

EXIDE LIFE CREATING LIFE – CHILD PROTECTION PLAN

CONDITIONS APPLICABLE ONLY TO THE BASIC POLICY

1. **Benefit:** In case any of the events specified below occurs, while the Policy is in full force and effect, the Company agrees to pay the applicable Benefits specified below, subject to the terms and conditions mentioned in the Policy:

	Event	Benefit
.1.	On death of the Life Assured after the Date of Risk Commencement but before the Date of Maturity	Payment of the Sum equal to Sum Assured under the Basic Policy and waiver of all future premiums payable on the Basic Policy.
.2.	On the Date of Maturity	Payment of Sum Assured under the Basic Policy together with non-guaranteed bonuses, if any attached to the Policy.

2. **Participation in Profits:** The Company shall determine yearly, as a Bonus, that part of the divisible surplus if any, as may be distributed to this Policy. Payment of such bonuses shall be as per norms described in the Policy Bonuses provision of this Policy.
3. **Policy Bonuses:** Compounded Reversionary Bonuses, if any declared under this Policy, after each policy anniversary will be attached to the Policy immediately on declaration, provided the policy is in force for full Sum Assured at that time. Such vested bonuses will remain attached to the Policy and will be paid on the Date of Maturity.
4. **Guaranteed Cash Surrender Value:** If at least three full years' premiums have been paid, the Policy may be surrendered for a Cash Surrender Value, which shall be determined by the Company from time to time.

The minimum cash surrender value, which is the Guaranteed Cash Surrender Value upon a minimum of 3 full year's premium being paid, is calculated as 30% of the total premiums paid, excluding the first years' premium and any extra premiums in case of surrender.

The net cash surrender value payable shall be the Cash Surrender Value or Guaranteed Cash Surrender Value, whichever is higher, 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 net cash surrender value.

5. **Non-Forfeiture Provisions:** If at least three full years' premiums have been paid and if any subsequent premium due has not been received by the Company the Policy shall be continued without further premiums as non-participating paid-up assurance for the remaining duration of the Policy with a reduced paid-up Sum Assured.

The minimum amount of such reduced paid-up assurance shall be calculated as follows:

$$\text{Reduced Paid-up Assurance Amount} = \frac{(\text{Number of instalments of premiums paid})}{(\text{Total Number of Instalments of premiums Payable under the policy})} \times (\text{Sum Assured of Basic Policy on lapse date}) + (\text{Vested bonuses if any})$$

The Reduced Paid-up Assurance Amount is payable at the Date of Policy Maturity or on earlier death of the Life Assured, provided that the reduced paid-up amount is not less than Rs.100/-. The Policy shall terminate on the payment of the reduced paid-up amount.

A reduced paid-up Policy shall cease to participate in the profits of the Company from the earliest date at which the premium was due and not paid.

Any loan under the Policy along with any accrued interest due on such loan will be deducted from the benefits paid under the Policy.

The Surrender Values and Non-forfeiture Provisions apply only to the Basic Policy mentioned in the Schedule and not to any Riders.

6. **Policy Loan:** At any time after three full years' premiums have been paid, if any net 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 90% 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.

Settlement options: On the stipulated Date of Maturity, provided the Policy is in force, the Beneficiaries under this Policy have option to receive the maturity amount in 1,3 or 5 equated annual instalments commencing from the Date of Maturity. The amount of the equated annual instalments will be determined at the time of maturity, based upon the rates of interest prevailing at that time and will be applicable after any regulatory approval required.

CONDITIONS APPLICABLE TO BASIC POLICY AND RIDERS

1. **Preamble:** This life insurance contract, evidenced by the Policy, is entered into by the Company with the person described in the schedule to this Policy (the "Schedule") as Proposer on the life of the person mentioned therein as the Life Assured. The Policy is issued, on the basis of the Proposal and Declaration from the Proposer and the Life Assured and upon the Company and the Proposer agreeing that the said Proposal and Declaration and any statements made or referred to therein shall be the basis of the Policy and upon receipt of the first premium and the Proposer agreeing to pay the subsequent premiums as stated in the Schedule.
2. **Payment of Benefits:** Payment of the Sums Assured under the Basic Policy and the Riders as shown in the Schedule shall be subject to deduction of any indebtedness or lien under the Policy, Payment of all such sums shall be subject to receipt by the Company of proof to its satisfaction.
 - 2.1. of the Benefits having become payable as set out in the Policy; and

- 2.2. of the title of the person or persons claiming payment; and
 - 2.3. of the correctness of the age of the Life Assured as stated in the Proposal, if not previously admitted.
3. **Beneficiaries:** Benefits will be paid to the Policyholder or to his nominees or assignees or proving executors or other legal representatives.
4. **Entire Contract:** The Schedule, the Basic Policy, the Riders, the Policy Conditions and the Endorsements applicable to the Policy shall together form the entire contract evidenced by the Policy. The liability of the Company is at all times subject to the Conditions of the Basic Policy and the Riders and to any Endorsements contained herein.
5. **Payment of Premiums and Grace Period:** After the Date of Policy Commencement, any premium due must be paid not later than 30 days from its due date. 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 date of lapse shall be the due date of the earliest unpaid premium. The Company shall immediately thereon, cease to be liable to pay the Sums Assured under such lapsed Policy, except as stated under the non-forfeiture provisions of this Policy, until and unless the Policy has been fully reinstated. A lapsed Policy shall cease to participate in the profits of the Company from the lapse date.
6. **Reinstatement:** Subject to the approval of the Company, this Policy may be reinstated within five years from the due date of the first unpaid premium provided,
- 6.1. the Policy has not been surrendered for cash; and
 - 6.2. a written application for reinstatement is received from the Policyholder by the Company, together with evidence of insurability and health of the Life Assured, if required, to the satisfaction of the Company; and
 - 6.3. all amounts necessary to reinstate the Policy, as per the then prevailing rules of the Company, are received by the Company.

The Company reserves the right to accept the reinstatement of a lapsed Policy on its original terms or on modified terms or to reject the reinstatement. The reinstatement shall come into effect on the date when it is specifically communicated to the Policyholder by the Company. Since the Company shall be totally 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 the Policy or repudiate the claim, if any, arising out of such reinstatement and the entire amount paid towards such reinstatement shall be forfeited.

7. **Age:** The age of the Life Assured has been admitted on the basis of the declaration made by the Life Assured/Proposer in the Proposal and/or in any statement based on which this Policy has been accepted. In cases where age has not been admitted, the Company reserves the right to call for proof of age at any time on or before the maturity date of the Policy. If the age of the Life Assured is found to be different from that declared, the Company shall adjust the premiums or benefits under the Policy as it deems fit. The Policy shall however become void from commencement, if the age of the Life Assured at the Date of Policy Commencement is found to

be higher than the maximum or lower than the minimum entry age that was permissible under the plan of the Policy at the time of its issue.

8. **Suicide:** If the Life Assured commits suicide for any reason, while sane or insane, within one year from the Date of Risk Commencement as shown in the 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.
9. **Nomination and Assignment:** Notice of any nomination or assignment must be submitted in writing to the Company at its office issuing the Policy or at the office servicing the Policy as communicated to the Policyholder from time to time. In registering a nomination or an assignment, the Company neither accepts any responsibility nor expresses any opinion as to its validity or legal effect.
10. **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.
11. **Modification:** Only the officials duly authorised by the Company, have authority to modify this Policy. Any such modification must be in writing and duly signed by the authorised official.
12. **Jurisdiction:** For resolution of any dispute that may arise on the Policy, the aggrieved party shall approach only the courts of law within whose territorial jurisdiction the office of the Company in which the Policy is serviced is situated.

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 '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	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 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 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 Chandras 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,	Ms. Manika Datta Insurance Ombudsman, Office of the Insurance Ombudsman,

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	Jharkhand and UT of Andaman & Nicobar Islands, Sikkim	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)