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InvestShield Cashbak

Policy Document

In this Policy, the investment risk in investment portfolio is borne by the Policyholder.

Brief Policy Description: This is a regular premium unit linked life insurance policy, which provides life insurance cover. The premium paid by the Policyholder is utilized to purchase units in the Fund after deducting applicable charges. The policy provides a premium guarantee on death or at maturity. The policy also provides for an option to surrender the policy during the term.

Policyholder: means the Proposer under the Policy or the owner of the Policy at any point of time.

Life Assured: means the person on whose life the Policy contract has been issued, the insured.

Policy Contract: The Policy is a legal contract between the Policyholder and ICICI Prudential Life Insurance Company Ltd (the Company), which has been issued on the basis of the proposal form and the documents evidencing the insurability of the Life Assured. The Policy contract comprises the Policy certificate and the Policy document (terms & conditions including the Unit Statement/s to be issued from time to time and the mortality charges table). The Company agrees to provide the benefits set out in the Policy in return of the premium paid by the policyholder.

The Company relies upon the information given by the Proposer and/or the Life Assured in the proposal form and in any other document(s) or during the medical examination, if any. The Policy is declared void in case the information given is incomplete or inaccurate or untrue or in case it is found that the policy was issued on the basis of fake/tampered documents/proofs. Further details are stated in the "Incontestability" clause under General conditions.

The Policy enables the Policyholder to participate only in the investment performance of the Fund, to the extent of allocated units and does not in any way confer any right whatsoever on the Proposer/Life Assured to otherwise share in the profits or surplus of the business of the Company in any manner whatsoever or make any claim in relation to the assets of the Company.

The Policy is subject to the terms and conditions as mentioned in the Policy document and is governed by the laws of India.

Look period: A period of 15 days is available to the Policyholder during which the Policy can be reviewed. If the Policy is suitable, this booklet should be returned within 15 days from the day the Policyholder receives the Policy.

The Company will return the Premiums paid subject to the deductions as follows:

- a. Proportionate Mortality charges
- b. Insurance stamp duty on the Policy
- c. Policy expenses borne by the Company on the medicals.

Units will be repurchased by the company and any fluctuation in the Fund Value will be on customers' account.

1. Definitions:

In the Policy Document, unless the context otherwise requires:

- (a) **"Regular premium contract"** means Unit Linked Insurance Plan where the premium payment is level and paid in regular intervals like yearly, half-yearly or monthly.
- (b) **"Sum Assured"** is the guaranteed amount payable on the death of the Life Assured.
- (c) **"Death Benefit"** means the amount of benefit which is payable on death as specified in the Policy document. This is stated at the inception of the policy.
- (d) **"Maturity Benefit"** means the amount of benefit which is payable on survival till maturity i.e. on the cover cessation date, as specified in the Policy certificate.
- (e) **"Monthly Due Date"** means the date in any subsequent calendar month corresponding numerically with the date of the commencement of the Policy. In the event that there is no date in any subsequent calendar month corresponding numerically with the commencement date, then the due date shall be the last date in that subsequent calendar month.
- (e) **"Unit"** means the portion or a part of the underlying segregated unit linked Fund.
- (f) **"Net Asset Value (NAV)"** means the value per unit calculated in Rupees as mentioned below:

The NAV will be based on the appropriation price when the fund is expanding and the expropriation price when the fund is contracting.

The appropriation price is defined as follows.

[Market or Fair Value of the Investments plus expenses incurred in the purchase of assets plus Current Assets and accrued interest (net off fund management charges) less Current Liabilities and provisions]

Divided by,

Number of units outstanding under the Fund

The expropriation price is defined as follows.

Market or Fair Value of the Investments minus expenses incurred in the sale of assets plus Current Assets and accrued interest (net off fund management charges) less Current Liabilities and provisions

Divided By,

Number of units outstanding under the Fund

- (h) **"Fund Value"** is the product of the total number of units under the Policy and the NAV.
- (i) **"Life Insurance Cover"** means the Sum Assured
- (j) **"Allocation"** means creating the units at the prevailing NAV offered by the Company. This is applicable in case of premium payment.
- (k) **"Redemption"** means encashing the units at the prevailing NAV offered by the Company where the process involves cancellation of units. This is applicable in case of exercising partial withdrawal, maturity, surrender or in the case of payment of death benefit.
- (i) **"Partial withdrawal"** means any part of fund that is encashed / withdrawn by the Policyholder during the term of policy.
- (m) **"Surrender"** means terminating the contract once for all. On surrender, the surrender value is payable which is "Fund Value less the surrender charge" and is subject to the Clause 3 on "Surrender".
- (n) **"Valuation of funds"** is the determination of the value of the underlying assets of the unit linked fund.
- (o) **"Premium Allocation Charge"** means a percentage of the Premium appropriated towards charges from the Premium received. The balance known as allocation rate constitutes that part of the Premium which is utilized to purchase (investment) units for the Policy. This charge is levied at the time of receipt of Premium.
- (p) **"Fund Management Charge"** means a charge levied as a percentage of the value of assets and shall be appropriated by adjusting the NAV. This is a charge levied at the time of computation of NAV.
- (q) **"Policy administration charge"** means a flat charge levied at the beginning of each Policy month from the Policy fund by canceling units for equivalent amount.
- (r) **"Surrender Charge"** means a charge levied on the Fund Value at the time of surrender of the Policy.

- (s) **"Mortality Charge"** means cost of life insurance cover and is levied at the beginning of each policy month from the fund by canceling units for an equivalent amount.
- (t) **"Guaranteed Value"** is the amount of premiums paid to date, reduced to the extent of proportionate partial withdrawals as of the fund value, made during the term of the policy.

2. Benefits payable subject to policy being in force for the full Sum Assured.

2.1 Death Benefit

In the event of the death of the Life Assured after attaining age 7 nearest birthday, the Company shall pay Sum Assured alongwith higher of the Guaranteed Value and the Fund value under the Policy.

In the event of the death of the Life Assured before age 7 nearest birthday, higher of the Guaranteed Value and the Fund Value under the Policy shall be payable.

The Policy terminates on payment of the Death Benefit.

2.2 Maturity Benefit provided the Policy is in force on the date of the Maturity (Cover Cessation Date)

On survival of the Life Assured to the date of the Maturity of the Policy, higher of the Guaranteed Value and the Fund Value shall be payable.

In case the premiums are discontinued and the continuation of cover is opted for, only the Fund Value shall be paid on Maturity.

The Policy would be terminated upon the lump sum payment of the Maturity benefit.

3. Surrender

The Policy acquires a Surrender Value after the payment of full premium for the first Policy year. However, the surrender value would be payable only after completion of three policy years or whenever the Policy is surrendered thereafter. The surrender value payable is the Fund Value after deducting the following surrender charges.

- a) Applicable surrender charges where three full years' premiums have not been paid

Duration of Policy	Surrender Charge as % of Fund Value
Less than one year	100%
One year	75%
Two years	60%

In case the premium payments are discontinued within the first three policy years, all benefits shall cease after the expiry of the days of grace for payment from the due date of the first unpaid premium.

- b) Applicable surrender charge where three full years' premiums have been paid

Duration of Policy years	Surrender Charge as % of Fund Value
3 years	50%
4 years	40%
5 years	30%
6 years	20%
7 years	15%
8 years	10%
9 years	5%
10 years and above	0%

The Guaranteed Fund value shall not be considered for the purpose of surrender. The surrender shall extinguish all the rights, benefits and interest under the policy.

Premium

4.1 Payment of Premiums

- (i) Premiums are payable on the due dates and at the rate mentioned in the Policy at time of commencement of the policy. However, a grace period of not more than 30 days, where the mode of payment of premium is other than monthly, and not more than 15 days in the case of monthly mode is allowed.
- (ii) If a premium is not paid on the due date or during the days of grace, the provisions as per Clause 4.3 shall apply and the policyholder will continue to have the benefit of investment in the InvestShield CashBak Fund.
- (iii) Premiums are payable without any obligation on the company to issue a notice for the same.
- (iv) Premiums are payable through any of the following modes :-

1. Cash *
2. Cheques
3. Demand Drafts
4. Pay Orders
5. Bankers Cheque
6. Internet (Infinity / Bill Junction / Bill Desk)
7. Electronic Clearing System
8. Credit Card

* Amount and modalities will be subject to Company rules and relevant legislation / regulation.

- (v) If the Policyholder suspends payment of premium for any reason whatsoever, the Company shall not be held liable and the benefits, if any will be available only in accordance to the policy conditions.

4.2 Premium Allocation

The Premium paid shall be utilized for purchase of Units after the deduction of the Premium Allocation Charge as stated below:

Period of Premium	Premium Allocation Charge
1	55%
2	20%
3 and thereafter	3%

4.3 Continuation of the Policy

- a) If a premium is not paid on the due date or during the days of grace during the first three Policy years, the Life Insurance Cover and the Guaranteed Value shall cease and mortality charges will not be deducted. However, the Policy Administration and Fund Management charge would continue to be applicable. Also no transaction shall be allowed till the policy is revived.

If payment of premium is not resumed within the period of two years from the due date of first unpaid premium the Policy will be foreclosed and no benefits shall be payable to the Policyholder.

On death of the Life Assured during this period, the Fund Value under the Policy shall be payable.

- b) If full premium has been paid for three policy years and three policy years have elapsed and any subsequent premium is not paid on the due date or during the days of grace, then the policyholder shall have an option of continuing the cover without payment of renewal premiums. In such cases Life Insurance Cover will continue subject to the deduction of charges by way of cancellation of units and subject to the foreclosure conditions mentioned in Clause 8. However, in any case where the policyholder discontinues payment of premium, guarantee value will not be applicable.
- c) If full premium has been paid for three policy years and three policy years have elapsed and any subsequent premium is not paid on the due date or during the days of grace, and the policyholder has not opted for continuation of cover, then the Life Insurance Cover shall continue subject to the deduction of charges by way of cancellation of units only till the end of the period of two years from the due date of first unpaid premium. Thereafter the policy would be foreclosed as per Clause 9. During this period, guarantee value will not be applicable.

5. InvestShield CashBak Fund:

5.1 Investment Objective and its Indicative Portfolio Allocation

Objective: To provide accumulation of income through investment in various fixed income securities. The fund seeks to provide capital appreciation while maintaining a suitable balance between return, safety and liquidity

Indicative Portfolio Allocation

Indicative Portfolio Allocation	Max (%)	Min (%)
Debt, Money market & Cash	100	100

Potential Risk- Reward profile of the Fund: Low

The Company shall obtain the consent of the Policyholder, when any change in the Portfolio allocation pattern of the Fund described above is considered necessary other than on account of market conditions and/or political and economic force majeure. Such change shall be carried out as long as not more than one fourth of the Policyholders disagree. The Policyholder who does not give his consent shall be allowed to withdraw the units in the Fund at the then prevailing NAV without any surrender charge and terminate the policy.

The Company shall notify the Policyholder about the change in asset allocation when the change is on account of market conditions and/or political and economic force majeure.

5.2 Valuation Date

The NAV shall be declared by the company on a daily basis except on Bank holidays, Exchange holidays, Saturdays, Sundays and the days on which the Corporate Office is closed.

5.3 New Funds

New Funds may be introduced by the Company from time to time and the Policyholder shall be notified of the introduction of such new Funds. The Company may offer the Policyholder the option to switch to those Funds at such NAV and subject to such terms and conditions as may be specified by the Company at that time.

5.4 Investment of the Funds

The Company shall select the investments, including derivatives and units of mutual funds, by each Fund at its sole discretion subject to the investment objectives of the respective Fund and the IRDA Regulations in that behalf. All assets relating to the Fund shall be and shall remain in the absolute beneficial ownership of the Company. There is no trust created, whether express or implied, by the Company in respect of the investments in favour of the Policyholder / Assignee/ Nominee of the Policy or any other person.

5.5 Fund Closure

Although the Funds are open-ended, the Company may, in its sole discretion close any of the Funds on the happening of any event which in the sole opinion of the Company requires the said Fund to be closed. The Policyholder shall be notified of the Company's intention to close any of the Funds and on and from the date of such closure, the Company shall cease to issue, redeem and cancel Units of the said Fund and cease to carry on business activities in respect of the said Fund. In such an event if the Units are not withdrawn or switched to another Fund by the Policyholder, the Company will switch the said Units to another Fund at its sole discretion.

5.6 Risks of investment in the Funds

The Policyholder is aware that the investment in the Units is subject to the following, amongst others, risks and agrees that he is making the investment in the Units with full knowledge of the same.

- I. InvestShield CashBak is only the name of the Policy and does not in any way indicate the quality of the Policy, its future prospects or returns.
- II. InvestShield CashBak Fund is the name of the Fund and does not in any manner indicate the quality of the Fund, its future prospects or returns.
- III. The investments in the Units are subject to investment and other risks and there can be no assurance that the objectives of any of the Funds will be achieved.
- IV. The value of the Fund can go up or down depending on the factors and forces affecting the financial and debt markets from time to time and may also be affected by changes in the general level of interest rates.
- V. The past performance of other Funds of the Company is not necessarily indicative of the future performance of any of these Funds.
- VI. The Funds do not offer a guaranteed or assured return.
- VII. All benefits payable under the Policy are subject to the tax laws and other financial enactments as they exist from time to time.

6. Units

- 6.1 The nominal value of the Units is Rs.10 each. The Units are allocated in the manner described below and such allocations may be made up to 1/1000th of a Unit or such other fraction as the Company may, in its sole discretion, decide.

6.2 Applicability of NAV

	Applicable NAV (When transaction is by way of withdrawal, the same should be calculated as per the line)
• First Premium Deposit received by way of local cheque / pay order / demand drafts payable at par	NAV of the date of commencement of the policy
• First Premium Deposit received by way of outstation cheque / pay order / demand drafts	NAV of the date of commencement of the policy or date of realization of the amount by the Company, whichever is later
• Partial withdrawals • Surrender • Death claim • Requests for Free Look cancellation	NAV of the date of receipt of the request / written intimation of claim
• Direct debit, ECS, credit card, etc for the purpose of renewal premiums	NAV of the date of receipt of instruction or the due date, whichever is later
• Renewal premiums received by way of local cheque / pay order / demand drafts payable at par	NAV of the date of receipt of instrument or the due date, whichever is later
• Renewal Premiums received by way of outstation cheque / pay order / demand drafts	NAV of the date of receipt of instrument or the due date or date of realization of the amount by the Company, whichever is later
• Foreclosures / revival	NAV of the date of effect of foreclosure / revival
• Maturity Claim	NAV of the due date

The allocated units shall be reversed in case of non realization of the said amount.

***Cut-off time** means the time before which transaction requests (such as premiums, surrenders, withdrawals, etc.) should be received at the Company's Office for the applicability of the NAV of the same day. Currently the cut-off time is 4:15 p.m.

If the request/instruction is received after the cut-off time, then NAV of the next date or the due date, whichever is later, shall be applicable.

If the same day or the next day is not a Valuation date, then the Company shall apply the NAV of the next immediate Valuation Date.

In respect of transactions which are not specifically mentioned herein but involves the allocation and redemption of units, the Company shall follow the same norms as mentioned in this clause.

For all transactions on the last day of the financial year, the NAV of that day would be applicable, irrespective of the cut-off time.

The Company may, subject to IRDA approval, change the cut-off time by which requests for transactions have to be received and accepted for the purpose of determining the NAV of the relevant Fund to be used for calculating the number of Units. The change shall be intimated to the policyholder.

6.3 Valuation of the Funds

The NAV shall be computed at least up to two decimal places. The valuation of the assets, of each Fund shall be made as per the valuation norms prescribed by the Company and the IRDA.

6.4 In exceptional circumstances such as unusually high volume of sale of investments within a short period, market conditions and political and economic force majeure, the Company may, in its sole discretion, withdrawal of Units and the surrender of the Policy for a period not exceeding six (6) months from the date of application. The determination of the existence of exceptional circumstances for the purposes of this clause shall be in the sole judgement of the Company.

7 Partial Withdrawals

- a) Partial withdrawals will be allowed after completion of five policy years and provided that premiums for the first five full policy years have been paid.
- b) One partial withdrawal shall be allowed in a policy year maximum upto 10% of the Fund Value at the time of withdrawal. Any unutilized withdrawal cannot be carried forward. The Partial Withdrawals shall reduce the Guaranteed Value of the Fund in the same proportion as that of the Fund Value.
- c) Currently, the minimum amount of partial withdrawal is Rs.2,000/- and shall be subject to change as per the rules of the Company from time to time.
- d) On partial withdrawal the minimum Fund Value remaining under the Fund should be at least equal to 110% of one full year's premium at any given point of time.
- e) For policies issued on minor lives, partial withdrawals are only allowed after the Life Assured is 18 years.

8. Charges

8.1 Mortality Charges

- i. Mortality Charges would be calculated on the Sum Assured.
- ii. The Mortality charge together with applicable Service tax & Education cess shall be recovered on the date of commencement of the Policy and on each Monthly Due Date whilst the Policy remains in force and shall be recovered by cancellation of units.
- iii. The age dependent standard Mortality charges table is annexed to the Policy document. At inception, the charges may be revised based on the occupation, health and age of the Life Assured.
- iv. Mortality charge would be levied only after the Life Assured attains age 7 nearest birthday.

8.2 Policy Administration and Fund Management Charges

The Policy Administration charge shall be Rs. 40/- per month and the Fund Management Charge shall be 1.25% of the Fund Value.

8.3 Recovery of charges

- i. The Fund Management Charge pertaining to the net assets under the Fund (s) will be priced in the NAV of the Fund.
- ii. Premium Allocation charge is recovered by way of deduction from Premium
- iii. All other Charges would be recovered by cancellation of Units

8.4 Revision of Charges

The Company reserves the right to revise the following Charges at any time during the term of the policy. Any revision will be with prospective effect subject to approval from IRDA and after giving a notice to the Policyholders.

The Company reserves the right to change the Fund Management Charge pertaining to the net assets under the Fund (s) with prior approval from the IRDA to a maximum of 2.50% per annum of the net assets for each of the Funds.

The Company reserves the right to change the total Policy Administration Charge at any time with prior approval from the IRDA upto a maximum of Rs.120/- per month.

If the revision in the charges is not agreeable to the Policyholder, the Policy can be terminated by withdrawing all the units in the Funds at the then prevailing NAV, without any application of surrender charges.

The surrender charges, premium allocation charges and mortality charges are guaranteed for the term of the policy.

9. Foreclosure of the Policy

If full premium for the first three Policy years is not paid and the policy is not revived within a period of two years from the due date of the first unpaid premium, the policy shall be foreclosed as per clause 3.

If premium has been paid for three full Policy years and after three policy years have elapsed; and the policyholder discontinues payment of future premiums then the policy shall continue till the time the Fund Value under the Policy falls below 150% of one full year's premium. In such a case, the policy shall be terminated by paying the Surrender Value, subject to a minimum of one full year's premium.

10. Vesting on attaining majority

Where the Policy has been issued on the life of a minor, the Policy will automatically vest in him on his attaining majority and the Life Assured would be the holder of the Policy and the Company shall thereafter enter in to all correspondence directly with him. Any assignment or nomination of the Policy contrary to this provision would be null and void as against the Company.

General Conditions

1. Age

- i) The Mortality charges payable under the Policy have 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 Policyholder 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 of the life assured 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, which will be subject to the terms and conditions as are applicable to that Plan of assurance. If the Policyholder does not wish to opt for altered Plan or if it is not possible for the Company to grant any other Plan of insurance, the policy shall stand cancelled from the date of issue of the policy and the Fund Value shall be returned subject to deduction of the expenses incurred by the Company on the policy.
 - b) If the correct age of the life assured is found to be higher than the age declared in the Proposal, then subject to the underwriting evaluation at point of such knowledge, if the Life Assured is found insurable the charges (the "corrected Mortality charges") payable under the Policy shall be altered corresponding to the correct age of the Life Assured from the date of commencement of the Policy and the Policyholder shall pay to the Company the accumulated difference between the corrected charges and the original charges from the 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 Policyholder fails to pay such accumulated difference, together with interest, the same shall be recovered by cancellation of Units. Where the Life Assured is not found insurable, the Company would pay the Fund Value under the Policy and terminate the Policy.
 - c) If the correct age of the Life Assured is found to be lower than the age declared in the Proposal, the charges payable under the Policy shall be altered corresponding to the correct age of the Life Assured (the "corrected Mortality charges") from the date of commencement of the Policy and the Company shall refund without interest, the accumulated difference between the original charges paid and the corrected charges.

2. Revival of the Policy

A policy, which has lapsed for non-payment of premium within the days of grace, may be revived subject to the following conditions: -

- 1 The application for revival is made within two years from the due date of the first unpaid premium. If the policy is not revived within this period, then the policy shall be foreclosed by paying the Surrender Value at the end of the revival period.
- 2 The Policyholder, at his own expense, furnishes satisfactory evidence of health of the Life Assured, if required;
- 3 The receipt of arrears of premiums
- 4 The revival of the policy may be on terms different from those applicable to the policy before it lapsed;
- 5 The revival will take effect only on it being specifically communicated by the Company to the Life Assured.
- 6 During this period, the policyholder will continue to have the benefit of investment in the respective unit funds.

3. Assignment and nomination

- (a) 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. Assignment will not be permitted where policy is under the Married Women's Property Act, 1874.
- (b) The Life Assured, where he is the holder of the Policy, may, at any time during the tenure of the 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, the Life Assured 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 termination of the 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.

4. Suicide

If the Life Assured, whether sane or insane, commits suicide within one year from date of issue of this policy, then only the Fund Value shall be paid and the policy shall be terminated on the said payment.

5. Special Provisions

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

6. Policy Alterations

Policy alterations would be allowed after payment of atleast one full year's premium subject to the rules of the Company and IRDA guidelines at that point in time.

7. Incontestability

In accordance to the Section 45 of the Insurance Act, 1938, no Policy of life insurance 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 of insurance or any report of a medical officer, or a 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 statements was on material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Policyholder and that the Policyholder 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 the 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.

8. Notices

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

In case of the Policyholder/ Nominee

As per the details specified by the Policy holder / Nominee in the Proposal Form / Change of Address intimation submitted by him.

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

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.

It is very important that the Policyholder immediately informs the Company about the change in the address or the nominee particulars to enable the company to service him effectively.

Payment of Claim

Before payment of any claim under the Policy, the Company shall require the delivery of the original of this Policy document along with written Intimation and other documents as mentioned below establishing the right of the claimant or claimants to receive payment.

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

10. 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.

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 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) For any clarification or assistance, the policy holder may contact our advisor or call our Customer Service Representative at the telephone numbers listed below during office hours (9.00 a.m. to 9.00 p.m.)

The Policyholder may communicate with us on the following numbers:
Customer Service Helpline (Call Centre Timings: 9.00 A.M. to 9.00 P.M., Monday to Saturday; excluding national Holidays).

Andhra Pradesh	9849577766	Maharashtra (Mumbai)	9892577766
Chattisgarh	9893127766	Maharashtra (Rest)	9890447766
Delhi	9818177766	West Bengal (Kolkatta, Howrah)	9831377766
Goa	9890447766	Punjab	9815977766
Gujarat	9898277766	Rajasthan	9829277766
Haryana (Karnal)	9896177766	Tamil Nadu (Chennai)	9840877766
Haryana (Faridabad)	9818177766	Tamil Nadu (Rest)	9894477766
Karnataka	9845577766	Uttar Pradesh (Agra, Bareilly, Meerut, Varanasi)	9897307766
Kerala	9895477766	Uttar Pradesh (Kanpur, Lucknow)	9935277766
Madhya Pradesh	9893127766	Uttaranchal	9897307766
For all other cities, kindly call our Customer Service Toll Free Number 1800-22-2020 from your MTNL or BSNL line.			

Alternatively the Policyholder may communicate with the Company:

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

- 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 of the Ombudsman log on to our website 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 U47:1)

Annexure

Standard Mortality Charges per thousand Life Insurance Cover (for male life assured)

Age nearest birthday	Mortality charges	Age nearest birthday	Mortality charges
		41	2.65
7	0.72	42	2.82
8	0.72	43	3.04
9	0.75	44	3.31
10	0.77	45	3.62
11	0.85	46	3.98
12	0.96	47	4.39
13	1.02	48	4.85
14	1.08	49	5.35
15	1.13	50	5.91
16	1.17	51	6.51
17	1.22	52	7.15
18	1.26	53	7.85
19	1.29	54	8.60
20	1.33	55	9.39
21	1.35	56	10.23
22	1.38	57	10.93
23	1.40	58	11.83
24	1.42	59	12.93
25	1.43	60	14.21
26	1.45	61	15.69
27	1.45	62	17.37
28	1.46	63	19.25
29	1.46	64	21.32
30	1.46	65	22.42
31	1.49	66	25.30
32	1.53	67	28.51
33	1.59	68	32.09
34	1.66	69	36.08
35	1.75	70	40.51
36	1.86	71	45.44
37	1.98	72	50.92
38	2.12	73	57.00
39	2.30	74	63.75
40	2.48	75	71.25

Notes:

1. The mortality charges applicable to female life assured will be those applicable to a two years younger male life assured.
2. For female life assured of age 7 and 8, the charges will be those applicable to male life assured of age 7.