

EXIDE LIFE NEW GOLDEN LIFE

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:

Allocation means allotment of Units under the relevant Unit Linked Funds offered under this Policy;

Annuity Plan: means the Plan as defined in clause 9.4.1;

Annuitant: means the person entitled to receive the annuity as defined in clause 9.4.1;

Benefits - means the applicable benefits as defined in clause 9.1 to 9.3 payable under 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 Premium Allocation Charges ,Fund Management Charges, Policy Administration Charges, Surrender Charge, Switching Charges and 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;

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

Grace Period means the period allowed for paying the Premium, referred to under clause 4.1.2 below;

Life Stage Investment Program means the investment program referred to in Clause 12.2 below;

Loyalty Units shall mean the Units allotted as per Clause 9.7;

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

(i) When the Unit Linked Fund is a net purchaser of assets; The NAV shall be computed as: market value of investment held by the Unit Linked Fund plus aggregate of (a) expenses incurred in the purchase of the assets; (b) value of any current assets, and (c) any accrued income net of Fund Management Charges, minus the value of any current liabilities and provisions, if any.

(ii) When the Unit Linked Fund is a net seller of assets; The NAV shall be computed as: market value of investment held by the Unit Linked Fund plus aggregate of (a) value of any current assets, and (b) any accrued income net of Fund Management Charges,

minus aggregate of (a) expenses incurred in sale of the assets, and (b) value of any current liabilities and provisions, if any;

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;

Policy means this Exide Life New Golden Life;

Policy Anniversary Date means the date on which a period of twelve consecutive months is completed from the Policy Commencement Date and each subsequent period of twelve months thereafter;

Policy Commencement Date means the date referred to as such in the Policy Schedule;

Policy Year means a period of twelve (12) consecutive months starting with 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;

Premium: means the Regular Premium, received from the Policyholder under the Policy and includes any Top up Premium received during the term of the Policy.

Policyholder: means the person named as such in the Policy Schedule;

Premium Payment Term means the period, expressed as the number of years, for which the Policyholder shall pay the Premium under this Policy, as specified in the Policy Schedule;

Regular Premium means the premium referred to as such in the Policy Schedule;

Premium Redirection means the facility allowing the Policyholder to modify the Allocation of the future Premium into a different investment pattern from the investment option exercised previously.

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 in case of death of the Life Assured before the Vesting Date, the date of receipt of written intimation of death at the National Operations Office of the Company, on any Business Day before the Cut-off time;
- (ii) For the purpose of calculation of Vesting Benefit, the Vesting Date;
- (iii) For the purposes of allotment of Loyalty Units, the Policy Anniversary Date;

- (iv) For the purpose of calculation of the Surrender Benefit or in case of Switches, the date of receipt of written notice at the National Operations Office of the Company on any Business Day before the Cut-off time;
- (v) For the purpose of computing the applicable Charges, the date of levy of the applicable Charges;
- (vi) For the purpose of payment of Premium by instruments or modes otherwise than those set forth in sub-clause (vii) below, the date of receipt of Premiums by the Company on a Business Day before the Cut off time.
- (vii) For the purpose of payment of Premium by ECS, Standing Instruction, Auto Debit Instruction, the date of realization of Premium by the Company under this Policy;
- (viii) For the purpose of apportioning monies under the Life Stage Investment Program, the quarterly rebalancing date as per clause 12.2.4.

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.

Surrender: means the termination of the Policy in its entirety at the instance of the Policyholder;

Surrender Benefit: means the benefit payable on Surrender as set out in Clause 9.3;

Top-up Premium: means any amount paid by the Policyholder in addition to Regular Premium;

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

Unit Linked Fund: means specific and separate investment fund established, offered, operated and maintained by the Company, in terms of Clause 12.1 below. The Unit Linked Fund pools together the Premiums paid by the Policyholder and invests the same in the portfolio assets to achieve the fund(s) objective;

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;

Unit Statement of Account: means the statement referred to in Clause 10.2 below;

Vesting Age: means the age as mentioned in the Policy Schedule.

Vesting Benefit: means the benefit as defined in clause 9.1;

Vesting Date: means the date as mentioned in the Policy Schedule.

Vesting Period: means the period as mentioned in the Policy Schedule.

1.2. Interpretation

- 1.2.1. This Policy is divided into numbered clauses for ease of reference and reading. These divisions and the corresponding clause headings do not limit the Policy or its interpretation in any way. Reference to one gender shall include the other gender and singular shall include 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 NEW GOLDEN LIFE

Subject to the provisions and fulfillment of the conditions of this Policy, the Company agrees to pay to the Policyholder the Benefits admissible under this Policy on the Vesting Date or in case of death of the Life Assured prior to the Vesting Date, to pay the Benefits admissible under this Policy to the Nominee(s) or the proving legal heir(s) of the Policyholder, as the case may be, upon furnishing proof to the satisfaction of the Company, of occurrence of such event.

3. Plan Structure

The Premium received, net of the applicable Charges, if any, shall be invested by the Company by purchasing Units at the prevailing Unit Value in the relevant Unit Linked Fund(s) offered by the Company and chosen by the Policyholder from time to time. The Policyholder, based on the performance of the respective Unit Linked Fund(s), shall receive the Vesting Benefit under this Policy in the manner specified under Clause 9.1 on the Vesting Date. In the event of death of the Life Assured before the Vesting Date, the Death Benefit under this Policy, shall be payable in the manner specified under Clause 9.2, to the Nominee(s) or the proving legal heir(s) of the Policyholder, as the case may be. The Policyholder shall also be entitled to avail the Surrender Benefit, as per clause 9.3.

4. Premiums.

- 4.1.1. Premium shall be payable to the Company in such frequency on or before the due date, specified in the Policy Schedule or within the Grace Period, to secure the Benefits, referred to in Clause 9.1 to 9.3. If the Premium is received before the due date, the Company may keep such amount in suspense account and adjust such sum towards Premium on the applicable due date.
- 4.1.2. **Grace Period.** The Company may allow a grace period of 30 days from the due date for payment of the Regular Premium under this Policy. The Grace Period applicable under the Policy may be revised by the Company from time to time with prior approval of the Regulatory Authority and with due intimation to the Policyholder.
- 4.1.3. **Discontinuance of Premium within three years of the Policy Commencement Date.** If payment of Regular Premium is discontinued before completion of three years from the Policy Commencement Date, the Policy shall continue, subject to levy of applicable Charges. The Policyholder may at any time within 3 years from the due date of the first unpaid Regular Premium, apply to the Company for reinstatement of the Policy, and the Company may at its discretion, and subject to fulfillment of the conditions set forth in clause 5 below, allow reinstatement of the Policy. Unless the Policy is so reinstated within 3 years, the Policy shall terminate at the end of such period and the liability of the Company shall be limited to payment of the Surrender Benefit, if any. In the event of death of policyholder during this period the balance in the Fund Value shall be paid and the Policy shall terminate.

4.1.4. Discontinuance of Premium after paying the Premium due for at least three Policy Years. If the payment of Regular Premium is discontinued, after paying the Regular Premium for at least three Policy Years, the Policy will continue, subject to levying applicable Charges from the Fund Value.

Such continuation of the Policy will cease on the earliest occurrence of the events (i) (ii) or (iii) mentioned below

- (i) if the Fund Value reduces to or equals 1.5 times the Policy Year's annualized Regular Premium; or
- (ii) on expiry of 3 years from the due date of the first unpaid Regular Premium if such unpaid Regular Premiums have not been received by the Company during the said period of 3 years; or
- (iii) On Policy reaching the Vesting Date if it occurs before expiry of the 3 year revival period.

In case of occurrence of any of the events mentioned at (i) or (ii) above, the Policy shall terminate and the Company shall pay the Surrender Benefit, as per clause 9.3 to the Policyholder subject to a minimum of one full Policy Year's annualized Regular Premium. In case of occurrence of event specified at (iii) above, the available Fund Value shall be applied for purchase of annuity in accordance with Clause 9.1 below.

4.2. Top-up Premiums

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 unlimited 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, 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 under this Policy.

5. Reinstatement of Policy

- 5.1 Subject to the prevailing rules and approval of the Company, the Policy, may be reinstated before the Vesting Date or earlier termination, but within three years from the due date for payment of the first unpaid Regular Premium 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.
 - (iv) all the Regular Premiums in arrears and other sums necessary to reinstate this Policy are received by the Company.
- 5.2 Notwithstanding anything to the contrary contained elsewhere in this Policy, the Company reserves the right to reinstate the 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 to the Company in deciding on reinstatement of the Policy, if any incorrect or untrue statement has been made or any material fact has been suppressed, the Company shall be entitled to cancel the reinstatement of the Policy or repudiate the claim, if any, arising 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.

6. Termination: In the event the Fund Value is insufficient to pay the Charges, the Company may terminate the Policy forthwith and all the obligations under the Policy shall cease.

7. Forfeiture. In issuing this Policy, the Company has relied on, and may rely on, accuracy and completeness of the information provided by the Policyholder and any other declarations or statements made or as may be made hereafter, by the Policyholder. Subject to the provisions of the applicable Regulations including Section 45 of the Insurance Act, 1938, in the event any such information, declaration or statement is found to be false or incorrect or any material information is found to be withheld or misrepresented, the Policy shall become null and void from commencement, and the Company shall cease to be liable for any Benefits payable under this Policy and all amounts received under this Policy shall vest with the Company.

8. Preponement or Postponement of Vesting Date.

The Policy shall vest on the Vesting Date specified in the Policy Schedule. The Policyholder has the option to prepone or postpone the Vesting Date within the permissible Vesting Age subject to the Policy remaining in full force and effect and subject to maximum Vesting Age allowed under this Policy. It is clarified that in the event payment of the Regular Premium is discontinued as per clause 4.1.3 or 4.1.4, the option to prepone or postpone the Vesting Date will not be permitted. Preponement or postponement of the Vesting Date can be effected only once at any time before the Vesting Date subject to the Policyholder giving at least six months prior written notice to the Company. The preponement or postponement is subject to levy of applicable Charges set out in **Annexure A** to this Policy.

If the Policyholder prepones or postpones the Vesting Date in cases where the Life Stage Investment Program has been opted, the percentage of investment allocation already made under the Exide Life Prime Equity - Pension of the said Program shall be switched to Exide Life Preserver Pension – Pension by the Company depending on the remaining term to the Vesting Age as set out in **Annexure B** to this Policy.

9. Benefits.

9.1. Vesting Benefits payable on the Vesting date.

Subject to the Policy remaining in full force and effect, the Policyholder shall have the following options on the Vesting Date:

- a. **If the age of the Life Assured is 55 years or more on the Vesting Date:**
To receive an amount in lump sum, not exceeding one-third of the Fund Value or such other permissible amount, as permissible as per the applicable Regulations, and utilize the balance amount of the Fund Value towards purchasing annuity under the then available Annuity Plans of the Company or purchase an annuity from open market option.

- b. **If the age of the Life Assured is less than 55 years on the Vesting Date:**
Postpone the Vesting Age subject to maximum Vesting Age allowed under the Policy and then purchase annuity under the then available Annuity Plans or purchase an annuity from open market option on attaining Vesting Age.

9.2. Death Benefit payable on death of the Life Assured before the Vesting Date

9.2.1. In the event of death of the Life Assured before the Vesting Date, the liability of the Company shall be limited to payment of the Death Benefit, which shall be the Fund Value and the following provision shall apply,

9.2.1.1 The nominee can opt to receive the entire Benefit Amount in lump sum.

9.2.1.2 If spouse is the nominee and does not opt to receive entire Benefit Amount in lump sum the following provisions shall apply:

9.2.1.2.1 If the age of the spouse is atleast 55 years, the spouse shall have the following options:

- (i) To receive one-third the Fund Value or such other permissible amount and utilize the balance amount of the Fund Value for the purchase of annuity under the then available Annuity Plans of the Company or from any other insurance company approved by the Regulatory Authority; or
- (ii) To utilize the entire Fund Value for purchase of annuity under the then available Annuity Plans offered by the Company or from any other insurance company approved by the Regulatory Authority.

9.2.1.2.2 If the age of the spouse is less than 55, to receive Fund Value as a lump sum or elect to purchase the annuity from any other insurance company approved by the Regulatory Authority.

In case the nominee-spouse is not alive on the date of death of the Life Assured, or if the spouse is not named as the nominee, the Fund Value shall be payable in lump sum to the Nominee or proving legal heirs of the Policyholder, as the case may be, and the Policy shall terminate on such payment by the Company.

9.3. Surrender Benefit

9.3.1. 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 on the applicable Relevant Date, as reduced by the Surrender Charges, as Surrender Benefit. On such payment, the Policy shall terminate forthwith and the Company will be relieved and discharged from all obligations under this Policy thereafter. In case of Regular Premiums, Surrender Benefits will be payable only if at least one full years' Premium has been paid under the Policy.

9.4. Annuity Plans:

9.4.1 The Company offers Annuity Plans as are in effect at the time of purchase of annuity. The annuity shall be governed by the terms of the relevant Annuity Plan offered by the Company and at the rate prevailing at the date of purchase of annuity. The person exercising the option to purchase annuity provided under this Policy shall be referred to as the Annuitant. The following annuity option is offered by the Company currently.

- a. Life Annuity with return of the purchase price on death of the annuitant:** Under this Annuity Plan, the Company will pay annuity in arrears during the lifetime of the Annuitant and on the Annuitant's death the amount applied for purchase of the annuity will be returned to the Nominee(s) or the legal heirs of the Policyholder, as the case may be;

- 9.4.2 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 on 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 entire Fund Value in lump sum. Tax liability on receipt of such amount shall be the responsibility of the Policyholder or the named Spouse as the case may be.
- 9.4.3 Notwithstanding anything to the contrary contained in this Policy, the Annuitant shall provide age proof on the Vesting Date as may be required or acceptable to the Company. The Company reserves the right to reduce or increase the annuity rates depending on the age of the Annuitant, as may be accepted by the Company, in accordance with the then current rules of the Company.
- 9.4.4 Annuity rates are not guaranteed. The annuity will be purchased by using the available Fund Value under the Policy and by applying the annuity rates which prevail on the date of the Company receiving the application from the Policyholder or nominee-spouse as the case may be, for purchasing the annuity.
- 9.4.5 If the Annuitant intends to purchase annuity with the Company, the Annuitant shall exercise the annuity option at least three months prior to the Vesting Date.
- 9.4.6 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
- 9.4.7 The Policyholder or the nominee-spouse as the case may be, may purchase annuity either from the Company or from open market in accordance with the applicable Regulations. 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 applicable Benefit to the Insurance Company designated by the Policyholder or the nominee-spouse, as the case may be.

9.5 Requirements for Vesting/Death Benefit

- 9.5.1. In the event of a claim for Vesting/Death Benefit, as the case may be, arising under this Policy, the Policyholder, his Nominee(s) or legal heirs, as the case may be, shall notify the Company in writing of the claim and provide the following documents to the Company within 60 days of the claim arising, to enable the Company to process the claim:

9.5.1.1. In case of claim for Vesting Benefit:

- (i) Policy document, in original;
- (ii) Discharge Form; and

9.5.1.2. 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.

9.5.1.3. 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/her death.

9.5.2 Notwithstanding anything contained in Clause 9.5.1 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.

9.6 Mode of payment of Benefits

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

9.6.2 The Company shall pay the applicable Benefits and other sums payable under this Policy at the Customer Services Centre at the Company's National Operations Office in Bangalore. Any discharge given by the Policyholder, the Nominee(s) the proving heirs(s) as the case may be, 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.

9.7. Allotment of Loyalty Units:

9.7.1. Subject to the Policy being in full force and effect and all Premiums are paid up to date on the Policy Anniversary Date, the Company shall allot Loyalty Units to the Policyholder on the Relevant Date in the following proportions:

- a. Equivalent to 0.20% of the Fund Value upto 3rd Policy Year;
- b. Equivalent to 0.30 % of the Fund Value from the 4th Policy Year onwards.

However if the Premium Payment Term is more than 10 years, the Policyholder shall be entitled to allotment of Loyalty Units at the end of every Policy Year, if 10 Policy Years annualized Regular Premiums have been paid by the Policyholder.

9.8. Cancellation of Units. Subject to the provisions of Clause 9 above, the Benefits under this Policy shall be settled by cancellation of required number of Units from the Unit Linked Fund 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, unless specified otherwise by the Policyholder and accepted by the Company.

10. Fund Value and Unit Statement of Account

- 10.1 **Fund Value:** For the purpose of this Policy, the Company will maintain an account called the Fund Value, to which the Premium received from the Policyholder under this Policy shall be credited, net of Premium Allocation Charges and other applicable Charges as provided for in **Annexure A** hereto. The amount so credited shall be utilized by the Company for purchase of Units in the Unit Linked Funds offered by the Company and chosen by the Policyholder.
- 10.2. **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, switching between the Unit Linked Funds or payment of Benefits, takes place.

11. Charges

- 11.1 The Company may levy the Premium Allocation Charges, Fund Management Charges, Policy Administration Charges, Surrender Charges, Switching Charge and Miscellaneous Charges as provided in **Annexure A** of this Policy.

12. Unit Linked Fund and Life Stage Investment Program:

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

12.1.1 Exide Life Preserver - Pension:

The investment objective of this Fund is to provide security and moderate growth. 100 percent of the available funds will be invested in debt and debt- related instruments with no more than 25% of the fund may be invested in instruments with a maturity of less than 12 months.

- 12.1.2 **Exide Life Prime Equity - Pension:** The objective of this Fund is to maximize growth through investments in a portfolio of equities. A minimum of 90% and up to maximum of 100% of the available funds will be invested in equities or equity related instruments and the balance in debt and debt related instruments. The investments are made mainly into any company within the BSE 100 and no more than 25% of the fund may be invested in companies outside the BSE 100 universe.

- 12.2. **Life Stage Investment Program:** Life Stage Investment Program is an option given to the Policyholder that is to be exercised either at the inception of the Policy or at any time during the term of the Policy. The monies invested under this program, including the Top-up Premiums, shall be switched automatically by the Company from Exide Life Prime Equity - Pension to Exide Life Preserver - Pension as Vesting Date approaches. The Switching out of Exide Life Prime Equity - Pension would commence from the Switch Start Date, being the date when the Policyholder notifies to the Company, his option for the program or 20 years before Vesting Date, when the outstanding term to Vesting Date is greater than 20 years, on the date of exercising the option. No partial Switching shall be permitted. The Switching will be made on a quarterly basis so as to achieve the required split between the Exide Life Prime Equity – Pension and the Exide Life Preserver – Pension.

The monies that are not invested in Exide Life Prime Equity - Pension would be invested in Exide Life Preserver - Pension subject to the following limits;

Exide Life Preserver - Pension: A minimum of 0% and a maximum of 100% of the Fund Value would be invested in Exide Life Preserver - Pension.

12.2.1. The Company offers the following options under the Life Stage Investment Program:

- a. **Standard Program:** Under this option, the portion of the Fund Value that would be invested in Exide Life Prime Equity – Pension, 20 years before Vesting Age is 60%.
- b. **Aggressive Program:** Under this option, the portion of Fund Value that would be invested in Exide Life Prime Equity – Pension, 20 years before Vesting Age is 100%.

Under the Life Stage Investment Program, the proportion of Fund Value which shall form part of Exide Life Prime Equity - Pension over a period of 20 years is as given in **Annexure-B**.

12.2.2. Cost of Life Stage Investment Program:

Automatic switches done by the Company under the Life Stage Investment Program are not subject to any charges.

12.2.3. Switching In/Out of the Life Stage Investment Program:

If the Policyholder opts for or opts out of the Life Stage Investment Program during the term of the Policy or opts to switch between the Standard and Aggressive Program under the Life Stage Investment Program, Switching Charges as set out in **Annexure-A** shall be levied.

12.2.4. Quarterly Rebalancing:

There is a quarterly rebalancing where the units are redistributed across the respective Funds to offset the change in proportion of funds due to the movement of unit prices. The quarterly rebalancing date shall be the end of every quarter of the Policy Year.

- 12.3 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). The option to redirect the Premium is not available under the Life Stage Investment Program.
- 12.4. Subject to investment norms and policies of the Company in effect from time to time and applicable Regulations, the Company shall at all times reserve the right to select the investments and/or make the investments under the categories of investment mentioned in clauses 12.1 and 12.2 above. 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 and Life Stage Investment Program. The Company shall have absolute legal and beneficial ownership of all investments and assets of the Unit Linked Fund.
 - 12.4.1 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 the 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 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). The Company's decision in selecting the Unit Linked Fund (s) shall be final and binding.

- 12.4.2 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 debt, equity and/or money markets in respect of any of the above Unit Linked Fund, depending upon the prevailing and expected investment environment and the applicable Regulations.
- 12.5. **Risk Factors.** 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:
- 12.6. The names of the Unit Linked Funds or Pre-defined Investment Strategies do not in any manner indicate the quality of the Unit Linked Funds or Pre-defined Investment Strategies or their future prospects or returns. The Unit Linked Funds or Pre-defined Investment Strategies do not offer any guarantee or assure any guaranteed return;
- 12.7. Investments in Units and funds specified in Life Stage Investment Program are subject to market and other risks. Investment risk in investment portfolio is borne by the Policyholder. There is no assurance that the objective(s) of the Unit Linked Funds will be achieved;
- 12.8. 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;
- 12.9. Past performance of the Unit Linked Fund(s) of the Company are not indicative of future performance of the Fund(s).
- 12.10. All benefits payable under this Policy are subject to tax laws and other fiscal enactments in effect from time to time.
- 12.11. Exide Life Insurance Company Limited is only the name of the Insurance Company and Exide Life New Golden Life is only the name of the life insurance contract and does not in any way indicate the quality of the contract, its future prospects and returns
- 12.12. The Company reserves the right to suspend the allocation, reallocation, and cancellation 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.
- 12.13. The right of the company to suspend the allocation, reallocation and cancellation 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 and cancellation of Units beyond 30 days the Company shall do so with the prior approval of the Regulatory Authority.

13. Units

- 13.1. 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.

13.2. **Allocation of Units:**

- 13.2.1. 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 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 Relevant Date.

- 13.3 **Surrender and Switching of Units and Payment of Top up Premium:** The Company shall make all transactions in Units such as Switches and Surrender and Receipt of Top Up Premium on the applicable Relevant Date. A total of four free Switches are allowed within a period of a Policy Year free of charge, Switches made over and above the said limit is subject to Charges as set forth in **Annexure A** hereto. Switching into the Life Stage Investment Program from outside the Program and vice versa is permitted during the term of this Policy. This option can be exercised only for switching the entire Fund Value and not for part of the Fund Value.

- 13.4 All requests for Surrenders, Switching of Units, payment of Top-ups Premium and all intimations pertaining to claim of Benefits shall be in writing, addressed to the Company's Customer Service Centre at its National Operations Office in Bangalore and shall take effect on the applicable Relevant Date.

- 13.5. Valuation of Unit Linked Fund: 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 Fund shall be made as per the applicable Regulations and valuation norms of the Company in effect from time to time.

- 13.6. **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. Premium Allocation Charges shall be recovered by deduction from the amount of the Premium received. Switching Charges will be charged to the source Unit Linked Fund from which the Units are switched and shall be recovered by cancellation of required number of Units from the respective Unit Linked Funds.

14. **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.

15. 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. Notice of 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.

15.1 If the spouse is named as nominee, the spouse would be entitled to the benefits under this Policy as specified in Clause 9.2.1.

16. The Policy cannot be assigned in whole or in part.

17. General Conditions

17.1 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.

17.2 Review and 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 Fund and / or determination of the Unit Price, with the approval of the Regulatory Authority.

17.3 Exclusions: There are no exclusions under this Policy.

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

18. GENERAL PROVISIONS

18.1 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.

18.2 Limitation of Liability. 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.

18.3 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

18.4 Taxes, duties and levies and disclosure of information

18.4.1 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 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 Nominee(s) or proving legal heir(s) , 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 Nominee(s) or proving legal heir(s).

18.4.2 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.

18.4.3 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 Premium and the Benefits under this Policy, the Company shall be entitled to disclose the required information to the appropriate governmental or regulatory authorities.

18.5 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.

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

18.7 Governing Law and Jurisdiction

- 18.7.1 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.
- 18.7.2 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 Policy Commencement Date are as follows:

- A.1 **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:

Premium Payment Term	Year 1	Year 2	Year 3 to 20	Year 21 onwards
Less than or equal to 10 years	15.0%	4.5%	2%	1%
Greater than 10 years	18.0%	4.5%	2%	1%

Top Up Premium Charge: 2%

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 this Policy.

- A.2. **Fund Management Charge:** Fund Management Charge is a charge levied on a daily basis as a percentage of value of assets held in the Unit Linked Fund at the time of computation of the Unit Price. The Company shall appropriate the Fund Management Charge as stated in Clause 13.6 of the Policy Terms and Conditions. The Fund Management Charges applicable, at present, are as follows:

Fund	Annual Charge
Exide Life Preserver – Pension	1.00%
Exide Life Prime Equity – Pension	1.35%

The Company reserves the right to change the Fund Management Charge, with the approval of the Regulatory Authority, provided however that the Fund Management Charges shall not exceed the cap on Fund Management Charges as determined by the Regulatory Authority from time to time.

- A.3. **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.1045/- in the first Policy month and Rs. 45/- 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.45/- would be increased compounded at 5% every Policy Year.

In case of policies which have premiums in arrears, a flat extra of Rs. 15 per month will be charged in addition to the above till termination of the policy or revival whichever is earlier

- A.4. **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 the policyholder's First Year Regular Premium
-----------------------------------	--

<1	Surrender value not payable
1	60%
2	40%
3	10%
4	5%
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 Regular Premium.

No Surrender Charges shall be levied for policies surrendered after 5th Policy Year irrespective of number of Regular Premiums paid.

A.5. Switching Charges

Switching Charges are levied on switching of units from one Unit Linked Fund to another as well as if the Policyholder opts for or opts out of the Life Stage Investment Program during the term of the Policy or opts to switch between the Standard and Aggressive Program.

The Switching Charges are levied at the time of effecting the switch. The Switching Charges applicable at present are as follows:

First four Switches in any Policy Year: Nil
 Any subsequent Switch after first Four Switches in any Policy Year: Rs.200/- per Switch

The Company reserves the right to change the terms and conditions applicable for switches, including the number of free switches and the Switching Charges with the approval of the Regulatory Authority, provided however that such increase shall not exceed Rs. 500/- per switch.

A.6. Miscellaneous Charges:

For alterations like preponing or postponing the Vesting Date, or other Policy alteration request, an amount of Rs. 200 would be charged. The maximum charge shall not exceed Rs.1, 000.

Annexure B

LIFE STAGE INVESTMENT PROGRAM

Exposure to Exide Life Prime Equity - Pension (as % of total Fund Value)		
Term to Vesting Age	Aggressive Program	Standard Program
20 years and above	100.00%	60.00%
19	95.00%	57.00%
18	90.00%	54.00%
17	85.00%	51.00%
16	80.00%	48.00%
15	75.00%	45.00%
14	70.00%	42.00%
13	65.00%	39.00%
12	60.00%	36.00%
11	55.00%	33.00%
10	50.00%	30.00%
9	45.00%	27.00%
8	40.00%	24.00%
7	35.00%	21.00%
6	30.00%	18.00%
5	25.00%	15.00%
4	20.00%	12.00%
3	15.00%	9.00%
2	10.00%	6.00%
1	5.00%	3.00%
0	0.00%	0.00%

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

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

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 Chandras Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1 st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel : 040-65504123 Fax: 040-23376599 Email insombudhyd@gmail.com
Kerala, UT	Insurance Ombudsman, Office of the Insurance	West Bengal, Bihar,	Ms. Manika Datta Insurance Ombudsman,

of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry	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	Jharkhand and UT of Andaman & Nicobar Islands, Sikkim	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
Uttar Pradesh and Uttaranchal	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6 th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel : 0522 -2231331 Fax : 0522-2231310 Email insombudsman@rediffmail.com	Maharashtra, Goa	Shri S Viswanathan Insurance Ombudsman, Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054. Tel : 022-26106928 Fax : 022-26106052 Email ombudsmanmumbai@gmail.com

Standard requirements for submission of a Claim are mentioned below

(Depending on the circumstances of a claim, additional relevant information may be required which would be case specific)

Maturity Claims

- Original Policy Document.
- Discharge form

Death Claim

- Policy Document - Original.
- Death Certificate - Original.
- Death Certificate issued by Medical Attendant/Hospital.
- Hospitalisation documents (Discharge summary, all investigation reports) if Life Assured has taken treatment for illness leading to death.
- Last Medical Attendants Certificate.
- Family Doctor's Certificate.
- Employer's Certificate and Copy of Medical leave if availed from the Employer.
- Age proof and Photo Identification of the Life Assured
- Photo Identification of the Nominee
- Obituary intimation in the newspaper (if any)
- Burial/ Cremation Certificate
- Claim Form.

In case of unnatural deaths including accidents (in addition to above)

- First Information Report (FIR) attested by the police officials,
- Final investigation Report attested by the police officials &
- Post-Mortem Report (PMR) attested by the police officials.
- Police Inquest Report and Panchnama report attested by the police officials.

- Newspaper clippings of the incident (if any)



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.:** _____

Switch:

From	To	Please state what percentage should be allocated to each fund
EXIDE LIFE Preserver	EXIDE LIFE Prime Equity	
	EXIDE LIFE Preserver	
EXIDE LIFE Prime Equity	EXIDE LIFE Preserver	
	EXIDE LIFE Prime Equity	
Total		100%

Premium Redirection:

From	To	*Future Premium Percentage of holding
EXIDE LIFE Preserver	EXIDE LIFE Prime Equity	
EXIDE LIFE Prime Equity	EXIDE LIFE Preserver	
EXIDE LIFE Prudent	EXIDE LIFE Enhancer#	EXIDE LIFE Prime Equity – 60% EXIDE LIFE Preserver – 40%
EXIDE LIFE Enhancer	EXIDE LIFE Prudent#	EXIDE LIFE Prime Equity – 40% EXIDE LIFE Preserver – 60%
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 Head 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.

The percentage in the option is predefined. Hence should be only selected.

Date:

Place:

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

Name and address witness: _____

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Exide Life Insurance Company Limited, Registration No. 114,
National Operations Office: Exide Life Insurance Company Limited, 690, 1st Floor, Gold Hill
Square, Opp Oxford University College, Begur Hobli, Hosur Road, Bangalore – 560068
Toll Free Number 1800-419 8228 Tel No: 080 4134 5212 Fax No: 080 4110 0700

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.:** _____

Fund / Options	Please state what percentage of total amount should be allocated to each fund	
	Percentage (%)	Amount
EXIDE LIFE Preserver		
EXIDE LIFE Prime Equity		
EXIDE LIFE Prudent#	EXIDE LIFE Prime Equity – 40% EXIDE LIFE Preserver – 60%	
EXIDE LIFE Enhancer	EXIDE LIFE Prime Equity – 60% EXIDE LIFE Preserver – 40%	
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 Head 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.

The percentage in the option is predefined. Hence should be only selected.

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.

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