

## Policy Document

### 1. Benefits payable

#### Maturity / Death Benefit

The Sum Assured shall be payable on the Maturity Date of Policy or on the previous death of the Life Assured.

### 2. Guaranteed Surrender Value

On the expiry of a period of one year from the date of commencement of policy, this policy acquires a Guaranteed Surrender Value. The Guaranteed Surrender Value will be equal to 70% of the single premium at the end of one year, 75% of the single premium at the end of two years and 80% of the single premium at the end of three years and thereafter.

The Policy which has acquired a Surrender Value can be surrendered for payment in cash and the surrender shall extinguish all the rights, benefits and interests under the Policy.

### 3. Loans:

Within the Surrender Value acquired by this policy, loans may be granted subject to the following terms and conditions: -

- (i) Loan may be granted on proof of title to the policy;
- (ii) The policy shall be assigned absolutely to and be held by the Company as security for repayment of the loan and interest thereon;
- (iii) The loan shall carry interest at the rate specified by the Company at the time when the loan is advanced and shall be compounded half yearly;
- (iv) The loan amount may be repaid at any time before a claim arises. However, interest shall be charged for a minimum period of 6 months;
- (v) The first payment of interest shall fall due on the half-yearly policy anniversary following the date on which the loan is advanced and thereafter on every half-yearly policy anniversary.
- (vi) In case the policy results in claim by maturity or otherwise before the repayment of the loan in full with interest the Company shall be entitled to recover the outstanding loan and interest from any moneys payable under the policy.

**Policy Document**  
**GENERAL CONDITIONS**

**1 Age:**

- i) The premium payable under the policy has been calculated on the basis of the age of the Life Assured as declared in the Proposal. In case the age of the Life Assured has not been admitted by the Company, the Proposer/ Life Assured shall furnish such proof of age of the Life Assured as is acceptable to the Company and have the age admitted.
- ii) In the event the age so admitted ("the correct age") is found to be different from the age declared in the Proposal, without prejudice to the Company's other rights and remedies including those under the Insurance Act, 1938, one of the following actions shall be taken:
  - a) If the correct age is such as would have made the Life Assured uninsurable under the plan of assurance specified in the Policy Certificate, the plan of assurance shall stand altered to such plan of assurance as is generally granted by the Company for the correct age of the Life Assured, subject to the terms and conditions as are applicable to that plan of assurance. If it is not possible to grant any other plan of assurance, the policy shall stand cancelled from the date of issue of the policy and the premium paid shall be refunded subject to the deduction of the expenses incurred by the Company on the policy.
  - b) If the correct age is higher than the age declared in the Proposal, the premium payable under the policy shall be altered corresponding to the correct age of the Life Assured ("the corrected premium") from the date of commencement of the policy and the Proposer/Life Assured shall pay to the Company the accumulated difference between the corrected premium and the original premium from the date of commencement of the policy up to the date of such payment with interest at such rate and in such manner as is charged by the Company for late payment of premium. If the Proposer/Life Assured fails to pay the difference of premium with interest thereon as mentioned above, the same shall be treated as a debt due to the Company and shall be recovered with further interest thereon as mentioned above from the moneys payable under the policy.
  - c) If the correct age of the Life Assured is lower than the age declared in the Proposal, the premium payable under the policy shall be altered corresponding to the correct age of the Life Assured ("the corrected premium") from the date of commencement of the policy and the Company may, at its discretion, refund without interest, the accumulated difference between the original premium paid and the corrected premium.

## **2. Assignment and nomination:**

- (i) An assignment of this policy may be made by an endorsement upon the policy itself or by a separate instrument signed in either case by the assignor specifically stating the fact of assignment and duly attested. The first assignment may be only made by the Life Assured or the Proposer. Such assignment shall be effective, as against the Company, from and upon the service of a written notice upon the Company and the Company recording the assignment in its books.
- (ii) The Life Assured, where he is the holder of the policy, may, at any time before the Maturity Date of policy, make a nomination for the purpose of payment of the moneys secured by the policy in the event of his death. Where the nominee is a minor, he may 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 Maturity Date of policy shall also be communicated to the Company.

The Company does not express itself upon the validity or accept any responsibility on the assignment or nomination in recording the assignment or registering the nomination or change in nomination.

## **3. Suicide:**

If the Life assured commits suicide whether sane or insane, within one year from the date of commencement of this Policy, the Policy shall be void and the premiums paid hereunder will be refunded after deducting the expenses incurred by the Company for the issue of the policy.

## **4. Special Provisions:**

Any special provisions subject to which this Policy has been entered into and endorsed in the Policy or in any separate instrument shall be deemed to be part of this Policy and shall have effect accordingly.

## **5. Incontestability:**

In case it is found that any untrue or incorrect statement is contained in the proposal/ personal statement, declaration and connected documents or any material information has been withheld then, but subject to the provision of Sec.45 of the Insurance Act, 1938, the policy shall be void and no benefit shall be payable thereunder.

## **6. Notices**

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, facsimile or e-mail to

**In case of the Company:**

Address : **Customer Service Desk**  
ICICI Prudential Life Insurance Company Limited  
ICICI PruLife Towers,  
1089, Appasaheb Marathe Marg, Prabhadevi,  
Mumbai- 400 025  
Facsimile: 022 24376727  
E-Mail: [lifeline@iciciprulife.com](mailto:lifeline@iciciprulife.com)

Notice and instructions will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

**9. Legislative Changes**

The terms and conditions including the premium and the benefits payable under this Policy are subject to variation in accordance with the relevant legislation.

**10. Payment of Claim**

Before payment of any claim under the Policy, the Company shall require the delivery of the original of this Policy document and the following documents establishing the right of the claimant or claimants to receive payment.

**Documentation for claim**

The following documents shall be required to be submitted to the Company at the time of claim.

1. Original Insurance Policy
2. Claimant's statement
3. Death certificate issued by the local and medical authority in case of death claim
4. Medical evidence in case of health and disability rider claims.
5. Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the claim.

**11. Electronic Transactions**

The Customer shall adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centres, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

## 12. Customer Service

(a) If at any time you need any clarification or assistance, please contact our agent or call our Customer Service Representative at the telephone numbers given below during office hours (9.30 a.m. to 5.30 p.m.)

You may communicate with us on the following numbers:

|            |            |           |             |           |              |
|------------|------------|-----------|-------------|-----------|--------------|
| Ahmedabad  | 647 9199   | Bangalore | 532 5455    | Baroda    | 9898277877   |
| Chandigarh | 717087     | Chennai   | 2436 7007   | Kochi     | 384524       |
| Coimbatore | 2382 780   | Delhi     | 23683695    | Hyderabad | 23128999     |
| Indore     | 2408 778   | Jaipur    | 2249911     | Lucknow   | 1600-11-6050 |
| Ludhiana   | 914624404  | Kolkata   | 22539000    | Madurai   | 9843130379   |
| Mangalore  | 9845276640 | Mumbai    | 28307766    | Meerut    | 91-2368 3695 |
| Nagpur     | 9823393334 | Nashik    | 9823393334  | Pune      | 610 3434     |
| Trichy     | 9843130379 | Jalandar  | 98214624404 |           |              |

Alternatively you may communicate with us:

By mail at:

Customer Service Desk  
ICICI Prudential Life Insurance Company Limited  
ICICI PruLife Towers,  
1089, Appasaheb Marathe Marg, Prabhadevi,  
Mumbai- 400 025

Facsimile: 022 24376727

E-mail: [lifeline@iciciprulife.com](mailto:lifeline@iciciprulife.com)

(b) The Company has a grievance redressal mechanism for resolution of any dispute and any grievance or complaint in respect of this policy may be addressed to:-

Grievance Redressal Committee,  
Customer Service Desk,  
ICICI Prudential Life Insurance Company Limited  
ICICI PruLife Towers,  
1089, Appasaheb Marathe Marg, Prabhadevi,  
Mumbai- 400 025

(c) The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies. For details log on to our website [www.iciciprulife.com](http://www.iciciprulife.com) or contact our Customer Service Desk.

"The policy shall be subject to and be governed by this policy document and the terms and conditions of the schedule enclosed herewith including every endorsement by the Company and shall together form a single contract (Ver S03: 2)