

Exide Life Aashirvad

UIN: 114N051V02

TERMS AND CONDITIONS APPLICABLE TO THIS POLICY

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:

Age shall be as per the Policy Schedule.

Premium refers to the Regular Premium payable in a Policy Year on the due date as set out in the Policy Schedule.

Benefits mean the applicable benefits payable in accordance with Clause 3 of the terms of this Policy.

Coverage Term means the period as mentioned in the Policy Schedule.

Cash Surrender Value means the value accrued after completion of 3 Policy Years but before the Policy Maturity Date as per clause 4.1.5.2 of the terms of this Policy.

Death Benefit means the amount of life insurance cover as specified in the Policy Schedule or such amount as may be endorsed on the Policy or the reduced death benefit as per the applicable terms of this Policy which is payable by the Company to the Eligible Person as per Clause 3.2 mentioned below.

Guaranteed Maturity Benefit (GMB) refers to the maturity benefit mentioned in the Policy Schedule and payable as per Clause 3.1 of the terms in this policy.

Guaranteed Additions means the additional amount payable on maturity as specified in clause 3.1.2 of the terms of this Policy.

Eligible Person means the Policyholder, including assignees under Section 38 of the Insurance Act, 1938, or nominees under Section 39 of the Insurance Act, 1938, or proving executors of administration or other legal representatives, as per the applicable Regulations.

Extended Policy Term means a term of 30 years from the date of completion of the Policy Term as mentioned in the Policy Schedule.

Policy means and includes this document, the Annexure, the signed Proposal Form, the Policy Schedule and any attached endorsements or supplements together with all addendums.

Policyholder means the Primary Life Assured during the Policy Term and the Secondary Life Assured during the Extended Policy Term or any person in whose favour this Policy is assigned as per the terms of this Policy.

Policy Commencement Date is the Date, Month, and Year the Policy comes into effect and is as specified in the Policy Schedule.

Policy Maturity Date means the date on completion of the Policy Term as specified in the Policy Schedule.

Policy Schedule means the Schedule issued by the Company and attached to and forming part of this Policy.

Policy Term means the tenure of this Policy as specified in the Policy Schedule.

Policy Year means a period of twelve (12) consecutive months starting from the Policy Commencement Date and ending on the day immediately preceding the following policy anniversary date and each subsequent period of twelve (12) consecutive months thereafter.

Premium Payment Term (PPT) means the period in years during which Premiums are payable under the Policy, as specified in the Policy Schedule.

Primary Life Assured refers to the person on whose life the Death Benefit payable is 50% of the Guaranteed Maturity Benefit during the Policy Term as mentioned in Policy Schedule.

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

Regulatory Authority means the Insurance Regulatory and Development Authority and/or such other authority (ies) as may be designated under the applicable Regulations.

Rider means the riders, if any, issued by the Company, attached to and forming part of this policy;

Rider Benefits means the benefits payable under the Rider;

Risk Commencement Date means the date of commencement of the insurance risk cover as specified in the Policy Schedule.

Secondary Life Assured refers to the person on whose life the Death Benefit payable is 2.5% of the Guaranteed Maturity Benefit during the Policy Term and 50% of the Guaranteed Maturity Benefit during the Extended Policy Term.

"We", "Us", "Our" and "Company" refers to Exide Life Insurance Company Limited.

"You" and **"Your"** refers to the Owner of the Policy.

2. **POLICY DESCRIPTION**

Exide Life Aashirvad is the name of the life insurance product of the Company. It is a non-participating and non linked life insurance policy. A non participating policy does not entitle the Policyholder to any share in the surplus (profits) of the Company.

3. BENEFITS PAYABLE UNDER THIS POLICY

3.1 Guaranteed Maturity Benefit (GMB)

Subject to the terms and conditions of this Policy and the Policy remaining in force and effect on the completion of the Policy Term, the Company shall pay to the Eligible Person, the Guaranteed Maturity Benefit as per the Guaranteed Maturity Benefit Option (as mentioned below in 3.1.1 or 3.1.2) opted by the policyholder at inception of this Policy. The Guaranteed Maturity Benefits opted by the policy holder as mentioned in the Policy Schedule is subject to payment of all the premiums due and payable under the Policy.

The Guaranteed Maturity Benefit option shall be opted at the inception of the policy and cannot be changed during the Policy Term unless the Company at its sole discretion permits such change. The Guaranteed Maturity Benefit (GMB) options available under this policy are mentioned below;

3.1.1 Option A: - Part Staggered and Part lumpsum Payouts:

Under this option the Guaranteed Maturity Benefits are payable as mentioned in the table below:

Period of Payment	Payouts (as a % of GMB)
1 st policy anniversary after PPT	7.5
2 nd policy anniversary after PPT	7.5
3 rd policy anniversary after PPT	10
4 th policy anniversary after PPT	10
Policy Maturity Date	65

OR

3.1.2 Option B: - Single Lumpsum Payout:

Under this option the Guaranteed Maturity Benefit are payable as a lumpsum on the Policy Maturity Date.

There is a Guaranteed Additions of 5% of GMB payable on the policy maturity date in addition to the Guaranteed Maturity Benefit in case the Policyholder opts for Option B.

Notwithstanding anything mentioned in Section 3.1.2 above the Guaranteed Additions are payable on Policy Maturity Date for Option B (Single lumpsum payout) only. This Guaranteed Addition is not payable in case the policy acquires a Paid up Value as referred in Clause 4.1.4.1.

3.2. Death Benefit

3.2.1. Before the Policy Maturity Date (during the Policy Term):

3.2.1.1. Death of the Primary Life Insured.

Subject to the terms and conditions of this Policy and the Policy remaining in full force and effect or attaining the Paid up Value (as applicable) on the date of death of the Primary Life Assured, the Company shall pay to the Eligible Person, the Death Benefit which is equal to 50% of the

Guaranteed Maturity Benefit or the Paid Up Value as specified in Clause 4.1.4.1 (if the policy has acquired a Paid Up Value as referred in Clause 4.1.4.1) under this Policy as on the date of receipt of written intimation of death of the Primary Life Assured at the National Operations office of the Company, Bengaluru.

Subject to the death claim of the Primary Life Assured when the policy is in full force and before acquiring a paid up value as referred in Clause 4.1.4.1 being admitted by the Company, all the future Premiums payable under this Policy from the next Policy Year onwards shall stand waived and the Policy continues. The Guaranteed Maturity Benefits would be payable as referred in clause 3.1 above.

3.2.1.2. Death of the Secondary Life Assured.

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 Secondary Life Assured the Company shall pay to the Eligible Person, the Death Benefit which is equal to 2.50% of the Guaranteed Maturity Benefit and the Cash Surrender Value (if any) under this Policy as on the date of receipt of written intimation of death of the Secondary Life Assured at the National Operations office of the Company, Bengaluru. There is no Cash Surrender Value payable in case of death of the Secondary Life Assured if 3 full years premium has not been paid. The Policy shall terminate automatically on payment of the Death Benefits and Cash Surrender Value (if applicable) with no further benefits payable under the policy and the Company shall be relieved and discharged from all obligations under this Policy thereafter.

Lien: There is no lien clause on life cover in this policy.

3.2.2. After the Policy Maturity Date (During the Extended Policy Term)

3.2.2.1 Death of the Secondary Life Assured.

Subject to the terms and conditions of this Policy and the Policy remaining in full force and effect on the Policy Maturity Date and after payment of the entire Guaranteed Maturity Benefit to the Eligible Person the Death Benefit of the Secondary Life Assured during the Extended Policy Term shall be equal to 50% of the Guaranteed Maturity Benefit. In case of the death of the Secondary Life Assured during the Extended Policy Term the Company shall pay to the Eligible Person, the death Benefit which is equal 50% of the Guaranteed Maturity Benefit under this Policy as on the date of receipt of written intimation of death of the Secondary Life Assured at the National Operations office of the Company, Bengaluru.

3.2.2.2 Death of the Primary Life Assured.

There is no life cover on the Primary Life Assured after the Policy Maturity Date.

3.3 Rider Benefits

Subject to the terms and conditions of the rider policy the policyholder has the option to opt for one of the below mentioned riders during the Premium Payment Term. The rider benefit shall be applicable only on the Primary Life Assured during the Policy Term and subject to the Rider Policy Terms and conditions.

3.3.1. Exide Life Accidental Death Benefit Rider (UIN: 114C003V01)

In the unfortunate event of death due to an accident an optional additional Rider benefit is also payable as per the rider policy Terms and Conditions. This Rider benefit is available only in the event that the same has been opted for by the Policyholder in the Application and the necessary Rider premiums have been received by the Company.

3.3.2. Exide Life Accidental Death, Disability and Dismemberment Benefit Rider (UIN: 114C002V01)

In the unfortunate event of death or disability caused due to an accident an optional additional Rider benefit is also payable as per the rider contract. This Rider benefit is available only in the event that the same has been opted for by the Policyholder in the Application and the necessary Rider premiums have been received by the Company.

3.4. Requirements for maturity claims and death claims

3.4.1 In the event of a claim for Maturity Benefit or Death Benefit arising under this Policy, the Eligible Person shall endeavor 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:

3.4.1.1 In case of maturity claims

- (i) Original Policy document; and
- (ii) Discharge Form

3.4.1.2 In case of death claims, except death claims arising out of accidents or unnatural deaths

- (i) Death Certificate, in original, issued by the competent authority;
- (ii) Policy document, in original;
- (iii) Medical Cause of Death certificate, issued by doctor certifying death.
- (iv) Identification proof (bearing photo) of person receiving the benefit and the Life assured.
- (v) Medical treatment records (discharge summary / death summary, investigation reports, etc) if life assured has taken treatment for illness leading to his/her death.

3.4.1.3 In case of death claims arising out of accidents or unnatural deaths

- (i) Death Certificate, in original, issued by the competent authority;
- (ii) Policy document, in original;
- (iii) Identification proof (bearing photo) of person receiving the benefit and the Life assured.
- (iv) First Information Report, Inquest and the Final Investigation Report thereof, duly attested by concerned jurisdictional Police Official.
- (v) Post Mortem Report duly attested by the concerned officials.

3.4.1.4 Notwithstanding anything contained in Clause 3.4.1.2 and 3.4.1.3 above, depending upon the cause or nature of the claim, the Company reserves the right to call for any

other and/or additional documents or information, including documents/information, to the satisfaction of the Company, for processing of the claim.

3.5 Payment of Benefits

3.5.1 Payment of the Benefits under this Policy shall be subject to any indebtedness arising out of outstanding policy loans, interest due on such loans etc. Payment of all the Benefits as shown in the Schedule shall be subject to receipt by the Company of proof to its satisfaction;

3.5.1.1 of the Benefits having become payable as set out in this Policy; and

3.5.1.2 of the title of the person or persons claiming the Benefits; and

3.5.1.3 of the correctness of the age of the Life Assured as stated in the Proposal, if not previously admitted.

3.6. Mode of payment of Benefits

3.6.1 All Benefits and other sums under this Policy shall be payable in the manner and in Indian Rupees allowed/permitted under the Regulations.

3.6.2. 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 Bengaluru. Any discharge given by the Eligible Person, or by any person authorized by the Eligible Person 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.

4. PREMIUM UNDER THIS POLICY

4.1 Payment of Premiums

4.1.1 This Policy is issued subject to the Policyholder making prompt and regular payment of Premium for the Premium Payment Term and it shall be the responsibility of the Policyholder to ensure prompt and regular payment of the Premium.

4.1.2 **Grace Period:** - A grace period of thirty (30) days from the Premium payment due date will be allowed for payments of each Premium. The Regular Premiums are payable on the due date for payment and in any case not later than the grace period of 30 days from the due date for Quarterly/Half yearly/Yearly/Monthly frequencies, respectively. During the grace period, the Policy shall continue to be in force for the Insured Event. Any unpaid premium is deductible from the benefits that may arise during the 30-day grace period. If the premiums due are not paid within the grace period, the Policy lapses. The Company shall immediately thereon, cease to be liable to pay any benefits payable under such lapsed Policy, except as stated under the non-forfeiture provisions of this Policy as per Clause 4.1.4, until and unless the Policy has been fully reinstated.

4.1.3 **Reinstatement of the Policy:-**

Subject to the approval of the Company and the prevailing rules of the Company, this Policy, if lapsed, may be reinstated before the Policy Maturity Date but within five years from the due date for payment of the first unpaid Premium provided;

- 4.1.3.1. This Policy has not been surrendered for cash; and
- 4.1.3.2. 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 Primary Life Assured/Secondary Life Assured, to the satisfaction of the Company; and
- 4.1.3.3. All amounts necessary to reinstate this Policy including all outstanding premiums with interest as levied by the Company from time to time.
- 4.1.3.4. Notwithstanding anything to the contrary contained elsewhere in this Policy, the Company reserves the right to reinstate the lapsed 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.
- 4.1.3.5. Subject to the provisions of Clause 4.1.3.1 above, the reinstatement shall come into effect on the date when the Company specifically communicates it in writing to the Policyholder. 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 a lapsed Policy, 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 this Policy or repudiate the claim, if any, arising after such reinstatement and the Policyholder shall not be entitled to receive any amounts paid under this Policy including the amounts paid towards such reinstatement.

4.1.4 Non-Forfeiture options upon Non-Payment of Regular Premiums :-

If at least three full years' premiums have been paid and if any subsequent premium due has not been received by the Company the Policyholder shall have the following options:-

4.1.4.1. Paid up Value

If the Regular Premiums for at least three full years have been paid and no further due premiums are paid, then the Policy will be eligible for a non-forfeiture benefit which shall be a Paid-up Value. The amount of the Paid-up Value for Death Benefit shall be determined by multiplying the Death Benefit (in case of Primary Life Assured - 50% of the GMB and in case of Secondary Life Assured - 2.5% of the GMB) with the ratio of the number of Regular Premiums paid to the total number of Regular Premiums payable during the Premium Payment Term as shown below:

$$\text{Paid-up Value for Death Benefit} = \frac{(\text{Number of instalments of premiums paid})}{(\text{Total Number of Instalments of premiums Payable under the policy})} \times \text{Death Benefit (as applicable)}$$

4.1.4.1.a. Death Benefit before Policy Maturity Date on acquiring Paid Up Value

In case of death of the Primary Life Assured during the Policy Term and when the policy has acquired a Paid-up Value, the Company shall pay to the Eligible Person the Paid up Value for Death Benefit as stated in 4.1.4.1 and the policy continues.

Notwithstanding anything contained in this policy, the Guaranteed Maturity Benefits are also reduced and is payable on the Policy Maturity Date. The Paid Up Value for Guaranteed Maturity Benefit is calculated as below:

$$\text{Paid-up Value for GMB} = \frac{(\text{Number of instalments of premiums paid})}{(\text{Total Number of Instalments of premiums Payable under the policy})} \times \text{Guaranteed Maturity Benefit}$$

In case of death of the Secondary Life Assured during the Policy Term and when the policy has acquired Paid-up Value the Company shall pay to the Eligible Person the Paid up Value for death as stated in 4.1.4.1 and Surrender Value (as applicable) and the policy shall stands terminated with no further benefits payable under the policy.

Once the Policy has acquired a Paid Up Value and during the Policy Term, the Policy can be surrendered for the Surrender Value as mentioned in clause 4.1.4.2.

4.1.4.1.b **Death Benefit after Policy Maturity Date on acquiring Paid Up Value**

In case of death of the Secondary Life Assured during the Extended Policy Term and when the policy has acquired Paid-up Value the Company shall pay to the Eligible Person the Paid up Value for death and the policy shall stands terminated with no further benefits payable under the policy.

There is no life cover on the Primary Life Assured after the Policy Maturity Date.

4.1.4.2. **Surrender the Policy**

If the Regular Premiums for at least three full years have been paid, the Policy acquires a Surrender Value as set out in Section 4.1.5. Instead of continuing with the Policy the same may be surrendered for its Surrender Value. The Policy cannot be surrendered after the death of the Primary Life Assured. Upon Payment of the Surrender Value, the Policy shall stand terminated with no further benefits payable under the policy and the Company shall be relieved and discharged from all obligations under this Policy thereafter.

4.1.5 **Surrender Value:**

The Policy acquires a Surrender Value provided:

- a) The Policy has been in full force for at least three years, and
- b) All Regular Premiums up to the third Policy Anniversary has been paid in full.

4.1.5.1 **Guaranteed Surrender Value:** Guaranteed Surrender Value is equal to 30% of the Regular Premiums paid excluding the first year Annualised Premium and any extra premiums paid on account of adverse health condition or occupation of the Person Insured, if any, less the part staggered Payouts (if any) under option A already paid. The Guaranteed Surrender Value payable will be subject to any statutory or any other restrictions/requirements as may be applicable.

- 4.1.5.2 **Cash Surrender Value:** The Policy may acquire a Cash Surrender Value if at least three full years premiums has been paid, which shall, at no point of time, be lesser than the Guaranteed Surrender Value. The Cash Surrender Value will be quoted only on receipt of a surrender request which shall be determined by the Company from time to time and is not guaranteed.

The Surrender Value payable shall be the higher of Guaranteed Surrender Value or Cash Surrender Value, less any indebtedness under the Policy, including any Policy loans, interest due on such loans and any premiums due but unpaid. The Policy terminates upon the payment of the Surrender Value.

There is no Surrender Value once the Guaranteed Maturity Benefits are paid out. The Surrender Values and Non-forfeiture provisions apply only to the Basic Policy mentioned in the Schedule and not to any Riders.

5. EXCLUSIONS

- 5.1 **Suicide:** - If the Primary Life Assured commits suicide for any reason, while sane or insane, within one year from the Date of Risk Commencement as specified in the Policy Schedule, the Policy shall be treated as null and void, no benefit shall be payable under the Policy and all the premiums paid on the Policy shall stand forfeited to the Company.

If the Primary Life Assured commits suicide for any reason, while sane or insane, within one year from the date of reinstatement of the risk cover under this Policy, this Policy shall stand terminated and the Eligible Person shall be paid only the Surrender Value, if applicable, prevailing as on the Date of intimation of death.

- 5.2 The Suicide exclusion shall not be applicable on the Secondary Life Assured.

6. GENERAL PROVISIONS

6.1. Policy Loan

At any time after three full years' premiums have been paid, if any Cash Surrender Value is available under the Policy, the Policyholder may obtain a loan on the sole security of the Policy and on its proper assignment to the Company. The maximum amount of loan that will be advanced at any one time or more than one time shall not exceed 80% of the available Cash Surrender Value and provided that the amount of the loan is not less than Rs.1000/-. The rates of interest payable on the loan and the other terms and conditions of the loan shall be as determined by the Company from time to time. All loans within the permissible limits will be granted after deducting any previous loan with interest. All outstanding loan and interest thereon shall be deducted from any benefits payable under the Policy. If at any point of time, the loan along with outstanding accrued interest exceeds the value of benefits payable under the Policy, the Policy will be forfeited and no benefits will be payable. There is no loan facility after the death of the Primary Life Assured or after the completion of the Policy Term.

6.2. Free Look Provisions

The Policyholder shall have a period of 15 days from the date of receipt of the Policy document to review the terms and conditions of this Policy and if the Policyholder disagrees with any of the terms and conditions, he/she has the option to return the Policy stating the reasons for the objections upon which the Company shall return the Premium paid subject to deduction of a proportionate risk premium for the period of insurance cover in addition to the expenses incurred on medical examination (if any) and the stamp duty charges. All Benefits and rights under this Policy shall immediately stand terminated at the cancellation of the Policy.

6.3 Forfeiture in certain events

In case the premiums have been duly paid or in case any conditions mentioned under this Policy have been contravened or violated or in case it is found that any untrue or incorrect statement is contained in the Proposal, declaration or any personal statement and connected documents or that any material information is withheld or misrepresented, then in every such case but subject to the provisions of section 45 of the Insurance Act 1938, the Policy shall become null and void and the Company shall immediately thereon, cease to be liable for any benefits payable under the Policy and the moneys paid under the Policy shall belong to the Company.

6.4 Admission of Age

The age of the Life Assured has been admitted on the basis of the declaration made by the Policyholder / Life Assured in the Proposal form and/or in any document/statement based on which this Policy has been issued. If the age of the 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. This Policy shall however become void from commencement, if the age of 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 and the amounts received under this Policy shall be liable to be forfeited by the Policyholder in favour of the Company at the Company's option.

6.5 Assignment

The provisions of assignment are governed by section 38 of the Insurance Act 1938. 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 registering an assignment, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

6.6 Nomination

The provisions of nomination are governed by section 39 of the Insurance Act 1938. The life assured, where he is the Policyholder, may, at any time during the currency of this Policy, make a nomination for the purpose of payment of Benefits in the event of his death. Where the nominee is a minor, the policyholder shall also appoint a person to receive the money during the minority of the nominee. Nomination may be made by an endorsement on the Policy and by communicating the same in writing to the Company. Any change of 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.

6.7 Assignment And Nomination

Notice of any assignment or nomination 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.

6.8 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 premiums with the prior approval of the Regulatory Authority.

6.9 Release and discharge:

The Policy will terminate automatically on payment of the surrender value or on the happening of the events that the Policy reads specifically that the Policy shall terminate, as the case may be, and the Company will be relieved and discharged from all obligations under this Policy thereafter.

6.10 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 aggregate amount of the relevant Benefits payable hereunder.

6.11 Taxes, duties and levies and disclosure of information:

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 or levies including without limitation any value added, service tax or other taxes (collectively "Taxes") as may be imposed now or in future by any authority on the Premiums, charges and Benefits shall be borne and paid by the Policyholder or the Eligible Person, as the case may be or deducted by the Company from the Premium received or benefits payable. The Premium and other sums payable under or in relation to the Policy do not include the Taxes... 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. 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. 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.

6.12 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.

6.13 Grievance Redressal /Complaints: 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 customer.service@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 'A'** 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

6.14 Entire Contract:

This Policy comprises the terms and conditions set forth in this Policy document, the Policy Schedule, 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.

6.15 Governing Law and Jurisdiction:

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. 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.

6.16 Risk Factors

- a) Exide Life Aashirvad is a Non- Linked, Non- Participating Life Insurance Product.
- b) Exide Life Insurance Company Limited is only the name of the Insurance Company and Exide Life Aashirvad is only the name of the product and does not in any way indicate the quality of the product, its future prospects or returns.

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.

for EXIDE LIFE INSURANCE COMPANY LIMITED

By:

Name:

Title:

Exide Life Insurance Company Limited, Registration No.114,
Regd.& Corporate Office: 'ING Vysya House', 5th Floor, No.22, M.G.Road, Bangalore-560 001,
India.Tel:080-67999200.Fax:080-25559764
Product UIN: 114N033V01.

Annexure C

Jurisdiction	Name and Address of Ombudsman	Jurisdiction	Name and Address of Ombudsman
Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu	Shri. P. Ramamoorthy 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, 2 nd 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	Shri. B.P. Parija Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email iobbsr@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 D.C. Choudhury Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 5 th 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, 1 st 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)	Shri.R. Jyothidranathan Insurance Ombudsman, Office of the Insurance Ombudsman,	West Bengal, Bihar, Jharkhand and	Ms. Manika Datta Insurance Ombudsman, Office of the Insurance

Lakshadweep, (b) Mahe – a part of UT of Pondicherry	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	UT of Andaman & Nicobar Islands, Sikkim	Ombudsman, Hindustan Building Annexe, 4th Floor, 4, Chittaranjan Avenue, KOLKATA-700 072. Phone: 033-2212 4339/4340 Fax: 033-2212 4341 Email iombsdpa@bsnl.in
Uttar Pradesh and Uttaranchal	Shri. G.S. Pande Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6 th 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)