

POLICY DOCUMENT

This Policy is issued on the basis of the information given and declaration made by the Policyholder in the Proposal Form, which is incorporated herein and forms the basis of this Policy.

1) Definitions & Abbreviations:

The following terms shall have the meaning assigned to them below. The singular includes the plural and references to the male include the female where the context so permits.

- a. "Age" means age as at last birthday.
- b. "Annual Premium" means the total amount of Regular Premiums payable in a Policy Year.
- c. "Business Day" is the common working day of the Corporate Office of the Company.
- d. "Company" refers to BAJAJ ALLIANZ LIFE INSURANCE COMPANY LIMITED.
- e. "Date of Commencement of Risk" means the date specified in the Schedule (unless the Policyholder is informed otherwise by the Company) from which the risk cover of the Life Assured commences under the Policy.
- f. "Death Benefit" has the meaning given in Section 7a) below.
- g. "Financial Year" means the year starting from 1st April of a year and ending on 31st March of the next year.
- h. "Grace Period" means a period of fifteen (15) days for a monthly Premium Payment Frequency and thirty (30) days for other than monthly Premium Payment Frequency, from the due date of the Regular Premium payment.
- i. "IRDA" means the Insurance Regulatory and Development Authority.
- j. "Life Assured" means the person named as the Life Assured in the Schedule whose life is assured under this Policy.
- k. "Maturity Benefit" has the meaning given in Section 7b) below.
- l. "Maturity Date" means the date specified in the Schedule on which the Maturity Benefit as per Section 7b) below shall become payable to the Policyholder
- m. "Nominee" means the person specified in the Schedule who has been nominated in writing to the Company by the Policyholder, who is entitled to receive the Death Benefits under the Policy as mentioned in Section 7a) below.
- n. "Paid-up Sum Assured" is the reduced value of the Sum Assured arrived at by multiplying the Sum Assured with the proportion of the number of Regular Premiums paid to the total number of Regular Premiums payable under the Policy.
- o. "Policy" means the arrangements established by the Policy Document.
- p. "Policy Anniversary" means the date corresponding numerically with the Policy Commencement Date in each subsequent year during the Policy Term.
- q. "Policy Commencement Date" means the date of commencement of the Policy as specified in the Schedule.
- r. "Policy Document" means this Policy wording and that of the Additional Rider Benefits, if any, the Schedule (which is attached to and forms part of this Policy and includes any Annexure or endorsement to it and, if more than one, then, the latest in time) and the Proposal Form.
- s. "Policyholder" means the adult person named in the Schedule who has concluded the Policy with the Company.
- t. "Policy Term" means the period between the Policy Commencement Date and the Maturity Date, as specified in the Schedule.
- u. "Policy Year" means the year commencing on the Policy Commencement Date or a Policy Anniversary thereof.
- v. "Premium Payment Frequency" is a regular time interval as specified in the Schedule, at which the Regular Premium is payable during the Premium Paying Term.
- w. "Premium Paying Term" means the period specified in the Schedule during which the Regular Premium is payable.
- x. "Proposal Form" means the Policyholder's statements in the proposal for this Policy submitted by or on behalf of the Policyholder along with any other information or documentation provided to the Company prior to inception.
- y. "Regular Premium" means the amount exclusive of applicable taxes, if any, payable by the Policyholder at regular intervals during the Premium Paying Term, in amount and at the Premium Payment Frequency, both, as specified in the Schedule.
- z. "Sum Assured" is the amount as specified in the Schedule under the Policy.
- aa. "Sum Assured on Death" is the amount as specified in the Schedule under the Policy and is the higher of:
 - i. Ten (10) times for Age less than 45 years or seven (7) times for Age 45 years & above of the annualised premium, where annualised premium is the premium* payable in a

Policy Year or

- ii. 105% of the total of the premiums* paid till the date of death or
- iii. 1.25 time or 2 times of the Sum Assured if the variant chosen is Silver or Gold respectively.

* Premium taken is excluding any extra premium and/or service tax & cess on Regular Premium.

- bb. "Surrender Benefit" has the meaning given in Section 7d) below.
- cc. "Vested Bonus" is the amount of compound reversionary bonus already attached with the Policy, based on the rates of compound reversionary bonus declared by the Company in the past for Bajaj Allianz Invest Assure at the end of each Financial Year.

2) Policy Description

- a) This Policy is a non-linked, participating, limited premium payment endowment plan.
- b) This plan has two variants, namely Silver and Gold, which is selected at the inception of the Policy; which provide Sum Assured on Death of 1.25 times and 2 times of the Sum Assured respectively.
- c) The plan provides Death Benefit; Vested Bonus & terminal bonus [as mentioned in Section 7e) below]; Maturity Benefit and Surrender Benefit.
- d) The Policy enables the Policyholder to receive the Bonus, in the manner, amount and timing as declared by the Company, as per the relevant IRDA Regulations, and does not in any way confer any right whatsoever on the Policyholder or the Life Assured to otherwise share in the assets, the profits or surplus of the business of the Company.

3) Regular Premium

- a) Regular Premium, including applicable taxes, is payable in full on the premium due dates specified in the Schedule or within the Grace Period allowed, during the Premium Paying Term.
- b) The Company does not have any obligation to issue a notice that Regular Premium is due or for the amount that is due.
- c) The Company will not accept any amount less than the Regular Premium along with applicable taxes, if any, due as the Regular Premium.
- d) Where the Regular Premium along with applicable taxes, if any, in full has not been paid even within the Grace Period, the Policy shall be subject to the "Non-payment of Regular Premium and Forfeiture" condition(s) as per Section 4 below.

4) Non payment of Regular Premium and Forfeiture

- a) If a Regular Premium due has not been paid in full before the expiry of the Grace Period during the first two (2) Policy Years for Premium Paying Term less than ten (10) years or during the first three (3) Policy Years for Premium Paying Term of ten (10) years & above, the Policy will, immediately and automatically, be converted to a lapsed policy at the expiry of the Grace Period.
- b) If the Regular Premiums due for the first two (2) Policy Years are paid for Premium Paying Term less than ten (10) years or for the first three (3) Policy Years are paid for Premium Paying Term ten (10) years & above and subsequent Regular Premiums are not paid, the Policy will, immediately and automatically, be converted to a paid-up policy on the expiry of the Grace Period and the conditions mentioned below will be applicable.
 - i) All originally specified benefits will cease. The Sum Assured under the Policy will be reduced to the Paid-up Sum Assured. .
 - ii) The Vested Bonus as on the date of paid up will remain attached to the Policy but no further Bonus will accrue under the Policy that is paid-up.
 - iii) If the total Paid-up Sum Assured plus Vested Bonus under the Policy is less than ₹1,000/-, then, the Policy will be terminated immediately and automatically, and any Surrender Benefit under the Policy will be paid to the Policyholder.
- c) The Policyholder may revive the lapsed or paid-up Policy during the revival period of two (2) years from the due date of first unpaid Regular Premium, subject to the conditions per Section 5 below.
- d) Early Termination Value is available for a Policy where at least one (1) full year's Regular Premium have been paid but three (3) full years' Regular Premium (for Premium Paying Term 10 years and above) or two (2) full years' (for Premium Paying Term less than 10 years) have not been paid and 12 months from the Policy Commencement Date have been completed under the Policy. In case of early termination by the Policyholder or non-payment of due premium during this period, the following Early Termination Value will be paid.

Number of Full Years' Regular Premiums paid	Early Termination Value as a Percentage of the Premiums paid till date
1	11%
2	15%

- i) Where, in the table above, premiums taken are excluding premiums for all additional rider benefits, extra premiums and service & applicable taxes, if any
- ii) This Early Termination Value will be paid on request for early termination of the Policy by Policyholder, on death or at end of the revival period, whichever happens earlier.
- 5) Revival
- a) If the Policy is lapsed or has become paid-up [as per Section 4 above] due to non payment of due Regular Premium, the Policy can be revived by the Policyholder anytime during the revival period, subject to the conditions mentioned below:
- i) The application for revival is received within the revival period two (2) years from the due date of the first unpaid Regular Premium.
- ii) The arrears of Regular Premiums together with interest (as decided by the Company) along with applicable taxes are paid.
- iii) The Policyholder furnishes, at his own expense, satisfactory evidence (as decided by the Company) on health of the Life Assured and continuity of insurability.
- iv) The revival of the Policy may be on terms different from those applicable to the Policy before it was lapsed/became paid-up, based on the prevailing Board approved underwriting norms of the Company. The Company may refuse to revive the Policy and refund the amount deposited for the purposes of revival of the Policy.
- v) The revival of the Policy will take effect only on it being specifically communicated by the Company to the Policyholder.
- b) On revival, the Sum Assured under the Policy which prevailed before the date of latest lapse/paid-up will be reinstated subject to Sub-Section a)iii) Sub-Section a)iv) above. All Compound Reversionary Bonus, if any, due during the lapse/paid-up period will be attached to the Policy.
- 6) Foreclosure
- If loan has been taken under the Policy, the Policy is paid-up [as mentioned in Section 4b) above] and if at any time the loan outstanding plus interest-on-loan exceeds the Surrender Benefit available then under the Policy, the Policy will be immediately and automatically foreclosed after sufficient notice [as mentioned in Section 9e) below] and no further benefits will be available under the Policy.
- 7) Policy Benefits
- a) Death Benefit
- On the death of the Life Assured before the Maturity Date, the Company, subject to Section 9, Section 10, Section 13 and Section 21 below, provided the Policy has not been terminated per Section 11 below, shall pay the following benefit to the Nominee/ Policyholder.
- i) If the policy is in-force as on the date of death and all the due Regular Premiums have been paid in full, Sum Assured on Death Plus Vest Bonus (if any) Plus interim Bonus (if any) plus the terminal bonus (if any).
- ii) If the Policy is a paid-up, 1.25 time or 2 times of the Paid-up Sum Assured if the variant chosen is Silver or Gold respectively Plus Vest Bonus (if any).
- iii) If the Policy is lapsed, no death benefit shall be payable.
- The policy will terminate immediately on intimation of the death of the Life Assured.
- b) Maturity Benefit
- On the Maturity Date, provided the Policy is in force and has not been terminated per Section 11 below, the Company shall pay the following benefit to the Policyholder.
- i. If all the due Regular Premiums have been paid in full, Sum Assured Plus Vested Bonus (if any) Plus terminal bonus (if any).
- ii. If the Policy is a paid-up as on the Maturity Date, Paid-up Sum Assured Plus Vested Bonus (if any) Plus terminal bonus (if any).
- iii. If the Policy is lapsed as on the Maturity Date, no maturity benefit shall be payable under the Policy.
- The policy will terminate on the Maturity Date.
- c) Surrender Benefit
- i) The Policy will acquire Surrender Benefit and can be surrendered by the Policyholder at any time, provided at least two (2) full years' Regular Premiums have been paid for

Premium Paying Term less than ten (10) years or at least three (3) full years' Regular Premiums have been paid for Premium Paying Term ten (10) years and above under the Policy.

- ii) The Surrender Benefit payable will be the higher of the guaranteed surrender value (GSV) or the special surrender value (SSV).
- iii) The GSV will be a proportion of Regular Premiums paid plus surrender value of any Vested Bonus. The extra premiums paid if any and service tax & cess and other applicable taxes will be excluded in this calculation. The proportion of the premiums paid is as given in the table below.

Policy Surrender Year	Proportion of the premiums paid till date
2, 3	30%
4 to 10	50%
11 to 15	55%
16+	60%

- iv) For a Policy that is not lapsed [as per Section 4b above] or in the Premium Paying Term, the SSV will be arrived at by multiplying the Paid-up Sum Assured, as on the date of paid-up or date of surrender (whichever is earlier), with the appropriate SSV factor, both, as on date of surrender.
- v) For an in-force Policy in the period after the Premium Paying Term (i.e., a fully-paid-up Policy), the SSV will be arrived at by multiplying the Sum Assured with the appropriate SSV factor as on the date of surrender.
- vi) SSV factors are not guaranteed and the Company shall revise and declare the SSV factors from time-to-time, subject to IRDA approval.
- vii) The Policy will terminate on the date of surrender.
- d) Bonus
- The Company will carry out annual valuation (as per the applicable IRDA regulations) at the end of each Financial Year and may declare following bonuses for the participating policies.
- i) Compound Reversionary Bonus: This is a regular bonus rate expressed as a percentage of the Sum Assured. This percentage will be applied to the Sum Assured and the Vested Bonus under the Policy to determine the amount of reversionary bonus to be added to the Policy at the end of that financial year. The Compound Reversionary Bonus is added to the Policy at that year end, provided all the due Regular Premiums under the Policy are paid up to date.
- ii) Interim Bonus: In the event of death claim or Maturity Benefit part way through a financial year or before the valuation result is declared, the Company shall pay interim bonus, as decided by the Company at the previous valuation date, which will be in the proportion to the Regular Premium paid during that year.
- iii) Terminal Bonus: If the Policy has completed ten (10) Policy Years, the Company will pay a terminal bonus. as a percentage of the Sum Assured. Such terminal bonus is payable as part of the Death Benefit or Maturity Benefit.
- 8) Flexibilities
- a) Alteration of Premium Payment Frequency
- The Premium Payment Frequency may be changed at any time during the Premium Paying Term, provided the existing & requested Premium Payment Frequencies can be aligned and subject to minimum Regular Premium allowed with respect to each Premium Payment Frequency under the plan. Monthly Premium Payment Frequency is allowed only by salary deduction schemes & through ECS.
- b) Death Benefits or Maturity Benefits in instalments
- i) The Nominee / Policyholder will have the option to receive the Death Benefit or Maturity Benefit in equal monthly instalments over a period of five (5) or ten (10) years from the date of intimation of death or the Maturity Date. The first instalment shall be due from the date of intimation of death or the Maturity Date.
- ii) This option has to be communicated by the Nominee / Policyholder to the Company along with the claim documents.
- iii) Each monthly instalment will be based on instalment factors for the period chosen by the Nominee / Policyholder. The instalment factors payable will be:
- If the period chosen is 5 years: 1.04 * death or maturity benefit divided by 60.
 - If the period chosen is 10 years: 1.08 * death or maturity benefit divided by 120.
- The Company reserves the right to revise the above factors at anytime, subject to prior IRDA approval for the same.
- iv) At anytime after the instalments have commenced, the Nominee / Policyholder will have the option to discontinue the remaining monthly instalments.

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- 1) The Nominee / Policyholder will be eligible for the amount of Death Benefit or Maturity Benefit (as applicable) less the total amount of instalments already paid as on the date of such request, provided the amount payable is non-zero. No further monthly instalments shall be payable.
- 2) If the amount of Death Benefit or Maturity Benefit (as applicable) less the total amount of instalments already paid as on the date of such request is less than or equal zero, the future instalments will not be discontinued. The future instalments will be paid as and when they become due.

9) Policy Loans

The Policy holder can take Policy loan under the Policy, provided the Policy has acquired Surrender Benefit.

- a) The maximum amount of loan will be equal to 90% of the Surrender Benefit available as on the date of loan.
- b) The loan rate of interest applicable on the loan amount will be decided by the Company from time to time.
- c) The Policyholder can repay part or full amount of Policy loan & loan interest there-under at any time during the Policy Term.
- d) Any loan and/or loan-interest outstanding as on the date of death, date of surrender or on the Maturity Date, if death of the life assured or surrender or maturity of the Policy takes place during the subsistence of loan, will be recovered from the Death Benefit, Surrender Benefit or Maturity Benefit, as applicable.

Notwithstanding what has been mentioned in Sub-Section c) above, any time during the Policy Term, if the outstanding loan plus loan interest becomes equal to the Surrender Benefit available under the Policy as on that date, the Policyholder will be informed of the same with a 30-days advance notice.

If under a Policy that is paid-up [as per Section 4b) above], the full or part of the loan and/or loan interest is not repaid within the above mentioned notice period, the Policy will be foreclosed automatically and immediately by adjusting the amount of Surrender Benefit to the outstanding loan plus loan-interest, without any requirement of further notice to the Policyholder and no benefits under the Policy will be payable.

10) Suicide Exclusions

If the Life Assured commits suicide whether sane or insane, within one (1) year from the Date of Commencement of Risk or the date of the latest revival of the Policy, the Company's liability shall be limited to the extent of the amount mentioned below, whether or not any beneficial interest has been created therein. If the death is within one (1) year

- From the Date of Commencement of Risk, the amount payable will be 80% of the Regular Premiums paid OR
- From the date of the latest revival, the amount payable will be the higher of 80% of the Regular Premiums paid and Surrender Benefit as on the date of death.

Any outstanding loan and loan interest will be deducted from the benefit payable.

The validity of the contract of insurance will be determined in accordance with the actual date of death of the Life Assured and not the date of intimation of death.

11) Termination Conditions

This Policy shall immediately and automatically terminate on the earliest occurrence of any of the following events:

- i) On payment of Early Termination Value.
- ii) On full surrender of the Policy on receipt of valid documents for the same;
- iii) On the expiry of the revival period of 2 years from the date of first unpaid Regular Premium, if at least two (2) full years' Regular Premiums for Premium Paying Term less than ten (10) years or at least three (3) full years' Regular Premiums for Premium Paying Term ten (10) years & above have not been paid.
- iv) On foreclosure, if at any time, in a Policy that is paid-up, the outstanding loan plus loan interest becomes equal to the Surrender Benefit available under the Policy and no payment is made even on the expiry of the notice as mentioned in Section 9e) above.
- v) On receipt of intimation of death of the Life Assured at the Company's office.
- vi) On the Maturity Date.

General Conditions

12) Age Proof

- a) The Regular Premium payable under the Policy is calculated on the basis of the Life Assured's Age and gender as declared in the Proposal Form. If the Life Assured's Age

has not been admitted by the Company, the Policyholder shall furnish such proof of the Life Assured's Age as is acceptable to the Company and have the Age admitted.

- b) If the Age so admitted (the "correct Age") is found to be different from the Age declared in the Proposal Form, then, without prejudice to the Company's other rights and remedies including those under the Insurance Act 1938, the following actions shall be taken:
 - i) If the correct Age is such as would have made the Life Assured uninsurable under this Policy, the plan of assurance shall stand altered to such plan of assurance as is generally granted by the Company for the Life Assured's correct Age, which will be subject to the terms and conditions as are applicable to that plan of assurance. If it is not possible to grant any other plan of assurance, the Policy shall stand terminated with immediate effect and Surrender Benefit, if any, will payable under the Policy. In case Surrender Benefit is unavailable, the Company may at its discretion consider payment of a refund comprising the all Regular Premiums (excluding applicable taxes) paid, less the proportionate amount of risk premium for the period the Life Assured was on cover and the expenses incurred by the Company on medical examination and stamp duty expense.
 - ii) If the Life Assured's correct Age is higher than the Age declared in the Proposal Form, the Regular Premium payable under the Policy shall be altered corresponding to the correct Age of the Life Assured and the accumulated difference between the corrected Regular Premium and the original Regular Premium from the Policy Commencement Date up to the date of such alteration shall be collected from the Policyholder. If the Policyholder disagrees to pay the same, the Policy will be terminated with immediate effect by the Company and the Surrender Benefit, if any, as on the date termination shall become payable.
 - iii) If the Life Assured's correct Age is lower than the Age declared in the Proposal Form, the Regular Premium payable under the Policy shall be altered corresponding to the correct Age of the Life Assured from the next due date of Regular Premium. The Company shall refund of the excess premium received (which is the total of the difference between the original Regular Premium and the corrected Regular Premium from the Policy Commencement Date up to the date of such alteration).

13) Assignment and Nomination

- a) Subject to the provisions as contained in section 38 of the Insurance Act, 1938, no assignment shall be operative as against the Company unless and until the Company receives a written notice of assignment along with the endorsement upon the Policy or instrument of assignment or a copy thereof certified to be true by both assignor and assignee or their duly authorised agent.
- b) If the Policyholder and the Life Assured is the same person, the Policyholder may at any time specify in writing a Nominee, whose details will be specified in the Schedule, to receive benefits payable under Section 7a) above upon the death of the Life Assured. If the Nominee is a minor, the Policyholder shall also appoint a person to receive the money during the minority of the Nominee, as specified in the Schedule. No nomination shall be effective unless and until evidenced by an endorsement on the Policy by the Company.
- c) If there is no Nominee or if all the Nominees have predeceased the Policyholder, the benefits payable under the Policy will be paid to the legal heirs of the Policyholder.
- d) Any assignment shall automatically cancel any nomination.
- e) The Company assumes no responsibility or liability for the validity or sufficiency of any assignment or nomination or, if the assignment or nomination is not notified to the Company in writing, in recording the assignment or registering the nomination or change in assignment or nomination.
- f) Assignment will not be permitted where the Policy is issued under the Married Women's Property Act 1874.

14) Non-disclosure & Fraud

In case of fraud or misrepresentation by the Policyholder, the Policy, subject to fraud or misrepresentation being established in accordance with section 45 of the Insurance Act, 1938, shall be terminated immediately by returning the Surrender Benefit, if any, as on the date of termination.

15) Notices

Any notice, direction or instruction under this Policy which may be in writing or in any kind of electronic/digital format and if it is to:

- a. The Policyholder or the Life Assured:
 - i) Shall be sent either by hand, post, courier, facsimile, Short Messaging Service (SMS), Voice call, e-mail or through any other digital/electronic media to the Policyholder or Life Assured to the address or communication/correspondence details specified by the Policyholder in the Proposal Form or as per subsequent most recent change of address and/or communication/correspondence details intimation submitted by him to

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- the Company.
- ii) The Company shall not be responsible for any consequences arising out of non-intimation of change of the Policyholder's address and/or communication/correspondence details. In case the notice comes back to the Company undelivered to the Policyholder due to any reason, there shall not be any obligation upon the Company to make any attempt again towards dispatch of the notice which was returned undelivered.
- b. The Company, shall be submitted by hand, post, facsimile or e-mail to:
Bajaj Allianz Life Insurance Company,
GE Plaza, Airport Road, Yerawada, Pune - 411006
Toll Free No. 1800225858
Email: life@bajajallianz.co.in
- 16) Electronic Transactions
Subject to Section 15 above, the Policyholder agrees to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time with regard to all transactions and hereby agrees and confirms that all transactions (other than those requiring a written notice or communication under this Policy) effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centres, tele-service operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.
- 17) Free Look Period
Within 15 days [thirty (30) days in case this Policy is issued under the provisions of IRDA Guidelines on Distance Marketing of Insurance Products] of the receipt of this Policy, the Policyholder has the option to review the terms and conditions of the Policy and if the Policyholder disagrees to any of the terms & conditions, he has an option to return the Policy stating the reasons for his objections. The Policyholder shall be entitled to a refund comprising the all Regular Premiums (excluding applicable taxes) paid, less the proportionate amount of risk premium & Additional Rider Benefit premium, if any, for the period the Life Assured was on cover and the expenses incurred by the Company on medical examination and stamp duty.
- 18) Currency
All amounts payable either to or by the Company shall be payable in India and in Indian Currency.
- 19) Waiver
Failure or neglect by either party to enforce at anytime the provisions of this Policy shall not be construed or be deemed to be a waiver of either party's right herein nor in anyway affect the validity of the whole or any part of this Policy nor prejudice either party's right to take subsequent action.
- 20) Modifications
This Policy Document constitutes the complete contract of insurance. This Policy Document cannot be changed or varied except by an endorsement to the Policy, in writing and signed by an officer of the Company authorized for the purpose.
- 21) Payment of claim
The Company shall be under no obligation to make any payment under Section 7a) above unless and until the Company has received from the Policyholder (or the Nominee, or legal heirs, and at no expense to the Company) any information and documentation it requests, including but not limited to:
- i) Written notice as soon as possible and preferably within 180 days of the death of the Life Assured, and the circumstances resulting to the death of the Life Assured.
- ii) The claimant's proof of entitlement to receive payment under the Policy.
- iii) Original Policy Document.
- iv) Original death certificate of the Life Assured issued by a competent authority.
- v) Medical cause of death certificate from the doctor who last attended to the Life Assured or from the hospital in which the death occurred.
- vi) If the death is due to unnatural causes; a copy of First Information Report (FIR) and Post Mortem Report (PMR).
- vii) Any other document as asked for by the Company depending on the facts and circumstances of each case.
- viii) Without Prejudice to the right of the Company to insist for any of the documents as mentioned herein above to examine the admissibility of claim for the benefits under the policy of insurance, the Company may at its sole discretion, consider claims where the claimant is unable to submit required documents.
- 22) Loss of Policy Document
- a) If the Policy Document is lost or destroyed, then subject to Sub-Section c) below, at the request of the Policyholder, the Company, if satisfied that the Policy Document has been lost or destroyed, will issue a copy of the Policy Document duly endorsed to show that it is issued following the loss or destruction of the original document. The Company will charge a fee for the issuance of a copy of the Policy Document.
- b) Upon the issue of a copy of the Policy Document, the original Policy Document will cease to have any legal effect.
- c) The Company reserves the right to make such investigations into and call for such evidence of the loss or destruction of the Policy Document at the expense of the Policyholder, as it considers necessary before issuing a copy of the Policy Document.
- d) It is hereby understood and agreed that the Policyholder will protect the Company and hold the Company harmless from and against any claims, costs, expenses, awards or judgments arising out of or howsoever connected with the original Policy Document or arising out of the issuance of a copy of the Policy Document.
- 23) Grievance Redressal
In case you have any query or complaint/grievance, you may contact any nearest Customer Care Center during the Company's office hours from 9 am to 6 pm. Alternatively, you may communicate with the Company:
- By post at: Customer Care Desk,
Bajaj Allianz Life Insurance Company Ltd.,
GE Plaza, Airport Road, Yerawada, Pune - 411006
- By Phone at: Toll Free No. 1800225858
- By Fax at: 020-6602-6789
- By Email: life@bajajallianz.co.in
- In case you are not satisfied with the resolution provided to you by the above office, or have not received any response within 10 days, or you have any suggestion in respect of this Policy or on the functioning of the office, you may contact the following official for resolution:
Grievance Redressal Officer,
Bajaj Allianz Life Insurance Company Ltd.,
GE Plaza, Airport Road, Yerawada, Pune - 411006
Contact No: (+91 20) 30514724, (+91 20) 30514749
Fax No. (+91 20) 66026789
- 24) Ombudsman
- a) In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman if your grievance pertains to any of the following:
- i) Insurance claim that has been rejected or dispute of a claim on legal construction of the Policy
- ii) Delay in settlement of claim
- iii) Dispute with regard to premium
- iv) Non-receipt of your insurance document
- b) The address of the Insurance Ombudsman is provided as Annexure 2 attached herewith. For the latest list of insurance ombudsman, please refer to the IRDA website at http://www.irdaindia.org/ins_ombusman.htm.
- c) The complaint should be made in writing and duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.
- d) Also please note that as per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made
- i) Only if the grievance has been rejected by the grievance redressal mechanism of the Company.
- ii) The complaint should be filed within a period of one year from the date of rejection by

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the Company.

iii) The complaint should not be simultaneously under any litigation.

25) Governing Law

Any and all disputes arising out of and under this Policy shall be governed by and determined in accordance with Indian law and by the Indian Courts.

26) Taxation

Payment of taxes, including service tax & cess, as applicable, shall be the responsibility of the Policyholder. The Policyholder agrees to pay or allows the Company to deduct/charge from any of the benefits payable or premium received under this Policy, a sum on account of any tax or other payment which may be imposed by any legislation, order, regulation or otherwise, upon the Company, Policyholder or any other beneficiary, which in the opinion of the Company is necessary and appropriate.

27) Status of Insurance Agent

The insurance agent is only authorized by the Company to arrange completion and submission of the Proposal Form. The insurance agent is not authorized to act as the Company's legal representative and any representation made by the insurance agent which is against the express terms and conditions as contained in this Policy shall not be binding on the Company. Information or payment given to the insurance agent should not be considered as having been given to the Company. In absence of any specific authorisation to an insurance agent to accept premium on behalf of the Company and issue receipt thereof, payment made to an insurance agent shall be considered from the date of receipt of the premium amount by the Company. In the event of happening of any eventuality between the date of payment of premium amount to the insurance agent and the date of receipt of the premium amount by the Company, same shall be considered in accordance with the terms and conditions as contained herein above as if the premium was not paid as on the date of happening of the eventuality.

28) Section 45 of the Insurance Act 1938

The Policy is subject to the provisions of section 45 of the Insurance Act 1938 which states as follows:

No Policy of life insurance 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, or in any other document leading to the issue of the Policy, 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 Policyholder and that the Policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose.

Provided that nothing in the 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.

Annexure 2

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014. Tel.:- 079-27546840 / Fax : 079-27546142 Email ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL(M.P.)-462 023. Tel.:- 0755-2569201 / Fax : 0755-2769203 Email bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 / Fax : 0674-2596429 Email iobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building, Sector 17-D, CHANDIGARH-160 017. Tel.:- 0172-2706468 / Fax : 0172-2708274 Email ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 /5284 /Fax : 044-24333664 Email insombud@md4.vsnl.net.in	Tamil Nadu, UT–Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23239633 / Fax : 011-23230858 Email iobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.:- 0361-2132204/5 / Fax : 0361-2732937 Email ombudsmanghy@rediffmail.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel : 040-65504123 / Fax: 040-23376599 Email insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
KOCHI	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Ship- yard, M.G. Road, ERNAKULAM-682 015. Tel : 0484-2358759 / Fax : 0484-2359336 Email iokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
KOLKATA	Office of the Insurance Ombudsman, 4th Floor, Hindusthan Bldg. Annexe, 4, C.R.Avenue, Kolkatta – 700 072. Tel: 033 22124346/(40) / Fax: 033 22124341 Email:iombsbpa@bsnl.in	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
LUCKNOW	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel : 0522 -2231331 / Fax : 0522-2231310 Email insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
MUMBAI	Insurance Ombudsman, Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054. Tel : 022-26106928 / Fax : 022-26106052 Email ombudsmanmumbai@gmail.com	Maharashtra , Goa