

EXIDE LIFE NEW BEST YEARS PLAN
UIN-114N040V01

TERMS AND CONDITIONS

1. Preamble:

This contract, as evidenced by this Policy, is entered into by the Company with the person described in the aforesaid Policy Schedule to this Policy (the "**Policy Schedule**") as Proposer/Policyholder, who agrees to make contributions in accordance with the terms and conditions of this Policy. The Policy is issued, on the basis of the Proposal and Declaration from the Proposer/Policyholder and any statements made or referred to therein shall form part and parcel of this Policy.

2. Definitions

In this Policy, unless the context otherwise requires, the following expressions shall have the meanings assigned to them respectively herein below:

- a) **Annual Charge:** means the charge referred to in **Annexure A** to this Policy.
- b) **Annuitant:** means the person entitled to receive the annuity as defined in clause 3.12.1.
- c) **Annuity Plans** is the plans referred in Clause 3.12.
- d) **Benefit Amount** means the accumulated balance in the IPA as per Clause 3.5.4.
- e) **Bonus Interest** means the interest amount allocated by the Company and credited to the IPA, in accordance with Clause 3.5.2 and 3.5.3 after each Valuation Date.
- f) **Capital Guaranteed Plan** means the Capital Guaranteed Plan established, operated and maintained by the Company in terms of Clause 3.4 below.
- g) **Charges** means Initial Policy Fee, Contribution related Charge, Annual Management Fee, and Surrender Charges as the Company may levy on, or deduct from, the Contributions received from the Policyholder from time to time as set out in **Annexure A** to this Policy;
- h) **Contributions** means all Regular Contributions received from the Policyholder under this Policy and includes the Top-up contributions.
- i) **Financial Year** means the period of 12 months commencing from April 1 each year and ending with March 31st of the following year.
- j) **IPA** means the Policyholder's Individual Pension Account maintained by the Company.
- k) **Life Assured** means Policyholder.
- l) **Nominee** means the person or persons appointed under Section 39 of the Insurance Act 1938 by the Life Assured, being Policyholder, to receive the admissible Benefits, in the event of death of the Life Assured.

- m) **Policy** means Exide Life New Best Years Plan.
- n) **Policyholder** means the person named as such in the Policy Schedule.
- o) **Policy Year** means the period of one year commencing from the Date of Policy Commencement as mentioned in the Policy Schedule and each such periods of one year coinciding with the subsequent anniversary dates thereafter.
- p) **Regular Contribution** means the Regular Contribution amount stated in the Policy Schedule.
- q) **Regulations** means the regulations issued by the Regulatory Authority from time to time and in effect for the time being and applicable to this Policy.
- r) **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;
- s) **Surrender:** means the termination of the contract in its entirety at the instance of the Policyholder.
- t) **Surrender Benefit:** means the benefit referred to as such in clause 3.10 below.
- u) **Surrender Charges:** means the charges referred to as such in **Annexure A** hereto.
- v) **Taxes** means all taxes, duties, levies, imposts, surcharges fees and other charges in the nature of tax attributable to investment income, interest income, capital gains and other income and gains of the Capital Guaranteed Plan and / or services rendered in relation to establishment, operation, management and maintenance of the Capital Guaranteed Plan;
- w) **Valuation Date** in respect of this Policy shall be 31st March of each year following the Date of Commencement of the Policy, during the term of this Policy.
- x) **Vesting Date:** means the date referred to as such in the Policy Schedule.

3. CONDITIONS APPLICABLE TO THE POLICY

- 3.1. Flexibility in Contributions payment:** The Policyholder may choose to pay the Contributions under this Policy at any time during the Policy Year as per the Policyholder's convenience subject to the minimum Regular Contribution payable in the first Policy Year or any period thereafter being Rs. 12,000/- per annum or higher. The Regular Contributions may be paid in a single installment or in multiples of Rs.1,000/- or such other sum as may be determined by the Company from time to time.
- 3.2. Top-up Contributions:** The Policyholder may pay additional or top-up contributions, subject to a minimum amount of Rs.2000/- per installment or such other sum as may be determined by the Company from time to time. Top-up payment may impact the tax benefit available to the Policyholder. The Policyholder is advised to consult a tax consultant for details.
- 3.3. Contribution Holidays:** This Policy features contribution holidays, which allows flexibility to the Policyholder either not to pay in any Policy Year, provided the balance amount in the IPA

does not fall below Rs. 1,00,000/-. In the event of the minimum required Regular Contribution not being paid for two consecutive years and the balance in the IPA falling below Rs. 1,00,000/-, the Policy shall stand terminated/foreclosed in accordance with Clause 4.8 herein below.

3.4. Capital Guaranteed Plan:

3.4.1. The Company has established and operates the Capital Guaranteed Plan for the benefit of the Policyholders who have effected policies of Exide Life New Best Years Plan with the Company.

3.4.2. Subject to investment norms and policies of the Company in effect from time to time and applicable norms and Regulations in that behalf, the Company will, at its sole discretion, select the investments and / or make the investments of the funds available for investment in the Capital Guaranteed Plan, having regard to the investment objectives of the Capital Guaranteed Plan. The Company shall have absolute legal and beneficial ownership of all investments and assets of the Capital Guaranteed Plan.

3.4.3. The investment objective of this Capital Guaranteed Plan is to provide a balance between long-term capital appreciation and current income through investment in equity as well as fixed interest securities in appropriate proportions depending on market conditions from time to time. Keeping in view the investment objective, indicative portfolio allocation of Capital Guaranteed Plan shall be as follows:

Sl. No.	Type of Securities	Indicative Portfolio Allocation
(a)	Government Securities - not less than	20%
(b)	Government Securities or other approved securities inclusive of (a) above, not less than	40%
(c)	Approved Investments, not exceeding	60%

Government Securities, Approved securities and Approved Investments shall be those defined under the applicable regulations issued by the relevant Regulatory Authority from time to time.

3.4.4. The performance of the Capital Guaranteed Plan and the Bonus Interest that may be declared in any financial year are not guaranteed.

3.4.5. The Contributions received by the Company, net of Charges along with any Bonus Interest credited to the IPA on each Valuation Date, are guaranteed.

3.4.6. The Capital Guaranteed Plan does not confer any rights on the Policyholder to participate in surplus or profits of the Company.

3.5. Individual Pension Account

3.5.1. The Company shall credit the Contributions received from a Policyholder to the Policyholder's Individual Pension Account. The Charges as applicable shall be debited from the IPA from time to time. The balance outstanding in the IPA shall be invested by the Company in Capital Guaranteed Plan established and operated by the Company for the benefit of policyholder as per clause 3.4 above.

3.5.2. At the end of each Financial Year, the Company shall declare the Bonus Interest for the relevant financial year based on the investment income, realized gains / losses earned or realized during the year, net of costs and expenses and applicable Taxes, if any, and subject to positive financial performance of the Capital Guaranteed Plan. The Company shall be entitled to charge Management Fees at the end of the financial year on the balance outstanding in the IPA including Bonus Interest declared for the relevant financial year.

3.5.3. The Bonus Interest amount to be allocated to the Policyholder's IPA will be computed in proportion to the duration for which the balance outstanding in the IPA remains invested in the relevant financial year corresponding to the Valuation Date, after taking into account:

- (a) the opening balance in the IPA at the beginning of the financial year,
- (b) Contributions received during the financial year,
- (c) Deductions on account of relevant Charges.

3.5.4. Benefit Amount payable by the Company shall mean the accumulated balance in the IPA (i) on the Vesting Date or the Deferred Vesting Date, as the case may be, or (ii) in the event of death of the Life Assured prior to the Vesting Date or the Deferred Vesting Date, the accumulated balance in the IPA. The accumulated balance in the IPA shall include:

- (i) the opening balance in the IPA at the beginning of the financial year,
- (ii) Contributions received during the financial year,
- (iii) deductions on account of Charges,
- (iv) any Bonus Interest credited by the Company to the Policyholder's IPA from time to time

3.5.5. The Benefit Amount shall be payable in accordance with Clause 3.6 below.

3.6. Benefit payable on Vesting Date:

3.6.1. On the Vesting Date or the Deferred Vesting Date, as the case may be, the Policyholder shall be entitled to receive and / or utilize the Benefit Amount in the manner described in Clause 3.8 below.

3.6.2. If the Vesting Date or the Deferred Vesting Date or claim under the Policy arises after the last completed Financial Year, the Company shall credit proportionate bonus interest to the IPA based on the performance of the Capital Guaranteed Plan since the relevant Financial Year.

3.7. Deferment of Vesting Date: At the request of the Policyholder, the Vesting Date may be deferred up to a maximum of 10 years or till the Life Assured attains the age of 70 years, whichever date occurs earlier. Such request for deferment should be made at least 6 months before the original Vesting Date. No further Contributions can be made during this deferred period.

3.8. Manner of Payment of Benefit Amount on Vesting Date or deferred Vesting Date:

The Policyholder on or after the Vesting Date or the Deferred Vesting Date, as the case may be, can exercise any one of the following options:

- A. (i) **If the age of the Life Assured is 55 years or more on the Vesting Date:**
To receive a lump sum up to one-third of the Benefit Amount or such other

proportion, as permissible as per the applicable Regulations and may apply the balance Benefit Amount towards purchase of Annuity.

(ii) **If the age of the Life Assured is less than 55 years on the Vesting Date:** To receive a lump sum up to one-third of the Benefit Amount or such other proportion as may be permissible as per the applicable Regulations and defer the purchase of Annuity until the Policyholder attains age of 55 years or purchase an annuity from open market option.

(OR)

B. Apply the entire Benefit Amount to purchase annuity from the open market option by purchasing annuity from any other life insurance company, as approved by IRDA.

3.9. Death Benefit payable under the Policy:

3.9.1. In the event of death of the Life Assured before the Vesting Date or the Deferred Vesting Date or prior to receiving the Benefit Amount referred to in Clause 3.6 above, the following provisions shall apply:

3.9.1.1. If spouse is the nominee and the age of the spouse is atleast 55 years, the spouse shall have the following options:

3.9.1.1.1. To receive a lump sum of up to one-third of the Benefit Amount or such other proportion as may be permissible as per the applicable Regulations and apply the balance for purchase of annuity; or

3.9.1.1.2. To apply the entire Benefit Amount for purchase of annuity; or

3.9.1.1.3. To receive the entire Benefit Amount in lump sum.

3.9.1.2. If the age of the spouse is less than 55, to receive, a lump sum or up to one-third of the Benefit Amount or such other proportion as may be permissible as per the applicable Regulations and defer the purchase of Annuity until the spouse attains age of 55 years or purchase an annuity from open market option.

3.9.2. In case the Nominee named in the Policy is not the Spouse of the Life Assured or the named Nominee, who is the Spouse of the Life Assured, is not alive on the date of death of the Life Assured or on the date when the Benefit Amount becomes payable, the Benefit Amount shall be payable in lump sum to the Nominee(s) or the proving legal heirs of the Life Assured, as the case may be.

3.9.3. Annuity may be purchased either from the Company in accordance with the provisions of Clause 3.12.2 below or in accordance with the open market option set out in Clause 3.12.4.

3.10. Surrender:

This Policy can be surrendered by the Policyholder for cash at any time before the Vesting Date, provided the Policy has completed at least three full Policy Years. The amount payable on Surrender of the Policy shall be the accumulated balance in the IPA, less the applicable Surrender

Charges and the applicable Market Value Adjustment (MVA). The Surrender Charges shall be payable at such rates as may be stipulated by the Company in Annexure A. The MVA shall mean the reduction to the accumulated balance in the IPA that may be applied by the Company on the date of payment of amount payable on Surrender of the Policy based on the need for the Company to realize the investments and the market value of the assets on that date. The minimum guaranteed Surrender Value shall be equal to 30% of the accumulated balance in the IPA.

3.11. Annual Statement

The Company shall issue to the Policyholder, in the beginning of each financial year, an Annual Statement for the preceding financial year showing inter alia the following:

- a. The Opening balance in the IPA;
- b. The Contributions received during the financial year;
- c. The Charges;
- d. Bonus Interest if any, credited to the IPA during the relevant Financial Year;
- e. Management Fee for the Financial Year;
- f. Closing balance in the IPA, at the end of the Financial Year.

3.12. Annuity Plans

3.12.1. The Company currently offers the following two types of annuity plans (the "Annuity Plans"):

- a. **Life Annuity with return of corpus:** Under this Annuity Plan, the Company will pay annuity in arrears during the lifetime of the Annuitant and on Annuitant's death, the amount applied for purchase of the annuity will be returned to the named Spouse, or the nominee(s) or the legal heirs of the Annuitant, as the case may be;
- b. **Life Annuity:** Under this Annuity Plan, the Company will pay annuity in arrears throughout the lifetime of the Annuitant in the mode chosen by the Annuitant. On the death of the Annuitant, no amounts are payable either to the named Spouse or to the legal heirs of the Annuitant.

3.12.2. Annuity Plans are subject to change and Annuity may be purchased from the Annuity Plans offered by the Company on the date of purchase of Annuity and at the rates prevailing at the date of purchase of annuity. The purchaser will have an option to receive annuity monthly, quarterly, semi-annually or annually in arrears, provided that the minimum corpus for purchase of Annuity should be atleast Rs.50,000/- or such other amount as intimated by the Company from time to time after approval from Regulatory Authority. In case the corpus is less than amount stipulated by the Company, the Policyholder has an option to exercise open market option with other life insurance company or receive the

accumulated balance in the IPA. Tax liability on receipt of such accumulated balance shall be the responsibility of the Policyholder or the named Spouse as the case may be.

- 3.12.3.** The Annuitant or the named Spouse, as the case may be, may purchase annuity either from the Company or from any other insurance company approved the Regulatory Authority.
- 3.12.4.** If option is exercised to purchase annuity from any other insurance company, the obligations of the Company under this Policy shall come to an end on payment of the balance Benefit Amount to the insurance company designated by the Annuitant or the Spouse, as the case may be.
- 3.12.5.** The recipient of annuity is required to produce proof to the satisfaction of the Company as to survival of the recipient at the time of claiming payment of annuity and at such periodical intervals thereafter as the Company may specify.
- 3.12.6.** The Annuity Plans and the benefits there-under shall be subject to separate set of terms and conditions which shall be provided to the Annuitant on the Annuitant opting to purchase Annuity Plans from the Company.

4. GENERAL CONDITIONS:

- 4.1. Non-Forfeiture:** If, after payment of the first Policy Year Regular Contribution, any subsequent Contribution is not paid, then this Policy shall not lapse subject to clause 3.3. The accumulations in the IPA under this Policy shall continue to exist subject to the terms and conditions of this Policy.
- 4.2. Nomination:** Notice of nomination should be submitted for registration to the office of the Company, where the Policy is serviced. In registering a nomination, the Company does not accept any responsibility or express any opinion as to its validity or legal effect. The nominee(s) will be entitled to claim Benefit Amount under this Policy only if the Policyholder or the named Spouse is not alive at the time when the Benefit Amount is payable in terms of this Policy.
- 4.3. Loans:** No loan will be admissible under this Policy.
- 4.4. Assignment:** This Policy cannot be assigned in whole or in part.
- 4.5. 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 become void from commencement and shall terminate forthwith, 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 forfeited by the Policyholder/Life Assured in favour of the Company.
- 4.6. 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.

4.7. Review, revision: The Company reserves the right to review, revise, delete and/ or alter any of the terms and conditions of this Policy with the prior approval of the Regulatory Authority.

4.8. Foreclosure of the Policy

4.8.1. The Company may terminate this Policy when

- (i) the Policyholder has not paid the minimum required Regular Contributions for a continuous period of two years during the Policy Years and the accumulated balance in the IPA is reduced to an amount less than Rs. 1,00,000/- or .
- (ii) the accumulations in the IPA under the Policy are insufficient to pay for the Charges.

4.8.2. Upon occurrence of condition set out in Clause 4.8.1, the Policy shall stand foreclosed/terminated and the Company shall pay the Surrender Value in lump sum to the Policyholder or the Spouse or the Nominee or the proving legal heirs of the Life Assured, as the case may be.

4.9. GENERAL PROVISIONS

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

4.9.2. Limitation of Liability: The maximum Liability of the Company under this Policy shall not in any circumstance exceed the aggregate amount of the relevant Benefits payable under this Policy.

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

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

4.9.4. Taxes, duties and levies and disclosure of information

4.9.4.1. This Policy, and the Benefits and the Surrender Value payable under this Policy shall be subject to the Regulations, including taxation laws in effect from time to time. All taxes, duties, levies or cess including without limitation any value added, service tax or other taxes (collectively “Taxes”) as may be imposed now or in future by any authority on the Contributions 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 named spouse, Nominee(s) or proving legal heir(s) , as the case may be.

The Contribution 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 named spouse, Nominee(s) or proving legal heir(s).

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

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

4.10. 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/Beneficiary, 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.

4.11. Entire Contract. This Policy comprises the terms and conditions set forth in this Policy document, the Policy Schedule, the terms and conditions set forth in the Riders, if any, 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. In the event of any inconsistency between the terms and conditions set forth in this Policy document and the terms and conditions set forth in the Riders to this Policy, the terms and conditions set forth in this Policy shall prevail.

4.12. Governing Law and Jurisdiction:

4.12.1. 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.

4.12.2. No action in law or in equity shall be brought against the Company to enforce any claim under this Policy, unless the claimant has filed with the Company a claim together with all 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

(i) Contribution related Charge:

- a. **Annual Charge** means the charge levied by the Company at an annual rate of 3% on the Contributions received from the Policyholder commencing from the second Policy Year onwards;
- b. **Entry Charge** means the charge levied by the Company at an annual rate of 10% on the Regular Contributions received from the Policyholder in the first Policy Year;

(ii) Initial Policy Fee:

Premium	Policy fee
Less than 75,000	Rs. 1500
Greater than or equal to 75,000	Rs. 2,500

(iii) Annual Management Fee

Accumulated Balance in the IPA	Management Fee
Upto Rs.50,000	2.5%
50,001-75,000	2%
75,001-100,000	1.75%
Above 100,000	1.5%

The charges are review able except that the maximum Management fees levied will be 3%. These charges will be levied on the Accumulated balance in the IPA on the valuation date.

(iv) Surrender Charges:

Contributions paid for Years	Surrender Charges as a % First Year Contribution
1	60% subject to a maximum of Rs. 9,000
2	50% subject to a maximum of Rs. 7,500
3	20% subject to a maximum of Rs. 5,000
4	10% subject to a maximum of Rs. 2,500
5	10% subject to a maximum of Rs. 2,500
6	5% subject to a maximum of Rs. 1,000
7	5% subject to a maximum of Rs. 1,000
8+	Nil

Product Unique Identification Number (UIN) - 114N040V01

Annexure C

Jurisdiction	Name and Address of Ombudsman	Jurisdiction	Name and Address of Ombudsman
Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu	Shri. P. Ramamoorthy Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014. Tel.:- 079-27546840 Fax : 079-27546142 Email ins.omb@rediffmail.com	Madhya Pradesh & Chhattisgarh	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2 nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL(M.P.)-462 023. Tel.:- 0755-2569201 Fax : 0755-2769203 Email bimalokpalbhopal@airtelmail.in
Orissa	Shri. B.P. Parija Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email iobbsr@dataone.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.:- 0172-2706468 Fax : 0172-2708274 Email ombchd@yahoo.co.in
Tamil Nadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	Shri V. Ramasaamy, Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email insombud@md4.vsnl.net.in	Delhi & Rajasthan	Shri Surendra Pal Singh Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23239633 Fax : 011-23230858 Email iobdelraj@rediffmail.com
Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura	Shri D.C. Choudhury Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 5 th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.:- 0361-2132204/5 Fax : 0361-2732937 Emailombudsmanghy@rediffmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry	Shri K Chandrahas Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1 st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel : 040-65504123 Fax: 040-23376599 Email insombudhyd@gmail.com
Kerala, UT of	Shri.R. Jyothidranathan Insurance Ombudsman,	West Bengal, Bihar,	Ms. Manika Datta Insurance Ombudsman,

<p>(a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry</p>	<p>Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, <u>ERNAKULAM-682 015.</u> Tel : 0484-2358759 Fax : 0484-2359336 Email iokochi@asianetindia.com</p>	<p>Jharkhand and UT of Andaman & Nicobar Islands, Sikkim</p>	<p>Office of the Insurance Ombudsman, Hindustan Building Annexe, 4th Floor, 4, Chittaranjan Avenue, <u>KOLKATA-700 072.</u> Phone: 033-2212 4339/4340 Fax: 033-2212 4341 Email iombsdpa@bsnl.in</p>
<p>Uttar Pradesh and Uttaranchal</p>	<p>Shri. G.S. Pande Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, <u>LUCKNOW-226 001.</u> 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), <u>MUMBAI-400 054.</u> 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)

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

