

Edelweiss Tokio Life Insurance Company Limited
Edelweiss House, Off C. S. T. Road, Kalina, Mumbai – 400 098

Edelweiss Tokio Life Group Credit Protection
 (NON-PARTICIPATING PLAN)
 UIN No: 147N002V02

MASTER POLICY CONTRACT

Edelweiss Tokio Life Insurance Company Limited has received a Proposal, signed quotation sheet, Member data and the first premium from You. Both You and the Company have accepted that the said documents and any other supporting documents as applicable are the basis of this contract of insurance, and in consideration of and subject to receipt of due premiums as stated in the Policy Schedule, We have entered into this Policy with You which is the legal contract between You and the Company subject to receipt of due premiums as stated in the Policy Schedule and is subject to the Terms & Conditions stated below.

Description of the policy: Edelweiss Tokio Life Group Credit Protection plan is a group credit term insurance plan which provides life cover. On the death of the Insured Member, the outstanding Sum Assured which is calculated in accordance with the Amortization Chart will be payable. You are the Master Policyholder of this Policy and the Insured Members are Your new and existing borrowers who are covered under this Policy.

SCHEDULE

MASTER POLICY NUMBER	
NAME OF MASTER POLICYHOLDER	
ADDRESS OF MASTER POLICYHOLDER	
NATURE OF SCHEME/TYPE OF LOAN	
POLICY ISSUE DATE	
PREMIUM PAYING MODE	SINGLE
COVERAGE TERM	Minimum __ Years Maximum __ Years
ENTRY AGE OF INSURED MEMBER	Minimum Age ____ Years Maximum Age ____ Years

Signed for and on behalf of "Edelweiss Tokio Life Insurance Company Ltd" at Head Office, Mumbai on _____

Authorized Signatory

Fundamental Features of the Policy: The fundamental features of the Policy are described briefly below for Your information and reference only. For the complete details on each of these features, please refer to the Clauses referenced alongside.

Fundamental Features of the Policy	Clause No
Death Benefit: The benefit payable on the Insured Member's death.	1)a)
Maturity Benefit: The benefit payable on the Insured Member's survival till the Maturity Date.	1)b)
Surrender Benefit: The conditions under which the coverage can be surrendered and the benefits payable on surrender.	1)c)
Moratorium Period: The period during which the Sum Assured remains constant.	1)d)
Cancellation of Loan: The amount payable if the loan is cancelled/not disbursed.	1)e)
Payment of Coverage Premium: Provisions relating to when and how Coverage Premium must be paid and the conditions and procedure that will apply if Coverage Premium is not paid on time.	2)
General Conditions: The general terms and conditions governing the Policy.	3)
Definitions: Important terms used under the Policy and the meanings ascribed to each.	4)

Terms & Conditions

1) BENEFITS

a) **Death Benefit:**

	Options	Amount Payable
(i)	If the Insured Member dies before the Maturity Date and while the Coverage is in force, then We will pay :	The Sum Assured as per the Amortization chart in the Certificate of Insurance (COI).
(ii)	If the Insured Member (whether sane or not) commits suicide within one year from the Issue Date of the Insured Members' coverage, then:	All benefits under the coverage for that Insured Member shall cease and We will pay 80% of the Premium received for the coverage of Insured Member.

b) **Maturity Benefit:**

	When payable	Amount payable
(i)	If the Insured Member is alive on the Maturity Date, then:	No amount is payable under the Policy.

c) **Surrender Benefit:**

	Procedure for surrender	Amount payable
(i)	Surrender benefit will be available from first year	Single Premium paid * 70% * (Number of remaining months of

<p>onwards. An Insured Member may surrender his/her coverage under the Policy by giving Us a written request for surrender. We will terminate the Insured Member's coverage under the Policy and We will pay:</p>	<p>cover / Total Coverage Term in months) * (Sum assured applicable as at surrender / Sum assured at inception)</p>
<p>If premium is contributed by the insured members, on surrender of such policy, the individual insured member of the group is entitled to continue the coverage individually for the remaining coverage term.</p>	

d) **Moratorium Period:**

<p>(i) (ii) (iii)</p>	<p>The Insured Member can opt for a Moratorium Period by giving written notice to Us provided that the minimum Moratorium Period is one year and the maximum Moratorium Period is two years. During the Moratorium Period, the accrued interest will be paid separately by the Insured Member to You and the Sum Assured would remain same until the expiry of the Moratorium Period. If the Insured Member dies during the Moratorium Period, Sum Assured as per the Amortization Chart on the date of the Insured's death will be payable.</p>
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e) **Cancellation of loan:**

	When payable	Amount payable
<p>(i)</p>	<p>If the loan is cancelled or not taken up by the Insured Member after sanction AND We have received the Coverage Premium for that Insured Member, then provided that You give Us written notice to cancel the cover, We will return: a) Request before commencement date of coverage or b) Request after commencement date of coverage</p>	<p>a) The entire premium received for that Insured Member or b) Surrender Benefit calculated in accordance with Clause 1)c)</p>

2) **PAYMENT OF PREMIUM**

<p>a)</p>	<p>Payment of Coverage Premium:</p>
	<p>You shall be solely responsible for promptly remitting to Us the Coverage Premium in respect of each Insured Member. The amount of Coverage Premium payable for the Insured Member, is specified in the Certificate of Insurance.</p>
<p>b)</p>	<p>Grace Period:</p>
	<p>Not Applicable</p>
<p>c)</p>	<p>Lapsation:</p>
	<p>Not Applicable</p>
<p>d)</p>	<p>Revival of the Coverage:</p>
	<p>Not Applicable</p>

3) **GENERAL CONDITIONS**

a)	Free Look Period:
	You may return the Policy document to Us within 15 days from the date of receipt of the Policy document if You disagree with any of the terms and conditions by giving Us written reasons for Your objection. We will refund the Coverage Premium received in respect of all Insured Members after deducting stamp duty charges and medical expenses (if any).
b)	Claims Procedure:
	<p>We shall be given written notice of the Insured Member's death and, upon request, We shall be provided with the following for Us to assess the claim:</p> <p>(i) Our claim form which must be duly completed; (ii) The original or a legalized copy of the death certificate; (iii) The original Certificate of Insurance; (iv) Documents to establish right of the claimant in the absence of valid nomination; (v) Any other information or documentation that We request.</p> <p>You are requested to send the claim intimation at our Registered office address mentioned below.</p> <p>Claims officer Edelweiss Tokio Life Insurance Company Ltd Edelweiss House, Off. C. S. T. Road, Kalina, Mumbai – 400 098 Email Id: claims@edelweisstokio.in Phone no: 1800 2121 212</p> <p>We will make the claim payment in the name of the insured member or his/her nominee even if the cheque is sent to the group master policyholder for administrative convenience or through any other electronic mode of payment to the specific bank account of the insured member.</p>
c)	Nomination as per section 39 of Insurance Act 1938:
	<u>Naming a Nominee:</u> The Insured Member may at any time before the expiry of the coverage term, nominate a Nominee to receive the benefits under the Coverage in the event of his death.
	<u>Change in nomination:</u> The Insured Member shall give Us written request of all nominations and changes in nomination. No nomination will apply until We have issued an endorsement to the Certificate of Insurance confirming the nomination.
	<u>Validity:</u> We do not accept any responsibility or express any opinion as to the validity or legality of a nomination, when recording a nomination.
d)	Assignment as per section 38 of Insurance Act 1938:
	<u>Assigning the Policy:</u> You may assign the Policy. You shall give Us written notice of all assignments and We shall record the same by an endorsement,.
	<u>Effect of the assignment:</u> An assignment will automatically cancel all nominations and the Assignee would be sole owner of the Policy and You would cease to have any rights under the Policy.
	<u>Validity:</u> We do not accept any responsibility or express any opinion as to the validity or legality of an assignment, when recording an assignment.

e)	Fraud/Breach of Good Faith
	<p>(i) Section 41 of the Insurance Act, 1938: 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 prospectuses or tables or the insurer.</p> <p>Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to Rs. Five hundred rupees.</p> <p>(ii) Section 45 of the Insurance Act 1938: No policy effected before the commencement of this Act shall after the expiry of two years from the date of commencement of this Act and no coverage under this Policy effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the Insured Member, or in any other document leading to the issue of the Policy/certificate of insurance, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Master Policyholder or Insured Member and that the Master Policyholder or Insured Member knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:</p> <p>Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no Certificate of Insurance shall be deemed to be called in question merely because the terms of the coverage are adjusted on subsequent proof that the age of the Insured Member was incorrectly stated in the proposal.</p>
f)	Currency, Governing Law & Jurisdiction
	<p>(i) The Coverage Premiums and benefits payable under the Policy shall be payable in India and in Indian Rupees;</p> <p>(ii) The Policy and any disputes or differences arising under or in relation to the Policy shall be construed in accordance with Indian law and by the Indian courts.</p>
g)	Taxation
	The Coverage Premiums and benefits payable under the Policy shall be subject to the deduction of applicable taxes in accordance with Indian law.
h)	Duplicate Certificate of Insurance / Master Policy Document
	<p><u>Duplicate Certificate of Insurance:</u></p> <p>(i) If an Insured Member loses or misplaces his/her Certificate of Insurance then he/she may request Us or You to issue a duplicate Certificate of Insurance by giving a written request and making payment of the fee which will be specified by Us at the time of request.</p> <p>(ii) On issue of the duplicate Certificate of Insurance, the original shall automatically cease to have any legal effect and the Insured Member agrees to indemnify and hold Us harmless from and against any and all claims, demands, costs, expenses, awards or judgments arising from or in connection with the original Certificate of Insurance or the issue of the duplicate Certificate of Insurance.</p> <p><u>Duplicate Master Policy Document:</u></p> <p>(i) If You lose or misplace the Policy document You may request Us to issue You a duplicate Policy document by giving Us a written request and making payment of the fee which will be specified at the time of request.</p> <p>(ii) On issue of the duplicate Policy document, the original shall automatically cease to have any legal effect and You agree to indemnify and hold Us harmless from and against any and all claims, demands, costs, expenses, awards or judgments arising from or in connection with the original Policy document or the issue of a duplicate Policy document.</p>

i)	Notices
	<p>(i) All notices meant for Us shall be given to Us at Our address specified in the Schedule and the Certificate of Insurance or at any of Our branch offices.</p> <p>(ii) All notices meant for You will be sent to Your address specified in the Schedule. If You do not notify Us of any changes to Your address, then notices or correspondence sent by Us to the last recorded address shall be valid and legally effective.</p>
j)	Entire Contract
	<p>i) The Policy comprises the entire contract of insurance between You and Us. We shall not be bound or be deemed to be bound by any alterations or changes, unless such changes are made by Us in writing through an endorsement.</p> <p>ii) Notwithstanding anything contained in this Policy Document, the provisions herein shall stand altered or superseded to such extent and in such manner as may be required by any change in applicable law including but not limited to any regulations made or circulars / guidelines issued by IRDA.</p>
k)	Member List Register
	The Master Policyholder is responsible to maintain a register of members covered under the Scheme/Policy. In addition, the master policyholder should ensure this register includes nomination details for each member. We reserve the right to inspect the register of members at any time.

4) **DEFINITIONS**

Defined Term	Meaning
Amortization Chart:	the chart appended to the Certificate of Insurance which shows the outstanding loan amount of the Insured Member.
Age:	age of the Insured Member at last birthday.
Assignee:	the person to whom the Policy has been assigned by You.
Appointee	the person named in the Certificate of Insurance who will accept and hold in trust all amounts payable under the Policy on behalf of the Nominee if the Nominee is less than Age 18 on the date of payment.
Certificate of Insurance:	the certificate issued by Us to the Insured Member evidencing the Insured Member's coverage under the Policy.
Coverage:	refers to Individual Life cover given to members under the Policy.
Coverage Premium:	the premium specified in the Certificate of Insurance which is payable by the Insured Member in accordance with the terms of this Policy.
Coverage Term:	the term of life cover, in years, given to the individual member(s) covered under the policy.
Commencement Date:	the date specified in the Certificate of Insurance on which the cover of the Insured Member under the Policy commenced.
IRDA:	Insurance Regulatory and Development Authority.
Issue Date:	the date specified in the Schedule on which the Policy commenced.
Insured Member:	any person who has taken a loan from You and continues to satisfy the other eligibility criteria specified by Us AND to whom We have issued a Certificate of Insurance under this Policy.
Maturity Date:	the date specified in the Certificate of Insurance on which the coverage of the Insured Member expires.
Nominee:	the person named in the Certificate of Insurance to receive any amount payable on the Insured Member's death.
Proposal Form:	the signed, dated application form and any accompanying declarations or statements submitted to Us.

Policy:	the Policy document, the Proposal Form, the Schedule and any annexure or endorsement attached to it issued by Us and all Certificates of Insurance issued to Insured Members.
Sum Assured:	the amount equal to the outstanding loan amount at the time of the Insured Member's death as specified in the Amortization Chart. If during the Coverage Term, the Insured Member defaults on repayment of the outstanding loan, then the outstanding loan amount would increase, but the amount payable under the Policy on the Insured Member's death or surrender of cover will be in accordance with the Amortization Chart. If the Insured Member pre-pays a part of the loan amount, the amount payable on the Insured Member's death or surrender of cover will be in accordance with the Amortization Chart.
We/Our/Us:	Edelweiss Tokio Life Insurance Company Limited.
You/ Your:	the master policyholder named in the Schedule.

Grievance Redressal Mechanism: Grievance Redressal Mechanism has been set up by Us for the resolution any dispute or grievances/ complaints in respect of the Policy. You are requested to submit Your written complaint at any of the below mentioned touch points:

- Toll free customer care number 1-800-2121-212 between 8 am to 8 pm on Monday to Saturday, except public holidays.
- Email us at care@edelweisstokio.in
- Write to us at Customer Care, Edelweiss Tokio Life Insurance Company Ltd, Edelweiss House, Off CST Road, Kalina, Mumbai – 400098

If you are not satisfied with the response provided by any of the above touch points you may write to the Grievance Redressal Officer at complaints@edelweisstokio.in

To further escalate the matter you may write to the Chief Grievance Redressal Officer at cgro@edelweisstokio.in

If the complaint/grievance has still not been resolved You may any time approach the office of the Insurance Ombudsman established by the Central Government of India. The list of the Ombudsman with their addresses has been given below:

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Office of the Insurance Ombudsman 2 nd floor, Ambica House Nr. C.U.Shah College, Ashram Road, AHMEDABAD - 380 014 Tel. :079-27546840 / Fax: 079-27546142 E-mail: ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor 6, Malviya Nagar, Opp. Airtel, Near new market, BHOPAL (M.P.) – 462 023 Tel.: 0755-2569201/02 & Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR - 751 009 Tel.:0674-2596455 Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Office of the Insurance Ombudsman S.C.O. No.101 – 103, 2 nd floor, Batra Building, Sector 17-D, CHANDIGARH - 160 017 Tel.: 0172- 2706468 & Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Office of the Insurance Ombudsman	Tamil Nadu, UT-Pondicherry

	Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI - 600 018 Tel. 044-24333668/5284 Fax: 044-24333664 E-mail: chennaiinsuranceombudsman@gmail.com	Town and Karaikal (which are part of UT of Pondicherry)
ERNAKULAM	Office of the Insurance Ombudsman 2 nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, ERNAKULAM - 682 015 Tel: 0484-2358759 & Fax:0484-2359336 E-mail: jokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe - a part of UT of Pondicherry
GUWAHATI	Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road GUWAHATI - 781 001 (ASSAM) Tel. : 0361-2132204/5 Fax:0361-2732937 E-mail: ombudsmanghy@rediffmail.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane, A.C.Guards, Lakdi-Ka-Pool, HYDERABAD - 500 004 Tel. 040-65504123 & Fax: 040-23376599 E-mail: insombudhyd@gmail.in	Andhra Pradesh, Karnataka and UT of Yanam - a part of the UT of Pondicherry
KOLKATA	Office of the Insurance Ombudsman 4 th Floor, Hindustan Building Annexe 4, C R Avenue, KOLKATA - 700 072 Tel.:033-22124346/(40) & Fax: 033-2124341 E-mail : iombsbpa@bsnl.in	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
LUCKNOW	Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW - 226 001 Tel.:0522-2231331 Fax: 0522-2231310 E-mail: insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
MUMBAI	Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI - 400 054 Tel: 022-26106928 Fax: 022-26106052 E-mail: ombudsmanmumbai@gmail.com	Maharashtra , Goa
NEW DELHI	Office of the Insurance Ombudsman 2/2A, Universal Insurance Bldg., Asaf Ali Road NEW DELHI - 110 002 Tel. 011-23239633 Fax: 011-23230858 E-mail: iobdelraj@rediffmail.com	Delhi & Rajasthan