

# POLICY DOCUMENT

## Policy Document

### 1. Definitions

- (a) **"Bonus Interest"** means the incremental value added to the Investment Fund as defined in (c) hereof at the rate declared from year to year.
- (b) **"Charges"** means Life Insurance Charges, Investment Charges, Annual Administrative Charges, Other Charges and charges for supplementary benefits.
- (c) **"Investment Fund"** means the accumulation of premiums paid by the policyholder net of charges, and the Bonus Interest credited to the said Fund. In the event of a claim, the Bonus Interest so credited shall be till the valuation as on 31st March preceding the date of claim.
- (d) **"Market value of Investment Fund"** means the net asset value of the Investment Fund.
- (e) **"Net Assets"** means Market / Fair Value of Investment Fund plus Current Assets less Current Liabilities and Provisions.
- (f) **"Net Asset Value"** is calculated as (Market/ Fair Value of the relevant Plan's Investments + Current Assets - Current Liabilities and Provisions) /Number of units outstanding under the relevant plan.
- (g) **"Sum Assured"** means the amount of Life cover if chosen by the Policyholder and as increased / decreased from time to time as provided in Clause 4.
- (h) **"Vesting date"** means the date of vesting of annuity.
- (i) **"Original vesting date "** means the vesting date chosen by the Life Assured as on the date of commencement of the policy.
- (j) **"Postponed vesting date"** means the vesting date as postponed by the Life Assured.
- (k) **"Deferral period"** is the period from the date of commencement of the policy to the vesting date.

### 2. Option for postponement of the Original Vesting Date & annuity option:

The Life Assured has the option to postpone the Original Vesting Date more than once, such that the age of Life Assured does not exceed 75 years last birthday as on such Postponed Vesting Date.

The Company shall require a notice of at least 45 days before the Original Vesting Date to postpone the Original Vesting Date.

The Life Assured can, at least 180 days before the vesting date exercise his annuity option.

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

#### 3.1 Benefits payable to the Life Assured on Vesting date

On the survival of the Life Assured to the date of vesting the amount payable shall be the higher of the investment fund or the market value of the investment fund.

The Life Assured shall have the following options:

- (i) to receive upto one third of the above mentioned Benefit in lumpsum and to utilise the balance amount to purchase annuity of the type as chosen by the Life Assured; or
- (ii) to utilise the entire Benefit to purchase annuity of the type as chosen by the Life Assured.

The Life Assured shall have the following options for selection of the type of annuity:

- a) annuity guaranteed for a period of 5 years, 10 years or 15 years certain and thereafter for life; or
- b) annuity for life with return of purchase price on the death of the annuitant; or
- c) annuity for life; or
- d) Joint Life and Last Survivor annuity to the Life Assured or his/her spouse with return of purchase price on the death of the last survivor.
- e) Joint Life and Last Survivor annuity to the Life Assured or his/her spouse

#### 3.2 Benefits payable on death of the Life Assured upto the original vesting date

In the event of death of the Life Assured the Company shall pay the Sum Assured, if any, together with the higher of the investment fund or the market value of the investment fund following intimation of death.

The spouse shall have the following options:

- (i) to receive the entire amount mentioned above in a lumpsum. The Policy shall terminate on payment of this amount; or
- (ii) to receive a portion of the above-mentioned amount, in lumpsum and to utilise the balance amount to purchase annuity of the type chosen by the spouse; or
- (iii) to utilise the entire amount mentioned above, to purchase annuity of the type chosen by the spouse.

The spouse shall have the following options in the selection of the annuity:

- (i) annuity guaranteed for a period of 5 years, 10 years or 15 years certain and payable thereafter for life; or
- (ii) annuity for life with return of purchase price on the death of the annuitant; or
- (iii) annuity for life.

#### 3.3 Benefits payable on death of the Life Assured after Original Vesting Date

In the event of death of the Life Assured the Company shall pay to the spouse the higher of the investment fund or the market value of the investment fund following intimation of death.

The spouse shall have the following options:

- (i) to receive the above-mentioned amount in a lumpsum. The Policy shall terminate on payment of this amount or
- (ii) to receive a portion of the above-mentioned amount, in lumpsum and to utilise the balance amount to purchase annuity of the type chosen by the spouse or
- (iii) to utilise the entire amount mentioned above, to purchase annuity of the type as chosen by the spouse.

The spouse shall have the following options in the selection of the type of annuity:

- (i) annuity guaranteed for a period of 5 years, 10 years or 15 years certain and payable thereafter for life; or
- (ii) annuity for life with return of purchase amount on the death of the annuitant; or
- (iii) annuity for life.

#### 3.4 If the spouse has predeceased the Life Assured or in the absence of spouse, the benefits, if any, shall be payable to the nominee of the Life Assured or failing him to the Executors or Administrators or other legal representatives of the Life Assured who shall take out representation to the Life Assured's estate limited to the moneys payable under this policy from any court of competent jurisdiction.

#### 3.5 If the spouse dies after the commencement of payment of the annuity on his/her life, the benefits payable, if any, under the policy shall be payable to his/her nominee or failing him to the Executors or Administrators or other legal representatives who should take out representation to the spouse's estate limited to the moneys payable under this policy from any court of competent jurisdiction.

#### 3.6 There are no guaranteed rates of annuity either at the commencement of the Policy or anytime thereafter.

#### 3.7 The rates of annuity would be reviewed at the end of five years or seven years as per the option chosen by the policyholder at the time of application for annuity. The seven years review however would not be available where Pension option is "guaranteed for a certain period of 5 years/10 years/15 years".

#### 3.8 Initially the purchase price shall be equivalent to the benefit payable on Vesting of the Policy or on death of the life assured as the case may be. Where part of the initial purchase price is opted as lumpsum, the annuity will be purchased by utilizing balance of the initial purchase price after payment of such lumpsum amount.

The purchase price at the end of every five or seven years as mentioned in 3.7 above will be a residual of the purchase price as arrived at after the payment of annuity during the preceding five or seven years. The residual amount as explained will be specified in the Policy / endorsement issued after every five or seven years.

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**3.9** Initially the company will quote the annuity rate which will be guaranteed for five or seven years from the date of commencement of annuity. The Company reserves the right to review and change the annuity rates at the end of first five or seven years and every five or seven years thereafter, during the lifetime of the annuitant and/or the spouse as the case may be. The company will also quote, on the date of commencement of the annuity, the residual purchase price which will be available, subject to the survival of the annuitant and/or the spouse as the case may be after the five or seven year period, for the calculation of the rate of annuity payable after the expiry of five or seven years from the date of commencement of the annuity. Also at the end of every subsequent five or seven years period, the company will quote the residual purchase price which will be available for calculation of the annuity rate during the then next five or seven years.

At the time of the review of the annuity rate falling due on or after the attainment of age 75 of the Life Assured or the spouse as the case may be, the company will quote the annuity rate which will be guaranteed for life thereafter.

**3.10** The annuitant or spouse has the option to buy the annuity from any other insurance company at the time of purchase of annuity and on every review of the annuity rates as mentioned in 3.9 above. Such open market option shall be subject to a charge of 1% of the residual purchase price. Where the open market option is chosen at the commencement of the pension, the said charge shall not apply. If the life assured or spouse has opted to buy the annuity from another insurance company, the balance of benefits after payment of lumpsum, where effected, and after deducting the said charge, shall be used to buy the immediate annuity from that company and thereafter the Company shall cease to have any obligation in respect of the policy.

**3.11** To claim annuity payments, the survival of the Life Assured / spouse on the day on which the annuity falls due has to be duly certified, in such manner as the Company may require.

**3.12** Where the annuity ceases on the death of the annuitant, no part of the said annuity shall be payable or paid for such time as may elapse between the date of payment immediately preceding the death of the annuitant, and the date of his death.

**3.13 Supplementary Benefits:** If opted for and as specified in the Annexure

### **4 4.1 Increase / Decrease in Sum Assured**

While the policy is in force for the full Sum Assured, the Policyholder may increase the Sum Assured thereunder to such extent as may be permitted by the Company. Such increase shall be subject to the underwriting rules of the Company then in force and the cost of the medical reports, if any, being borne by the policyholder.

The policyholder also has the option to reduce the Sum Assured to such an extent as may be permitted by the Company, while the policy is in force for the full Sum Assured.

The amount of cover under any Supplementary Benefit shall in no event be higher than the Sum Assured under the policy on such decrease.

No increase in Sum Assured will be permitted if the life assured has not opted for any sum assured on the date of commencement of the Policy.

### **4.2 Increase in premium amount**

During the term of the policy, the policyholder may on any policy anniversary, choose to increase the premium being paid. Any consequential increase in the Sum Assured chosen, shall be subject to the conditions mentioned in 4.1 above.

## **5. Surrender of Policy**

If premiums have been paid for at least three consecutive years and after the first three policy years have elapsed, the Policy acquires a Surrender Value which is equal to thirty five percent of the premiums paid, excluding the premiums paid during the first year of the policy, all extra premiums paid and the charges paid for the supplementary benefits. The Policy which has acquired a Surrender Value can be surrendered. The surrender shall extinguish all the rights, benefits and interests under the Policy. The Company shall also charge a processing fee of Rs. 500 for Surrender of the policy.

## **6 Premiums**

### **6.1 Payment of premiums**

(i) Premiums are payable on the due dates and at the rate mentioned in the Policy Certificate or at such increased / decreased rate as may be permitted by the Company under Clause 4. 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. If a premium is not paid during the days of grace, the policy shall lapse and no benefit shall be payable thereunder except to the extent indicated in Clause 7 below.

(ii) Premiums are payable without any obligation on the company to issue a notice for the same.

### **6.2 Premium Allocation**

The amount allocated to the Investment Fund shall be the amounts mentioned herein further reduced by the life insurance charges and the annual administrative charges. The amounts allocated shall be, in the first policy year 65% of premiums paid, in the second and third policy year each, 85% of the premiums paid and from the fourth policy year onwards 95% of the premiums paid.

### **6.3 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 Cards (Only standing instruction) #

\* Subject to the Company Rules then in force

# Not allowed for Monthly modes

## **7 Paid-up Value**

If premiums have been paid for atleast three consecutive years and after the first three policy years have elapsed and any subsequent premium has not been paid, the policy shall be converted into a paid up policy and the amount payable thereunder shall be the higher of the investment fund or the market value of the investment fund as on the date of the payment.

A paid up Policy shall be entitled only to the above amount on the Maturity Date of policy or on the previous death of the Life Assured. A paid-up Policy is not entitled to any of the Supplementary Benefits mentioned in the Annexure.

## **8 Investment**

### **8.1 Investment Objective**

Investment Objective of the Investment Fund and Indicative Portfolio Allocation

Objective: The investment objective of this Plan is to provide a balanced investment between long-term capital appreciation and current income while protecting the capital. Investment will be in fixed income instruments as well as equity in appropriate proportions depending on market conditions prevalent from time to time.

Indicative Portfolio Allocation

Debt, Money market & Cash: Minimum 80%  
Equity & equity related securities: Maximum 20%

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 not more than one fourths of the Policyholders disagree. The policyholder who does not give his consent shall be allowed 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

### **8.2 Investment portfolio**

The Company shall decide the investment portfolio of Investment Fund at its sole discretion subject to the investment objective of the Investment Fund and the IRDA Regulations in that behalf. All assets relating to the Investment 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 Proposer/ Life Assured/Nominee of the Policy or any other person.

### **8.3 Risks of investment**

The Proposer/Life Assured is aware that the Investment Fund is, inter alia, subject to the following risks and agrees that he is making the investment with full knowledge of the same.

(i) SecurePlus Pension 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. The investments are subject to market and other risks and there can be no assurance that the objectives of the Fund will be achieved.

(ii) The Value of the Investment 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.

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- (iii) The past performance of other Plans of the Company is not necessarily indicative of the future performance of the investment fund.
- (iv) All benefits payable under the Policy are subject to the tax laws and other financial enactments as they exist from time to time.

### 8.4 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 then offer the facility to switch between the funds at the conditions prevailing at that time.

## 9 Charges

### 9.1 Life Insurance Charges and Charges for Supplementary Benefits.

- (i) The Life Insurance Charges and Charges for Supplementary Benefits shall vary depending on:
  - (a) the Sum Assured of the basic plan and the amount of the Supplementary Benefits as the case may be;
  - (b) the age nearer birthday of the Life Assured;
  - (c) the gender of the Life Assured;
  - (d) the occupation of the Life Assured; and
  - (e) the health of the Life Assured.

### 9.2 Annual Administrative Charges

The Annual Administrative charge shall be Rs. 300/-.

### 9.3 Investment Charges

The Investment charges shall be 1.25% of the net assets under management.

### 9.4 Recovery of Charges

- (a) The Investment charge shall be charged to the Investment Fund before declaration of the bonus interest.
- (b) Charges for Supplementary Benefits shall be payable separately.
- (c) All the Other Charges would be recovered from the premiums paid.

### 9.5 Change in rate of Charges

The Company reserves the right to change the investment charge at any time with prior approval from the IRDA upto a maximum of 1.50% per annum of the net assets.

The Company reserves the right to change the annual administrative charge at any time with prior approval from the IRDA upto a maximum of Rs.600/- per annum.

The Company reserves the right to modify the Life Insurance charges with prospective effect after giving a notice of three months to the policyholders.

The policyholder who does not agree with the modified charges shall be allowed to terminate the policy, and the policy proceeds in the investment fund calculated at the then net asset value will be payable to the policyholder.

## POLICY DOCUMENT GENERAL CONDITIONS

### 1. Age:

- i) The life insurance charges and charges for supplementary benefits 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 life insurance charges and charges for supplementary benefits 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 life insurance charges and charges for supplementary benefits payable under the policy shall be altered corresponding to the correct age of the Life Assured ("the corrected life insurance charges and charges for

supplementary benefits ") from the date of commencement of the policy and the Proposer/Life Assured shall be required to pay to the Company the accumulated difference between the corrected life insurance charges and charges for supplementary benefits and the original life insurance charges and charges for supplementary benefits from the commencement date 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 life insurance charges and charges for supplementary benefits . If the Life Assured fails to pay the difference of life insurance charges and charges for supplementary benefits 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 life insurance charges and charges for supplementary benefits payable under the policy shall be altered corresponding to the correct age of the Life Assured ("the corrected life insurance charges and charges for supplementary benefits ") from the date of commencement of the policy and the Company may, at its discretion, refund without interest, the accumulated difference between the original life insurance charges and charges for supplementary benefits paid and the corrected life insurance charges and charges for supplementary benefits .

### 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: -

- (a) the application for revival is made within 5 years from the date of the first unpaid premium and before the Maturity Date of policy;
- (b) the applicant being the Proposer/Life Assured furnishes, at his own expense, satisfactory evidence of health of the Life Assured;
- (c) the arrears of premiums are paid;
- (d) the revival of the policy may be on terms different from those applicable to the policy before it lapsed; and
- (e) the revival will take effect only on it being specifically communicated by the Company to the Life Assured or the applicant.

### 3. Nomination

The Life Assured, where he is the holder of the policy, may, at any time before the date of termination of the policy; on the death of the spouse or anytime thereafter, make a nomination for the purpose of payment of the moneys secured by the policy in the event of his death. On the death of the Life Assured, the spouse, if alive, may effect a nomination to receive the benefits, if any, payable under the policy after his/her 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 date of 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 nomination in registering the nomination or change in nomination.

### 4. 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 market value of the Investment Fund shall be payable. .

### 5. 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.

### 6. 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.

### 7. 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 Policy holder/ Nominee:

As per the details specified by the policy holder/ Nominee in the Proposal Form / Change of Address intimation submitted to the Company

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### In case of the Company:

Address: **Customer Service Desk**  
 ICICI Prudential Life Insurance Company Limited  
 Vinod Silk Mills Compound,  
 Chakravarthy Ashok Nagar, Ashok Road  
 Kandivali (East)  
 Mumbai- 400 101

Facsimile: 022 67100803 / 805  
 E-mail: [lifeline@iciciprulife.com](mailto:lifeline@iciciprulife.com)

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

### 8. 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.

### 9. 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

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.

### 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 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.

### 11. Customer Service

- (a) For any clarification or assistance, the policyholder may contact our advisor or get in touch with any of the touch points as mentioned on the reverse of the booklet

Alternatively you may communicate with us at the Customer Service Desk address mentioned above

The Company's website must be checked for the updated contact details.

#### (b) Grievance Redressal Officer

For any complaints/grievances, you may get in touch with our designated Grievance Redressal Officer (GRO). For GRO contact details please refer to the "Grievance Redressal" section on our website [www.iciciprulife.com](http://www.iciciprulife.com)

#### (c) Grievance Redressal Committee

In the event that any complaint/grievance addressed to the GRO is not resolved within 10 days you may escalate the same to the Grievance Redressal Committee at the address mentioned below.

ICICI Prudential Life Insurance Company Limited  
 Stream House  
 Kamla Mills Compound  
 Building 'A'  
 Senapati Bapat Marg  
 Lower Parel  
 Mumbai-13

#### (d) Insurance Ombudsman

- i. The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies.

- ii. 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 Insurance Company
- Within a period of one year from the date of rejection by the Insurance Company
- If any other Judicial authority has not been approached

- iii. In case if the Policyholder is not satisfied with the decision/resolution of the Company, the Policyholder may approach the Insurance Ombudsman at the address given below if the grievance pertains to:

- any partial or total repudiation of claims
- the premium paid or payable in terms of the policy
- any claim related dispute on the legal construction of the policies in so far as such dispute relate to claims
- delay in settlement of claims
- non-issue of policy document to customers after receipt of premiums

- iv. The complaint to the office of the Insurance Ombudsman (contact details given below) should be made in writing duly signed by the complainant (Policyholder) or by his legal heirs with full details of the complaint and the contact information of complainant.

### Annexure III

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
<b>AHMEDABAD</b>	Insurance Ombudsman  Office of the Insurance Ombudsman 2 nd floor, Ambica House Nr. C.U.Shah College 5, Navyug Colony, Ashram Road, <b>AHMEDABAD – 380 014</b>  Tel.079- 27546150 Fax:079-27546142 E-mail: <a href="mailto:insombahd@rediffmail.com">insombahd@rediffmail.com</a>	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
<b>BHOPAL</b>	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor Malviya Nagar, <b>BHOPAL</b>  Tel. 0755-2769201/02  Fax:0755-2769203  E-mail: <a href="mailto:bimalokpalbhopal@airtelbroadband.in">bimalokpalbhopal@airtelbroadband.in</a>	Madhya Pradesh & Chhattisgarh
<b>BHUBANESHWAR</b>	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park <b>BHUBANESHWAR – 751 009</b>  Tel.0674-2596461(Direct) Secretary No.:0674-2596455 Tele Fax - 0674-2596429  E-mail: <a href="mailto:ioobbsr@dataone.in">ioobbsr@dataone.in</a>	Orissa
<b>CHANDIGARH</b>	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2nd floor, Batra Building Sector 17-D , <b>CHANDIGARH – 160 017</b>  Tel.: 0172-2706196 Fax: 0172-2708274  E-mail: <a href="mailto:ombchd@yahoo.co.in">ombchd@yahoo.co.in</a>	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
<b>CHENNAI</b>	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, <b>CHENNAI – 600 018</b>  Tel. 044-24333678	Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)

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	Fax: 044-24333664  E-mail: insombud@md4.vsnl.net.in	
<b>NEW DELHI</b>	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road <b>NEW DELHI – 110 002</b>  Tel. 011-23239611 Fax: 011-23230858  E-mail: iobdelraj@rediffmail.com	Delhi & Rajasthan
<b>GUWAHATI</b>	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road <b>GUWAHATI – 781 001</b>  Tel. : 0361-2131307 Fax:0361-2732937  E-mail: omb_ghy@sify.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
<b>HYDERABAD</b>	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool <b>HYDERABAD – 500 004</b>  Tel. 040-23325325 Fax: 040-23376599  E-mail: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
<b>ERNAKULAM</b>	Insurance Ombudsman Office of the Insurance Ombudsman 2 ND Floor, CC 27/2603, Pulinat Building , Opp. Cochin Shipyard, M.G. Road , <b>ERNAKULAM – 682 015</b>  Tel: 0484-2358734 Fax:0484-2359336  E-mail: iokochi@asianetglobal.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
<b>KOLKATA</b>	Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road , 3 rd floor, <b>KOLKATA – 700 001</b>  Tel.:033-22134869 Fax: 033-22134868  E-mail : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
<b>LUCKNOW</b>	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, <b>LUCKNOW – 226 001</b>  Tel.:0522-2201188 Fax: 0522-2231310  E-mail: ioblko@sancharnet.in	Uttar Pradesh and Uttaranchal
<b>MUMBAI</b>	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), <b>MUMBAI – 400 054</b>	Maharashtra , Goa

PBX: 022-26106928 Fax: 022-26106052	
E-mail: ombudsman@vsnl.net	

### ANNEXURE Supplementary Benefits applicable if opted for

#### (A) Accident and Disability Benefit

##### (I) Accident Benefit:

Subject to the conditions set out below, if whilst the policy is in force for the full Sum Assured, the Life Assured is involved in an accident, at any time before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier, resulting in his death the Company agrees to pay the person/s to whom the benefits are payable under the Policy an additional amount equal to the Accident and Disability Benefit Sum Assured (hereinafter referred to as "accidental cover") under this supplementary benefit .  
In the event of such death occurring while the Life Assured is using, as a fare paying passenger, authorised public mass surface transport namely bus or train, operating under terms of such authorisation, the additional amount payable under this benefit shall be enhanced to twice the amount of accidental cover under this supplementary benefit.

The conditions subject to which this benefit is payable, are:

- (a) the death due to accident must be caused by violent, external and visible means;
- (b) the death due to accident is not caused -
  - i) by attempted suicide or self inflicted injuries while sane or insane, or whilst the Life Assured is under the influence of any narcotic substance or drug or intoxicating liquor; or
  - ii) by engaging in aerial flights ( including parachuting and skydiving) other than as a fare paying passenger on a licensed passenger-carrying commercial aircraft (being a multi-engined aircraft) operating on a regular scheduled route; or
  - iii) by the Life Assured committing any breach of law; or
  - iv) due to war, whether declared or not or civil commotion; or
  - v) by engaging in hazardous sports / pastimes, i.e. taking part in (or practising for) boxing, caving, climbing, horse racing, jet skiing, martial arts, mountaineering, off piste skiing, pot holing, power boat racing, underwater diving, yacht racing or any race, trial or timed motor sport.
- (c) the accident shall result in bodily injury or injuries to the Life Assured independently of any other means;
- (d) such injury or injuries shall, within 180 days of it's occurrence, directly and independently of any other means cause the death of the Life Assured; and
- (e) the death of the Life Assured shall occur before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier; However, if the period of 180 days from the occurrence of the accident is current on the policy anniversary on which the Life Assured attains age 65 nearer birthday, the accidental cover shall be payable on death during that period.

##### (II) Disability Benefit:

Subject to the conditions set out below, if whilst the policy is in force for the full Sum Assured, the Life Assured is involved in an accident, at any time before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier, resulting in his total and permanent disablement, which will disable him to work or follow any occupation or profession, then with effect from and including the date of such disability ( hereinafter called "Disability Date" ) the Company agrees to provide the following benefit :-

1. Commencing from the first anniversary of the Disability Date and on each anniversary thereafter pay in ten annual installments, each equal to one-tenth of the amount of accidental cover under this Supplementary Benefit. In event of the policy resulting in a claim before the receipt by the Life Assured of the last such installment, then the installments remaining unpaid shall become payable along with the claim.
2. The conditions subject to which the benefits are payable, are:
  - (a) the disability must be caused by violent, external and visible means;
  - (b) the disability is not caused,
    - i) by attempted suicide or self inflicted injuries while sane or insane, or whilst the Life Assured is under the influence of any narcotic substance or drug or intoxicating liquor; or
    - ii) by engaging in aerial flights ( including parachuting and skydiving) other than as a fare paying passenger on a licensed

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passenger-carrying commercial aircraft operating (being a multi engine aircraft) on a regular scheduled route; or

iii) by the Life Assured committing any breach of law: or

iv) due to war, whether declared or not or civil commotion :or

v) by engaging in hazardous sports / pastimes, i.e. taking part in (or practising for) boxing, caving, climbing, horse racing, jet skiing, martial arts, mountaineering, off piste skiing, pot holing, power boat racing, underwater diving, yacht racing or any race, trial or timed motor sport.

(c) If there are any other benefits payable under this supplementary benefit, then all such benefits shall cease to be available on and after the Disability Date.

(d) The Disability must result within 180 days from the date of occurrence of the accident.

(e) Written notice of any claim for the benefit shall be served on the Company within 120 days of the Disability Date and the admission of any claim for Disability Benefit will be subject to such proof (at the expense of the Life Assured), as the Company may reasonably require, that the Life Assured has become totally and permanently disabled. Such proof shall be furnished to the Company along with the submission of the notice of the disability.

(f) The Company reserves the right to call for such medical examinations as they may require and for this purpose, may advise the Life Assured to submit himself to one or more medical examinations conducted by medical practitioner/s appointed by the Company, the cost of which shall be borne by the company.

(g) The payment of the Disability Benefit and the continuation thereof shall be subject to such proof, as the Company may require, that the Life Assured has been totally and permanently disabled and has continued to be totally and permanently disabled. If such proof is not furnished or if the Life Assured shall refuse or fail to submit for medical examination/s when required to do so, or if at any time the Company is satisfied that a claim for benefit under this clause has been wrongly admitted, the Life Assured shall be deemed to have ceased to be totally and permanently disabled immediately from the date on which the Company has requested for the supply of such proof or submission to medical examination/s or, as the case may be, from the date on which the Life Assured is communicated of wrongful admission of the claim, and thereafter the policy shall continue under such terms and conditions as the Company may decide.

For the purpose of this benefit, a person shall only be regarded as "Totally and Permanently Disabled" if that person, due to accident or injury has suffered a loss such as:

the loss by physical separation of two limbs or the complete and irremediable loss of sight in both eyes or the loss by physical separation of one limb accompanied by the complete and irremediable loss of sight in one eye (where limb means an entire hand or foot), or

- has been continuously disabled for a period of six consecutive months and has been determined by the Company, after consideration of the reports and other information supplied by the Company's own medical practitioner, appointed to examine that person, to be incapacitated to such an extent as to render that person unlikely ever to resume work or to attend any gainful employment or occupation.

### (B) Accident Benefit Rider:

Subject to the conditions set out below, if whilst the policy is in force for the full Sum Assured, the Life Assured is involved in an accident, at any time before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier, resulting in his death the Company agrees to pay the person/s to whom the benefits are payable under the Policy an additional amount equal to the Accidental Benefit Rider Sum Assured (hereinafter referred to as "accidental death cover") under this supplementary benefit .

The conditions subject to which this benefit is payable, are:

- (a) the death due to accident must be caused by violent, external and visible means;
  - (b) the death due to accident is not caused -
- i. by attempted suicide or self inflicted injuries while sane or insane, or whilst the Life Assured is under the influence of any narcotic substance or drug or intoxicating liquor; or

ii. by engaging in aerial flights ( including parachuting and skydiving) other than as a fare paying passenger on a licensed passenger-carrying commercial aircraft (being a multi-engined aircraft) operating on a regular scheduled route; or

iii by the Life Assured committing any breach of law; or

iv due to war, whether declared or not or civil commotion; or

v. by engaging in hazardous sports / pastimes, i.e. taking part in (or practising for) boxing, caving, climbing, horse racing, jet skiing, martial arts, mountaineering, off piste skiing, pot holing, power boat racing, underwater diving, yacht racing or any race, trial or timed motor sport.

(c) the accident shall result in bodily injury or injuries to the Life Assured independently of any other means;

(d) such injury or injuries shall, within 180 days of it's occurrence, directly and independently of any other means cause the death of the Life Assured; and

(e) the death of the Life Assured shall occur before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier;

However, if the period of 180 days from the occurrence of the accident is current on the policy anniversary on which the Life Assured attains age 65 nearer birthday, the accidental death cover shall be payable on death duringthat period..

### (C) Critical Illness Benefit Rider

Provided the policy is in force for the full Sum Assured, the Life Assured is diagnosed to be suffering from a Critical Illness (as defined below) after six months from the Date of issue of the Policy but before the policy anniversary on which he attains the age 65 years nearer birthday, or before the expiry of the period for which the premiums are payable, whichever is earlier, the Sum Assured under this supplementary benefit shall fall to be paid, subject to conditions set out below: -

- (1) The benefit shall not be payable in respect of any illness other than those defined as Critical Illness, nor shall it apply or be payable in respect of any of those said illnesses the symptoms of which have occurred or which has been diagnosed or for which the insured person received treatment, during the first 6 months from the date of issue of the policy.
- (2) The Critical Illness shall not have been caused by the existence of Acquired Immune Deficiency Syndrome or the presence of any Human Immuno-deficiency Virus Infection in the person of the Life Assured, self inflicted injury, drug abuse, failure to follow medical advice, war, whether declared or not and civil commotion, pregnancy, breach of law, aviation other than as a fare paying passenger in a commercial licenced aircraft (being a multi-engined aircraft), hazardous sports and pastimes;
- (3) Written Notice of any claim for the benefit must be given to the Company within 60 days of such diagnosis.
- (4) The admission of any claim for this benefit will be subject to satisfactory proof that the Life Assured is diagnosed to be suffering from any Critical Illness, as the Company may reasonably require.
- (5) The Life Cover and the benefit in respect of other supplementary benefit/s shall cease to be available upon the payment of the Sum Assured under the Critical Illness Benefit.
- (6) After the payment of Critical Illness Benefit, the benefit as applicable shall be payable on the vesting date or the death of the life assured whichever is earlier.
- (7) The Critical Illness benefit shall automatically cease to be available when the policy is surrendered for cash or converted into a paid-up policy for a reduced Sum Assured.

Note 1: A "Critical Illness " shall mean anyone of the following illnesses as defined separately hereunder occurring after 6 months from the date of issue of the policy: -

- (a) Cancer: - A malignant tumour characterized by uncontrolled growth and spread of malignant cells and the invasion of tissue. The diagnosis must be histologically confirmed. The term Cancer includes Leukaemia but excludes the following; -
  - i) All tumours which are histologically described as pre-malignant, non-invasive or carcinoma in situ;
  - ii) All forms of lymphoma in presence of any Human Immuno-deficiency Virus;
  - iii) Kaposi's Sarcoma in the presence of any Human Immuno-deficiency virus;
  - iv) Any Skin Cancer other than invasive malignant melanoma; and
  - v) Early Prostate Cancer which is histologically described as T1 (including T 1a and T 1 b ) or another equivalent or lesser classification.

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- (b) Coronary Artery By-Pass Graft Surgery (CABGS) – the undergoing of open heart surgery on the advice of a Consultant Cardiologist to correct narrowing or blockage of one or more coronary arteries with by-pass grafts;

Angiographic evidence to support the necessity of the surgery will be required. Balloon angioplasty, laser or any catheter-based procedures are not covered.

- (c) Heart attack – The death of a portion of heart muscle as a result of inadequate blood supply as evidenced by an episode of typical chest pain, new electrocardiographic changes and by elevation of the cardiac enzymes. Diagnosis must be confirmed by a consultant physician.

- (d) Kidney failure – End stage renal failure presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis or renal transplant is undertaken. Evidence of end stage kidney disease must be provided and the requirement for dialysis or transplantation must be confirmed by a consultant physician.

- (e) Major Organ Transplant – The actual undergoing as a recipient of a transplant of heart, liver, lung, pancreas or bone marrow as a result of chronic irreversible failure. Evidence of end stage disease must be provided and the requirement for transplantation must be confirmed by a consultant physician.

- (f) Stroke – A cerebrovascular incident resulting in permanent neurological damage. Transient ischaemic attacks are specifically excluded.

- (g) Paralysis : Complete and permanent loss of the use of two or more limbs as a result of injury or disease of the brain or spinal cord. To establish permanence the paralysis must normally have persisted for at least 6 months.

- (h) Aorta-surgery: The actual undergoing of surgery (including key hole type) for a disease or injury of the aorta needing excision and surgical replacement of the diseased part of the aorta with a graft

- (i) Heart valve replacement/surgery: The undergoing of open heart surgery, on the advice of a consultant cardiologist, to replace or repair one or more heart valves

### Note 2:

“Diagnosis” shall mean diagnosis made by a physician based on such specific evidence as referred to in the definition of the particular Critical Illness concerned or, in the absence of such specified reference, based upon radiological, clinical, histological or laboratory tests acceptable to the Company.

In event of any doubt regarding the appropriateness or correctness of the diagnosis, the Company shall have the right to call for an examination of the Life Assured on the evidence used in arriving at such diagnosis, by a Medical Specialist appointed by the Company and the opinion of such specialist as to such diagnosis shall be considered binding on both the Life Assured and the Company.

“Physician” shall mean any person registered with the Indian Medical Council to render medical or surgical services, but excluding a person who is the Life Assured himself or a blood relative of the Life Assured.

### Charges Review:

The charges for this benefit are guaranteed for five years only from the date of commencement of Policy. The Company reserves the right to carry out a general review of the experience from time to time and change the charges as a result of such review. The Company will give notice in writing about the change and the Life Assured will have the option not to pay revised charges. In such a case the benefit will be appropriately adjusted from the effective date of the change in charges and the Company will advise the Life Assured accordingly.

### (D) Waiver of premium Rider

Subject to the conditions set out below, if whilst the policy is in force for the full Sum Assured, the Life Assured is involved in an accident, at any time before the expiry of the period for which premiums are payable or before the policy anniversary on which his age nearer birthday is 65, whichever is earlier, resulting in his total and permanent disablement, which will disable him to work or follow any occupation or profession, then with effect from and including the date of such disability (hereinafter called “Disability Date”) the company agrees to provide the following benefits : -

The premiums falling due on or after the Disability Date shall be waived till the end of the term of this supplementary benefit or till the death of the life assured whichever is earlier.

The charges under this supplementary benefit shall be increased or decreased as a consequence of increase or decrease in Sum Assured as mentioned in 4.1 and 4.2 herein.

The conditions subject to which the benefit is allowed, are :

- (a) the disability must be caused by violent, external and visible means;
- (b) the disability is not caused,
  - (i) by attempted suicide or self inflicted injuries while sane or insane, or whilst the Life Assured is under the influence of any narcotic substance or drug or intoxicating liquor; or
  - (ii) by engaging in aerial flights (including parachuting and skydiving) other than as a fare paying passenger on a licensed passenger-carrying commercial aircraft operating (being a multi engine aircraft) on a regular schedule route; or
  - (iii) by the Life Assured committing any breach of law ; or
  - (iv) due to war, whether declared or not or civil commotion ; or
  - (v) by engaging in hazardous sport / pastimes, i.e. taking part in (or practising for) boxing, caving, climbing, horse racing, jet skiing, martial arts, mountaineering, off piste skiing, pot holding, power boat racing, under water diving, yacht racing or any race, trial or time motor sport.
- (c) The Disability must result within 180 days from the date of occurrence of the accident.
- (d) Written notice of any claim for the benefit shall be served on the Company within 120 days of the Disability Date and the admission of any claim for Waiver of Premium Benefit will be subject to such proof (at the expenses of the Life Assured), as the Company may reasonably require, that the Life Assured has become totally and permanently disabled. Such proof shall be furnished to the Company along with the submission of the notice of the disability.
- (e) The Company reserves the right to call for such medical examinations as they may require and for this purpose, may advise the Life Assured to submit himself to one or more medical examinations conducted by medical practitioner/s appointed by the Company, the cost of which shall be borne by the company.
- (f) The admittance of this Benefit and the continuation thereof shall be subject to such proof, as the Company may require, that the Life Assured has been totally and permanently disabled and has continued to be totally and permanently disabled. If such proof is not furnished or if the Life Assured shall refuse or fail to submit for medical examination/s when required to do so, or if at any time the Company is satisfied that claim for this supplementary benefit has been wrongly admitted, the Life Assured shall be deemed to have ceased to be totally and permanently disabled immediately from the date on which the Company has requested for the supply of such proof or submission to medical examination/s or, as the case may be, from the date on which the Life Assured is communicated of wrongful admission of the claim, and thereafter the policy shall continue under such terms and conditions as the Company may decide.

For the purpose of this benefit, a person shall only be regarded as “Totally and Permanently Disabled” if that person, due to accident or injury has suffered a loss such as:

- the loss by physical separation of two limbs or the complete and irremediable loss of sight in both eyes or the loss by physical separation of one limb accompanied by the complete and irremediable loss of sight in one eye (where limb means an entire hand or foot), or
- has been continuously disabled for a period of six consecutive months and has been determined by the Company, after consideration of the reports and other information supplied by the Company's own medical practitioner, appointed to examine that person, to be incapacitated to such an extent as to render that person unlikely ever to resume work or to attend any gainful employment or occupation.

**“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 U13 : 3)**

- d) Joint Life and Last Survivor annuity to the Life Assured or his/her spouse with return of purchase price on the death of the last survivor.
- e) Joint Life and Last Survivor annuity to the Life Assured or his/her spouse

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### **3.2 Benefits payable on death of the Life Assured upto the original vesting date**

In the event of death of the Life Assured the Company shall pay the Sum Assured, if any, together with the higher of the investment fund or the market value of the investment fund following intimation of death.

The spouse shall have the following options:

- (i) to receive the entire amount mentioned above in a lumpsum. The Policy shall terminate on payment of this amount; or
- (ii) to receive a portion of the above-mentioned amount, in lumpsum and to utilise the balance amount to purchase annuity of the type chosen by the spouse; or
- (iii) to utilise the entire amount mentioned above, to purchase annuity of the type chosen by the spouse.

The spouse shall have the following options in the selection of the annuity:

- (i) annuity guaranteed for a period of 5 years, 10 years or 15 years certain and payable thereafter for life; or
- (ii) annuity for life with return of purchase price on the death of the annuitant; or
- (iii) annuity for life.

### **3.3 Benefits payable on death of the Life Assured after Original Vesting Date**

In the event of death of the Life Assured the Company shall pay to the spouse the higher of the investment fund or the market value of the investment fund following intimation of death.

The spouse shall have the following options:

- (i) to receive the above-mentioned amount in a lumpsum. The Policy shall terminate on payment of this amount or
- (ii) to receive a portion of the above-mentioned amount, in lumpsum and to utilise the balance amount to purchase annuity of the type chosen by the spouse or
- (iii) to utilise the entire amount mentioned above, to purchase annuity of the type as chosen by the spouse.

The spouse shall have the following options in the selection of the type of annuity:

- (i) annuity guaranteed for a period of 5 years, 10 years or 15 years certain and payable thereafter for life; or
- (ii) annuity for life with return of purchase amount on the death of the annuitant; or
- (iii) annuity for life.

**3.4** If the spouse has predeceased the Life Assured or in the absence of spouse, the benefits, if any, shall be payable to the nominee of the Life Assured or failing him to the Executors or Administrators or other legal representatives of the Life Assured who shall take out representation to the Life Assured's estate limited to the moneys payable under this policy from any court of competent jurisdiction.

**3.5** If the spouse dies after the commencement of payment of the annuity on his/her life, the benefits payable, if any, under the policy shall be payable to his/her nominee or failing him to the Executors or Administrators or other legal representatives who should take out representation to the spouse's estate limited to the moneys payable under this policy from any court of competent jurisdiction.

**3.6** There are no guaranteed rates of annuity either at the commencement of the Policy or anytime thereafter.

**3.7** The rates of annuity would be reviewed at the end of five years or seven years as per the option chosen by the policyholder at the time of application for annuity. The seven years review however would not be available where Pension option is "guaranteed for a certain period of 5 years/10 years/15 years".

**3.8** Initially the purchase price shall be equivalent to the benefit payable on Vesting of the Policy or on death of the life assured as the case may be. Where part of the initial purchase price is opted as lumpsum, the annuity will be purchased by utilizing balance of the initial purchase price after payment of such lumpsum amount.