a claim;
- 1.3.2. any partial or total repudiation of a claim by Us;
- 1.3.3. any dispute with regard to the Premium paid or payable in terms of the Policy; or
- 1.3.4. any misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- 1.3.5. any dispute on the legal construction of the Policy in so far as such dispute relate to a claim;
- 1.3.6. policy servicing by Us, our agents or intermediaries;

1.3.7. issuance of insurance policy, which is not in conformity with the proposal form submitted by You;

1.3.8. non issuance of any insurance document after receipt of the Premium.

1.3.9. Any other matter resulting from violation of provisions of Insurance Act, 1938 or the regulation, circulars, Guidelines or instructions issued by the IRDAI from time to time on the terms and conditions of the policy contract, in so far as they relate to issues mentioned in this para 1.3 above.

1.4. As per Rule 14 of the Insurance Ombudsman Rules, 2017, a complaint to the Insurance Ombudsman can be made only within a period of 1 (One) year after receipt of Our rejection of the representation or after receipt of Our decision which is not to Your satisfaction or if We fail to furnish reply after expiry of a period of one month from the date of receipt of the written representation of the complainant, provided the complaint is not on the same matter, for which any proceedings before any court, or consumer forum or arbitrator is pending.



Mumbai - 400 054.

Tel.: 022 - 26106889 / 671 / 980

Fax: 022 - 26106949

Email: inscoun@gbic.co.in

Shri P.N.Gandhi, Secretary General

Smt Moushumi Mukherji, Secretary

Annexure A:List of Ombudsman

AHMEDABAD - Office of the Insurance Ombudsman,6th Floor, Jeevan Prakash Bldg, Tilak Marg, Relief Road, Ahmedabad - 380001 Tel nos: 079-25501201/02/05/06 email: bimalokpal.ahmedabad@gbic.co.in (State of Gujarat, Dadra & Nagar Haveli and Daman and Diu.)

BENGALURU -Office of the Insurance Ombudsman, Jeevan Soudha Bldg. ,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@gbic.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@gbic.co.in (Madhya Pradesh and Chattisgarh)

BHUBANESHWAR - Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar - 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 – 2596429 Email: bimalokpal.bhubaneswar@gbic.co.in (Orissa).

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@gbic.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@gbic.co.in (Tamil Nadu,Pondicherry Town and Karaikal (which are part of Pondicherry)).

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 - 23230858Email: bimalokpal.delhi@gbic.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@gbic.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@gbic.co.in (Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry)

JAIPUR- Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 – 2740363 Email:Bimalokpal.jaipur@gbic.co.in (Rajasthan)

ERNAKULAM - Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682015. Tel.: 0484 - 2358759/ 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@gbic.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@gbic.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@gbic.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, Santkabimagar, 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@gbic.co.in (Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane)

PUNE Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@gbic.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, U.P-201301.

Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@gbic.co.in (State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur)

PATNA - Office of the Insurance Ombudsman, 1st Floor,Kalpna Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006.Tel.: 0612-2680952 Email: bimalokpal.patna@gbic.co.in (Bihar, Jharkhand)