EXIDE Life Insurance

IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER

EXIDE LIFE CREATING STAR

TERMS AND CONDITIONS

1. Definitions and Interpretation

1.1. Definitions

In this Policy, unless the context requires otherwise, the following words and expressions shall have the meaning ascribed to them respectively herein below:

Allocation means allotment of Units under the various Unit Linked Funds offered under this Policy;

Benefits means the Death Benefit, Maturity Benefit, Surrender Benefit, Partial Withdrawal Benefit, Education Payouts, Premium Protector or any other benefit, as the case may be, applicable in terms of this Policy;

Business Day means any day on which the Company is open in Bangalore to public for transacting business and on which banks are generally open in Mumbai to public for transacting business;

Charges means collectively the Mortality Charges, the Premium Allocation Charges, the Fund Management Charges, the Policy Administration Charges, the Switching Charges, the Surrender Charges, Partial Withdrawal Charge and Miscellaneous Charges, as set out and defined in **Annexure A** hereto and other charges that may be levied by the Company from time to time under this Policy with the approval of the Regulatory Authority;

Death Benefit means the benefit payable by the Company on the death of the Life Assured, which benefit is the higher of the Sum Assured or the Fund Value., as reduced by the Partial Withdrawal, if any, made during the twenty four-(24) months period immediately preceding the date of death of the Life Assured as provided in Clause 3.1 hereunder;

Education Payouts: means the payouts referred to as such in clause 3.3 hereunder;

Financial Year means a period of twelve months commencing from April 01 each year and ending with March 31 of the following year;

Fund Value means the amount represented by the number of Units multiplied by the respective Unit Price of the Units held under the various Unit Linked Funds under this Policy;

Grace Period means the period allowed for payment of Premium, referred to under clause 6.2 hereunder;

Insurance Cover means the cover for the Death Benefit and/or the Premium Protector provided under this Policy as the case may be;

Life Assured means the person named as such in the Policy Schedule, on whose life the Insurance Cover is effected in terms of this Policy;

Lien Period means a period of six months from the Policy Commencement Date where the age of the Life Assured on the Policy Commencement Date is 12 years or more.

Maturity Benefit means the Fund Value on the Relevant Date for Maturity Benefit.

Mortality Charges means the Charges for providing Death Benefit and/or Charges for providing the Premium Protector mentioned under **Annexure A** hereto as the case may be;

Net Asset Value (NAV) of a Unit Linked Fund shall be calculated as follows-.

When the unit linked fund is a net purchaser of assets; The NAV shall be computed as Market value of investment held by the fund plus the expenses incurred in the purchase of the assets plus the value of any current assets plus any accrued income net of fund management charges less value of any current liabilities and provisions, if any.

When the unit linked fund is a net seller of assets; The NAV shall be computed as: Market value of investment held by the fund less the expenses incurred in the sale of the assets plus the value of any current assets plus any accrued income net of fund management charges less the value of any current liabilities and provisions, if any.

Partial Withdrawal Benefit: means the benefit referred to as such in Clause 3.6 hereunder;

Person to whom Benefits payable means the Policyholder, Life Assured in cases where the Policy has automatically vested in him/her, Assignees under section 38 of the Insurance Act, 1938, person nominated by the Life Assured after automatic vesting, or proving executors of administration or other legal representatives, as per the applicable Regulations as the case may be;

Policy means this Exide Life Creating Star;

Policy Maturity Date means the date specified as such in the Policy Schedule;

Policy Year means a period of twelve (12) consecutive months starting with the Date of Commencement of the Policy as stated in the Policy Schedule and ending on the day immediately preceding the following anniversary date and each subsequent period of twelve (12) consecutive months thereafter;

Policyholder means the person specified as such in the Policy Schedule or in the event of his death his legal heirs, or the Life Assured after the automatic vesting as the case may be;

Premium means and includes the Regular Premium, Limited Premium or Single Premium as the case may be, specified as such in the Policy Schedule;

Premium Allocation Charges means the charges deductible from the Premium, as stated in **Annexure A** hereto;

Premium Payment Term means the period, expressed as the number of years, being the term for which the Policyholder shall pay the Regular/Limited Premium under this Policy, as specified in the Policy Schedule;

Premium Redirection means the facility allowing the Policyholder to modify the Allocation of the future Premium into a different investment pattern from the investment option exercised previously;

Premium Protector: means the benefit wherein the Premiums payable under this Policy after the death of the Policyholder will be paid by the Company in the event of the Policyholder's death during the Policy term, subject to the conditions mentioned herein;

Policy Schedule means the Schedule appended to this Policy containing details of the Policy such as Risk Commencement Date, Policy Commencement Date, Sum Assured, Policy Term, Premiums payable, name, address, age of the Policyholder and Life Assured, Policy Maturity Date etc.,

Regulations means the laws and regulations in effect from time to time and applicable to this Policy, including without limitation the regulations and directions issued by the Regulatory Authority from time to time;

Regulatory Authority means the Insurance Regulatory and Development Authority or such other authority or authorities, as may be designated under the applicable laws and regulations;

Relevant Date means

(i) For the purpose of calculation of the Death Benefit or in case of death of the Life Assured prior to the Risk Commencement Date or in case of death during the Lien Period, the date of receipt of written intimation of death by the National Operations Office of the Company on any Business Day before the Cut-off time;
(ii) For the purpose of calculation of Maturity Benefit, the Policy Maturity Date.
(iii) For the purpose of calculation of the Surrender Benefits or the Partial Withdrawal Benefits or in case of Switches, the date of receipt of written notice by the National Operations Office of the Company on any Business Day before the cut-off time
(iv) the date of determination of the applicable Charges by the Company, in the case of deduction of the applicable Charges.
(v) The date of receipt of Premiums paid to the Company by instruments/modes other than ECS, Standing Instructions or Auto debit for the purpose of Premium Payments under this Policy on a Business Day before the Cut off time.
(vi) The date of realization of Premium by the Company under this policy, in case of payments made through ECS, Standing Instruction, Auto Debit Instruction etc.,
(vii) For the purpose of calculation of the Education Payouts, the three Policy anniversary dates prior to the Policy Maturity Date on which dates this payout is made.
(viii) The date of receipt of intimation of the Policyholder's death by the National Operations Office of the Company for the purpose of switching the funds to Secure Fund if the existing investment is in full or in part in Balanced, Growth or Equity Funds.

Explanation: Cut-off time for the purpose of this definition means 3 PM on the relevant Business Day. Any request received before the Cut-Off time will be processed based on the closing Unit Price declared on the relevant Business Day and requests received after the Cut-Off time will be processed based on the closing Unit Price declared on the next following Business Day.

Sum Assured: means the sum assured as mentioned in the Policy Schedule or such amount as may be endorsed on the Policy;

Surrender: means the termination of the contract in its entirety at the instance of the Policyholder;

Surrender Benefit: means the benefit referred to as such in clause 3.5 hereunder;

Switches: means the facility of allowing the Policyholder to change the investment pattern by moving from one or more Unit Linked Fund to the other Unit Linked Funds under this Policy;

Units: means the interest of the Policyholder in the Unit Linked Fund, which consists of each unit representing one undivided share in the assets of the relevant Unit Linked Fund;

Unit Linked Funds: means specific and separate investment funds established, offered, operated and maintained by the Company, in terms of Clause 14 below. The Unit Linked Fund pools together the Premiums paid by the policyholder and invests the same in the portfolio assets to achieve the fund(s) objective;

Unit Price: means the price of the Units of each Unit Linked Fund arrived at by dividing the Net Asset Value of the Unit Linked Fund by the total number of outstanding units in the Unit Linked Fund;

Unit Statement of Account: means the statement referred to in Clause 12.2 hereunder;

1.2. Interpretation

1.2.1. This Policy is divided into numbered clauses for ease of reference and reading. Except as stated, these divisions and the corresponding clause headings do not limit the Policy or its interpretation in any way. Words of one gender shall include the other gender and the singular shall include the plural and vice versa, unless the context otherwise requires.

1.2.2. This Policy comprises of the terms and conditions set forth in this Policy document, the Policy Schedule and the Annexures referred to herein, which shall form an integral part of this Policy.

2. Exide Life Creating Star.

Subject to the provisions and fulfillment of the terms and conditions under this Policy, the Company agrees to pay the various Benefits under this Policy to the Person to whom the Benefits payable.

3. Benefits

3.1 **Death Benefit:** Subject to the terms and conditions of this Policy and the Policy remaining in full force and effect on the date of death of the Life Assured, in the event of death of the Life Assured on or after the Risk Commencement Date but before the Policy Maturity Date, the Company shall pay Death Benefit to the Person to whom Benefits payable as on the Relevant Date.

3.2 **Risk Commencement Date for Life Assured in certain cases:** Where the Life Assured is less than twelve (12) years of age at the Policy Commencement Date, the risk cover under this Policy will not commence until (i) the beginning of the Policy month following the Life Assured attaining the age of five (5) years or (ii) expiry of two Policy Years from the Policy Commencement Date, whichever date occurs later. In case of death of the Life Assured prior to the Risk Commencement Date, Company's liability will be limited to payment of the Fund Value as on the Relevant Date.

3.3 **Education Payouts.** During the last three Policy Years preceding the Policy Maturity Date, subject to the Life Assured being alive, Company will make one payout each at the Policy

anniversary date at the rate of 20%, 30% and 50%respectively of the Fund Value as on the Relevant Date applicable for such payout. The Company shall pay the Education Payouts, by cancellation of Units of equivalent amount as on the applicable Relevant Date.Provided however that the Fund Value after payment of the Education Payouts in each payout shall not be less than 1.5 times the annualized Regular/Limited Premium and not less than 20% in case of Single Premium or such other amount as may be specified by the Company, with the approval of the Regulatory Authority. The Company does not levy any charge on the Education Payouts.

3.4 **Maturity Benefit:** In the event the Life Assured survives the Policy Maturity Date, the Company shall pay the Fund Value as at the Relevant Date for Maturity Benefit.

3.5 **Surrender Benefit:** At any time after completion of three Policy Years, the Policyholder may surrender this Policy by giving notice in writing to the Company. Upon Surrender of the Policy, the Company shall pay the Fund Value as on the applicable Relevant Date, as reduced by the Surrender Charges. On such payment, the Policy shall terminate forthwith and the Company will be relieved and discharged from all obligations thereafter. Surrender Benefits will be payable only if at least 1 full year's Regular/Limited Premium have been paid under the Policy.

3.6 **Partial Withdrawal Benefit:** One Partial Withdrawal Benefit not exceeding 25% of the Fund Value is allowed after completion of the third Policy Year. The Company shall pay the Partial Withdrawal Benefit amount, after deducting the Partial Withdrawal Charge, by cancellation of Units of equivalent amount. Provided that the Fund Value after availing the Partial Withdrawal Benefit shall not be less than 1.5 times the annualized Regular/Limited Premium and not less than 20/% in case of Single Premium or such other amount as may be specified by the Company, with the approval of the Regulatory Authority. In case of death of the Life Assured after availing Partial Withdrawal Benefit, the Sum Assured under this Policy shall be reduced to the extent of the Partial Withdrawal Benefit availed during the 24 months immediately preceding the date of death of the Life Assured.

3.6.1 Partial Withdrawal Benefit shall not be allowed during the minority of the Life Assured until the Life Assured attains the age of majority.

3.6.2 Partial Withdrawal Benefit cannot be availed after the commencement of disbursal of Education Payouts.

3.7 **Premium Protector:** In the event of the death of the Policyholder during the term of this Policy, the Premium Protector will be available and the Policy will continue with Benefits to the Life Assured and the Company will pay the remaining premiums payable under the Policy. Availability of this Benefit is however subject to the terms and conditions of the Policy including those mentioned below.

3.7.1 **Terms & Conditions applicable to Premium Protector**

3.7.1.1 In the event of death of the Policyholder, the Premium Protector will be available with effect from the date of death of the Policyholder and the Company will pay the future premiums under the Policy as per the premium payment frequency chosen by the Policyholder. However this is subject to the terms of the Policy and the Person to whom Benefits payable complying with the requirements of clause 4 pertaining to death claim, to the satisfaction of the Company.

3.7.1.2 The Premium Protector will be available only if the Premiums under the Policy have been paid up to date until the date of death of the Policyholder. The Premium Protector will cease at the end of the Grace Period if the Regular/Limited Premiums are discontinued.

3.7.1.3 The Premium Protector will be coterminous with this Policy and will terminate at the same time this Policy terminates for reasons mentioned herein.

3.7.1.4 The Premium Protector will be available only if the Policyholder has opted to pay Regular/Limited Premium.

3.7.1.5 If the Policyholder dies within the first 6 months from the Policy Commencement Date the Premium Protector will cease to be in effect forthwith.

3.7.1.6 If at any time after the benefit under the Premium Protector has been admitted, it is found that the claim was not admissible as per clause 4 and other terms of the Policy, the Company reserves the right to take such action as it deems fit, including termination of the Policy.

4 Requirements for maturity claims, death claims, Premium Protector and Education Payouts:

4.1 In the event of a claim for Maturity Benefit, Death Benefit, Premium Protector arising under this Policy, the Person to whom Benefits payable shall endeavour to intimate to the Company in writing of the claim and provide the following documents to the Company within 60 days of the claim arising, to enable the Company to process the claim:

4.1.1 **In case of claim for Maturity Benefit**

(i) Policy document, in original; and
(ii) Discharge Form

4.1.2 **In case of claim for Death Benefit or Premium Protector arising on natural death.**

(i) Policy document in original;
(ii) Death Certificate, in original, issued by the competent authority; and
(iii) Hospitalization documents (discharge summary along with all investigation reports) if Life Assured/Policyholder as the case may be, has taken treatment for illness leading to his death.

4.1.3 **In case of Claim for Death Benefit or Premium Protector arising out of accidents or unnatural deaths.**

(i) Policy document, in original;
(ii) Death Certificate, in original, issued by the competent authority;
(iii) Copies of the First Information Report and the Final Investigation Report thereof, duly attested by the concerned police officials; and
(iv) Copy of post-mortem report duly attested by the concerned officials.

4.1.4 At the time of payment of the Education Payouts the Person to whom Benefits payable shall give a Discharge form confirming the receipt of the Payouts.

4.2 Notwithstanding anything contained in Clause 4.1/4.1.4 above, depending upon the cause or nature of the claim, the Company reserves the right to call for other and/or additional documents or information, including documents/information concerning the title of the

person claiming Benefits under this Policy, to the satisfaction of the Company, for processing of the claim.

5. Mode of payment of Benefits:

5.1 All Benefits and other sums under this Policy shall be payable in the manner and currency allowed/permitted under the Regulations.

5.2 The Company shall pay the applicable Benefits and other sums payable under this Policy at the Customer Services Centre at the Company's National Operations Office in Bangalore. Any discharge given by the Person to whom Benefits payable, or by any person authorized by the Person to whom Benefits payable in writing in respect of the Benefits or the sums payable under this Policy shall constitute a valid discharge to the Company in respect of such payment. The Company's liability under the Policy shall be discharged by such payment and the Company shall not be required to see the application of the monies so paid.

5.3 **Allocation/Cancellation of Units**. Subject to the provisions of Clause 4 above, the Benefits under this Policy shall be settled by allocation or cancellation of required number of Units from the respective Unit Linked Fund(s) on the applicable Relevant Date. In case there are more than one Unit Linked Funds, the cancellation of Units will be effected, in the same proportion as the aggregate value of the Units held in each Unit Linked Fund, unless specified otherwise by the Policyholder and accepted by the Company.

6. Premium

6.1 **Payment of Premium**. The Policyholder shall pay to the Company the Premium, being either the Regular/Limited Premium or a Single Premium, as the case may be, in such frequency on or before the due date as specified in the Policy Schedule or within the Grace Period, to secure the Benefits, referred to in Clause 3 above. If any Regular/Limited Premium is received before the due date, the Company may keep such amount in suspense account and adjust such sum towards Premium on the applicable due date. It is clarified that the Mortality Charge for providing Death Benefit, shall be applicable even after expiry of the Premium Payment Term stated in the Policy Schedule and shall be deducted in the manner set forth in **Annexure A** hereto.

6.2 Grace Period shall mean a period of 30 days from the due date for Premium payment applicable for all frequencies of Premium payment. This Grace Period may be revised by the Company from time to time with due intimation to the Policyholder.

7. Discontinuance of Premium after paying the Premium due for at least three consecutive years: If the payment of the Premium is discontinued, after paying the Premium for at least three consecutive years, the Insurance Cover, without the Premium Protector, under the Policy will continue, subject to levying the Mortality Charges for providing Death Benefit, Policy Administration Charges, Fund Management Charges if any, from the Fund Value. Such automatic continuation of the Policy will cease:

(i) if the Fund Value falls to or equals one full year's Regular/Limited Premium, or

(ii) on expiry of 2 years from the due date of the first unpaid Regular/Limited Premium if such unpaid premiums have not been paid to the Company during the said period of 2 years whichever is earlier. In such an event, the Policy shall terminate and the Company shall pay the Surrender Value to the Policyholder.

8. Discontinuance of Premium within three years of the Policy Commencement Date: If payment of the Premium is discontinued before completion of three years from the Policy Commencement Date, the Insurance Cover including the Premium Protector shall cease with immediate effect, if the Premium is not received within the Grace Period and the Policy in such case would continue without Insurance Cover, subject to deduction of Fund Management Charges and Policy Administration Charges from the Fund Value. Where premiums have been discontinued within three years of Policy Commencement Date as mentioned in this Clause and death of the Life Assured occurs during such period, the Company's liability under this Policy shall be limited to payment of Fund Value. The Policyholder may at any time within 2 years from the date of the first unpaid premium, apply to the Company for reinstatement of the Insurance Cover, and the Company may at its discretion, and subject to fulfillment of the conditions set forth in clause 10 below, allow reinstatement of the Insurance Cover. Unless the Insurance Cover is so reinstated within 2 years, the Policy shall terminate at the end of such period or at the end of the 3rd Policy Year which ever is later and the Company shall pay the Surrender Value., if any to the Person to whom Benefits payable.

9. Termination: In the event the Fund Value is insufficient to pay the Charges, the Company may terminate the Policy forthwith.

10. Reinstatement of Insurance Cover.

10.1 Subject to the prevailing rules and approval of the Company, the Insurance Cover under this Policy, may be reinstated before the Policy Maturity Date but within two years from the due date for payment of the first unpaid Premium or prior to termination of the Policy in terms of clause 7 above, provided,

(i) this Policy has not been surrendered for cash; and
(ii) no claim has arisen under the Policy; and
(iii) where required by the Company, a written application for reinstatement is received from the Policyholder by the Company, together with evidence of insurability and health of the Policyholder and the Life Assured, to the satisfaction of the Company; and
(iv) all the Premiums including the Mortality Charges for the Premium Protector in arrears and other Charges necessary to reinstate this Policy are received by the Company.

10.2 Notwithstanding anything to the contrary contained elsewhere in this Policy, the Company reserves the right to reinstate the Insurance Cover under this Policy either on its original terms and conditions or on such other or modified terms and conditions as the Company may, specify, or to reject the reinstatement.

10.3 Subject to the provisions of Clause 10.1 above, the reinstatement shall come into effect on the date when the Company specifically communicates it in writing to the Policyholder or the Person to whom Benefits payable as the case may be. Since the Company shall be relying on the statements made by the Policyholder/Life Assured to the Company and to its medical examiner in deciding on reinstatement of Insurance Cover, if any incorrect or untrue statement has been made or any material fact has been suppressed, the Company shall be entitled to cancel the reinstatement of the Insurance Cover or repudiate the claim, if any, arising after such reinstatement and the amounts received under this Policy including the amounts paid towards such reinstatement, shall be liable to be forfeited by the Policyholder or the Person to whom Benefits payable, as the case may be, to the Company.

11. Forfeiture. In issuing this Policy, the Company has relied on, and may rely on, accuracy and completeness of the information provided by the Policyholder/Life Assured/Person to whom

Benefits payable and any other declarations or statements made or as may be made hereafter, by the Policyholder/Life Assured/ Person to whom Benefits payable. Subject to the provisions of the applicable Regulations including Section 45 of the Insurance Act, 1938, in the event any such information, declaration or statement is found to be false or incorrect or any material information is found to be withheld or misrepresented, the Policy shall become null and void from commencement, and the Company shall cease to be liable for any Benefits payable under this Policy and all amounts received under this Policy shall vest with the Company.

12. Fund Value and Unit Statement of Account.

12.1 **Fund Value:** For the purpose of this Policy, the Company will maintain an account called the Fund Value, to which the Premium received from the Policyholder under this Policy shall be credited, net of Premium Allocation Charges as provided for in **Annexure A** hereto. The amount so credited shall be utilized for purchase of Units in the Unit Linked Funds offered by the Company and chosen by the Policyholder.

12.2. **Unit Statement of Account:** The Company shall issue to the Policyholder, a Unit Statement of Account showing the details of Units held and particulars of credits and debits in respect of the Fund Value on every Policy Anniversary as well as whenever a transaction in the nature of receipt of Premium, Switch, Partial Withdrawal or payment of Benefits, takes place.

13. Charges

13.1 The Company may levy the Mortality Charges, Premium Allocation Charges, Fund Management Charges, Policy Administration Charges, Switching Charges, Surrender Charges, Partial Withdrawal Charges, and Miscellaneous Charges as provided in **Annexure A** of this Policy.

14. Unit Linked Funds

14.1 **Unit Linked Funds:** The Company may from time to time, with the approval of the Regulatory Authority, establish Unit Linked Fund(s) and offer such Unit Linked Fund(s) to the Policyholder. The Unit Linked Fund(s) offered by the Company at present and the investment objectives and the indicative portfolio allocations of the Unit Linked Fund(s) are as follows:

14.1.1 **Debt Fund:** The investment objective of this Fund is to provide security and moderate growth 100% of the available funds will be invested in debt and debt related instruments.

14.1.2 **Secure Fund:** The investment objective of this Fund is to invest in a mixture of bonds and equity providing reasonable security and opportunity for growth. A minimum of 10% and up to a maximum of 20% of the available funds would be invested in equity and equity related instruments including property and property related instruments, and the balance in debt securities and debt related instruments.

14.1.3 **Balanced Fund:** The investment objective of this Fund is to provide higher growth with reasonable security. A minimum of 20% of the available funds and up to a maximum of 40% of the available funds would be invested in equity and equity related instruments including property and property related instruments and the balance in debt securities and debt related instruments.

14.1.4 **Growth Fund:** The investment objective of this Fund is to provide high growth opportunities. A minimum of 40% of the available funds and up to a maximum of 60% of the

available funds would be invested in equity and equity related instruments including property and property related instruments and the balance in debt securities and debt related instruments.

14.1.5 **Equity Fund**: The objective of this Fund is to maximize growth through investments in a portfolio of equities. A minimum of 90% and up to maximum of 100% of the available funds will be invested in equities or equity related instruments including property or property related instruments and the balance in debt and debt related instruments.

14.2**.** The Policyholder will have an option to redirect the future allocation of Premiums if any available for investment amongst one or more Unit Linked Funds. The Policyholder may also switch the Fund Value represented in any Unit Linked Fund amongst one or more Unit Linked Fund(s) subject to each Fund having an allocation in the multiple of 1% and the total adding up to 100%.

14.3**.** Subject to investment norms and policies of the Company in effect from time to time and applicable Regulations, the Company shall have full freedom to select the investments and/or make the investments under each Unit Linked Fund, having regard to the investment objectives of the respective Unit Linked Fund. Subject as aforesaid, the Company shall have absolute discretion to formulate its investment policies and make investments and to deal with all matters in relation to Unit Linked Fund. The Company shall have absolute legal and beneficial ownership of all investments and assets of the Unit Linked Fund(s).

14.4**.** The Company may, at its discretion, with the approval of the Regulatory Authority, close or discontinue any Unit Linked Fund on the happening of an event, which, in the opinion of the Company, requires the Unit Linked Fund to be closed or discontinued. In the event the Company decides to close or discontinue any Unit Linked Fund, the Company shall give at least three months prior written notice to Policyholder. In such an event, if the Policyholder does not switch the Units to another Unit Linked Fund prior to the expiration of the aforesaid notice period, the Company may, at its discretion, at any time thereafter, switch the Units to another Unit Linked Fund(s). The Company's decision in selecting the Unit Linked Fund(s) shall be final and binding. In such cases, the Company shall not levy any penalty or Switching Charges for such switch to another Unit Linked Fund(s).

14.5**.** The Company may, at its discretion, with the approval of the Regulatory Authority and with prior notice of 30 days to the Policyholder, modify the proportions of available funds to be invested in bonds and equity/ property in respect of any of the above Unit Linked Fund, depending upon the prevailing and expected investment environment and the applicable Regulations.

14.6 On the applicable Relevant Date of receipt of death intimation of the Policyholder, if the existing investment Fund chosen by the deceased Policyholder is in full or in part in Balanced, Growth or Equity Funds, the Company will automatically Switch the investment to Secure Fund without levying any switching charges, in the interest of the Person to whom Benefits payable, with an objective to protect him/her against adverse market movements, in the absence of the Policyholder. The investments switched to Secure Fund as mentioned herein will be switched to another Fund without levying Switching Charge, on receipt of instructions from the Person to Whom Benefits Payable.

15. **Risk Factors.** This Policy is issued on the express understanding that the investments are subject to the following risks among others and the Policyholder has opted for this Policy with full knowledge of such risks:

15.1 The names of the Unit Linked Funds do not in any manner indicate the quality of the Unit Linked Funds or their future prospects or returns. The Unit Linked Funds do not offer any guarantee or assure any guaranteed return;

15.2 Investments in Units are subject to market and other risks. Investment risk in investment portfolio is borne by the Policyholder. There is no assurance that the objectives of the Unit Linked Funds will be achieved;

15.3 The Unit Price of the Units may fluctuate depending on factors and forces affecting the capital markets and the level of interest rates prevailing in the market;

15.4 Past performance of the Unit Linked Fund and other plans of the Company are not indicative of future performance of any of these Funds.

15.5 All benefits payable under this Policy are subject to tax laws and other fiscal enactments in effect from time to time.

15.6 The Company reserves the right to suspend the allocation, reallocation, cancellation and/or switching of Units under extraordinary circumstances such as extreme volatility of assets, extended suspension of trading on stock exchange and/or under force majeure circumstances such as natural calamities/disasters, war, riots and other similar events which are beyond the control of the Company.
The right of the company to suspend the allocation, reallocation, cancellation and/or switching of Units under circumstances stated above shall not exceed 30 days from the date of such event. However if the situation warrants suspension of allocation, reallocation, cancellation and/or switching of Units beyond 30 days the Company shall do so with the prior approval of the Regulatory Authority.

16. Units

16.1 The Units shall have a nominal value of Rs. 10/- each. The Units shall be allocated in the manner set forth hereinafter and such allocation may be made up to five decimal places of a Unit. The Unit Price shall be computed to four decimal points.

16.1.1 The Unit Price will be declared as soon as may be possible after close of every Business Day and the Unit Price so declared shall apply till the next Unit Price is declared. The Unit Price will be published on the website of the Company on a daily basis.

16.2. **Allocation of Units:** The Units in an existing and operating Unit Linked Fund will be allocated on the Relevant Date of receipt of Premium, or after receipt of complete information required for allocation of Units by the Company in terms of this Policy, or on the Policy Commencement Date, whichever occurs later.

16.3 **Partial Withdrawal, Surrender, and Switching of Units**: The Company shall make all transactions in Units such as Switching, Partial Withdrawals and Surrender on the applicable Relevant Date.

16.3.1 All requests for Partial Withdrawals, Surrenders, Switching of Units, and all intimations pertaining to claim of Benefits shall be in writing, submitted to the Company's Customer Service Centre at its National Operations Office in Bangalore and shall take effect on the applicable Relevant Date.

16.4 **Valuation of Unit Linked Funds:** The Unit Price shall be computed to four decimal places and the calculation of the Company in this regard is final and binding for all purposes except

in case of manifest error. The valuation of assets of the Unit Linked Funds shall be made as per the applicable Regulations and valuation norms of the Company in effect from time to time.

16.5 **Recovery of Charges:** All the Charges, other than the Fund Management Charges and the Premium Allocation Charges, shall be recovered by cancellation of required number of Units from the respective Unit Linked Funds on the Relevant Date. In case there are more than one Unit Linked Funds, the cancellation of Units will be effected, to the extent feasible, in the same proportion as the aggregate value of the Units held in each Unit Linked Fund.

16.5.1 Fund Management Charges shall be recovered before arriving at the Unit Price. Allocation Charges shall be recovered by deduction from the amount of the Premium. Switching Charges will be charged to the source Unit Linked Fund from which the Units are switched and shall be recovered by cancellation of required number of Units from the respective Unit Linked Funds.

17. **Age Admission**. The age of the Policyholder and the Life Assured has been admitted on the basis of the declaration made by the Policyholder/Life Assured in the Proposal/Addendum to the Proposal and/or in any statement based on which this Policy has been issued. If the age of the Policyholder and/or Life Assured is found to be different from that declared, the Company may, adjust the Premiums and/or the Benefits under this Policy and/or recover the applicable balance amounts, if any, as it deems fit.

However if the age of the Policyholder and/or the Life Assured at the Policy Commencement Date is found to be higher than the maximum or lower than the minimum entry age that was permissible under this Policy at the time of its issue, this Policy shall terminate and the amounts received under this Policy shall be liable to be forfeited by the Life Assured/Policyholder to the Company.

17.1 In case the age of the Policyholder and/or Life Assured has not been admitted and subsequently the age of the Policyholder and/or Life Assured is found to be not acceptable as per the eligibility criteria laid down for this Policy, the Policy shall terminate and the Policyholder/Life Assured shall be paid the Fund Value less Surrender Charges.

18. Assignment.

18.1 Notice of any assignment must be submitted in writing to the Company at its office issuing this Policy or at the office servicing this Policy as communicated to the Policyholder from time to time.

18.2 An Assignment of the Policy may be made by an endorsement upon the Policy itself or by a separate instrument signed in either case by the assignor specifically stating the fact of assignment and duly attested. Only the Policyholder may make the first assignment. Such assignment shall be effective, as against the Company, from and upon the service of a written notice upon the Company and the Company recording the assignment in its books. In case of assignment under this Policy, the assignee would not be entitled to increase the Death Benefit/Education Payouts or Premium Protector. In registering an assignment, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

19. General Conditions

19.1 **No Participation in surplus or profits.** This Policy does not confer any rights on the Policyholder to participate in surplus or profits of the Company.

19.2 **Vesting of Policy on Life Assured**. Notwithstanding anything to the contrary contained herein, the Policy issued on the life of the Life Assured will automatically vest in him on his attaining age of majority. In such cases, the Company will recognize him to be the holder of this Policy from the vesting date. Notwithstanding the automatic vesting and the Company recognizing the Life Assured as the Policyholder, the benefit under the Premium Protector will continue based on the Life of the proposer of the Plan.

19.3 **Nomination by Life Assured:** On the automatic vesting after Life Assured attains majority, the Life Assured may nominate a person who will receive the Benefits payable under this Policy on the death of the Life Assured. Such nomination has to be communicated to the Company. If the nominee is a minor, the Life Assured may also appoint a person to receive the Benefits during the minority of the nominee. Any change in the nomination which may be effected before the termination of the Policy shall also be communicated to the Company. In registering a nomination, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

19.4 **Review, revision**. The Company reserves the right to review, revise, delete and / or alter any of the terms and conditions of this Policy, including without limitation the Benefits, the Charges other than those charges which are specifically stated to remain unchanged in this Policy, the method, manner and timing of levy or recovery of the Charges or valuation of the investments and / or assets of the Unit Linked Funds and / or determination of the Unit Price, with the approval of the Regulatory Authority.

19.5. **Suicide**.

19.6 If the Life Assured commits suicide for any reason, while sane or insane, within one year from the Policy Commencement Date as specified in the Policy Schedule or within one year from the date of reinstatement of the Insurance Cover under this Policy as the case may be, in terms of clause 10 above, this Policy shall terminate, and no Benefits shall be payable under this Policy. However the Policyholder shall be entitled to refund of the Fund Value less the Surrender Charges.

19.7 If the Policyholder commits suicide for any reason, while sane or insane, within one year from the Policy Commencement Date as specified in the Policy Schedule or within one year from the date of reinstatement of the Insurance Cover under the Policy as the case may be, the Premium Protector will cease with immediate effect.

19.8 **Loans:** No loan will be admissible under this Policy.

19.9 **Lien Period for Life Assured:** If the age at entry of the Life Assured is 12 or above on the Policy Commencement Date, the Company shall have a lien over all the Benefits payable under this Policy during the initial period of six months from the Policy Commencement Date. In case of death of the Life Assured during this initial period, the Fund Value as on the Relevant Date shall be paid by the Company.

20. GENERAL PROVISIONS

20.1 **Release and discharge.** The Policy will terminate automatically on payment of the Death Benefit or the Maturity Benefit or the Surrender Benefit, as the case may be, and the Company will be relieved and discharged from all obligations under this Policy thereafter.

20.2 **Limitation of Liability.** Except in the case of a claim for Death Benefit, the maximum liability of the Company under this Policy shall not, in any circumstances, exceed the Fund

Value. The maximum liability of the Company under this Policy shall not, in any circumstances, exceed the aggregate amount of the relevant Benefits payable hereunder.

20.3 **Grievance Redressal /Complaints:** Any grievance or complaints to the Company must be made in writing and delivered to the address intimated by the Company to the Policyholder, which is currently:

Complaints Officer
Exide Life Insurance Company Limited
690, 1st Floor,
Gold Hill Square, Opp Oxford University College,
Begur Hobli, Hosur Road,
Bangalore – 560068
Email: complaintscell@exidelife.in Toll Free Number 1800-419 8228
Tel No: 080 4134 5212
Fax No: 080 4110 0700

20.4 Taxes, duties and levies and disclosure of information

20.4.1 This Policy, and the Benefits and the surrender value payable under this Policy shall be subject to the Regulations, including taxation laws in effect from time to time. All taxes, duties, levies or cess including without limitation any value added, service or other taxes (collectively "Taxes") as may be imposed now or in future by any authority on the Premiums and other sums payable to the Company or the Company's obligations under the Policy or the Benefits payable under the Policy or in any way relating to this Policy, shall be borne and paid by the Policyholder or the Person to whom Benefits payable, as the case may be. The Premium and other sums payable under or in relation to the Policy do not include the Taxes. If, however, the applicable law imposes such Taxes on the Company, then the Company shall have the right to recover the same from the Policyholder or the Person to whom Benefits payable.

20.4.2 The persons receiving the Benefits shall be solely liable for complying with all the applicable provisions of the Regulations, including taxation laws, and payment of all applicable Taxes. Except as otherwise required by law, the Company shall not be responsible for any Tax liability arising in relation to this Policy or the Benefits payable in terms of this Policy. In any case where the Company is obliged to account to the revenue authorities for any Taxes applicable to this Policy or the Benefits payable under this Policy, the Company shall be entitled to deduct such Taxes from any sum payable under this Policy, and deposit the amount so deducted with the appropriate governmental or regulatory authorities.

20.4.3 In any case where the Company is obliged to disclose to the revenue or other regulatory authorities any information concerning the Policy, including information concerning the Premium and the Benefits under this Policy, the Company shall be entitled to disclose the required information to the appropriate governmental or regulatory authorities.

20.4.4**. Notice by the Company under the Policy.** Any of the notices required to be issued in terms of this Policy may be issued, either by issuing individual notices to the Policyholder, including by electronic mail and/or facsimile, or by issuing a general notice, including by publishing such notices in newspapers and/or on the Company's website.

20.4.5 **Entire Contract.** This Policy comprises the terms and conditions set forth in this Policy document, the Policy Schedule, applicable to this Policy and the endorsements, if any, made on or applicable to this Policy, which shall form an integral part and the entire contract,

evidenced by this Policy. The liability of the Company is at all times subject to the terms and conditions of this Policy and the endorsements made from time to time.

21. Governing Law and Jurisdiction

21.1 This Policy shall be governed by and interpreted in accordance with the laws of India. All actions, suits and proceedings under this Policy shall be subject to the exclusive jurisdiction of the courts of law within whose territorial jurisdiction the registered office of the Company is situated.

21.2 No action in law or equity shall be brought against the Company to enforce any claim under this Policy, unless the Policyholder has filed with the Company a claim together with all the required documents, in accordance with the requirements of this Policy and complied with the requirements of the Company, at least 60 days prior to the institution of such action.

Policyholder's attention is invited to Section 45 of the Insurance Act, 1938, which is reproduced below for reference:

Section 45. Policy not to be called in question on ground of mis-statement after two years

No policy of life insurance effected before the commencement of this Act shall, after the expiry of two years from the date of commencement of this Act and 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 policy-holder and that the policy-holder 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 this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

ANNEXURE A: Charges

(Forming part of Unit Linked Policy No. _____)

The Charges in effect as of the Policy Commencement Date are as follows:

A.1. **Mortality Charge**:

(a) **Charges for Death Benefit** means the charges levied at the beginning of each Policy month, for providing the Death Benefit. The Company may determine the Charges for Death Benefit by taking into account the excess of the Sum Assured over the Fund Value on the Relevant Date, the age and gender of the Life Assured and other factors as the Company may consider appropriate. The Annual rates of Charges for Death Benefit are provided in **Annexure – B** which will remain unchanged during the term of the Policy. The Company may deduct the Charges for Death Benefit on attained age basis, monthly in advance, from the Fund Value.

(b) **Charges for Premium Protector**: means the charge levied by the Company to cover cost of the Premium Protector. The Charges for Premium Protector are payable monthly in advance at the beginning of each Policy month and recoverable by deducting from the Fund Value. The Annual rates of Charges for Premium Protector are provided in **Annexure – B** which will remain unchanged during the term of the Policy. The Charges for Premium Protector will be fixed based on the Premium Payment Term, age of the Policyholder and the amount of annual Premium paid by the Policyholder under the Policy.

A.2. **Premium Allocation Charges:** This Charge is levied as a percentage of the Premiums received and is appropriated towards Premium Allocation Charges at the time of receipt of the Premium. The Company charges the Premium Allocation Charges, at the following rates:

Policy Year	**Single Premium**	**Premiums**	
		For Limited Term	**For Regular Term**
1st Policy Year	4%	20%	25%
2nd Policy Year	N/A	10%	10%
3rd to 10th Policy Year	**N/A**	*4%	*4%
11th Policy Year onwards	N/A	N/A	0%

*Applicable only for the premium payment duration.

The balance amount of the Premium, after appropriation of the Premium Allocation Charges, shall be utilized for purchase of the Units. The current rates of Premium Allocation Charges as provided herein above shall remain unchanged during the term of the present policy.

A.3. **Fund Management Charge:** Fund Management Charge is a charge levied on a daily basis as a percentage of value of assets held in the respective Unit Linked Fund at the time of computation of the Unit Price. The Company shall appropriate the Fund Management Charge as stated in Clause 16.5.1 of the Policy Terms and Conditions. The Fund Management Charges applicable, at present, are as follows:

Unit Linked Funds	**Fund Management Charges**
Debt Fund	0.75% p.a.
Secure Fund	1.00% p.a.
Balanced Fund	1.25% p.a.
Growth Fund	1.25% p.a.
Equity Fund	1.50% p.a.

The Company reserves the right to change the Fund Management Charge, with the approval of the Regulatory Authority, provided however that the Fund Management Charges shall not exceed 2.50% per annum.

A.4. **Policy Administration Charges:** Policy Administration Charges comprises of charges, which are levied to meet expenses, other than those covered by the Premium Allocation Charges and the Fund Management Charges.

The Policy Administration Charges would be Rs.1050/- in the first policy month and Rs. 50/- for each subsequent month. The Policy Administration charges would be deducted at the beginning of each policy month by cancellation of Units from the Fund Value.

The aforesaid Policy Administration Charges of Rs.50/- shall be increased compounded at 5% every Policy Year.

A.5. **Switching Charges:** The Switching Charges are levied on switching of Units from one Unit Linked Fund to another, offered under the Policy. The Switching Charges will be levied at the time of effecting the switch. The Switching Charges applicable at present are as follows:

First Switch in any Policy Year	Nil
Second Switch in any Policy Year	Nil
Any Subsequent Switch after first two Switches in any Policy Year	Rs.100/- per Switch

The Company reserves the right to change the terms and conditions applicable for switches, including the number of free switches and the Switching Charges with the approval of the Regulatory Authority, provided however that such increase shall not exceed Rs. 500/- per switch.

A.6. **Surrender Charge:** The Surrender Charges applicable at present for Regular/Limited Premium or Single Premium are as follows:

Regular/Limited Premium		Single Premium	
Number of full years premium paid	Surrender Charge applicable as a percentage of the First Year regular/limited Premium	Policy Year	Surrender Charges as a percentage of the Single Premium
1	30%	During the fourth policy year	5 % of the Single Premium.
2	20%	5th policy year onwards:	2% of the Single Premium
3	10%		
4	5%		
5 and above	2%		

The Company reserves the right to change the Surrender Charges from time to time with the requisite approval of the Regulatory Authority subject to a maximum of 50% of the first year Regular/Limited Premium and 10% of the Single Premium.

A.7. **Partial Withdrawal Charges:** Partial Withdrawal Charge is a charge levied, expressed as a percentage of the aggregate value of the Units partially withdrawn, held in the Unit Linked Funds. The Partial Withdrawal Charge presently in effect is 1% of the aggregate value of the Units withdrawn., subject to a minimum of Rs. 100/- .

The Company reserves the right to change the Partial Withdrawal Charge from time to time with the requisite approval of the Regulatory Authority, provided however that the Partial

Withdrawal Charge will not exceed 5% of the aggregate value of the Units withdrawn at any one point in time.

A.8 **Miscellaneous Charges:** At the time of policy issue, a one time Miscellaneous Charge of Rs. 50/- for every Rs. 1,00,000/- Sum Assured or part thereof will be levied. Miscellaneous Charges may be revised by the Company with the approval of the Regulatory Authority subject to a maximum of Rs. 100/- for every Rs. 1,00,000/- Sum Assured or part thereof.

Notice Period: Changes/revision if any to the Charges mentioned above will be carried out only with prior approval from the Regulatory Authority and the Policyholder shall be duly intimated at least 30 days prior to implementing the revised Charges.

ANNEXURE B: Mortality Charges

Annual Mortality Charges for Death Benefit per Rs. 1000 of risk cover.

Age (lbd)	Male	Female
5	0.5	0.5
6	0.46	0.46
7	0.48	0.48
8	0.48	0.48
9	0.48	0.48
10	0.46	0.46
11	0.54	0.54
12	0.64	0.64
13	0.78	0.64
14	0.86	0.64
15	0.92	0.64
16	0.99	0.78
17	1.05	0.86
18	1.1	0.92
19	1.15	0.99
20	1.2	1.05
21	1.24	1.1
22	1.28	1.15
23	1.31	1.2
24	1.34	1.24
25	1.36	1.28

Annual Mortality Charges for Premium Protector; charged as a percentage of the Annualized Regular/Limited Premium.

Age band	Premium Payment Terms												
	5	6	7	8	9	10	11	12	13	14	15	16	17
18 - 25	1.00 %	1.00%	1.00%	1.00 %	1.00 %	1.00 %	1.00 %	1.00 %	1.00 %	1.00%	1.00 %	1.00 %	1.05 %
26 - 30	1.00 %	1.00%	1.00%	1.00 %	1.00 %	1.00 %	1.00 %	1.00 %	1.00 %	1.00%	1.00 %	1.07 %	1.14 %

31 - 35	1.00 %	1.0 0%	1.0 0%	1.00 %	1.00 %	1.00 %	1.00 %	1.00 %	1.05 %	1.15%	1.24 %	1.34 %	1.43 %
36 - 40	1.00 %	1.0 0%	1.0 0%	1.00 %	1.00 %	1.07 %	1.20 %	1.34 %	1.48 %	1.62%	1.75 %	1.90 %	2.05 %
41 - 45	1.00 %	1.0 0%	1.0 1%	1.20 %	1.39 %	1.59 %	1.80 %	2.01 %	2.23 %	2.45%	2.68 %	2.92 %	3.17 %
46 - 50	1.08 %	1.3 3%	1.6 3%	1.93 %	2.24 %	2.56 %	2.89 %	3.22 %	3.56 %	3.91%	4.27 %	4.23 %	4.18 %

The mortality charges shown above are exclusive of service tax and other cesses, if any, which shall be levied additionally at the applicable rates.

Exide Life Insurance Co. Ltd., Registration No.114,
Regd.& Corporate Office:'ING Vysya House', 5th Floor, No.22, M.G.Road, Bangalore-560 001, India.
Tel:080-25328000.Fax:080-25559764 .
Insurance is the subject matter of solicitation.

Contact Information for Feedback, Complaints & Grievances Redressal

In case you have any query or complaint/grievance, please feel free to approach our office through any of the following channels

Level 1

Call Us	Email Us	
Call our Toll Free Number 1800 – 419 8228	Email us at helpdesk@exidelife.in	'Contact us at our branch office nearest to you or call toll free number to ascertain the address of the nearest branch office.'

Level 2

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:

Complaints Officer
Exide Life Insurance Company Limited
690, 1st Floor,
Gold Hill Square, Opp Oxford University College,
Begur Hobli, Hosur Road,
Bangalore – 560068
Email: complaintscell@exidelife.in Toll Free Number 1800-419 8228
Tel No: 080 4134 5212
Fax No: 080 4110 0700

Please quote the reference number provided to you in your earlier interaction along with your policy/contract number to help us understand and address your concern.

Level 3

In case you are not satisfied with the decision/resolution of the Company, you may approach the nearest Insurance Ombudsman as per the address mentioned in Annexure 'C' 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

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.

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 simultaneously under any litigation

Annexure C

Jurisdiction	Name and Address of Ombudsman	Jurisdiction	Name and Address of Ombudsman
Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu	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	Madhya Pradesh & Chhattisgarh	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
Orissa	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, **BHUBANESHWAR-751 009.** Tel.:- 0674-2596455 Fax : 0674-2596429 Email ioobbsr@dataone.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of 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
Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Shri V. Ramasaamy, 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	Delhi & Rajasthan	Shri Surendra Pal Singh 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
Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Shri Sarat Chandra Sarma, 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 Emailombudsmanghy@rediffmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry	Shri K Chandrahas 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
Kerala, UT of (a) Lakshadweep, (b) Mahe – a part of UT	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road,	West Bengal, Bihar, Jharkhand and UT of Andaman &	Ms. Manika Datta Insurance Ombudsman, Office of the Insurance Ombudsman, Hindustan Building Annexe, 4th Floor, 4, Chittaranjan

of Pondicherry	**ERNAKULAM-682 015.** Tel : 0484-2358759 Fax : 0484-2359336 Email iokochi@asianetindia.com	Nicobar Islands, Sikkim	Avenue, **KOLKATA-700 072.** Phone: 033-2212 4339/4340 Fax: 033-2212 4341 Email iombsdpa@bsnl.in
Uttar Pradesh and Uttaranchal	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	Maharashtra , Goa	Shri S Viswanathan 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

Standard requirements for submission of a Claim are mentioned below
(Depending on the circumstances of a claim, additional relevant information may be required which would be case specific)

Maturity Claims

- Original Policy Document.
- Discharge form

Death Claim

- Policy Document - Original.
- Death Certificate - Original.
- Death Certificate issued by Medical Attendant/Hospital.
- Hospitalisation documents (Discharge summary, all investigation reports) if Life Assured has taken treatment for illness leading to death.
- Last Medical Attendants Certificate.
- Family Doctor's Certificate.
- Employer's Certificate and Copy of Medical leave if availed from the Employer.
- Age proof and Photo Identification of the Life Assured
- Photo Identification of the Nominee
- Obituary intimation in the newspaper (if any)
- Burial/ Cremation Certificate
- Claim Form.

In case of unnatural deaths including accidents (in addition to above)

- First Information Report (FIR) attested by the police officials,
- Final investigation Report attested by the police officials &
- Post-Mortem Report (PMR) attested by the police officials.
- Police Inquest Report and Panchnama report attested by the police officials.
- Newspaper clippings of the incident (if any)

EXIDE Life Insurance

S W 0 0 0 1 0 1

Switch and Premium Redirection Form

Policy Number: _____

Name of Policyholder:_____

Communication Address:_____
(We would be requiring a valid address proof for processing address change request*)

Phone No.: _____ **Mobile No.:** _____

From	To	Please state what % of total holdings should be switched or amount to be switched	*Future Premium Percentage of holding
Debt Fund	Secure Fund		
	Balanced Fund		
	Growth Fund		
	100% Equity Fund		
Secure Fund	Debt Fund		
	Balanced Fund		
	Growth Fund		
	100% Equity Fund		
Balanced Fund	Debt Fund		
	Secure Fund		
	Growth Fund		
	100% Equity Fund		
Growth Fund	Debt Fund		
	Secure Fund		
	Balanced Fund		
	100% Equity Fund		
100% Equity Fund	Debt Fund		
	Secure Fund		
	Balanced Fund		
	Growth Fund		
Total			**100%**

I wish the allocation amounts of future premiums to be invested in the investment plans shown above in the percentages indicated. I understand that this change will take place with effect from the next unit allocation following receipt of this form by Exide Life at its Head Office, Bangalore.
And / Or
I wish my existing investment to be switched as shown above. I understand and accept that the switch will take place with effect form the next unit allocation following receipt of this form by Exide Life at its Head Office, Bangalore. I also understand that if switches exceed two in a policy year, Exide Life will charge switch fee and the same will be debited to the investment plan from which the amount is being switched.

* Please fill up this column only if you wish to redirect your future premiums.

Date: **Place:** _____

Signature of witness: _____ Signature of Policyholder: _____

Name and address of witness: _____

Note: In case of any change in communication address, a valid address proof is required
List of Valid proofs: Telephone Bill, Bank Letter / Account statement, Water Bill, Electricity Bill, Valid Passport, Valid Driving License, Ration card, ESI Card, Domicile certificate, Company Lease Agreement / Rent Receipt, Employer's Certificate, Ration Card.
Statements/Receipt/Bill should not be more than six months old from the request submission date.

POS / ASW / Version 1.1 Page 1 of 1

EXIDE Life Insurance

Change in Communication Address

Dated: _____

Ref.: Policy No: ☐☐☐☐☐☐☐☐☐

Policy Holder:

From (Old Address) (Please fill in capital letters and leave a space between each part of the address)

Flat/Bldg. No ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
Street ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
Area ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
City ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
State ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ PinCode: ☐☐☐☐ ☐☐
✆ Res: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ MobileNo: ☐☐☐☐☐☐☐☐☐
✆ Off: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

E-mail: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Land Mark: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

To (New Address) (Please fill in capital letters and leave a space between each part of the address)

*Flat/Bldg. No ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
*Street ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
*Area ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
*City ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐
*State ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ *PinCode: ☐☐☐☐☐
*✆ Res: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐ MobileNo: ☐☐☐☐☐☐☐☐☐☐
*✆ Off: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

E-mail: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

Land Mark: ☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐☐

*Mandatory Fields
Please send all future correspondence to the new address mentioned above.

Note: In case of any change in communication address, a valid address proof is required
List of Valid proofs: Telephone Bill, Bank Letter / Account statement, Water Bill, Electricity Bill, Valid Passport, Valid Driving License, Ration card, ESI Card, Domicile certificate, Company Lease Agreement / Rent Receipt, Employer's Certificate, Ration Card.
Statements/Receipt/Bill should not be more than six months old from the request submission date.

Signature of Policy Holder: _____