

## Exide Life Assured Returns

### 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 Annual 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.

**Charges** means collectively the Premium Allocation Charge, Policy Administration Charge, Mortality Charge, Account Administration Fees, Surrender Charge as set out 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.

**Guaranteed Interest Rate** refers to the interest rate (net of Account Administration Fees of 1.25% per annum) declared on the Interest Declaration Date and is applicable on the Policyholder's Account Value as described in clause 3.3.1.

**Loyalty Interest** refers to the one time interest rate of 1.5% per annum credited to the Policyholder's Account Value at the end of the First Policy Year on the date of receipt of the second year's Premium within the Grace Period.

**Delayed Payment Interest Rate** refers to the interest rate (net of Account Administration Fees of 1.25% per annum) declared on the Interest Declaration Date by the Company as set out under clause 3.3.4.

**Interest Declaration Date** refers to the 15<sup>th</sup> day of February of every English calendar year (or on the next official working day in case the Interest Declaration Date falls on a public holiday) wherein a Guaranteed Interest Rate and Delayed Payment Interest Rate is declared.

**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.

**Market Value Adjustment** refers to the reduction applied by the Company to the Policyholder's Account Value and reflects the requirement to realize investments for payment of surrender benefit.

**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.

**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 person specified as such in the Policy Schedule or any person in whose favour this Policy is assigned in terms of this Policy.

**Policyholder's Account Value** means value of the Policyholder's Account as defined in Clause 3.8 below.

**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 10 years of the Policy, 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 Paying Term** means the period in years during which Premiums are payable under the Policy, as specified in the 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.

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

**Schedule** refers to the schedule issued by the Company to evidence the insurance cover and forms part of the Policy.

**Sum Assured** 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 Sum Assured as per the applicable terms of this Policy.

**"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 Assured Returns** 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 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, the Company shall pay to the Eligible Person, the Sum Assured (as applicable) under this Policy and the Policyholder's Account Value as on the date of receipt of written intimation of death of the Life Assured at the National Operations office of the Company, Bengaluru. In case of death of the Life Assured prior to the Risk Commencement Date, the Company's liability will be limited to payment of the Policyholder's Account Value.

**Lien:** If the age at entry of the Life Assured is less than 12 years the insurance cover under the Policy will commence only at the end of two years from the Policy Commencement Date.

### **3.2 Maturity Benefit**

Subject to the terms and conditions of this Policy and the Policy remaining in force and effect on the Policy Maturity Date, the Company shall pay to the Eligible Person, the Policyholder's Account Value under this Policy, if any, on the survival of the Life Assured as on the Policy Maturity Date.

### **3.3. Interest Benefits**

3.3.1 **Guaranteed Interest Rate:** This is the interest rate declared by the Company on the Interest Declaration Date applicable to the Premiums as well as on the Policyholder's Account Value provided the Premiums are received within the Grace period. This interest rate is applied and credited to the Policyholder's Account Value at the end of each Policy Year.

3.3.2 **Loyalty Interest Rate:** This is a one-time interest rate of 1.5% per annum applied and credited to the Policyholder's Account Value at the end of the First Policy Year on the date of receipt of the second year's Premium within the Grace Period.

3.3.3 The Company has declared an interest rate of 8.75% per annum for the First Policy Year (net of Account Administration Fees of 1.25% per annum and includes the Loyalty Interest Rate).

3.3.4 **Delayed Payment Interest Rate:** The Company shall also on every Interest Declaration Date declare a Delayed Payment Interest Rate applicable for the Premiums received after the Grace Period for the applicable Policy Year.

The Guaranteed Interest Rate as well as the Delayed Payment Interest Rate declared may vary in each year and the Company does not guarantee or assure either a minimum or maximum Guaranteed Interest Rate or Delayed Payment Interest Rate in any year. However the Guaranteed Interest Rate and the Delayed Payment Interest Rate as declared on the Interest Declaration Rate in every year is guaranteed for the applicable Policy Year.

### **3.4 Surrender of Policy**

Subject to three full years' Premium having been paid by the Policyholder under this Policy, the Policyholder may surrender this Policy upon a written request to the Company. On receipt of the request for Surrender of the Policy, the Policy shall stand terminated and the Company shall pay a surrender value equal to the Policyholder's Account Value less the Surrender Charges and Market Value Adjustment. In case of surrender request the declared interest rate as applicable shall be credited to the Policyholder's Account Value proportionately in accordance with the terms and conditions of this Policy. The Policy and all Benefits there under shall stand terminated automatically upon payment of surrender value.

The Policyholder is entitled to a minimum guaranteed surrender value which is 30% of Policyholder's Account Value.

### **3.5 Requirements for maturity claims and death claims**

3.5.1 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:

#### **3.5.1.1 In case of maturity claims**

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

#### **3.5.1.2 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.

#### **3.5.1.3 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.

3.5.1.4 Notwithstanding anything contained in Clause 3.5.1.2 and 3.5.1.3 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.

### **3.6 Payment of Benefits**

3.6.1 Payment of the Benefits under this Policy shall be subject to any indebtedness or lien 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;

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

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

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

### 3.7. **Mode of payment of Benefits**

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

3.7.2 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.

### 3.8. **Policyholder's Account Value**

The Policyholder's Account Value would notionally represent the amount of Premiums received, after deduction of applicable charges including service tax levied and interest credited. The Policyholder's Account Value does not give rise to any legal or beneficial ownership or any right in favour of the Policyholder in Company's profit or Assets.

## 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 fifteen (15) days from the Premium payment due date will be allowed for payments of each Premium.

#### 4.1.3 **Lapse of Policy**

If the Policyholder fails to pay the Premium for the second Policy Year within the due date as set out in the Policy Schedule or within the Grace Period, the Policy shall lapse with effect from the due date of the first unpaid Premium and all the applicable Benefits including the Death Benefits under this Policy shall immediately cease. The Policyholder may however apply to reinstate the policy subject to underwriting considerations within 3 years from the due date of the first unpaid Premium. On reinstatement of the Policy by payment all outstanding Premiums the Policyholder's Account Value as on the date of lapse shall also be reinstated. In case the Policy is reinstated by paying all the outstanding Premiums within 15 days of the policy anniversary date in any subsequent Policy Year, the Policyholder's Account Value and all outstanding Premiums received will earn the Guaranteed Interest Rate applicable to the Policy Year in which the Premium dues are received. In case the outstanding Premiums for reinstatement are paid after 15 days of the policy anniversary date in any subsequent Policy Year, the Policyholder's Account Value and all outstanding Premiums received will earn only the Delayed payment interest rate applicable to the Policy Year in which the Premium dues are received.

#### 4.1.4 **Non- Forfeiture Benefits**

4.1.4.1 If the Premiums for at least two full Policy Years have been paid and no further Premiums are paid, the Policy shall not lapse and the Policyholder's Account Value shall continue to earn the applicable Guaranteed Interest Rate. However, in case of death of the Life Assured during such period prior to termination the Eligible Person shall be entitled to the Policyholder's Account Value and a reduced Sum Assured which shall be calculated as under:

Reduced Sum Assured = Number of Premiums Paid divided by the Number of Premiums Payable multiplied by the Sum Assured as mentioned on the Policy Schedule.

4.1.4.2 The Company shall continue to deduct Policy Administration Charges, Account Administration Fees and Mortality charges from the Policyholder's Account Value. The Policy shall continue till the Policyholder's Account Value falls to or equals one full year's Premium. The Policy shall then stand terminated and the Company shall not be liable to pay any Benefits under this policy except refund of the balance in the Policyholder's Account Value.

4.1.4.3 The Policyholder may however apply to reinstate the Policy subject to underwriting considerations within 3 years from the due date of the first unpaid Premium by paying all due Premiums. In case the outstanding Premiums for reinstatement are paid within 15 days of the policy anniversary date in any subsequent Policy Year, all outstanding Premiums received will earn the Guaranteed Interest Rate applicable to the Policy Year in which the Premium dues are received. In case the outstanding Premiums for reinstatement are paid after 15 days of the policy anniversary date in any subsequent Policy Year all outstanding Premiums received will earn only the Delayed Payment Interest Rate applicable to the Policy Year in which the Premium dues are received.

## **4.2 Reinstatement of Policy**

4.2.1 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 three years from the due date for payment of the first unpaid Premium provided;

4.2.1.1 this Policy has not been surrendered for cash; and

4.2.1.2 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 Life Assured, to the satisfaction of the Company; and

4.2.1.3 All amounts necessary to reinstate this Policy are received by the Company.

4.2.2 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.

4.2.3 Subject to the provisions of Clause 4.2.1 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.

## **5. EXCLUSIONS**

### **5.1 Suicide**

If the Life Assured commits suicide for any reason, while sane or insane, within one year from the Risk Commencement Date or from the date of reinstatement, only the Policyholder's Account Value shall be paid to the Eligible Person and no other Benefits under this Policy shall be payable.

## **6. GENERAL PROVISIONS**

### **6.1. Forfeiture**

In issuing this Policy, the Company has relied on, and may rely on, accuracy and completeness of the information provided by the proposer /Policyholder/Life Assured and any other declarations or statements made or as may be made hereafter, by the proposer/Policyholder/Life Assured. 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 under this Policy. In such a case, the Company may, retain the amounts received under this Policy from the policyholder.

### **6.2. Loan On Policy**

At any time after completion of the Premium Paying Term as per the Policy Schedule, if any surrender value is available under this Policy, the Policyholder may obtain a loan on the security of this Policy and on its proper assignment to the Company. The aggregate amount of loan that may be advanced shall not exceed 80% of the available surrender value. 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 and shall be communicated at the time of applying for the loan. 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 and other sums payable under this Policy. If at any point of time, the loan along with outstanding accrued interest exceeds the value of Benefits payable under this Policy, the Company reserves the right to foreclose this Policy and recover the amounts due to it.

### **6.3. 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.

### **6.4. 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. No Participation In Surplus Or Profits**

No rights are conferred on the Policyholder by this Policy to participate in surplus or profits of the Company.

#### **6.9. 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, with the prior approval of the Regulatory Authority.

#### **6.10. Release and discharge:**

The Policy will terminate automatically on payment of the Death Benefits or the Maturity Benefits or the surrender value or on happening of 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.



#### **6.11. 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 Policyholder's Account 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.

#### **6.12. 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.

#### **6.13. 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.

#### **6.14. 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.

#### **6.17 . Annual Statement.**

The Company shall issue to the Policyholder, on every Policy anniversary a Policy account statement containing the details of the Policyholder's Account Value.

#### **6.18. Risk Factors**

- a) Exide Life Assured Returns 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 Assured Returns is only the name of the product and does not in any way indicate the quality of the product, its future prospects or returns.
- c) This product guarantees an interest rate every year, however the rate of interest declared will vary from year to year and the Company does not guarantee any minimum or maximum interest rate returns in any year.

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:- SCHEDULE OF POLICY CHARGES:-**

- A. **Mortality Charge:** Mortality Charge is the charge levied at the beginning of each Policy Year, for providing the Death Benefit. The Company may deduct the Mortality Charge on attained age basis, annually in advance, from the Policyholder’s Account Value. The Annual rates of Mortality Charges are provided in **Annexure–B** which will remain unchanged during the term of the Policy.
- B. **Premium Allocation Charges:** Premium Allocation Charge is a percentage of the Premium appropriated towards charges from the Premium received and is charged at the time of receipt of the Premium. The Company charges the Premium Allocation Charges, at the following rates:

Policy Year	Allocation Charge
1	30%
2-3	3%
4 onwards	Nil

The current rates of Premium Allocation Charges as provided herein above shall remain unchanged during the term of the present Policy.

- C. **Account Administration Fees:** An Account Administration fee is charged as a percentage of the Policyholder’s Account Value. The Guaranteed Interest Rate & Delayed Payment Interest Rate declared every year will be net of Account Administration Fees. The Account administrative fee is 1.25% per annum of the Policyholder’s Account Value.
- D. **Policy Administration Charge:** A Policy Administrative Charge of Rs.1, 600 shall be deductible in the first Policy Month of the first Policy Year and from the second Policy Year onwards Rs. 630 per annum increasing at 5% compounding rate per annum. This Policy Administration Charge would be deducted at the beginning of each Policy Year from the Policyholder’s Account Value.
- E. **Surrender Charge: Surrender Charge is a charge, which is expressed as a percentage of the** Policyholder’s Account Value. This is based on the number of Premiums paid and is deducted from the Policyholder’s Account Value. The applicable Surrender Charges are as follows:

Number of full years’ Premiums paid	As a percentage of Policyholder’s Account Value
3	25%
4	10%
5 and thereafter	NIL

**Annexure B**

Annual Mortality Charges per Rs.1,000 Sum Assured.

Age	Male	Female
8	0.43	0.45
9	0.43	0.41
10	0.41	0.43
11	0.49	0.43
12	0.57	0.43
13	0.7	0.41
14	0.77	0.49
15	0.83	0.57
16	0.89	0.7
17	0.94	0.77
18	0.99	0.83
19	1.04	0.89
20	1.08	0.94
21	1.12	0.99
22	1.15	1.04
23	1.18	1.08
24	1.2	1.12
25	1.22	1.15
26	1.24	1.18
27	1.25	1.2
28	1.26	1.22
29	1.26	1.24
30	1.26	1.25
31	1.26	1.26
32	1.3	1.26
33	1.35	1.26
34	1.41	1.26
35	1.5	1.3
36	1.6	1.35
37	1.72	1.41

Age	Male	Female
41	2.43	1.86
42	2.61	2.01
43	2.81	2.22
44	3.06	2.43
45	3.36	2.61
46	3.71	2.81
47	4.12	3.06
48	4.58	3.36
49	5.1	3.71
50	5.66	4.12
51	6.28	4.58
52	6.96	5.1
53	7.69	5.66
54	8.47	6.28
55	9.3	6.96
56	10.19	7.69
57	11.12	8.47
58	11.91	9.3
59	12.91	10.19
60	14.12	11.12
61	15.54	11.91
62	17.18	12.91
63	19.02	14.12
64	21.08	15.54
65	23.34	17.18
66	24.54	19.02
67	27.67	21.08
68	31.13	23.34
69	34.96	24.54
70	39.2	27.67

**ANNEXURE- C**

You can approach Ombudsmen designated by Insurance Regulatory and Development Authority at the following addresses, in case any of your grievances is not redressed to your satisfaction by the Exide Life Insurance Company Limited.

<b>Jurisdiction</b>	<b>Name and Address of Ombudsman</b>	<b>Jurisdiction</b>	<b>Name and Address of Ombudsman</b>
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, <b>AHMEDABAD-380 014.</b> 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 <sup>nd</sup> Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, <b>BHOPAL(M.P.)-462 023.</b> Tel.:- 0755-2569201 Fax : 0755-2769203 Email bimalokpalbhopal@airtelmail.in
Orissa	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, <b>BHUBANESHWAR-751 009.</b> 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, <b>CHANDIGARH-160 017.</b> 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, <b>CHENNAI-600 018.</b> 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, <b>NEW DELHI-110 002.</b> 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", 5 <sup>th</sup> Floor, Near Panbazar Overbridge, S.S. Road, <b>GUWAHATI-781 001 (ASSAM).</b> 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 Chandras Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1 <sup>st</sup> Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, <b>HYDERABAD-500 004.</b> Tel : 040-65504123 Fax: 040-23376599 Email insombudhyd@gmail.com
Kerala, UT	Insurance Ombudsman, Office of the Insurance Ombudsman,	West Bengal, Bihar,	Ms. Manika Datta Insurance Ombudsman,

of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, <b>ERNAKULAM-682 015.</b> Tel : 0484-2358759 Fax : 0484-2359336 Email iokochi@asianetindia.com	Jharkhand and UT of Andaman & Nicobar Islands, Sikkim	Office of the Insurance Ombudsman, Hindustan Building Annexe, 4th Floor, 4, Chittaranjan Avenue, <b>KOLKATA-700 072.</b> 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, 6 <sup>th</sup> Floor, Nawal Kishore Road, Hazaratganj, <b>LUCKNOW-226 001.</b> 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), <b>MUMBAI-400 054.</b> 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)

