

## Preamble

Bajaj Allianz Life Insurance Company Limited, the Company, has been requested by \_\_\_\_\_, the Policyholder, by a written Proposal Form dated \_\_\_\_\_ to grant the benefits of Life Insurance Cover, under Bajaj Allianz Sarve Saral Suraksha and as per the Scheme Rules of the (.....name of the scheme.....), certified copy of which has been furnished to the Company by the Policyholder, to the Members whose names have been recorded in the Membership Register maintained by the Policyholder.

The Policyholder has also furnished to the Company all necessary statements completed and signed by the Policyholder, on behalf of the Members for whose benefit the Policy hereunder is being effected. The Policyholder and the Company have accepted and agreed that the said Proposal Form, certified copy of the Scheme along with other statements, reports or other documents leading to the issuance of this Policy shall be the basis of the contract of Life Insurance Cover

## Schedule

POLICY NO.	
Product Name	
UIN	116N119V01
Name of the Policyholder	
Registered Office Address	
Policy Commencement Date	
Date of Issue	
No. of members at inception	
Amount of Regular Premium Paid at Inception	
Frequency of Premium payment	

**On Examination of the Policy, if the Policyholder notices any mistake in the above Schedule, the Policy Bond is to be returned for correction to the Company**

If any of the details of the Member contained in the statement signed by the Policyholder on behalf of the Member are incomplete, false or incorrect, coverage in respect of such Member under the Policy shall be void.

Agent's details:

Name:

License No.:

Phone No:

Address:

e-mail:

Dated at PUNE this \_\_\_ Day of \_\_\_\_\_ 20\_\_

For and on behalf of Bajaj Allianz Life Insurance Company Limited (Company)

Authorized Signatory

## Table of Contents

Definitions & Abbreviations used in this Policy document	2
1. Policy Description	4
2. Benefits	4
3. Eligibility	5
4. Nomination	5
6. Loans	6
7. Payment of Regular Premium	6
8. Non-forfeiture	6
9. Revival	6
10. When the Life Insurance Cover ceases for a Member	6
11. Waiver	7
12. Modifications	7
13. Payment of Claim	7
14. Suicide Exclusion	7
15. General Conditions	7
16. Governing Law	8
17. Taxes	8
18. Notices	8
19. Non-disclosure & Fraud	9
20. Free Look Period	9
21. Grievance Redressal and Ombudsman	9
22. Section 45 of the Insurance Act, 1938	10
23. General Terms and Conditions	10
24. Annexure - A	11

## Definitions & Abbreviations used in this Policy document

In this Policy, where the context so admits, the singular includes the plural and the masculine includes the feminine; and the following expressions shall, unless repugnant to the context, have the following meanings:

<b>a</b>	<b>Beneficiary</b>	shall mean the Member or in case of death of the Member, the person who has been appointed as nominee and whose name has been entered in the Membership Register maintained by the Policyholder as being eligible under the Scheme to receive the benefits payable under the Policy.
<b>b</b>	<b>Company</b>	shall mean and refer to the Bajaj Allianz Life Insurance Company Limited.
<b>c</b>	<b>Entry Date</b>	shall mean the Policy Commencement Date, in relation to the Members who already exists as a Member under the Scheme on the Policy Commencement Date, and, in relation to the new Members, the date when their names are recorded in the Membership Register as Members after due approval from the Company and issuance of the Certificate of Insurance (COI).
<b>d</b>	<b>Grace Period</b>	shall mean period of 15 days for monthly Premium payment frequency and 30 days for other than monthly Premium payment frequency, from the due date of Regular Premium payment.
<b>e</b>	<b>IRDA</b>	shall mean and refer to the Insurance Regulatory and Development Authority
<b>f</b>	<b>Life Insurance Cover</b>	shall mean the cover provided against the risk of death to the Member under this Policy and shall be deemed to commence on the Entry Date of that Member.
<b>g</b>	<b>Maturity Date</b>	shall mean the date as recorded in the Membership Register on which the Life Insurance Cover on the life of the Member under the Policy expires and the Membership terminates automatically.
<b>h</b>	<b>Member</b>	shall mean a person who meets the eligibility criteria specified in the Scheme Rules and whose name has been recorded in the Membership Register as a Member effective from the Entry Date after due approval from the Company and on whose life the Life Insurance Cover under this Policy has been effected.
<b>l</b>	<b>Membership Register</b>	shall mean the record of Members maintained by the Policyholder which contains information about Member including but not limited to any unique identification number of Member, name, age, gender, Nominee, Sum Assured, Entry Date, Regular Premium, Premium Frequency, and Membership Term.
<b>j</b>	<b>Membership Term</b>	shall mean the period between the Entry date of a Member and the Maturity Date.
<b>k</b>	<b>Membership Year</b>	shall mean the year commencing on the Entry Date of the Member and on the date corresponding numerically with the Entry Date of the Member in each subsequent year.
<b>l</b>	<b>Paid-up Sum Assured</b>	shall mean 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 for that Member.
<b>m</b>	<b>Policy</b>	shall mean the arrangements established by the Policy Terms and Conditions.
<b>n</b>	<b>Policyholder</b>	shall mean the person or entity who has been named as the Policyholder in the Schedule.
<b>o</b>	<b>Policy Commencement Date</b>	shall mean the date as from which this Policy takes effect.
<b>p</b>	<b>Policy Terms and Conditions</b>	shall mean this Policy wording, the Schedule (which is attached herewith and forms part of this Policy and if revised then the latest one), any Annexure and the Proposal Form submitted by or on behalf of the Policyholder for the purpose of obtaining this Policy and any other information or documentation provided to the Company for that purpose and based upon which this Policy has been issued.

<b>q</b>	<b>Premium Due Date</b>	shall mean the date as mentioned in the Membership Register and on which the due Regular Premium has to be paid for each respective Member.
<b>r</b>	<b>Premium Paying Term</b>	shall mean the term during which the Regular Premiums due for the Members under the Policy are to be paid, in order to secure the benefits as given in Section 2 below, for the full Membership Term.
<b>s</b>	<b>Regular Premium</b>	shall mean the amount, exclusive of service tax, that is payable by the Policyholder at Entry Date and on each subsequent Premium Due Dates to continue the Life Insurance Cover and secure the benefits as per Section 2 below for each Member.
<b>t</b>	<b>Scheme Rules</b>	shall mean the rules adopted by the Policyholder and approved by the Company to run the scheme under Bajaj Allianz Sarve Saral Suraksha to provide the Life Insurance Cover to the Member, as a pre-requisite to the issuance of this Policy. A certified copy of the Scheme Rules has to be furnished to the Company by the Policyholder.
<b>u</b>	<b>Sum Assured</b>	shall mean the amount of Life Insurance Cover as per the Membership register.

The terms '**Herein**' '**Herein After**' '**Hereafter**' '**Hereof**' '**Hereto**' and '**Hereunder**' used wherever in this Policy refer to the Policy in its entirety.

## Policy Terms & Conditions

### 1. Policy Description

- a). The Policy is issued under a non-linked, non-participating regular premium group term assurance plan with return of premiums at Maturity Date.
- b). The Policyholder shall hold the Policy and all benefits payable Hereunder in accordance with the Scheme Rules and shall be for the benefit of the Beneficiary and the Policyholder shall have no beneficial interest Hereunder.
- c). In case of death of the Member, when no Beneficiary has been nominated in the Membership Register or all nominated Beneficiaries have predeceased the Member, then benefit under Section 2 below shall be payable to the legal heirs of the Member.
- d). The Policy does not in any way confer any right whatsoever on the Policyholder to otherwise share in the profits or surplus of the business of the Company.

### 2. Benefits

#### 2.1. Death Benefit

- a) On death of a Member, before the Maturity Date, provided all due Regular Premiums have been paid before the expiry of the Grace Period and the membership is not lapsed as per Section 8 below, the Sum Assured with respect to that Member shall be payable, subject to Section 10, Section 13 and Section 14 below, and the membership of the Member shall terminate.
- b) In case Member's Life Insurance Cover is reduced to Paid-up Sum Assured, on death of the Member, before the Maturity Date, the Paid-up Sum Assured with respect to that Member shall be payable, subject to Section 10, Section 13 and Section 14 below and the membership of the Member shall terminate.

#### 2.2. Maturity Benefit

On the Maturity Date, provided the membership of a Member is not terminated as per Section 10, the sum total of the Regular Premium paid (excluding any extra premium paid due to underwriting loadings, if any) with respect to that Member shall be payable as maturity benefit. The Life Insurance cover of the Member shall be automatically terminated on Maturity Date.

#### 2.3. Surrender Benefit

##### A) Membership Surrender

The Member, through Policyholder, may surrender the Life Insurance Cover under the Policy by giving written notice to the Company anytime, provided all the Regular Premium have been paid at least for three (3) full Membership Years, if the Premium Paying Term with respect to that Member is 10 years, or provided all the Regular Premium have been paid at least for two (2) full Membership Years, if the Premium Paying Term with respect to that Member is 7 years.

- a) On the surrender of the Life Insurance Cover under the Policy, the membership surrender value payable to that Member is the Special Surrender Value (SSV) or Guaranteed Surrender Value (GSV), whichever is higher.
- b) The GSV is equal to a proportion (as per the table below based on the Membership Year of surrender) of the Regular Premiums paid (excluding any extra premium due to underwriting loadings, if any) till the date of surrender, with respect to that Member.

Membership Year of Surrender	2	3	4	5	6	7	8	9	10
GSV for Policy Term 7	25%	30%	35%	40%	45%	50%	55%	60%	65%
GSV for Policy Term 10	Nil	30%	35%	40%	45%	50%	55%	60%	65%

- c) The Company may revise the Special Surrender Value factors from time to time, subject to the approval of the IRDA.

No surrender value will be payable if the Member surrenders his Life Insurance Cover before payment of Regular Premium for three (3) full Membership Years, if the Premium Paying Term with respect to that Member is 10 years, or before payment of Regular Premium for two (2) full Membership Years, if the Premium Paying Term with respect to that Member is 7 years.

##### B) Policy Surrender

The Policyholder will not be able to surrender the Policy; however, the Policyholder may decide to stop enrollment of new Members at any time under the Policy.

**2.4 Early Termination Value**

In addition to the benefits mentioned above which are as per IRDA Regulations & Insurance Act, 1938, an early termination value will be available under the Policy.

- a) The will be available for a Member if at least one (1) full year's premium have been paid but three (3) full years' premium have not been paid if the Premium Paying Term with respect to that Member is 10 years or two (2) full years' premiums have not been paid if the premium paying term with respect to that Member is 7 years, and 12 months have been completed for the member from the Entry Date.
- b) In case of early termination by the member 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 % of the premiums paid till date	
	Policy Term =7	Policy Term =10
1	11%	11%
2	NA	15%

Where, in the table above, premiums taken are excluding the extra premiums, if any and service & applicable taxes

- c). This Early Termination Value will be paid on request for termination of the life insurance cover of the Member, death or end of the revival period, whichever happens earlier.

**2.5 Additional Rider Benefit**

Additional Rider Benefit, if any, shall be governed by its terms & conditions.

**2.6 Payments of Benefits**

The Benefits under this Policy shall be paid to the Beneficiary through the Policyholder for the benefit of the Beneficiary and the Policyholder agrees to pass on those Benefits to the Beneficiary.

**2.7 Mode of payment of Claim, Currency and Discharge**

- a) All moneys payable to or by the Company Hereunder shall be paid in Indian Rupees and the Life Insurance Cover effected Hereunder shall also be expressed in Indian Rupees.
- b) A discharge or receipt of the Policyholder or on their behalf of any person or persons duly authorized in writing by the Policyholder shall be a valid and sufficient discharge to the Company in respect of any payment due Hereunder and paid by the Company.
- c) The Policyholder hereby agrees to indemnify and hold the Company free and harmless from and against any claims, disputes or losses which may arise in connection with any payment made by the Company through the Policyholder under this Policy.
- d) The benefit amount as per Section 2.1 above shall be sent by the Company through the Policyholder in the name of the Beneficiary for onward transmission to the Beneficiary. Policyholder is only handling the payment to the Beneficiary and is not entitled to receive any payment under this Policy.

**3. Eligibility**

The Life Insurance Cover on the life of Member shall commence on the Entry Date of such Member subject to him being eligible for the Life Insurance Cover as per the Scheme Rules and subject to the individual underwriting as deemed necessary by the Company. Every Member shall become entitled to the Benefits under this Policy as from the Entry Date for the Life Insurance Cover as per the Scheme Rules and the terms of the Policy. Any variations in the Policy Terms and Conditions effected hereunder and in respect of membership, after the Policy Commencement Date, shall be given effect only by endorsements and by a signature of a duly authorized officer of the Company.

**4. Nomination**

Each Member shall nominate a Beneficiary to whom the benefit, in case of death of that Member, shall be payable as per the Scheme Rules. The nomination shall be recorded in the Membership Register maintained by the Policyholder. Nomination is effected as per section 39 of the Insurance Act, 1938.

## 6. Loans

No loans are available under the Policy.

## 7. Payment of Regular Premium

- a) Regular Premiums in respect of all Member are payable on Entry Date and on subsequent Premium Due Dates or within the Grace Period allowed, without there being any obligation on the Company to notify the Policyholder and/or the Member of the due.
- b) Where the Regular Premiums due have not been paid on the Premium Due Dates or even during the Grace Period, in respect of a Member, the membership under the Policy shall be subject to the Non Forfeiture condition as per Section 8 below.
- c) The frequency of the Regular Premium payment may be changed by the Policyholder at any time by giving written notice to the Company, provided the existing & requested frequencies can be aligned and subject to the Company agreeing to the change and the Regular Premium after applying the modal factors is not less than the minimum Regular Premium requirements of the Plan. Regular Premium may be paid on annual, half-yearly, quarterly or monthly basis. Monthly frequency will be allowed under ECS only.

## 8. Non-forfeiture

If a Regular Premium due in respect of a Member under the Policy has not been paid in full before the expiry of the Grace Period, the Life Insurance Cover for the Member under the Policy will be subject to the below mentioned conditions.

- a) Where the Premium Paying Term with respect to that Member is ten (10) years, if the Regular Premiums due for that Member during the first three (3) Membership Years are not paid or where the Premium Paying Term with respect to that Member is seven (7) years, if the Regular Premiums due during the first two (2) Membership Years are not paid, the Life Insurance Cover for that Member automatically & immediately ceases.
- b) Where the Premium Paying Term with respect to that Member is ten (10) years, if the Regular Premiums due at least for the first three (3) Membership Years are paid but subsequent Regular Premiums are not paid or where the Premium Paying Term with respect to that Member is seven (7) years, if the Regular Premiums due at least for the first two (2) Membership Years are paid, but subsequent Regular Premiums are not paid, the Life Insurance Cover of the Member will immediately and automatically be converted to paid-up on the expiry of the Grace Period. The Sum Assured with respect the Member will be reduced to the Paid-up Sum Assured.
- c) The Member/Policyholder may revive the Life Insurance Cover that is lapsed / paid-up during the revival period of two (2) years from the due date of first unpaid Regular Premium, subject to the conditions per Section 9 below.

## 9. Revival

The Life Insurance Cover, which has lapsed/paid-up due to non-payment of Regular Premium before the expiry of the Grace Period, may be revived subject to the following conditions:

- a) The application for revival of Life Insurance Cover is made within two (2) years from the due date of the first unpaid Regular Premium and before the Maturity Date with respect of that Member;
- b) The arrears of Regular Premiums due together with interest are paid.
- c) The revival of the Life Insurance Cover may be on terms different from those applicable to the Member before it lapsed / became-paid-up, based on prevailing board-approved underwriting norms of the Company.
- d) The revival of Life Insurance Cover will take effect only on it being specifically communicated by the Company to the Policyholder.

## 10. When the Life Insurance Cover ceases for a Member

The Life Insurance Cover of a Member shall cease on the happening of any of the following events:

- a. On the death of the Member.
- b. On Member reaching the Maturity Date.
- c. On early termination as per Section 2.4 above.
- d. On Member surrendering the Life Insurance Cover under the Policy.
- e. At the end of the Grace Period, on non-payment of Regular Premium before the expiry of the Grace Period, if at least three (3) full Membership Years' Regular Premiums have not been paid, if the Premium Paying Term with respect to that Member is 10 years, or if at least two (2) full Membership Years' Regular Premiums have not been paid, if the Premium Paying Term with respect to that Member is 7 years.

## 11. Waiver

Failure or neglect by the Company to enforce at anytime the provisions of this Policy shall not be construed or be deemed to be either a waiver of the Company's right Herein or in anyway affect the validity of the whole or any part of this Policy or prejudice the Company's right to take subsequent action.

## 12. Modifications

The provision of this Policy cannot be changed or varied by the Policyholder except with the concurrence of the Company and by a Policy endorsement signed by an officer of the Company authorized for the purpose.

## 13. Payment of Claim

Upon death, the benefit under Section 2.1 above becomes payable on admission by the Company, of claim lodged by the Beneficiary for the said benefit. Payment of benefit under Section 2.1 above, shall be made by the Company in the name of the Beneficiary. Payment to the Beneficiary shall be made by the Company either directly or through a financial instrument drawn in the name of the Beneficiary and provided to the Policyholder for handing it over to the Beneficiary. All payment of benefits shall be made by the Company subject to the terms and conditions of the Policy and the Company's right to receive all information and documentation sought which includes but not limited to following:

A) General documents

- a) Certificate of Insurance issued by the Company.
- b) Medical records from the physician last seen.
- c) Certificate of Hospital Treatment
- d) Discharge summary / Discharge card from the hospitals/clinics where Member had taken treatment. Any other document that may be relevant in establishing the validity of the claim.

B) Additional documents:

- a) Claim intimation in writing within 180 days of occurrence of the death
- b) Death Certificate issued by the local municipal authority and medical cause of death
- c) Coroner's / Post Mortem Report / FIR (First Information Report) / PIR (Police Inquest Report) / Final Inquest Report in case of unnatural / accidental death.
- d) Copy of crematorium/ burial record specifying the date, day and time of cremation/burial.
- e) Documents to establish right of claimant in case of no valid nomination being in existence at the time of death.
- f) Report from police in case of Accident/ unnatural death

## 14. Suicide Exclusion

On death due to suicide by a Member within one (1) year from the Entry Date or from date of latest revival of Life Insurance Cover of that Member, the Company shall pay the higher of surrender value as on date of death or 80% of the sum total Regular Premiums paid with respect to that Member, and terminate the Life Insurance Cover.

## 15. General Conditions

- a) The Company reserves the rights to vary from time to time the Policy Terms and Conditions of this Policy for new Members upon sending to the Policyholder three (3) months prior notice in writing, of its intention to do so and any such variations will thereafter apply as may be so provided in such notice of variation.
- b) The Policyholder shall furnish to the Company all such data, information or evidence as the Company may reasonably require upon or with regard to any matter affecting the Life Insurance Cover effected or to be effected herein under and the Company shall not be liable for any action taken in good faith upon any data, information, or evidence so furnished which shall be or shall prove to have been erroneous or inaccurate. Such of the Policyholder's records in original (or certified Photostat copies thereof) as in the opinion of the Company have a bearing on the benefits to be provided or Regular Premium payable hereunder shall be open for inspection by the Company at all times.



- c) It is hereby expressly agreed between the Policyholder and the Company that this Policy is effected in accordance with the provisions of the Scheme Rules and in the event of the Rules being amended such amendments, if they have any bearing on or affect in any way, the Policy Terms and Conditions or any of the Life Insurance Cover effected hereunder, shall become effective only if the said amendments are approved by the Company on such terms as the Company may stipulate. Any alteration or amendment that may become necessary in the Policy Terms and Conditions on account of any amendment or alteration, approved by the Company in the provisions of the Scheme Rules shall be given effect to by appropriate endorsements to the Policy signed by an authorized Officer of the Company. In case of any discrepancy between the provisions of the Scheme Rules and the Policy Terms and Conditions, the provisions as contained in the Policy Terms and Conditions shall prevail.
- d) It is hereby further expressly agreed between the Policyholder and the Company that all disputes of any kind whatsoever which may arise under or in connection with this Policy shall be submitted to the appropriate Court or Courts having jurisdiction in India.
- e) The Company shall have right to stop adding any new Member under the Policy by sending to the Policyholder, not less than ninety (90) day's advance notice in writing.
- f) The Company reserves the right to recover the amount from the Policyholder or the Member or any other person, if it is found that the Benefits are erroneously paid due to the fault of the Policyholder. In case we are not in a position to recover such amounts from the Member or any other person, the Policyholder will be liable to pay the said amount to the Company within 15 days from the date of its demand. However, the Policyholder will not be liable or responsible for any wrong payments made by the Company without any fault on the part of the Policyholder.
- g) The Membership Register as per the annexure to proposal form has to be updated by the Policyholder for all additions and deletions and send the Company the updated data through CD or hard copy for updating the Company's records.

## 16. 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.

All Benefits payable under the Policy are subject to the tax laws and other financial enactment as they exist from time to time. Service tax, education cess or any other form of tax are payable under the Policy as per tax laws and other financial enactments as they exist from time to time. Such monies will be charged to the Policyholder as per prevailing rates and regulations wherever applicable as per Company Policy.

All provisions stated in this Policy are subject to the current guidelines issued by the IRDA as on date. All future guidelines that may be issued by the IRDA from time to time will also be applicable to this Policy.

## 17. Taxes

In any case where the Company is liable to the Revenue Authorities for Income-Tax or any other taxes or duties or any payments made under this Policy, the Company shall charge such sums from the respective payment or Regular Premium and the Company shall not be liable to the Member or to the Policyholder for the sums so deducted. The Company shall be entitled to charge Service Tax and other taxes as applicable from time to time, and no separate communication shall be sent by the Company to the Policyholder and/or the Member regarding imposition of any new tax or change in the rate of existing taxes. Regular Premium shall be excluding applicable taxes.

## 18. Notices

Any notice, direction or instruction to be given under this Policy shall be in writing and delivered by hand, post, facsimile or E-mail to:

- a) In case of the Policyholder/Member:

As per the details specified by the Policyholder/Member in the Membership Register or, change of address intimation submitted by him to the Company. The Company shall not be responsible for any consequences arising out of non-intimation of change of address.

- b) In case of the Company:

Bajaj Allianz Life Insurance Company,  
GE Plaza, Airport Road, Yerawada, Pune 411006  
Tel: 66026777 | Fax: 66026789  
Email: life@bajajallianz.co.in

## 19. Non-disclosure & Fraud

- a) 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 80% of the Regular Premium received for that particular Membership Year in which fraud or misrepresentation has been detected or the surrender value as on the date of termination, whichever is higher.
- b) In case of fraud or misrepresentation by a Member, the Life Insurance Cover with respect to that Member, subject to fraud or misrepresentation being established in accordance with section 45 of the Insurance Act, 1938, shall be terminated immediately by returning 80% of the Regular Premium received with respect to that Member in that particular Membership Year in which fraud or misrepresentation has been detected or the surrender value (with respect to that Member) as on the date of termination, whichever is higher.

## 20. 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 may, if dissatisfied with any of the terms and conditions for any reason, give the Company a written notice of cancellation along with reasons for the same, and return the Policy Document and all the Certificate of Insurances to the Company, subject to which the Company shall send a refund comprising the sum of all Regular Premiums less the proportionate life insurance premium for that period of cover and expenses incurred by the Company on the medical examination and the applicable stamp duty charges to the Policyholder.

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 the Certificate of Insurance, the Member may, if dissatisfied with any of the terms and conditions for any reason, give the Company a written notice of cancellation along with reasons for the same, and return the Certificate of Insurance to the Company, subject to which the Company shall send a refund comprising the Regular Premium received for that Member less the proportionate life insurance premium for that period of cover and expenses incurred by the Company on the medical examination of the Member and the applicable stamp duty charges to the Member.

## 21. Grievance Redressal and Ombudsman

- a. In case you have any query or complaint/grievance, you may approach our office at the following address:

Customer Care Desk

Bajaj Allianz Life Insurance Company Ltd.

GE Plaza, Airport Road, Yerawada, Pune – 411006

Contact No: Toll Free No. 1800225858

By Fax: 020-6602-6789

By Email: [life@bajajallianz.co.in](mailto:life@bajajallianz.co.in)

- b. In case you are not satisfied with the decision of the above office, or have not received any response within 10 days, you may contact the following official for resolution:

Nivedita Chakravorty, Head Grievance officer

3rd Floor, Bajaj Finserv,

Survey no:208/1-B,

Behind Weik Field IT Park,

Viman Nagar, Pune-411014

Tel no: (+91 20) 30514724; Fax (+91 20) 40111502

Email ID: [nivedita.chakravorty@bajajallianz.co.in](mailto:nivedita.chakravorty@bajajallianz.co.in)

Mr. Pawan Mahajan, Head - Customer Service

3rd Floor, Bajaj Finserv,

Survey no:208/1-B,

Behind Weik Field IT Park,

Viman Nagar, Pune-411014

Tel no: (+91 20) 30514749; Fax (+91 20) 66026789

Email ID: [pawan.mahajan@bajajallianz.co.in](mailto:pawan.mahajan@bajajallianz.co.in)

- c. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman if your grievance pertains to:
- Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
  - Delay in settlement of claim
  - Dispute with regard to premium
  - Non-receipt of your insurance document
  - For the latest list of insurance ombudsman, please refer to the IRDA website at [http://www.irdaindia.org/ins\\_ombusman.htm](http://www.irdaindia.org/ins_ombusman.htm)
  - The current list of Insurance Ombudsman and their details are as given in the Annexure A below.
- d. The complaint should be made in writing duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.
- e. As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made
- only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
  - within a period of one year from the date of rejection by the insurer
  - if it is not made simultaneously under any litigation.

## 22. Section 45 of the Insurance Act, 1938

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.

## 23. General Terms and Conditions

These Policy Terms and Conditions override and supersede all prior communications, arrangements, agreements and understandings between the Policyholder and the Company. In all events, these Policy Terms and Conditions will be the conclusive agreement governing the legal relationship between the parties and no other documents, even if executed, will have any effect whatsoever and will not bind the Company.

Policy Document, terms and conditions of the Policy and all the endorsements by the Company, if any, will form an integral part of this contract and will be binding on the parties

THIS IS AN IMPORTANT DOCUMENT AND SHOULD BE PRESERVED SAFELY. PLEASE CHECK THE POLICY DOCUMENT UPON RECEIPT, AND IF ANY MISTAKE OR ERROR IS FOUND, THE SAME BE INFORMED IMMEDIATELY TO THE COMPANY.

All communications in relation to this policy shall be addressed to.

Bajaj Allianz Life Insurance Company Ltd.,

\_\_\_\_\_  
\_\_\_\_\_

Dated at \_\_\_\_\_ this \_\_\_ Day of \_\_\_\_\_ 20\_\_

For and behalf of Bajaj Allianz Life Insurance Company Ltd

**Annexure - A**

<b>Office of the Ombudsman</b>	<b>Contact Details</b>	<b>Areas of Jurisdiction</b>
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 iobbbsr@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

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
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 Shipyard, 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
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