

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

Exide Life Flexi Life Plus

TERMS AND CONDITIONS

1. Definitions and Interpretation

1.1. Definitions

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

Accident means an event or continuous series of events of violent, accidental, external and visible nature, which cause bodily injury during the period this Policy is in force;

Benefits means the Death Benefit, Enhanced Accidental Protection Benefit, Maturity Benefit, Cover Continuation Option Benefit, Surrender Benefit, Partial Withdrawal Benefit or any other benefit, as the case may be, applicable in terms of this Policy;

Business Day means any day on which (a) the stocks markets [BSE/NSE] is open to the public for trading and (b) Company is open in Bangalore to public for transacting business and (c) banks are generally open in Mumbai to public for transacting business;

Charges means collectively the Mortality Charge, the Premium Allocation Charges, the Fund Management Charges, the Policy Administration Charges, the Switching Charges, the Surrender Charges, the Partial Withdrawal Charges, the Enhanced Accidental Protection Benefit Charges, and the Miscellaneous Charges, 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;

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

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

Insurance Cover means the cover for the Death Benefit and the Maturity Benefit as may be applicable, payable under this Policy;

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

When the unit linked fund is a net purchaser of assets; The NAV shall be computed as:

Market value of investment held by the fund plus the expenses incurred in the purchase of the assets plus the value of any current assets plus any accrued income net of Fund Management Charges less the value of any current liabilities and provisions, if any.

When the unit linked fund is a net seller of assets; The NAV shall be computed as:
Market value of investment held by the fund less the expenses incurred in the sale of the

assets plus the value of any current assets plus any accrued income net of Fund Management Charges less the value of any current liabilities and provisions, if any.

Policy Commencement Date means the date specified as such in the Policy Schedule

Policy Maturity Date means the date specified as such in the Policy Schedule [attached to this Policy].

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

Policy Term means the term as specified in the Policy Schedule;

Premium means either the Regular Premium or the Top-up Premium as the case may be payable in terms of this Policy;

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

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

Relevant Date means

- (i) For the purpose of calculation of the Death Benefit or in case of death of the life assured prior to the Risk Commencement Date, the date of receipt of written intimation of death by the National Operations Office of the Company, on any Business Day before the Cut-off time.
- (ii) For the purpose of calculation of Maturity Benefit, the Policy Maturity Date where the Policyholder has opted to receive the payment in lump sum on such date, or the date of payment of Maturity Benefit, where Maturity Benefit is payable on any other date or in equal annual installments under the Settlement Option.
- (iii) For the purpose of calculation of the Surrender Benefits or the Partial Withdrawal Benefits or in case of Switches, the date of receipt of written notice by the National Operations Office of the Company on any Business Day before the cut-off time.
- (iv) The date of determination of the applicable Charges, in the case of deduction of the applicable Charges.
- (v) The date of receipt of Premiums paid to the Company by instruments/modes other than ECS, Standing Instructions or Auto debit for the purpose of Premium payments under this Policy on a Business Day before the Cut off time.
- (vi) The date of realization of Premium by the Company under this policy, in case of payments made through ECS, Standing Instruction, Auto Debit Instruction etc.,

Explanation: Cut-off time for the purpose of this definition means 3 PM on the relevant Business Day. Any request received before the Cut-Off time will be processed based on the

Unit Price declared on the relevant Business Day and requests received after the Cut-Off time will be processed based on the Unit Price declared on the next following Business Day.

Risk Commencement Date shall mean the date as specified in the Policy Schedule and subject to Clause 3.5;

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

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

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

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

1.2. Interpretation

- 1.2.1. This Policy is divided into numbered clauses for ease of reference and reading. Except as stated, these divisions and the corresponding clause headings do not limit the Policy or its interpretation in any way. Words of one gender shall include the other gender and the singular shall include the plural and vice versa, unless the context otherwise requires.
- 1.2.2. This Policy comprises of the terms and conditions set forth in this Policy document, the Policy Schedule and the Annexures referred to herein, which shall form an integral part of this Policy.

2. Exide Life Flexi Life Plus (Policy):

Subject to the provisions and fulfillment of the terms and conditions of this Policy, the Company agrees to pay to the Eligible Person, the Benefits on the happening of the event/s subject to furnishing proof of happening of the event/s to the satisfaction of the Company.

3. Benefits

- 3.1. **Death Benefit:** Subject to the terms and conditions of this Policy and the Policy remaining in full force and effect on the date of death of the life assured after the Risk Commencement Date but before the Policy Maturity Date, the benefit payable to the Eligible Person on the Relevant Date shall be Sum Assured plus the Fund Value.
- 3.2. 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 Fund Value only as on the Relevant Date.
- 3.3. **Enhanced Accidental Protection Benefit:** On the life assured attaining the age of 18 years and subject to all regular premiums being paid up to date, if the life assured dies as a result of Accident the Company shall pay to the Eligible Person the Sum Assured subject to a maximum of Rs.20,00,000/- per life under all the policies issued by the Company covering the life of the life assured taken together plus the benefit specified in clause 3.1. The Company clarifies that the Enhanced Accidental Protection Benefit is available only for the life assured aged 18 years and above. It is further clarified that where the Policy has been availed for life

assured aged less than 18 years the Enhanced Accidental Protection Benefit will commence only on the life assured attaining age of 18 years.

- 3.3.1. **Exclusions:** The Enhanced Accidental Protection Benefit shall not cover any claim arising directly or indirectly by any of the following:
- a. Any disease or infection.
 - b. Intentional self-inflicted injury, suicide or attempted suicide, while sane or insane.
 - c. Life assured being under the influence of alcohol, narcotics, psychotropic substances or drugs unless taken in accordance with the lawful directions and prescription of a qualified and registered medical practitioner.
 - d. War (declared or undeclared) or war-like operations, invasion, civil commotion, riots, revolution or terrorist activities.
 - e. Participation in any flying activity, except as a bonafide passenger in a commercially licensed aircraft.
 - f. Participation in an unlawful or criminal act.
 - g. Any injury sustained before the Risk Commencement Date.
 - h. Participation in hazardous sports, hobbies or pastimes including (but not limited to) racing, parachuting, mountaineering etc.
 - i. Atomic energy explosion or radiation any kind.
 - j. Inhaling any poisonous gas or fumes, accidentally or otherwise, except accidentally in course of duty.
- 3.3.2. A written notice of the Accident should be submitted to the Company within 30 days from the date of Accident. A claim in respect of Accidental Death should be submitted within 30 days from the date of Accidental Death and proof satisfactory to the Company of the admissibility of claim, should be provided by the Eligible Person at his/her own expense within a reasonable time. The Company reserves the right to call for such evidence as it may require. Any failure to notify the claim within the stipulated time or to provide the required proof or to submit to such medical examinations may result in repudiation of the claim under this Policy.
- 3.4. **Suicide:** If the life assured commits suicide for any reason, while sane or insane, within one year from the Risk Commencement Date as specified in the Policy Schedule or within one year from the date of reinstatement of the risk cover under this Policy as the case may be, this Policy shall be treated as null and void, and the Eligible Person shall be paid only the Fund Value prevailing as on the Relevant Date.
- 3.5. **Age at Entry:** The minimum/maximum age at entry of the life assured for the purpose of issuing this Policy should be 0 years (last birth date) and 60 years (last birth date).
- 3.6. **Lien:** If the age at entry of the life assured is less than 12 years the risk cover under the Policy will commence only at the end of:
- a) The first monthly anniversary after the life assured attains the age of five (5) years (or)
 - b) Two years from the policy commencement date as specified in the Policy Schedule, whichever date occurs later.
- 3.7. **Partial Withdrawal Benefit:** At any time after completion of three (3) Policy Years, once in every Policy Year the policyholder may avail Partial Withdrawal Benefit provided the balance in the Fund Value after availing each Partial Withdrawal Benefit is not less than or equal to 1.5 times the first Policy Year's annualized Regular Premium or such other amount as specified by the Company with the approval of Regulatory Authority. The Company shall pay the Partial Withdrawal Benefit amount, after deducting the Partial Withdrawal Charge, by cancellation of Units of equivalent amount.

- 3.7.1. Partial Withdrawal Benefit, in case of Top-up Premiums, can be availed only after completion of three years from the date of payment of the respective installment of the Top-up Premium. However this lock in period of 3 years shall not apply in cases of Top – Up Premiums paid during the last three Policy Years.
- 3.7.2. Partial Withdrawal Benefit shall not be allowed in case where the life assured is a minor until the life assured attains the age of majority.
- 3.7.3. The Company shall maintain two separate accounts namely Regular Premium Account and Top-up Premium Account. When a policyholder opts for availing Partial Withdrawal Benefit, the Company shall pay the Partial Withdrawal Benefit amount initially from the Top-up Account subject to satisfaction of conditions, related to Top-up Premium, specified in Clause 3.7.3. Any payment of Partial Withdrawal Benefit amount by the Company from the Regular Premium Account shall be only after exhaustion of amounts available in Top-up Premium Account or only when the satisfaction of conditions specified in Clause 3.7.3 is not met.
- 3.8. **Surrender Benefit:** At any time after completion of three Policy Years, the policyholder may surrender this Policy by giving notice in writing to the Company. Upon Surrender of the Policy, the Company shall pay the Fund Value, as reduced by the Surrender Charges. On such payment, the Policy shall terminate forthwith and the Company will be relieved and discharged from all obligations thereafter. No Surrender Benefits are payable if less than first Policy Year annualized Regular Premium has been paid.
- 3.9. **Maturity Benefits:** In the event the life assured survives the Policy Maturity Date subject to other terms and conditions of the Policy, the Company shall pay the Fund Value as at the Relevant Date for Policy Maturity.
- 3.10. **Settlement Option.** The policyholder may receive the Maturity Benefit either as a lump sum payment or in three or five equal annual installments, in terms of Units, at any time on or after the Policy Maturity Date, subject to levy of Policy Administration Charges and the Fund Management Charges. All risks inherent in receiving the Maturity Benefit in installments will be borne by the Policyholder. However the Policyholder shall have an option to withdraw the entire Fund Value before the end of settlement period. In the event of death of the life assured during settlement period, Fund Value prevailing as on the Relevant Date shall be paid to the Eligible Person.
- 4. Premium:**
- 4.1. **Payment of Regular Premium:** Regular Premium shall mean such amount of premium payable in every Policy Year as is required to keep the Policy in force.
- a. Payment of Regular Premium in annual mode:** The policyholder has an option to pay minimum Regular Premium of 75% subject to maximum Regular Premium of 125% of the first Policy Year annualized Regular Premium Amount from the second Policy Year onwards to keep the Policy in force.
- b. Payment of Regular Premium in monthly/quarterly/half yearly:** The policyholder has an option to pay minimum Regular Premium of 75% subject to maximum Regular Premium of 125% of such monthly/quarterly/half yearly Regular Premium Amount as specified in the Policy Schedule from the second Policy Year onwards to keep the Policy in force. However the policyholder shall have an option not to pay any further monthly/quarterly/half yearly Regular Premium Amount if for that particular Policy Year minimum 75% of the first Policy Year annualized Regular Premium has already been paid.

The policyholder shall pay to the Company the Regular Premium in such frequency on or before the due date specified in the Policy Schedule or within the grace period, to secure the applicable Benefits under this Policy. If any Regular Premium is received before the due date, the Company may keep such amount in suspense account and adjust such sum towards Regular Premium on the applicable due date. It is clarified that the Mortality Charge shall be applicable even after expiration of the premium payment term stated in the Policy Schedule and shall be deducted in the manner set forth in **Annexure A** hereto.

- 4.1.1. Grace Period shall mean a period of 30 days from the due date for Regular Premium payment applicable for all frequencies/modes of Premium payment.
- 4.2. **Top-up Premium:** Top-up premium is an amount of Premium/s paid by the policyholder in addition to the Regular Premium. Subject to the payment of all Regular Premiums due in terms of this Policy and no Regular Premium remaining in arrears, the policyholder shall have the option to pay one or more Top-Up Premiums, subject to a minimum of Rs.2,000/- or such other amount fixed by the Company, with the approval of the Regulatory Authority. The Top-Up Premium payable shall not at any point of time exceed 25 percent (25%) of the total Regular Premiums paid under this Policy as on date of the Top-Up Premium. The Top-Up Premium, as reduced by the applicable Premium Allocation Charges, shall be invested in the Unit Linked Fund(s) offered by the Company and chosen by the policyholder. The Company clarifies that payment of Top-up Premiums may impact the tax benefits available to the policyholder.
- 4.3. **Discontinuance of Regular Premium within three years of the Policy Commencement Date.** If payment of the Regular Premium is discontinued before completion of three years from the policy commencement date and the Regular Premium is not received within the Grace Period of 30 days from the due date of payment, the Insurance Cover including the Enhanced Accidental Protection Benefit shall cease with immediate effect. The Policy in such case would continue without Insurance Cover including the Enhanced Accidental Protection Benefit and the Company shall continue to deduct Fund Management Charges and Policy Administration Charges from the Fund Value. In the event the Fund Value is insufficient to pay the said Charges, the Company may terminate the Policy forthwith by payment of surrender value after deducting surrender charges. Where Regular Premiums have been discontinued within three years of policy commencement date as mentioned in this Clause and death of the life assured occurs during such period, the Company's liability under this Policy shall be limited to payment of Fund Value only. The policyholder may at any time within 2 years from the date of cessation of the Insurance Cover, apply to the Company for revival of the Insurance Cover, and the Company may at its discretion, and subject to fulfillment of the conditions set forth in clause 5 below, allow reinstatement of the Insurance Cover. Unless the Insurance Cover is so reinstated within 2 years, the Policy shall terminate at the end of such period or at the end of the 3rd Policy Year which ever is later and the Company shall pay the surrender value, if any after deduction of surrender charges.
- 4.4. **Discontinuance of Regular Premium after paying the Regular Premium due for at least three consecutive years.** If the payment of the Regular Premium is discontinued, after paying for at least three consecutive years, the Insurance Cover including the Enhanced Accidental Protection Benefit under the Policy will continue, subject to levying the applicable Mortality Charges, Policy Administration Charges, Fund Management Charges and Enhanced Accidental Protection Benefit Charges from the Fund Value.

Such automatic continuation of the Policy with the Insurance Cover and the Enhanced Accidental Protection Benefit will cease on the earliest of the happening of the below

mentioned clauses by payment of balance of the Fund Value or Surrender Value as the case may be as specified therein:

- (i) If the Fund Value falls to or equals 1.5 times of the first Policy Year annualized Regular Premium, the balance of the Fund Value after deducting Surrender Charges will be paid subject to minimum of first Policy Year annualized Regular Premium and the Policy shall stand terminated or
- (ii) On expiry of 2 years from the due date of the first unpaid Regular Premium if such unpaid premiums have not been paid to the Company during the said period of 2 years, the Surrender Value after deduction of surrender charges shall be paid and the Policy shall stand terminated.

4.5. **Discontinuance of Regular Premium after paying the Regular Premium due for at least five consecutive years.** If the payment of the Regular Premium is discontinued, after paying at least for five consecutive Policy Years, the Insurance Cover under the Policy including the Enhanced Accidental Protection Benefit will continue, subject to levying the applicable Mortality Charges, Policy Administration Charges, Fund Management Charges and Enhanced Accidental Protection Benefit Charges if any, from the Fund Value. Such automatic continuation of the Policy with the Insurance Cover and Enhanced Accidental Protection Benefit will cease on the earliest of the happening of the below mentioned clauses by payment of Fund Value or Surrender Value as the case may be as specified therein:

- (i) If the Fund Value falls to or equals 1.5 times of the first Policy Year annualized Regular Premium, the balance of the Fund Value after deducting Surrender Charges will be paid subject to minimum of first Policy Year annualized Regular Premium and the Policy shall stand terminated or
- (ii) On expiry of 2 years from the due date of the first unpaid Regular Premium if such unpaid premiums have not been paid to the Company during the said period of 2 years, the Surrender Value after deduction of surrender charges shall be paid and the Policy shall stand terminated.

However the policyholder will have the option to continue the Insurance Cover including the Enhanced Accidental Protection Benefit without payment of further Regular Premiums, subject to underwriting requirements, if any. This option called Cover Continuation Option Benefit should be exercised in writing by the policyholder at least three months before the end of the Policy revival date. If at any time during this period, before the Policy Maturity Date, the Fund Value reaches or falls below 1.5 times of the first Policy Year annualized Regular Premium, the Policy shall be terminated by paying the balance of the Fund Value after deduction of Surrender Charges subject to a minimum of first Policy Year annualized Regular Premium. The policyholder acknowledges that exercising the cover continuation option does not amount to revival/reinstatement of the Policy and that the Policyholder shall not have the option of partial withdrawals or switches after exercising cover continuation option. The policyholder further acknowledges that from the date the policyholder exercises this cover continuation option, the policyholder cannot pay any Regular Premium/s or Top Up/s till the Maturity Date and that the Policy Administration Charge, Mortality Charge, Enhanced Accidental Protection Benefit Charge, Fund Management Charge will continue to be deducted.

C. Reinstatement/Revival of Insurance Cover

5.1 Subject to the prevailing rules and approval of the Company, the Insurance Cover including the Enhanced Accidental Protection Benefit under this Policy, may be reinstated before the

Policy Maturity Date but within two years from the due date for payment of the first unpaid Regular Premium or prior to termination of the Policy in terms of clause 4.3/4.4 above, provided,

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

5.1.1 In any Policy Year, from second Policy Year onwards, if the Regular Premium amount due is not paid on the due date for payment but, for that Policy Year, 75% of the first Policy Year annualized Regular Premium has been paid, the revival/reinstatement period of two years specified in Clause 5.1 above will start from the immediate next Policy Year anniversary from the due date for payment of the first unpaid Regular Premium .

5.1.2 Subject to the terms and conditions of the Policy, from second Policy Year onwards if in any Policy Year the policyholder has paid 75% of the first Policy Year annualized Regular Premium the Policy will not lapse for that particular Policy Year.

5.1.3 The policyholder acknowledges that in any Policy Year from the second Policy Year onwards, the policyholder cannot pay Regular Premiums more than 125% of the first Policy Year annualized Regular Premium.

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

5.3 Subject to the provisions of Clause 5.1 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 Insurance Cover/Enhanced Accidental Protection Benefit, if any incorrect or untrue statement has been made or any material fact has been suppressed, the Company shall be entitled to cancel the reinstatement of the Insurance Cover/Enhanced Accidental Protection Benefit or repudiate the claim, if any, arising after such reinstatement and the amounts received under this Policy including the amounts paid towards such reinstatement, shall be liable to be forfeited by the policyholder to the Company.

d. Documentation for payment of various Benefits:

In the event of claim for any Benefits arising under this Policy, the Eligible Person shall endeavor to intimate the Company in writing of the claim and provide the following documents within 60 days of the claim arising to enable the Company to process the claim.

6.1 Maturity Benefit:

Policy document, in original

6.2 Death Benefit:

6.2.1 In case of Claim for Death Benefit 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.

6.2.2 In case of claim for Death Benefit arising other than 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 death.

6.3 Notwithstanding anything contained in Clause 6.1 and 6.2 above, depending upon the cause or nature of the claim, the Company reserves the right to call for other and/or additional documents or information, including documents/information concerning the title of the person claiming Benefits under this Policy, to the satisfaction of the Company, for processing of the claim.

e. Unit Linked Funds:

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

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

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

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

7.1.4. **Growth Fund:** The investment objective of this Fund is to provide high growth opportunities. A minimum of 40% of the available funds and up to a maximum of 60% of the available funds would be invested in equity and equity related instruments including property and property related instruments and the balance in debt securities and debt related instruments.

- 7.2. The policyholder will have an option to redirect the future allocation of the net amount of Premiums available for investment amongst one or more Unit Linked Funds. The policyholder may also switch the Fund Value represented in any Unit Linked Fund amongst one or more Unit Linked Fund(s)
- 7.3. Subject to investment norms and policies of the Company in effect from time to time and applicable Regulations, the Company shall have full freedom to select the investments and/or make the investments under each Unit Linked Fund, having regard to the investment objectives of the respective Unit Linked Fund. Subject as aforesaid, the Company shall have absolute discretion to formulate its investment policies and make investments and to deal with all matters in relation to Unit Linked Fund. The Company shall have absolute legal and beneficial ownership of all investments and assets of the Unit Linked Fund (s).
- 7.4. The Company may, at its discretion, with the approval of the Regulatory Authority, close or discontinue any Unit Linked Fund on the happening of an event, which, in the opinion of the Company, requires the Unit Linked Fund to be closed or discontinued. In the event the Company decides to close or discontinue any Unit Linked Fund, the Company shall give at least three months prior written notice to policyholder. In such an event, if the policyholder does not switch the Units to another Unit Linked Fund prior to the expiration of the aforesaid notice period, the Company may, at its discretion, at any time thereafter, switch the Units to another Unit Linked Fund (s). The Company's decision in selecting the Unit Linked Fund (s) shall be final and binding. In such cases, the Company shall not levy any penalty or Switching Charges for such switch to another Unit Linked Fund (s).
- 7.5. The Company may, at its discretion, with the approval of the Regulatory Authority and with prior notice of 30 days to the policyholder, modify the proportions of available funds to be invested in bonds and equity/ property in respect of any of the above Unit Linked Fund, depending upon the prevailing and expected investment environment and the applicable Regulations.

f. Units

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

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

- 8.2. **Allocation of Units:** The Units in an existing and operating Unit Linked Fund will be allocated on the Relevant Date of receipt of Premium, or after receipt of complete information required for allocation of Units by the Company in terms of this Policy, or on the policy commencement date, whichever occurs later. Allocation of Units against subsequent Premiums including Top-Up Premiums, shall be made after receipt of the duly filled in Top Up form along with payment of the Top-Up Premium, on the applicable Relevant Date.
- 8.3. **Partial Withdrawal, Surrender and Switching of Units:** The Company shall make all transactions in Units such as Switching, Partial Withdrawals and Surrender on the applicable Relevant Date.
- 8.4. All requests for Partial Withdrawals, Surrenders, Switching of Units, payment of Top-Ups and all intimations pertaining to claim of Benefits shall be in writing, submitted to the Company's

Customer Service Centre at its National Operations Office in Bangalore and shall take effect on the Relevant Date.

8.5. **Valuation of Unit Linked Funds:** The Unit Price shall be computed to four decimal places and the calculation of the Company in this regard is final and binding for all purposes except in case of manifest error. The valuation of assets of the Unit Linked Funds shall be made as per the applicable Regulations and valuation norms of the Company in effect from time to time.

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

Fund Management Charges shall be recovered before arriving at the Unit Price. Allocation Charges shall be recovered by deduction from the amount of the Regular Premium or Top-up Premium received, as the case may be. Switching Charges will be charged to the source Unit Linked Fund from which the Units are switched.

g. Fund Value and Unit Statement of Account

9.1. **Fund Value:** For the purpose of this Policy, the Company will maintain an account called the Fund Value to which the Regular Premium and the Top-up Premiums received from the policyholder under this Policy shall be credited, net of Premium Allocation Charges as provided for in **Annexure A** hereto.

9.1.1. The amount so credited shall be utilized for purchase of Units in the Unit Linked Funds offered by the Company and chosen by the policyholder.

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

9.3. **Charges:** The Company shall levy the Mortality Charges, Premium Allocation Charges, Fund Management Charges, Policy Administration Charges, Switching Charges, Surrender Charges, Partial Withdrawal Charges, Enhanced Accidental Protection Benefit Charges and Miscellaneous Charges as provided in **Annexure A** of this Policy.

h. Risk Factors.

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

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

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

- 10.1.3. The Unit Price of the Units may fluctuate depending on factors and forces affecting the capital markets and the level of interest rates prevailing in the market;
- 10.1.4. Past performance of the Unit Linked Fund and other plans of the Company are not indicative of future performance of any of these Funds.
- 10.1.5. All Benefits payable under this Policy and the Premiums are subject to tax laws and other fiscal enactments in effect from time to time.
- 10.2. The Company reserves the right to suspend the allocation, reallocation, cancellation and/or switching of Units under extraordinary circumstances such as extreme volatility of assets, extended suspension of trading on stock exchange and/or under force majeure circumstances such as natural calamities/disasters, war, riots and other similar events which are beyond the control of the Company.
The right of the company to suspend the allocation, reallocation, cancellation and/or switching of Units under circumstances stated above shall not exceed 30 days from the date of such event. However if the situation warrants suspension of allocation, reallocation, cancellation and/or switching of Units beyond 30 days the Company shall do so with the prior approval of the Regulatory Authority.

i. General Conditions:

11.1. 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 or untrue/willful fraudulent claims made at any point of time, the Policy shall become null and void from commencement, and the Company shall cease to be liable for any Benefits under this Policy and all amounts received under this Policy shall vest with the Company.

11.2. Age Admission: The age of the life assured has been admitted on the basis of the declaration made by the policyholder / life assured in the Proposal and/or in any 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 terminate, 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 the plan of this Policy at the time of its issue and the amounts received under this Policy shall be liable to be forfeited, at the option of the Company. In case the age of the life assured has not been admitted and subsequently the age of the life assured is found to be not acceptable as per the product specifications, the policy shall terminate and the policyholder shall be paid the Fund Value less Surrender Charges.

11.3. Mode of payment of Benefits

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

The Company shall pay the applicable Benefits and other sums payable under this Policy at the Customer Services Centre at the Company's National Operations Office in Bangalore. Any discharge given by the 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.

Subject to the provisions of this Policy, the Benefits under this Policy shall be settled by cancellation of required number of Units from the respective Unit Linked Fund(s) on the applicable Relevant Date. In case there are more than one Unit Linked Funds, the cancellation of Units will be effected, in the same proportion as the aggregate value of the Units held in each Unit Linked Fund.

11.4. 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 case of assignment under this Policy, the assignee would not be entitled to increase the Death Benefit or any other Benefits. In registering an assignment, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

11.5. 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.

11.6. 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.

11.7. Life Assured being minor. In case the Life Assured is a minor, no Enhanced Accidental Protection Benefit claims will be admissible.

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

11.9. Policy on the life of minor. If the Policy is issued on the life of a minor, the Policy will vest in him automatically on his attainment of age of majority if so opted by the policyholder in the proposal form, and on such vesting, the Company will recognize him to be the holder of this Policy.

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

11.11. Loans: No loan will be admissible under this Policy.

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

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

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

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

11.15. Taxes, duties and levies and disclosure of information

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

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

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

11.15.4. It shall be the responsibility of the policyholder to satisfy himself and ensure that the payment of the Top-up Premium does not adversely affect his entitlement or claim for tax benefits, if any, available or admissible under this Policy.

11.16. 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.

11.17. Entire Contract. This Policy comprises the terms and conditions set forth in this Policy document, the Policy Schedule, applicable to this Policy and the endorsements, if any, made on or applicable to this Policy, which shall form an integral part and the entire contract, evidenced by this Policy. The liability of the Company is at all times subject to the terms and conditions of this Policy and the endorsements made from time to time.

11.18. Riders: No riders are allowed under this Policy.

11.19. Governing Law and Jurisdiction

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

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

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

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

No policy of life insurance effected before the commencement of this Act shall, after the expiry of two years from the date of commencement of this Act and no policy of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the policy-holder and that the policy-holder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:

PROVIDED that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

ANNEXURE A: Charges
(Forming part of Unit Linked Policy No. _____)

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

- A.1. **Mortality Charge:** Mortality Charge is the charge levied at the beginning of each Policy month, for providing the Death Benefit. The Company may determine the Mortality Charge taking into account the excess of the Sum Assured over the Fund Value on the Relevant Date, the age and gender of the Life Assured and other factors as the Company may consider appropriate. The Annual rates of mortality charges are provided in **Annexure – B** which will remain unchanged during the term of the Policy. The Company may deduct the Mortality Charge on attained age basis, monthly in advance, from the Fund Value.
- A.2. **Enhanced Accidental Protection Benefit Charge:** The Company will deduct the Enhanced Accidental Protection Benefit Charges of Re. 0.12 per Rs. 1,000 of Sum assured monthly in advance from the Fund Value for providing the Enhanced Accidental Protection Benefit.
- A.3. **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	Premium Allocation Charges as a percentage of the Premium
Regular Premium	
First Policy Year	18%
2 nd to 5 th Policy Year	4%
6 th to 10 th Policy Year	3%
11 th year onwards	2%
Top-Up Premium	1%

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

- A.4. **Fund Management Charge:** Fund Management Charge is a charge levied on a daily basis as a percentage of value of assets held in the respective Unit Linked Fund at the time of computation of the Unit Price. The Company shall appropriate the Fund Management Charge as stated in Clause 8.6 of the Policy Terms and Conditions. The Fund Management Charges applicable, at present, are as follows:

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

The Company reserves the right to change the Fund Management Charge after giving 30 days advance written notice to the policyholder, with the approval of the Regulatory Authority, provided however that the Fund Management Charges shall not exceed the cap fixed by Regulatory Authority from time to time.

A.5. **Policy Administration Charges:** Policy Administration Charges comprises of charges, which are levied to meet expenses, other than those covered by the Premium Allocation Charges and the Fund Management Charges. The monthly Policy Administration Charges would be Rs.1,250/- in the first Policy month and Rs.50/- for each subsequent month. The Policy Administration charges would be deducted at the beginning of each Policy month by cancellation of Units from the Fund Value. The aforesaid Policy Administration Charges of Rs.50/- shall be increased compounded at 5% every Policy Year.

A6. **Switching Charges:** The Switching Charges are levied on switching of Units from one Unit Linked Fund to another, offered under the Policy. The Switching Charges will be levied at the time of effecting the Switch. The Switching Charges applicable at present are as follows:

First four Switches in a Policy Year	Nil
Any Subsequent Switches	Rs.200/- per Switch

The Company reserves the right to change the switching charge subject to a maximum of Rs.500 per switch with the approval of the Regulatory Authority.

A.7. **Surrender Charge:** Surrender Charge is a charge, which is expressed as a percentage of the Fund Value. The Surrender Charges applicable at present are as follows:

Number of full years premium paid	Surrender Charge applicable as a percentage of first Policy Year annualized Regular Premium
Less than 1	Not eligible for Surrender
1	60%
2	40%
3	10%
4 to 5	5%
6 and above	0%

The Company reserves the right to change the Surrender Charges from time to time with the requisite approval of the Regulatory Authority subject to a maximum of 70% of the first Policy Year annualized Regular Premium. However no Surrender Charge will be levied after the fifth Policy Year irrespective of number of years of regular premiums paid.

A.8. **Partial Withdrawal Charges:** Partial Withdrawal Charge is a charge levied, expressed as a percentage of the aggregate value of the Units partially withdrawn, held in the Unit Linked Funds. The Partial Withdrawal Charge presently in effect is 1% of the aggregate value of the Units withdrawn, subject to a minimum of Rs. 100/- for each partial withdrawal.

The Company reserves the right to change the Partial Withdrawal Charge from time to time with the requisite approval of the Regulatory Authority, provided however that the Partial Withdrawal Charge will not exceed 5% of the aggregate value of the Units withdrawn at any one point in time.

A.9. **Miscellaneous Charge:**

One time miscellaneous charge of Rs. 2/- per 1000 Sum Assured or part thereof will be levied at the inception of the policy. The Company reserves the right to change the Miscellaneous Charge from time to time with the requisite approval of the Regulatory Authority subject to a maximum of Rs.5 for every Rs.1000 Sum Assured or part thereof.

The charges, other than mortality charges, Premium Allocation Charges and Policy Administration Charges are reviewable subject to 30 days' prior notice to the Policyholder and with the requisite approval from the Regulatory Authority.

Service tax education cess are payable by the policyholder on Premium Allocation Charges, Policy Administration Charges, Fund Management Charges, Switching Charges and Miscellaneous Charges in accordance with Section 65(105)(zx) of Finance Act 1994, as amended by Finance (No.2) Act 2004 and Section 65(105)(zzzzf) of Finance Act 2008 (with effect from May 16,2008). The service tax and education cess payable by the policyholder shall be at the rate of 10.30% in accordance with Government of India notification No.8/2009-ST, dated February 24th 2009. The rate of service tax and education cess payable by the policyholder on the Charges are subject to change from time to time as may be imposed now or in future by any authority.

ANNEXURE B: Mortality Charges

Annual Mortality Charges per Rs.1, 000 Sum Assured

<i>Age</i>	<i>Male</i>	<i>Female</i>	<i>Age</i>	<i>Male</i>	<i>Female</i>
5	0.45	0.45	41	2.43	1.86
6	0.41	0.41	42	2.61	2.01
7	0.43	0.43	43	2.81	2.22
8	0.43	0.43	44	3.06	2.43
9	0.43	0.43	45	3.36	2.61
10	0.41	0.41	46	3.71	2.81
11	0.49	0.49	47	4.12	3.06
12	0.57	0.57	48	4.58	3.36
13	0.70	0.57	49	5.10	3.71
14	0.77	0.57	50	5.66	4.12
15	0.83	0.57	51	6.28	4.58
16	0.89	0.70	52	6.96	5.10
17	0.94	0.77	53	7.69	5.66
18	0.99	0.83	54	8.47	6.28
19	1.04	0.89	55	9.30	6.96
20	1.08	0.94	56	10.19	7.69
21	1.12	0.99	57	11.12	8.47
22	1.15	1.04	58	11.91	9.30
23	1.18	1.08	59	12.91	10.19
24	1.20	1.12	60	14.12	11.12
25	1.22	1.15	61	15.54	11.91
26	1.24	1.18	62	17.18	12.91
27	1.25	1.20	63	19.02	14.12
28	1.26	1.22	64	21.08	15.54
29	1.26	1.24	65	23.34	17.18
30	1.26	1.25	66	24.54	19.02
31	1.26	1.26	67	27.67	21.08
32	1.30	1.26	68	31.13	23.34
33	1.35	1.26	69	34.96	24.54
34	1.41	1.26	70	39.20	27.67
35	1.50	1.30	71	43.87	31.13
36	1.60	1.35	72	49.02	34.96
37	1.72	1.41	73	54.69	39.20
38	1.86	1.50	74	60.92	43.87
39	2.01	1.60	75	67.75	49.02
40	2.22	1.72			

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

Exide Life Insurance 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 .

Insurance is the subject matter of solicitation.

Product Unique Identification Number (UIN) - 114L042V01

Contact Information for Feedback, Complaints & Grievances

Redressal

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

Level 1

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

Level 2

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

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

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

Level 3

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

- Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
- Delay in settlement of claim
- Dispute with regard to premium
- Non-receipt of your insurance document

The complaint should be made in writing duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.

As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made

- only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
- within a period of one year from the date of rejection by the insurer
- if it is not simultaneously under any litigation

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

Annexure C

Jurisdiction	Name and Address of Ombudsman	Jurisdiction	Name and Address of Ombudsman
Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014. Tel.:- 079-27546840 Fax : 079-27546142 Email ins.omb@rediffmail.com	Madhya Pradesh & Chhattisgarh	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 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	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email ioobbsr@dataone.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.:- 0172-2706468 Fax : 0172-2708274 Email ombchd@yahoo.co.in
Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Shri V. Ramasaamy, Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email insombud@md4.vsnl.net.in	Delhi & Rajasthan	Shri Surendra Pal Singh Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23239633 Fax : 011-23230858 Email iobdelraj@rediffmail.com
Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Shri Sarat Chandra Sarma, Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 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 Chandrasah 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

<p>Kerala, UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, ERNAKULAM-682 015. Tel : 0484-2358759 Fax : 0484-2359336 Email iokochi@asianetindia.com</p>	<p>West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim</p>	<p>Ms. Manika Datta Insurance Ombudsman, Office of the Insurance 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</p>
<p>Uttar Pradesh and Uttaranchal</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel : 0522 -2231331 Fax : 0522-2231310 Email insombudsman@rediffmail.com</p>	<p>Maharashtra, Goa</p>	<p>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</p>

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)



Switch and Premium Redirection Form

Policy Number: _____

Name of Policyholder: _____

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

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

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

I wish the allocation amounts of future premiums to be invested in the investment plans shown above in the percentages indicated. I understand that this change will take place with effect from the next unit allocation following receipt of this form by Exide Life at its Head Office, Bangalore.

And / Or

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

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

Date: _____ **Place:** _____

Signature of witness: _____ **Signature of Policyholder:** _____

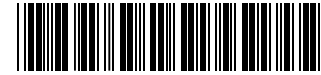
Name and address of witness: _____

Note: In case of any change in communication address, a valid address proof is required

List of Valid proofs: Telephone Bill, Bank Letter / Account statement, Water Bill, Electricity Bill, Valid Passport, Valid Driving License, Ration card, ESI Card, Domicile certificate, Company Lease Agreement / Rent Receipt, Employer's Certificate, Ration Card.

Statements/Receipt/Bill should not be more than six months old from the request submission date.

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TP000101

Top-Up Request

Policy Number:

Name of Policyholder:

Communication Address:

(We would be requiring a valid address proof for processing address change request *)

Phone No.:

Mobile No.:

Amount	Fund	Please state what percentage of total amount should be allocated to each fund	
		Percentage (%)	Amount
	Debt Fund		
	Secure Fund		
	Balanced Fund		
	Growth Fund		
	Equity Fund		
Total			

I wish the amount of top up to be invested in the investment plans shown above in the percentages/amount indicated. I understand that this change will take place with effect from the next unit allocation following receipt of this form by Exide Life at its National Operations Office, Bangalore.

I understand that if the total amount paid towards this policy in any policy year, including regular premium and top up amount exceeds 20% of the sum assured under this policy, tax benefits if any under this policy may not be available.

Date: _____ **Signature of**
Policyholder _____

Place: _____
Signature of witness: _____

Name and address of witness: _____

Note: In case of any change in communication address, a valid address proof is required

List of Valid proofs: Telephone Bill, Bank Letter / Account statement, Water Bill, Electricity Bill, Valid Passport, Valid Driving License, Ration card, ESI Card, Domicile certificate, Company Lease Agreement / Rent Receipt, Employer's Certificate, Ration Card. Statements/Receipt/Bill should not be more than six months old from the request submission date.

POS / ATP / Version 1.1

Change in Communication Address

Dated: _____

Ref.: Policy No:

Policy Holder:

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

Flat/Bldg. No
 Street
 Area
 City
 State PinCode:

① Res: MobileNo:

① Off:

E-mail:

Land Mark:

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

*Flat/Bldg. No
 *Street
 *Area
 *City
 *State *PinCode:

*① Res: MobileNo:

*① Off:

E-mail:

Land Mark:

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

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

Signature of Policy Holder: _____