

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

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

IndiaFirst Maha Jeevan Plan

S.No	Contents	Page No.
	PART A	
	Welcome Letter	3
	<u>Annexure A</u> - Plan Schedule	5
	PART B	
1.	Definitions	8
	PART C	
	Interpretations	12
2.	Executive Summary	12
3.	Benefits Payable under this Plan	13
	• Death Benefit	13
	• Maturity Benefit	13
	• Rider Benefits	13
4.	Paid-Up Benefits	13
5.	Bonuses	14
6.	Surrender Benefit	14
7.	In the Event of Death of the Policyholder	16
8.	Payment of Benefits	17
9.	Making a Claim	17
	PART D	
10.	Premium Payment	18
11.	Missing your Premium	18
12.	Reviving your Lapsed Plan	18

13.	Free Look Period	18
14.	Death Benefit Claim not Admitted under this Plan	18
	PART E	
	PART F	
15.	Nomination	20
16.	Assignment	20
17.	Loan	20
18.	Plan Ceases/ Ends/ Terminates	21
19.	Change of Address	21
20.	Disclosures	21
21.	Right to Revise/ Delete/ Alter the Terms and Conditions of this Plan	23
22.	Loss of Plan Document	23
23.	Electronic Transactions	23
24.	Force Majeure	23
25.	Issuance of Notices	24
26.	Taxes	24
27.	Governing Law and Jurisdiction	24
	PART G	
28.	Grievance Redressal	25
29.	<u>Annexure B</u> – List of Ombudsmen	27

PART A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

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

Date/ Month/ Year

To,

xxxx

Add 1,

Add 2.

Pin code – xxx xxx

IndiaFirst Maha Jeevan Plan - Plan No.: xxxxxxxx

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. Alongwith this insurance pack which contains all the details of your Plan, we are also sending 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 of receipt of your Plan document. In case you have bought this Plan through distance marketing mode, then, you may cancel the Plan within 30 (Thirty) days from the date of receipt of your Plan document. You will need to send us the original Plan document and a written request stating your reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, stamp duty and charges for medical examination, if any.

Please contact us on **1800 209 7800** 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 and CEO
(IndiaFirst Logo)

IndiaFirst Maha Jeevan Plan

Non Linked, Participating, Endowment Plan

UIN [143N018V04]

The Policyholder and the 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, the 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 subsequent instalments of Premiums 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.

It is further hereby declared that every endorsement issued on this Plan by the Company shall be deemed to be a part of this Plan.

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Managing Director and CEO
(IndiaFirst Logo)

Annexure A - Plan Schedule

I. Plan Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Maha Jeevan Plan
UIN:	[143N018V04]
Plan Number:	
Proposal Form Number:	
Plan Commencement Date:	DD MM YY
Risk Commencement Date	DD MM YY
Maturity Date:	DD MM YY

II. Policyholder and Life Assured Details

Policyholder's Name:	
Date of Birth:	DD MM YY
Relationship with the Life Assured:	
Policyholder's Address:	
Telephone No./ Mobile No:	
Email:	
Life Assured's Name:	
Date of Birth:	DD MM YY
Client ID:	Age:
Gender:	Age admitted: Yes/ No
Address of the Life Assured:	
Telephone No./ Mobile No.:	
Email:	

III. Nominee (as per Section 39 of the Insurance Act 1938, as amended from time to time)

Name:	
-------	--

Date of Birth:	DD MM YY
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:	Guaranteed Maturity Sum Assured:
Plan Term:	Premium Paying Term:
Premium Payment Mode: (Annual/ Half Yearly/ Monthly)	Premium Due Dates: DD MM YY
Due Date for Payment of Last Regular Premium: (DD MM YY)	Annualized Premium:
Premium (in INR):	Extra Premium(if any):
Service Tax (in INR):	Total Premium (including Service Tax) in INR:

V. Rider Benefit

Rider Benefit	Rider Sum Assured	UIN	Rider Term	Rider Premium Paying Term	Rider Premium	Service Tax	Education Cess	Total Rider Premium
		143B001V02						

VI. Insurance Agent/ Insurance Broker Details

Name:
License Number :
Telephone No.:
Address:
E-mail ID :

VII. Special Conditions

NIL	
-----	--

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.

The Premium payable under this Plan may differ on the basis of the Extra Premiums, if any, the Premium payment mode chosen by you and the applicable Modal Factor.

Please read the terms and conditions of this Plan carefully to understand the terms referred to in this Plan Schedule.

PART B

1. Definitions

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
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	An amount which is payable in a Plan Year, excluding Extra Premium, loadings for modal premiums and applicable taxes, cesses or levies, if any. 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.
Bonus	This is an amount, which is determined at the end of every financial year and declared as Simple Reversionary Bonus and/ or Terminal Bonus, as the case may be.
Extra Premium	An additional amount payable by you, which is determined by us in accordance with our board approved underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured. e.g. we may charge an Extra Premium in case of a Life Assured who is a smoker.
Grace Period	A period of 30 (Thirty) days from the due date for payment of Premium for yearly and half yearly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode.
Guaranteed Maturity Sum Assured	The guaranteed amount that becomes payable on the Maturity Date provided the Life Assured is alive and all the due Premiums are paid to us.
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Plan, which is calculated in accordance with Section 6.5.
Income Tax Act	Income Tax Act, 1961.
Insurance Act	Insurance Act, 1938 and as amended from time to time

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 the due Premiums have been paid to us.
Modal Factor	A factor used by us for calculating the Premium payable by You under this Plan, if you have opted to pay the Premium through half yearly Premium payment mode or monthly Premium payment mode. The applicable Modal Factor for half yearly Premium Payment mode is 0.5119 and for monthly Premium payment mode is 0.0870.
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.
Paid-Up Maturity Sum Assured	If the Plan is under Paid-Up Mode, then, the guaranteed amount payable by us on the Maturity Date, provided the Life Assured is alive on such date. The Paid-Up Maturity Sum Assured will be calculated by us in the following manner: <i>Guaranteed Maturity Sum Assured * (Total no. of Premiums paid/ Total no. of Premiums payable)</i>
Paid-Up Mode	Under this Plan, if we have received all the due Premiums from you for the first 3 (Three) Plan Years, then, this Plan will not terminate. A Plan under the Paid-Up Mode will continue with paid-up benefits in accordance with Section 4.
Paid-Up Sum Assured	If the Plan is under Paid-Up Mode, then, the guaranteed amount payable by us on the death of the Life Assured during the Plan Term. The Paid-Up Sum Assured will be calculated by us in the following manner: <i>Sum Assured * (Total no. of Premiums paid/ Total no. of Premiums payable)</i>
Plan	This IndiaFirst Maha Jeevan 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	<p>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.</p> <p>Example: If the Plan Commencement Date is December 18, 2014, then, the first Plan Year will be December 18, 2014 to December 17, 2015.</p>
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Plan to you
Premium	<p>An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Plan.</p> <p>The Premium is the sum total of the Annualized Premium and Extra Premiums (if any) and excluding any taxes, cesses or levies, if any.</p> <p>The Premium payable under this Plan will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor.</p> <p>This is specified in the Plan Schedule.</p>
Premium Paying Term	<p>The time period during which you need to pay your Premiums regularly to us for securing the benefits under this Plan.</p> <p>Your Premium Paying Term is specified in the Plan Schedule.</p>
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Plan to you.
Risk Commencement Date	<p>The date on which the insurance coverage starts under this Plan.</p> <p>This is specified in the Plan Schedule.</p>
Regulatory Authority	The Insurance Regulatory and Development Authority of India 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 we pay you, which is a percentage of the Guaranteed Maturity Sum Assured. It will be declared at the end of every financial year and is paid on the Maturity Date or on death of the Life Assured during the Plan Term, whichever is earlier.
Special Surrender Value	<p>The Special Surrender Value will be used by us for determining the Surrender Value payable under this Plan upon Surrender of this Plan.</p> <p>The Special Surrender Value will be calculated by us in accordance with Section 6.6.</p>

Special Surrender Value Factors	The factors on the basis of which the Special Surrender Value is determined by us. These factors are not guaranteed and are determined by us from time to time, subject to receipt of the prior approval of the Regulatory Authority.
Sum Assured	<p>The guaranteed 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.</p> <p>The Sum Assured payable by us will be as follows:</p> <ul style="list-style-type: none"> • If the Age of the Life Assured on the Plan Commencement Date is less than 45 (Forty Five) years, then, an amount, which will be the highest of the following: <ul style="list-style-type: none"> i. Guaranteed Maturity Sum Assured; or ii. 10 (Ten) times the Annualized Premium. • If the Age of the Life Assured on the Plan Commencement Date is equal to or more than 45 (Forty Five) years, then, an amount, which will be the highest of the following: <ul style="list-style-type: none"> i. Guaranteed Maturity Sum Assured; or ii. 7 (Seven) times the Annualized Premium.
Surrender	<p>Termination or cancellation of this Plan prior to the Maturity Date.</p> <p>The procedure for Surrender of this Plan has been specified in Section 6.</p>
Surrender Value	The amount payable by us on Surrender of this Plan before the Maturity Date, which is higher of the Guaranteed Surrender Value or the Special Surrender Value.
Terminal Bonus	This is a Bonus payable on the Maturity Date, if declared by us. It is calculated as a percentage of the Guaranteed Maturity Sum Assured.
We or us or our or Insurer or Company	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. You may or may not be 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. Except as otherwise stated, these divisions and the corresponding section headings do not limit the Plan or its interpretation in any way.
- iii. Words of one gender will include the other gender and the singular will include the plural and vice versa, unless the context otherwise requires.
- iv. Days means calendar days, unless stated otherwise.
- v. Reference to any statutory enactment includes any subsequent amendment to that statutory enactment.
- vi. 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 Maha Jeevan Plan is a participating, non-linked, endowment insurance plan, available on a regular Premium basis.
- ii. The Sum Assured plus the Simple Reversionary Bonus, if declared by us is paid on the death of the Life Assured during the Plan Term. The minimum death benefit under this Plan will be atleast 105% (One Hundred Five percent) of the total Premiums received till the date of death of the Life Assured.
- iii. The Guaranteed Maturity Sum Assured along with the Simple Reversionary Bonus 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. An additional benefit, if any, will be payable by way of an extra bonus i.e. Terminal Bonus, if declared by us at the end of the Plan Term provided the Life Assured is alive.
- v. Easy access to your money during any emergency by availing loan of up to 90% (Ninety percent) of the Surrender Value.
- vi. Option to enhance the death benefit, by opting for IndiaFirst Term Rider.
- vii. Enjoy tax benefits on the Premium you invest under Section 80C of the Income Tax Act and maturity benefits under Section 10(10D) of the Income Tax Act.

Risk Factors

- i. Bonus rates are not guaranteed and may vary from time to time.
- ii. 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.

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, then, the following benefits shall become payable:

- i. Sum Assured; and
- ii. accumulated Simple Reversionary Bonus, if any

Subject to Sections 4, 8, 9 and 20, the aforesaid death benefit will become payable to the Nominee/ Appointee/ legal heir (as applicable) as specified in Section 8.1 provided this Plan is in force and we have received the due Premiums.

The minimum death benefit under this Plan will be at least 105% (One Hundred Five percent) of the total Premiums received till the date of death of the Life Assured.

3.2. Maturity Benefit

If the Life Assured is alive till the Maturity Date, then, the following benefits shall become payable:

- i. Guaranteed Maturity Sum Assured;
- ii. accumulated Simple Reversionary Bonus, if any; and
- iii. Terminal Bonus, if any

Subject to Sections 4, 8, 9 and 20, the aforesaid maturity benefit will become payable to the Life Assured provided this Plan is in force and we have received the due Premiums.

3.3. Rider Benefits

In case of the Life Assured's death during the Plan Term, you have an option to receive additional death benefit as per the terms and conditions of IndiaFirst Term Rider.

The additional death benefit will become payable provided you have opted for the IndiaFirst Term Rider and have paid all the rider premiums.

4. Paid-Up Benefits

Your Plan will not terminate and will continue under Paid-Up Mode, even if you are unable to pay the future due Premiums. This benefit is however subject to the condition that you have paid all your Premiums for the first 3 (Three) Plan Years. The plan stops participating in the profit once it becomes paid-up. The paid-up benefits are as follows:

4.1. Death Benefit

Upon the Life Assured's death on or after the Risk Commencement Date but before the Maturity Date, then, the following benefits shall become payable:

- i. Paid-Up Sum Assured; and
- ii. accumulated Simple Reversionary Bonus, if any.

Subject to Sections 8, 9 and 20, the aforesaid death benefit will become payable to the Nominee/ Appointee/ legal heir (as applicable) as specified in Section 8.1 provided this Plan is in force and we have received the due Premiums.

4.2. **Maturity Benefit**

If the Life Assured is alive till the Maturity Date, then, the following benefits shall become payable:

- i. Paid-Up Maturity Sum Assured; and
- ii. accumulated Simple Reversionary Bonus, if any.

Subject to Sections 8, 9 and 20, the aforesaid maturity benefit will become payable to the Life Assured provided this Plan is in force and we have received the due Premiums.

5. **Bonuses**

5.1. **Simple Reversionary Bonus**

The Simple Reversionary Bonus, if declared by us will be added to the Sum Assured or the Guaranteed Maturity Sum Assured, as the case maybe. The Simple Reversionary Bonus rates are not fixed or guaranteed and may change from time to time. However, once declared, they are then guaranteed.

If the Life Assured's death occurs during the Plan Term, only the accumulated Simple Reversionary Bonus, declared till the date of death of the Life Assured will become payable.

However, if the Plan is under Paid-Up Mode, no future Simple Reversionary Bonus will be added to the Sum Assured or the Guaranteed Maturity Sum Assured, as the case may be.

5.2. **Terminal Bonus**

Terminal Bonus, if declared by us, is payable to the Life Assured at the end of the Plan Term. We may declare the Terminal Bonus based on our investment experience and discretion.

No Terminal Bonus is payable in case of the Life Assured's death during the Plan Term or if the Plan is under Paid-Up Mode or on Surrender of the Plan.

6. **Surrender Benefit**

6.1. You may Surrender this Plan during the Plan Term, by submitting a written request to us any time after the Plan has acquired the Surrender Value. However, life insurance is a long term investment. You get the best results from your Plan only when you invest regularly and hold this Plan for a long term. Surrendering your Plan during the Plan Term breaks your security cover that helps you face uncertainties of life as well as meet your future needs.

6.2. Please remember, you cannot revive your Plan once it is surrendered.

6.3. No Surrender Value is payable, if you have not paid your Premiums for the first 3 (Three) Plan Years.

6.4. The Surrender Value payable will be the higher of the Guaranteed Surrender Value or the Special Surrender Value, provided this Plan has acquired the Surrender Value.

6.5. **Guaranteed Surrender Value**

The Guaranteed Surrender Value is the sum of the guaranteed surrender value of the total Premiums paid and the guaranteed surrender value of the accumulated Simple Reversionary Bonus.

1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
3	5%	5%	5%	4%	4%	4%	4%	4%	3%	3%	3%
4	7%	7%	6%	6%	6%	5%	5%	5%	5%	4%	4%
5	9%	9%	8%	8%	7%	7%	6%	6%	6%	6%	5%
6	11%	10%	10%	9%	9%	8%	8%	7%	7%	7%	7%
7	13%	12%	11%	11%	10%	10%	9%	9%	8%	8%	8%
8	15%	14%	13%	12%	12%	11%	11%	10%	10%	9%	9%
9	17%	16%	15%	14%	13%	13%	12%	11%	11%	10%	10%
10	19%	18%	17%	16%	15%	14%	13%	13%	12%	12%	11%
11	21%	20%	19%	17%	16%	16%	15%	14%	13%	13%	12%
12	23%	22%	20%	19%	18%	17%	16%	15%	15%	14%	13%
13	26%	24%	22%	21%	20%	19%	18%	17%	16%	15%	15%
14	28%	26%	24%	23%	21%	20%	19%	18%	17%	17%	16%
15	30%	28%	26%	24%	23%	22%	21%	20%	19%	18%	17%
16	NA	30%	28%	26%	25%	23%	22%	21%	20%	19%	18%
17	NA	NA	30%	28%	26%	25%	24%	22%	21%	20%	20%
18	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%	21%
19	NA	NA	NA	NA	30%	28%	27%	25%	24%	23%	22%
20	NA	NA	NA	NA	NA	30%	28%	27%	26%	24%	23%
21	NA	NA	NA	NA	NA	NA	30%	28%	27%	26%	25%
22	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%	26%
23	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%	27%
24	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%	29%
25	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	30%

6.6. Special Surrender Value

Special Surrender Value = (Paid-Up Maturity Sum Assured + accumulated Simple Reversionary Bonus) * Special Surrender Value Factors.

The Special Surrender Value Factors will be determined by us from time to time subject to Regulatory approval.

7. In the Event of Death of the Policyholder

7.1. In case of the Policyholder's death during the Plan Term while the Life Assured is still a minor on such date, then, the surviving parent or the legal guardian who has an insurable interest on the life of the minor Life Assured will become the Policyholder.

7.2. If there is no surviving parent or the legal guardian who has an insurable interest on the life of the minor

Life Assured and this Plan has not acquired Surrender Value, this Plan will terminate.

- 7.3. However, if the Plan has acquired a Surrender Value, then, this Plan will continue as a Plan under Paid-Up Mode.
- 7.4. The Life Assured (if minor) on attainment of the Age of 18 (Eighteen) years, will automatically become the Policyholder under this Plan.

8. Payment of Benefits

- 8.1. 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.
- 8.2. The maturity benefit payable under this Plan shall be payable to the Life Assured.
- 8.3. All benefits including the Sum Assured or Guaranteed Maturity Sum Assured and other sums, if any, under this Plan, will only be paid in India and in Indian Rupees.
- 8.4. Payment of the death benefit to a person specified in Section 8.1 or the maturity benefit to the Life Assured, shall constitute a good, valid and sufficient discharge of our liability under this Plan.

9. Making a Claim

9.1. Steps involved in making a claim

In order to process a claim under this Plan, we will need a written intimation about the claim, upon the death of the Life Assured during the Plan Term or for processing a claim for maturity benefits under this Plan. This is the first step towards processing your claim. The written intimation should also be accompanied with all the required documents as mentioned below:

- i. Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted by us.
 - ii. Claimant's statement and claim intimation report.
 - iii. Death certificate issued by the local health and medical authority (only in case of death of the Life Assured).
 - iv. 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 etc).
 - v. Hospitalization documents including discharge summary, all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).
 - vi. Original Plan document and Rider document (if opted by you).
 - vii. A copy of photo-identity proof of the claimant and documents establishing the rights of claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
 - viii. Any other document or information that we may need for validating and processing the claim.
- 9.2. We may at our sole discretion overlook the delay in notification of a claim, if the claimant proves to our satisfaction that the delay was caused due to a reason beyond their control, subject to such terms and conditions as may be prescribed by us.

PART D

10. Premium Payment

- 10.1. Regular Premiums can be paid to us either by monthly/ half yearly/ yearly payment mode, as selected by you in the Proposal Form. The Premiums should be paid on or before the due dates to avoid any lapsation.

11. Missing Your Premium

- 11.1. You are provided a Grace Period in case you miss your due Premium on the due dates. All your Plan benefits continue during the Grace Period. The Plan will lapse and you will not be entitled to any benefits in case you do not pay the due Premium during the Grace Period.
- 11.2. In case of the Life Assured's death during the Grace Period, we will pay the death benefit after deducting the unpaid due Premiums till such date.

12. Reviving your Lapsed Plan

- 12.1. You may revive the lapsed Plan within 2 (Two) years from the due date of first unpaid regular Premium but before the Maturity Date by:
- i. submitting a written request for revival of the lapsed Plan;
 - ii. paying all unpaid due Premiums along with interest; and
 - iii. providing a declaration of good health and undergoing a medical examination, if needed. You will have to bear the cost of medical examinations, if any.
- 12.2. A lapsed Plan will only be revived along with all its benefits when we issue a written endorsement to you in accordance with our board approved underwriting policy.
- 12.3. The Plan will terminate and you will not be entitled to receive any benefits, if the lapsed Plan is not revived till the expiry of the revival period.

13. Free Look Period

- 13.1. You can cancel this Plan if you disagree with any of the terms and conditions of this Plan within the first 15 (Fifteen) days of receipt of your Plan Document. In case you have bought this plan through distance marketing mode, you may cancel the Plan within 30 (Thirty) days from the date of receipt of your Plan document. You will need to send us the original Plan document and a written request stating the reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, stamp duty and charges for medical examination, if any.

14. Death Benefit Claim not Admitted under this Plan

- 14.1. You are 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 received by us and this Plan will terminate.
- 14.2. You are 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 Surrender Value or 80% (Eighty percent) of the total Premiums received by us and this Plan will terminate.

PART E

There are no Charges applicable; as this is a Traditional Participating Endowment Plan.

PART F

15. Nomination as per Section 39 of the Insurance Act, 1938 as amended from time to time

15.1. 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, 1938 as amended from time to time.

15.2. 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.

15.3. 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 written 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, 1938 as amended from time to time.

15.4. 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.

16. Assignment

16.1. 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, 1938 as amended from time to time. In either case, you should submit a written request to us for registration of the assignment. Any assignment will automatically cancel any nomination made by you except in case of any assignment made by you in our favour in accordance with Section 39 of the Insurance Act 1938, as amended from time to time.

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.

16.2. 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.

17. Loan

17.1. You can avail of a loan from us provided this Plan has acquired a Surrender Value.

17.2. You can avail a loan upto 90% (Ninety percent) of the Surrender Value. The minimum loan amount which can be availed is INR 1000 (One Thousand). Currently we will charge interest at a rate of 10% (Ten percent) per annum and the interest rate may be revised by us from time to time.

17.3. If you have availed a loan under this Plan, then, this Plan will be assigned in our favor. We will reassign

this Plan to you provided you have repaid the entire loan amount along with the interests.

17.4. We will recover any unpaid loan amount along with interest before paying the death benefit to you/ the Nominee / Appointee/ legal heir or the maturity benefit to the Life Assured.

17.5. If this Plan is under Paid-Up Mode, then, this Plan will be compulsorily surrendered by us and the outstanding loan amount along with the interest will be recovered from the Surrender Value or paid-up benefit in case the loan amount along with interest exceeds the Surrender Value. Compulsory surrender will not apply if you are paying your due premiums.

18. Plan Ceases/ Ends/ Terminates

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

- i. on the date of 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 Maturity Date; or
- v. on the date, the loan amount along with interest payable to us exceeds the Surrender Value; or
- vi. on the date of receipt of free look request in accordance with Section 13; or
- vii. on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with interest from you till the expiry of such period and this Plan is not under the Paid-Up Mode.

19. Change of Address

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

20. Disclosures

20.1. 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 from time to time.

Provisions of Section 45 of the Insurance Act, 1938 as amended from time to time

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 mis-statement 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 mis-statement 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.

20.2. Prohibition of Rebate: Section 41 of the Insurance Act, 1938 as amended from time to time

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 penalty which may extend to ten lakh rupees.

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

21.1. 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 written notice of 30 (Thirty) days, before revising, deleting and/or altering any of the terms and conditions of this Plan.

22. Loss of Plan Document

22.1. If the Plan document is lost or misplaced, you should submit to us a written 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.

- 22.2. 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.

23. Electronic Transactions

- 23.1. You or the Life Assured 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.
- 23.2. 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.

24. Force Majeure

- 24.1. 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.
- 24.2. 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.

25. Issuance of Notices

- 25.1. 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.

26. Taxes

- 26.1. 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.
- 26.2. 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.

27. Governing Law and Jurisdiction

- 27.1. 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

28. 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 Ltd.
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
9th floor, United India Towers, Basheerbagh
Hyderabad – 500 029, Andhra Pradesh
Fax No: 91- 40 – 6678 9768.

- 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.

We draw your attention to Rule 12 (1) and 13 (3) of the Redressal of Public Grievance Rules, 1998 , which is reproduced below:

Rule 12 Power of Ombudsman

(1) The Ombudsman may receive and consider :-

- (a) Complaints under Rule 13;
- (b) any partial or total repudiation of claims by an insurer;
- (c) any dispute in regard to premium paid or payable in terms of the Policy;
- (d) any dispute on the legal construction of the policies in so far as such disputes relate to claims;
- (e) delay in settlement of claims;
- (f) non-issue of any insurance document to customers after receipt of premium.

Rule 13 Manner in which complaint is to be made;

(3) No complaint to the Ombudsman shall lie unless :-

(a) the complainants had before making a complaint to the Ombudsman made a written representation to the insurer named in the complaint and either insurer had rejected the complaint or the complainant had not received any reply within a period of one month after the insurer concerned received his representation or the complainant is not satisfied with the reply given to him by the insurer;

(b) the complaint is made not later than one year after the insurer had rejected the representation or sent his final reply on the representation of the complainant: and

(c) the complaint is not on the same subject-matter, for which any proceedings before any court, or Consumer Forum, or arbitrator is pending or were so earlier.

Annexure B – List of Ombudsmen

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Ahmedabad	Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, AHMEDABAD – 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad@gbic.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, 1st 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 & Chhattisgarh
Bhubaneshwar	BHUBANESHWAR - Shri. B. N. Mishra Office of the Insurance Ombudsman, 62, Forest park, BHUBANESHWAR – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@gbic.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@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)
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@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 - 682 015. 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@qbic.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@qbic.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@qbic.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@qbic.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 Buddha Nagar, UTTAR PRADESH (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@qbic.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
Patna	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA - 800 006. Tel.: 0612-2680952	Bihar, Jharkhand

	Email: bimalokpal.patna@gbic.co.in	
--	---	--