

Policy Document

1. Definitions:

In the Policy Document, unless the context otherwise requires:

- (a) **"Charges"** means Mortality (Insurance) Charge, Policy Administration (Administration) and Fund Management Charge, Switching Charge.
- (b) **"Death Benefit"** means the amount in (1) or (2) below as opted for:
 - (1) the amount equal to 500% of the initial single premium further reduced by value of units withdrawn by the Policyholder during the last one year before the death of the life assured
 - (2) the amount equal to 105% of the initial single premium further reduced by value of units withdrawn by the Policyholder during the last one year before the death of the life assured.
- (c) **"Plan"** (also referred as "Fund") means any of the segregated plans mentioned in Clause 5 which are earmarked by the Company for the unit linked business of the Company under the Insurance Regulatory and Development Authority (the "IRDA") regulations. .
- (d) **"Monthly Due Date"** means the date corresponding numerically with the date of the commencement of the Policy in each year subsequent to the month of issue of the Policy.
- (e) **"Net Assets"** means Market / Fair Value of Plan Investments plus Current Assets less Current Liabilities and Provisions.
- (f) **"Policyholder"** means the Proposer under the Policy or the owner of the Policy at any point of time.
- (g) **"Premium"** means the initial single premium and the **"Premiums"** shall mean the initial single premium together with any Top-up Single Premium that may be paid.
- (h) **"Top-up Single Premium"** means an additional Single Premium paid whilst the Policy is in force.
- (i) **"Unit"** means one undivided share in the assets under a Plan, representing a measure of the interest in the assets under a Plan.
- (j) **"Unit Value"** means the value per unit calculated in Rupees in accordance with the following formula

$$\text{Unit Value} = \frac{\text{Market/ Fair Value of Plan Investments plus Current Assets less Current Liabilities and Provisions}}{\text{Number of Units outstanding under the relevant Plan}}$$
- (k) **"Value of units"** means the unit value of all or some of the units as the case may be.
- (l) **"Life Insurance Cover"** means the difference between the Death Benefit and the value of the Units under the Policy.

2. Policy Description:

- 2.1 The Policy is a single premium unit linked life insurance policy.
- 2.2 Being a unit-linked life insurance policy, the Policyholder has the option to allocate the Premium and any Top-up Single Premium paid by him amongst one or more of the Plan(s) for purchase of Units thereof.
- 2.3 The Policy enables the Policyholder to participate only in the investment performance of the Plan, to the extent of allocated units and does not in any way confer any right whatsoever on the

Policyholder 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.

3. Benefits Payable:

3.1 Benefits payable on death of the life assured

(1) Where the Death Benefit opted is as per Clause 1(b)(1) of Definitions

(i) In the event of the death of the Life Assured after the policy anniversary on which the Life Assured is 7 age nearer birthday but before the policy anniversary on which the life assured is 60 age nearer birthday, the Company shall pay higher of:

(a) the value of units under the Policy computed using the unit value on the Valuation Date following intimation of death or

(b) Death benefit as mentioned in Clause 1(b)(1) of Definitions

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(ii) In the event of the death of the Life Assured before the policy anniversary on which the Life Assured is 7 age nearer birthday or after the policy anniversary on which the Life Assured is 60 age nearer birthday, the value of units under the Policy computed using the unit value on the valuation date following intimation of death shall be payable.

(2) Where the Death Benefit opted is as per Clause 1(b)(2) of Definitions

(i) In the event of the death of the Life Assured after the policy anniversary on which the Life Assured is 7 age nearer birthday but before the policy anniversary on which the life assured is 65 age nearer birthday, the Company shall pay higher of:

(a) the value of units under the Policy computed using the unit value on the Valuation Date following intimation of death or

(b) Death benefit as mentioned in Clause 1(b)(2) of Definitions

(ii) In the event of the death of the Life Assured before the policy anniversary on which the Life Assured is 7 age nearer birthday or after the policy anniversary on which the Life Assured is 65 age nearer birthday, the value of units under the Policy computed using the unit value on the valuation date following intimation of death shall be payable.

(iii) The Policy terminates on payment of the Benefit on death of the Life Assured.

3.2 Withdrawal of units

(i) Surrender Value (Full withdrawal of units)

The Surrender Value shall be equal to 95% of the value of units in the first policy year, 96% of the value of units in the second policy year, 97% of the value of units in the third policy year and 100% of the value of units from the fourth policy year onwards, where the value of units for the purpose of the Surrender is computed by using the unit value on the Valuation Date immediately following the request of surrender.

The policy can be surrendered. The surrender shall extinguish all the rights, benefits and interest under the policy.

(ii) Partial Withdrawal:

Subject to the expiry of the first policy year, partial withdrawal is allowed as provided in Clause 7.3.

3.3 Maturity Benefit

The Policy being open-ended has no fixed maturity date. The full withdrawal of units can be exercised by the Policyholder in accordance to the Clause 3.2.

4. Premium:

4.1 Payment of Premiums

The Policy is issued in consideration of the payment of the initial single Premium by the Policyholder. In addition, the Policyholder shall be entitled to make payment of Top-up Single Premiums.

4.2 Premium Allocation

The Premiums paid shall be utilised for purchase of Units in the following manner:

Annual Premium (Rs)	Percentage of premium utilized for purchase of units
Upto – 99999	95%
100000 – 499999	97%
500000 & above	98%

In respect of Top-Up Single Premiums , 99% of the Premiums shall be utilised for purchase of unitsThe Policyholder has the option to allocate the Premium and any Top-up Single Premium(s) to be utilised for purchase of units amongst one or more of the Plan (s). In case where the policyholder does not exercise such option the entire amount to be utilised for purchase of units would be allocated to the Balancer plan. The number of Units purchased would be computed based on the Unit Value computed in the manner provided in Clause 6.

5.Plans:

5.1 The Plans

- (a) Protector Plan
- (b) Maximiser Plan
- (c) Balancer Plan
- (d) Preserver Plan

5.2 Investment Objectives of the Plans and Indicative Portfolio Allocations

(a) Protector Plan

The investment objective of this Plan is to provide accumulation of income through investment in various fixed income securities. The Plan seeks to provide capital appreciation while maintaining suitable balance between return, safety and liquidity.

Indicative Portfolio Allocation

Debt Instruments	:	Maximum 100%
Money Market and Cash	:	Maximum 25%

(b) Maximiser Plan

The investment objective of this Plan is to provide long-term capital appreciation through investments primarily in equity and equity-related instruments.

Indicative Portfolio Allocation

Equity and equity related securities	:	Maximum 100%
Debt, Money market and Cash	:	Maximum 25%

(c) Balancer Plan

The investment objective of this Plan is to provide a balanced investment between long-term capital appreciation and current income through investment in equity as well as fixed income in appropriate proportions depending on market conditions prevalent from time to time.

Indicative Portfolio Allocation

Debt, Money market and Cash	:	Minimum 60%
Equity and Equity related securities	:	Maximum 40%

(d) Preserver Plan

The investment objective of this plan is to provide suitable returns through low investments in short term maturity instruments.

Indicative Portfolio Allocation

Debt Instruments	:	Maximum 50%
Money market and cash	:	Minimum 50%

The Company shall obtain the consent of the Policyholder, when any change in the asset allocation pattern of the plans 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 one fourths of the Policyholders disagree. The Policyholder who does not give his consent shall be allowed to switch the units under the relevant plan to any other plan without any processing fee or to withdraw the units in the plans at the then prevailing unit value 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.

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5.3 Valuation Date

The Valuation Date shall be the date as determined by the Company from time to time but not less frequently than once a week, for the purposes of computing the Unit Value as provided in Clause 6.

5.4 New Plans

New Plans may be introduced by the Company from time to time and the Policyholder shall be notified of the introduction of such new plans. The Company may offer the Policyholder the option to switch to those plans at such unit value and subject to such terms and conditions as may be specified by the Company at that time. Switching between the existing Plans is subject to the terms and conditions detailed in Clause 7.

5.5 Investment of the Plans

The Company shall select the investments, including derivatives and units of mutual funds, in respect of each Plan at its sole discretion subject to the investment objectives of the respective Plan and the IRDA Regulations in that behalf. All assets relating to the Plan 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.

5.6 Plan Closure:

Although the Plans are open ended, the Company may, in its sole discretion close any of the Plans on the happening of any event which in the sole opinion of the Company requires the said Plan to be closed. The Policyholder shall be notified of the Company's intention to close any of the Plans and on and from the date of such closure, the Company shall cease to issue, redeem and cancel Units of the said Plan and cease to carry on business activities in respect of the said Plan. In such an event if the Units are not withdrawn or switched to another Plan by the Policyholder, the Company will switch the said Units to any another Plan at its sole discretion. However no switching charge would be levied for switching to another Plan in the event of such closure of Plans.

5.7 Risks of investment in the Units of the Plans

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

- (i) LifeLink II Single Premium Policy 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) Protector Plan, Maximiser Plan Balancer Plan and Preserver Plan are the names of the Plans and do not in any manner indicate the quality of the Plan, their future prospects or returns.
- (iii) The investment in the Units is subject to market and other risks and there can be no assurance that the objectives of any of the Plans will be achieved.
- (iv) The Value of the Units of each of the Plans 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 Plans of the Company is not necessarily indicative of the future performance of any of these Plans.
- (vi) The Plans 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 unit value 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 Creation of Units

- (a) If premium or Top up premium received and accepted at the Company's office during the business hours, the number of units of the relevant Plan to be created will be computed using the Unit Value on the Valuation Date following the date of receipt of premiums or following the date of underwriting decision, wherever applicable.

Notwithstanding anything contained in the above clause, where the policy is issued on the last day of the Financial Year of the Company and where the initial premium is received and accepted at the

Company's office on the same day, the number of units of the relevant plan to be created will be computed using the unit value on the last day of Financial Year of the Company.

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Notwithstanding anything contained in the above clause, where the Top up premium is received and accepted at the Company's office on the last day of the Financial Year of the Company, the number of units of the relevant plan to be created will be computed using the unit value on the last day of the Financial Year of the Company.

- (b) If a request for switch or withdrawal is received at the Company's Office during the business hours, the number of Units of the relevant Plan to be switched out / switched in / withdrawn will be computed using the Unit Value on the Valuation Date following the date of such request.

Notwithstanding anything contained in the above clause, where the request for switch in / switch out / withdrawal of units is received and accepted at the Company's office on the last day of the Financial Year of the Company, the number of units of the relevant plan to be switched in/ switched out /withdrawal will be computed using the unit value on the last day of the Financial Year.

Where (a) or (b) is received after the business hours, the Valuation date shall be the next Valuation date following the Valuation date that would have been applicable if the premiums / request were received during the business hours on the same day.

- (c) The Company may, at its sole discretion, change the time/date by which requests for (a) or (b) have to be received and accepted for the purpose of determining the Unit Value of units of the relevant Plan which are to be used for calculating the number of Units. The Company may also change the applicable date that should be considered for applying unit value for the purpose of issuance of the Policy or for any request/ claim.

6.3 Valuation of the Plans

The Unit Value shall be computed to three decimal places or any other fraction as the Company may decide at its sole discretion and the calculation of the Company in this regard would be final and binding for all purposes except in the case of manifest error. The valuation of the assets, of each Plan shall be made as per the valuation norms prescribed by the IRDA.

7. Policyholder's Options:

The Policyholder shall have the following options:

- 7.1 To pay one or more Top-up Single Premiums; with a direction to allocate the same towards the purchase of Units of such Plan as directed by the Policyholder based on the Unit Value of the relevant Plan computed in the manner provided in Clause 6. Currently, the minimum Top up premium is Rs.1000/- and shall be subject to change as per the rules of the Company from time to time
- 7.2 To switch any Units in a particular Plan to another Plan by cancellation of the Units to be switched and creation of new Units in the Plan being switched to based on the Unit Value of relevant Plan computed in the manner provided in Clause 6. Four free switches shall be allowed in each policy year starting from the date of commencement of the Policy. Any unutilised free switch cannot be carried forward. Currently, for any non-free switch, a switching charge of Rs.100/- shall be applicable. Currently, the minimum amount per switch is Rs. 10000/- and shall be subject to change as per the rules of the Company from time to time.
- 7.3 To withdraw Units (partially) from any Plan by specifying the amount to be withdrawn. The number of Units to be withdrawn shall be computed as specified in Clause 6. The policyholder can make partial withdrawals anytime after the completion of the first policy year. Till the fifth policy year, the total amount that can be withdrawn shall be limited to 25% of the then value of units. After the fifth policy year, there is no restriction on partial withdrawal.

Currently a charge of Rs.100/- is applicable for withdrawal(s) except for the first partial withdrawal in each policy year.

In any case by way of partial withdrawal of Units, the minimum aggregate balance remaining across all the Plans should be Rs 10,000/-. If the balance remaining across all the Plans is less than Rs. 10,000/-, the Policy shall be terminated and the Value of units under the policy shall be paid.

Where the loan and interest under the policy is outstanding, the option to withdraw units partially shall not be available to the Policy holder.

7.4 The Company may, in the general interest of the Unit linked policyholders and keeping in view unforeseen circumstances/ unusual market conditions, limit the total number of Units withdrawn on any day to 5% of the total number of Units then outstanding.

7.5 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, defer the switching or 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 Section shall be in the sole judgement of the Company.

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8. Charges:

8.1 Mortality (Insurance)Charges

- (i) The Mortality (Insurance) Charges will vary depending on:
 - (a) the amount of Life Insurance Cover;
 - (b) the age nearer birthday of the Life Assured;
 - (c) the occupation of the Life Assured
 - (d) the health of the Life Assured.
 - (e) the gender of Life Assured
- (ii) The Mortality (Insurance) charge shall be recovered on the date of commencement of the Policy on each monthly due date whilst the policy is in force and shall be recovered by cancellation of units.

8.2 Policy Administration (Administration) and Fund Management Charges:

The following charges shall apply;

- (i) Protector Plan – at the rate of 0.75% per annum of the net assets
- (ii) Maximiser Plan- at the rate of 1.50 % per annum of the net assets.
- (iii) Balancer Plan – at the rate of 1% per annum of the net assets.
- (iv) Preserver Plan - at the rate of 0.75% per annum of the net assets

And a charge of Rs.20/- shall be recovered on each monthly due date.

8.3 Recovery of Charges

- (i) The Fund Management charge pertaining to the net assets under the Plan (s) will be priced in the Unit Value of the Plan.
- (ii) All other charges shall be recovered by cancellation of units.
- (iii) In the event that the Units are held in more than one Plan, the cancellation of Units will be effected in the same proportion as the Unit Value of Units held in each Plan.
- (iv) In the event the Value of the Units is insufficient to pay for the charges the policy shall foreclose as provided in Clause 9.

8.4 Revision / introduction of Charges

The Company reserves the right to revise the Charges including the right to change the manner in which Charges are to be recovered by the Company. The Company also reserves the right to introduce the new charges. Any revision or introduction will be with prospective effect with approval from IRDA and after giving a notice to the policyholders.

The Company reserves the right to change Fund related charge pertaining to the net assets under the Plan (s) at any time with prior approval from the Insurance Regulatory and Development Authority upto a maximum of 2% per annum of the net assets for each of the plans.

The Company reserves the right to change the fixed monthly Policy Administration (Administration) charge at any time with prior approval from the Insurance Regulatory and Development Authority upto a maximum of Rs.50/- per month.

The Policyholder who does not agree with the above shall be allowed to withdraw the units in the plans at the then prevailing unit value and terminate the policy.

9. Foreclosure of the Policy

The Policy shall terminate when the Value of units is insufficient to pay for the Charges computed in accordance with the Clause 8 and the balance Value of units, if any, would be paid upon such termination.

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.

"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"
(Version.U20:4)

Policy Document
General Conditions

1. Age

- i) The Mortality (insurance) 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 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 value of units shall be paid subject to the 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 then the Mortality (insurance) charges payable under the Policy shall be altered corresponding to the correct age of the Life Assured [the "corrected Mortality (insurance) charges"] from the date of commencement of the Policy and the Policyholder shall pay to the Company the accumulated difference between the corrected Mortality (insurance) charges and the original Mortality (insurance) 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. 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, then the company would pay the value of units 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 Mortality (insurance) charges payable under the Policy shall be altered corresponding to the correct age of the Life Assured [the "corrected Mortality (insurance) charges "] from the date of commencement of the Policy and the Company may, at its discretion, refund without interest, the accumulated difference between the original Mortality (insurance) charges paid and the corrected Mortality (insurance) charges.

2. Assignment and nomination

- (a) An assignment of the Policy may be made by an endorsement upon the Policy itself or by a separate instrument signed in either case by the assignor specifically stating the fact of assignment and duly attested. The first assignment may be made only by the Policyholder . 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 the 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 maturity date 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.

3. Suicide

If the Life Assured whether sane or insane commits suicide, within one year from the date of issue of this policy, the Policy shall be void and the value of units as of the Valuation Date following the intimation of death shall be paid.

4. 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.

5. Incontestability

In case it is found that any untrue or incorrect statement is contained in the proposal/ personal statement, declaration and other 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.

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6. Loans

Within the surrender value acquired by this Policy, loans may be granted subject to the following terms and conditions :

1. Loan may be granted on proof of title to the policy.
2. The Policy shall be assigned absolutely to and be held by the Company as security for the repayment of the loan and interest thereon.
3. 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
4. The Loan amount may be repaid at anytime before a claim arises. However, interest shall be charged for a minimum period of six months.
5. The first payment of interest shall fall due on half yearly policy anniversary following the date on which the loan is advanced and thereafter on every half yearly Policy anniversary.
6. In case the Policy results in claim/ withdrawal before the repayment of loan in full with interest, the Company shall be entitled to recover the outstanding loan and interest from any moneys payable under the Policy
7. The Company shall terminate the Policy where the outstanding loan amount together with interest is equal to the value of the units under the policy at any point of time.
8. Partial withdrawal of units shall not be allowed till the loan together with the interest under the policy is repaid fully

7. 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.

8. 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 other documents as mentioned below establishing the right of the claimant or claimants to receive payment.

Documentation for claim

The following documents would 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.

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.

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10. 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.

11. Customer Service

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

You 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).

State	Number	State	Number
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 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

- (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" (Version.U20:4)