

**GENERAL**

In this contract, "you" or "your" will refer to the owner of this policy and "we", "us", "our", "insurer" or "the company" will refer to Birla Sun Life Insurance Company Limited, or any of its successors.

Please read this policy document carefully.

**DEFINITIONS**

**"Attained Age"** corresponds to the age last birthday of the Life Insured on the Policy Issue Date and then incremented by one on each Policy Anniversary.

**"Installment Premium"** is the premium as payable by you as per the Policy Schedule throughout the Premium Paying Term to effect and continue this policy contract.

**"Life Insured"** is the person as named in the Policy Schedule on whose life the insured events has to occur for the benefits to be payable under this policy.

**"Policyholder or You or Your"** means the owner of the policy at any point of time.

**"Policy Anniversary"** means the date corresponds numerically with the Policy Issue Date in every calendar year until Policy Maturity Date.

**"Policy Issue Date"** is the date this policy is issued and your rights, benefits and risk cover begin, as shown in Policy Schedule.

**"Policy Year"** is the period of twelve calendar months from the Policy Anniversary.

**"Risk Commencement Date"** is the date as shown in the Policy Schedule when risk cover on the life of the life insured begins under this policy.

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Ver 1/Dec/2014

POL/12/14-15/7550

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SAMPLE

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**PREMIUM PROVISIONS**

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**Policy Premium**

Your Policy Schedule shows the annual premium, the rider premium, the premium paying term, premium paying mode, the Installment Premium and its due dates. Subject to the Premium Discontinuance provision, we must receive Installment Premiums when due for this contract to be valid and remain in effect.

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**POLICY BENEFIT PROVISIONS**

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The below mentioned benefits are payable if your policy is still in effect at the time the benefit is payable and for its full value (not paid-up). The benefits in this section will be altered if and when your policy is made paid-up as per the Policy Paid-Up provision.

**Bonuses**

This policy will participate in the surplus emerging from the participating business in the form of a bonus. The bonus will be allocated annually at the discretion of the company as simple reversionary bonus on the basis of actuarial valuation of assets and liabilities at the end of the financial year. The bonus will be added to the policy on the relevant policy anniversary or on date of death or surrender and shall accrue till the end of policy term.

Additionally at the discretion of the company and based on the experience under participating business terminal bonus may be payable on policy surrender, maturity or death of the Life Insured.

Accrued bonuses cannot be withdrawn or encashed but bonuses once attached to the policy are guaranteed to be payable on death or maturity, as may be applicable. In case of surrender, the surrender value of the attached bonuses will be payable.

**Death Benefit**

Your Policy Schedule shows the Sum Assured applicable to your policy.

In the unfortunate event the Life Insured dies after the Risk Commencement Date but before the Policy Maturity Date, we will pay to the nominee / legal heir:

- (a) Sum Assured on Death; plus
- (b) Accrued bonuses as of date of death; plus
- (c) Terminal bonus, if any

**Option A**

Sum Assured on Death is the maximum of Sum Assured as shown in Your Policy Schedule or Maturity Sum Assured or 10 times the annual premium payable.

**Option B**

Sum Assured on Death is the maximum of 150% of Sum Assured as shown in Your Policy Schedule or Maturity Sum Assured or 10 times the annual premium payable.

The Death Benefit payable shall never be less than 105% of total premiums paid to date excluding service tax, premiums paid towards underwriting extra and any attached riders.

Provided that where the death of the Life Insured takes place before the Life Insured attains age of one year, only the premiums paid to date (excluding service tax ) shall be payable as the Death Benefit.

Where this policy has been taken for the benefit of life insured who is a minor, the policy holder shall be a different person and obliged to pay the premiums. In case of death of the policyholder during the premium paying term the guardian of the life insured will become the new policyholder will be obliged to pay the due premiums. Where this policy has been taken for the benefit of life insured who is a minor, the policy shall automatically vest to the life insured on his attaining age 18

**Maturity Benefit**

On the Policy Maturity Date we shall pay you

- (a) Maturity Sum Assured; plus
- (b) Accrued bonuses till date; plus
- (c) Terminal bonus, if any

Maturity Sum Assured is sum of all the premiums payable (excluding service tax, premiums paid towards underwriting extra and any attached riders)

**Surrender Benefit**

At any time while your policy is in effect and after all due Installment Premiums for at least two policy years (for premium paying term of 7 years) and three policy years (for premium paying term of 10 years and more) have been paid in full, you can request to surrender this policy for its Surrender Benefit.

The Guaranteed Surrender Value is a percentage of premiums paid (excluding any premiums paid towards rider benefit, underwriting extras and service tax) plus the surrender value of accrued regular bonuses. The Guaranteed Surrender Value percentages for a) Installment Premiums paid and b) Accrued Bonuses is given under Appendix I .

Your policy also acquires a Special Surrender Value. To know the Special Surrender Value for your policy you can get in touch with your advisor, or to the nearest Branch Office or our Customer Service Team.

Your surrender benefit is the higher of:

- (a) Guaranteed Surrender Value, or
- (b) Special Surrender Value.

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**POLICY PROVISIONS**

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**Free-look Period**

You will have the right to return your policy to us within 15 days (30 days in case the policy issued under the provisions of IRDA Guidelines on Distance Marketing <sup>(1)</sup> of Insurance products) from the date of receipt of the policy, in case you are not satisfied with the terms & conditions of your policy. We will refund the premium paid once we receive your written notice of cancellation (along with reasons thereof) together with the original policy documents. Depending on our then current administration rules, we may reduce the amount of the refund by proportionate risk premium for the period of cover and expenses incurred by us on medical examination and stamp duty charges while issuing your policy in accordance to IRDA (Protection of Policyholders Interest) Regulations, 2002.

<sup>(1)</sup> Distance Marketing includes every activity of solicitation (including lead generation) and sale of insurance products through voice mode, SMS electronic mode, physical mode (like postal mail) or any other means of communication other than in person.

**Premium Discontinuance**

If you are unable to pay the Installment Premium by the due date, you will be given a grace period of 30 days to make the payment of due installment premium during which time all benefits under the policy will continue.

(a) Until two (2) full years installment premium for premium paying term of 7 years and three (3) full years installment premiums for premium paying term of 10 years or more are paid:

If we do not receive the entire Installment Premium by the end of the grace period, this policy shall be deemed lapsed and all benefits will cease immediately. The lapse date is the date the first unpaid premium was due. You will be given a period of two years from the lapse date to reinstate your policy.

(b) Once two (2) full years installment premium for premium paying term of 7 years and three (3) full years installment premiums for premium paying term of 10 years or more have been paid:

If we do not receive the entire Installment Premium by the end of the grace period, this policy will be deemed paid-up and benefits will continue as per the Policy Paid-Up provision. The paid-up date is the date the first unpaid premium was due. You will be given a period of two years from the paid-up date to reinstate the policy for its full benefits.

To reinstate the policy, you must pay all unpaid Installment Premiums due till date plus interest. We will charge the interest for policy reinstatement at a rate declared by us determined as  $(x+2\%)/12$  rounded to the nearest 0.5%, where x is the base rate of the State Bank of India. The revival will be effected on receipt of the evidence of insurability satisfactory to us with respect to the Life Insured. We may call for additional information /documents to process the revival request. We reserve the right not to revive the policy on original terms based on the underwriting decision. The effective date of reinstatement is when these requirements are met and approved by us, at our sole discretion

**Policy Paid-Up**

You may choose to stop paying premiums at any time once all due Installment Premiums, for at least two policy years (for premium

paying term of 7 years) and three policy years (for premium paying term of 10 years or more) have been paid and continue this policy on a paid-up basis. Your policy will automatically be deemed paid-up if we do not receive your Installment Premium within the grace period as explained in the Premium Discontinuance provision (b). Under the paid-up status, your policy will continue with the following modifications:

(a) Sum Assured on Death, Sum Assured and the Maturity Sum Assured shall be reduced in proportion to the Installment Premiums actually paid to the total Installment Premiums payable during the premium paying term.

(b) Accrued bonuses to date shall not be reduced and remain attached to the policy. Any bonus payable in the policy year of premium discontinuance shall be reduced proportionately to the unpaid premiums payable in the policy year. There will be no further accrual of bonus under paid up policy.

(c) Rider benefit, if any, will cease.

**Policy Loans**

You are free to take a loan against your policy at any time after your policy acquires a surrender value. The minimum policy loan is Rs. 5,000 and the maximum is 85% of the then Surrender Benefit less any outstanding policy loan balance as of date.

Your outstanding policy loan balance on any date shall equal all policy loans made to date, including accrued and unpaid interest thereon, less any policy loan repayments you have made to date.

We will charge the interest on the outstanding policy loan balance at a rate declared by us on June 1<sup>st</sup> of each calendar year determined as  $(x+2\%)$ , where x is the base rate of the State Bank of India. The interest charged by us on any outstanding policy loan balance accrues on a daily basis. We shall be issuing the loan repayment schedule at the time you opt for the loan against your policy. You are free to repay all or part of your outstanding policy loan balance at any time, subject to our then current administration guidelines.

If your policy is in reduced paid up status and your outstanding policy loan balance equals or exceeds the Surrender Benefit then on that date, all benefits under your policy will cease immediately and policy will terminate. If all the due Installment Premiums have been paid then the policy shall not be foreclosed.

Any benefit payable under this policy will first be reduced by any outstanding policy loan balance at that time and only the residual value will be paid to you or your nominee as the case may be.

**Termination of Policy**

Your policy will terminate at the earliest of:

- (a) the date of settlement of the death benefit; or
- (b) the date of payment of the surrender value, if any; or
- (c) the policy maturity date; or
- (d) the date on which the reinstatement period ends after your policy has lapsed as per Premium Discontinuance provision (a); or
- (e) the date when outstanding loan value exceeds the surrender benefit for the reduced paid up policy.

**Guaranteed Surrender Value**

Guaranteed Surrender Value percentage of premiums paid and accrued regular bonuses are given below to determine the Guaranteed Surrender Value –

Policy Year	As a percentage of premiums paid*																																	
	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40			
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
2**	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
3	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30	30		
4	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50			
5	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50			
6	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50			
7	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50	50			
8	65	60	58	56	55	54	54	53	53	53	53	52	52	52	52	52	52	52	52	51	51	51	51	51	51	51	51	51	51	51	51			
9	80	70	65	62	60	59	58	57	56	55	55	55	54	54	54	54	53	53	53	53	53	53	53	52	52	52	52	52	52	52	52			
10	80	80	73	68	65	63	61	60	59	58	58	57	56	56	56	55	55	55	55	54	54	54	54	54	53	53	53	53	53	53	53			
11	-	80	80	74	70	67	65	63	62	61	60	59	59	58	58	57	57	56	56	56	55	55	55	55	55	55	54	54	54	54	54			
12	-	-	80	80	75	71	69	67	65	64	63	62	61	60	59	59	58	58	58	57	57	57	56	56	56	56	55	55	55	55	55			
13	-	-	-	80	80	76	73	70	68	66	65	64	63	62	61	61	60	59	59	59	58	58	58	57	57	57	56	56	56	56	56			
14	-	-	-	-	80	80	76	73	71	69	68	66	65	64	63	62	62	61	61	60	60	59	59	58	58	58	58	57	57	57	57			
15	-	-	-	-	-	80	80	77	74	72	70	68	67	66	65	64	63	63	62	61	61	60	60	60	59	59	59	58	58	58	58			
16	-	-	-	-	-	-	80	80	77	75	73	71	69	68	67	66	65	64	64	63	62	62	61	61	60	60	60	59	59	59	58			
17	-	-	-	-	-	-	-	80	80	77	75	73	71	70	69	68	67	66	65	64	64	63	63	62	62	61	61	60	60	60	59			
18	-	-	-	-	-	-	-	-	80	80	78	75	74	72	71	69	68	67	67	66	65	64	64	63	63	62	62	61	61	61	60			
19	-	-	-	-	-	-	-	-	-	80	80	78	76	74	73	71	70	69	68	67	66	66	65	64	64	63	63	62	62	62	61			
20	-	-	-	-	-	-	-	-	-	-	80	80	78	76	74	73	72	71	70	69	68	67	66	66	65	64	64	63	63	62	61			
21	-	-	-	-	-	-	-	-	-	-	-	80	80	78	76	75	73	72	71	70	69	68	68	67	66	66	65	64	64	63	62			
22	-	-	-	-	-	-	-	-	-	-	-	-	80	80	78	76	75	74	73	71	70	70	69	68	67	67	66	66	65	65	64			
23	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	78	77	75	74	73	72	71	70	69	68	68	67	67	66	65	65			
24	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	78	77	76	74	73	72	71	70	69	68	68	67	67	66	66			
25	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	78	77	76	75	73	73	72	71	70	69	68	68	67	67			
26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	77	76	75	74	73	72	71	70	69	68	68	67			
27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	77	76	75	74	73	72	71	70	69	68	67			
28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	77	76	75	74	73	72	71	70	69	68			
29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	76	75	74	73	72	71	71	71			
30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76	75	74	73	72	72			
31	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76	75	74	73	73			
32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76	75	74	73			
33	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76	75	74			
34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76	75			
35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77	76			
36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78	77			
37	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79	78			
38	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80	79			
39	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80	80			
40	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	80			

\*excluding any premiums paid towards underwriting extra, riders or service tax

\*\* applicable for 7 year premium paying term

**As a percentage of accrued regular bonuses**

Policy Year	Policy Term																																							
	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40									
1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-		
2**	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
3	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
4	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
5	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
6	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
7	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
8	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
9	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
10	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
11	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2		
12	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
13	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
14	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
15	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
16	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
17	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
18	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	
19	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2	2		
20	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2	2		
21	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2	2		
22	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2	2		
23	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2	2		
24	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2	2		
25	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2	2		
26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2	2		
27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2	2		
28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2	2		
29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2	2		
30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2	2		
31	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3	2		
32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	40	33	28	23	19	16	13	11	9	8	6	5	4	4	3	3		
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\*\* applicable for 7 year premium paying term

Not Applicable (as it is not a unit linked plan)

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### GENERAL PROVISIONS

#### **Contract**

Your contract includes this policy document, the application for the policy and any amendments agreed upon in writing after the policy is issued. The contract also includes declarations given by the policyholder and written statements and answers furnished as evidence of insurability. We are bound only by statements that are part of the contract. Only our authorized officers can agree to any change in the contract and then only in writing.

#### **Currency and Place of Payment**

All payments to or by us will be in accordance with the prevailing Exchange Control regulations and other relevant laws and regulations of India.

Indian Rupee (Rs.) is the currency of this policy. We will make or accept payments relating to this policy at any of our offices in India or such other locations as determined by us from time to time.

#### **Assignment**

You (assignor) may assign this policy to any party (assignee) by filing a written notice along with the original policy contract, in the presence of a witness, at any of our Servicing Branch. The assignment would either be endorsed on the original policy contract or documented by a separate instrument and in either case signed by the assignor, stating specifically the fact of assignment. We will not express any opinion on the validity or legality of the assignment. Only the entire policy can be assigned and cannot be assigned in part. Any assignment shall automatically cancel a nomination except an assignment in our favor.

Assignment made under this provision is as per Section 38 of the Insurance Act, 1938.

#### **Nomination**

Where the policyholder is also the Life Insured, you may at any time before the policy matures for payment, nominate a person or persons to receive the benefit payable under the Death Benefit provision. You may also appoint any person, who is a major to receive the death proceeds on behalf of the nominee during the nominee's minority. We will not recognize a nomination or change in nomination until we receive your notice in writing in the prescribed format at our Servicing Branch. We will not express any opinion on the validity or legality of the nomination.

If there is no nominee or nominee is not alive at the time of death of the Life Insured then the legal heir/s of the deceased member as per the court directions shall be the beneficiaries. Nomination made under this provision is as per Section 39 of the Insurance Act, 1938.

#### **Claim Procedures**

For processing a claim (be it on maturity or death) under this policy the following documents are required as may be relevant:

For Maturity Benefit:

- Original policy document
- Claimant's statement

For Death Benefit:

- Original policy document
- Claimant's statement
- Death Certificate (only in the case of the death of the life insured)
- Medical Attendant's Certificate
- Employer's Certificate, if applicable
- Copies of Medical Reports of last and previous hospitalizations, if any
- For accident cases – First Information Report, Post Mortem Report and Police Inquest Form

You shall also provide us with any other relevant information/document as may be required by us preferably within 90 days from the date of request.

Any person claiming the benefits can download the claim request documents from our website [www.insurance.birlasunlife.com](http://www.insurance.birlasunlife.com) or can obtain the same from any of our branches.

In case you are unable to provide any or all of the above documents, in exceptional circumstances such as a natural calamity, we may at our own discretion conduct an investigation and subsequently settle the claim.

#### **Taxation**

The income tax benefits on your policy will be as per prevailing Income Tax laws in India and any amendment(s) made thereto from time to time. As per the applicable laws and any amendments made thereto from time to time, we reserve the right to:

- deduct or withhold tax as the case may be; and
- recover levies, taxes, cesses and duties including but not limited to service tax from you or adjust the same from the amounts paid by you or accrued or payable to you under the policy.

#### **Misstatement of Age**

If the date of birth of the Life Insured has been misstated and the policyholder has paid less installment premium than would have been payable for correct age, the company would be entitled to charge and the policyholder would be obliged to pay for such premium difference since inception of the policy with interest at the rate as applicable to the policy loan to continue this policy. If the date of birth of the Life assured has been misstated and the policyholder has paid higher installment premium than would have been payable for correct age, the company shall refund the excess premiums without any interest. In case of termination of the policy any unpaid balance will be adjusted from the benefit payout.

If at the correct age, the Life Insured was not insurable under this policy according to our requirements, we reserve the right to pay the surrender benefit, if any and terminate the policy in accordance with Section 45 of the Insurance Act, 1938.

#### **Suicide**

If the Life Insured under this policy dies by committing suicide, whether medically sane or insane, within one year from inception of the policy or effective date of reinstatement whichever is later, we shall pay to the nominee the premiums paid to date or surrender value if higher.

#### **Validity and Non-Disclosure**

This policy is issued in utmost good faith based on the declarations and statements made by you and we cannot be held responsible in any manner for any action taken by us based on these declarations and statements. You and the Life Insured under this policy have an obligation to disclose every fact material to our assessment of the risk of issuing this policy

In case of any fraud or misrepresentation, the policy shall be cancelled immediately by paying the surrender value, if any, in accordance with Section 45 of the Insurance Act, 1938.

#### **Section 45 of the Insurance Act, 1938**

As per Section 45, no policy of life insurance effected after the coming into force of this act shall, after the expiry of two years from the date on which it was effected be called in question by an insurer on the ground that statement made in the proposal or in any report of a medical officer, or referee, or friend of the Life Insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the policyholder and that the policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose.

Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if s/he is entitled to do so, and no policy shall be deemed to be called in question merely because

the terms of the policy are adjusted on subsequent proof that the age of the Life Insured was incorrectly stated in the application.

SAMPLE



### Grievance or Complaint

You may register your grievance or complaint with our **Head Customer Response & Resolution** at Customer Care Unit / Birla Sun Life Insurance Company Ltd. / One Indiabulls Centre, Tower 1, 16th Floor, Jupiter Mill Compound, 841, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400013. You may also call our toll free no. 1-800-270-7000 or email: [customerservice@birlasunlife.com](mailto:customerservice@birlasunlife.com).

In case you are dissatisfied with the decision of the above office or have not received any response with 10 days, you may contact **Head Service Assurance** at Customer Care Unit / Birla Sun Life Insurance Company Ltd. / One Indiabulls Centre, Tower 1, 16th Floor, Jupiter Mill Compound, 841, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400013. You may also call our toll free no. 1-800-270-7000 or email: [grievances@birlasunlife.com](mailto:grievances@birlasunlife.com).

The complaint should be made in writing duly signed or through email by the complainant or by his/her legal heirs with full details of the complaint and the contact information of complainant.

### Risk Factors / Disclaimers

This policy is underwritten by Birla Sun Life Insurance Company Limited (BSLI) and is a traditional participating endowment plan. All terms & conditions are guaranteed throughout the policy term, except for the bonuses which will vary from policy year to policy year depending on prevailing economic conditions. BSLI reserves the right to recover levies such as the service tax levied by the authorities on insurance transactions. If there be any additional levies, they too will be recovered from you. Insurance is the subject matter of the solicitation.

**NOTWITHSTANDING ANYTHING CONTAINED IN THIS POLICY DOCUMENT, THE PROVISIONS HEREIN SHALL STAND ALTERED, AMENDED, MODIFIED OR SUPERCEDED TO SUCH EXTENT AND IN SUCH MANNER AS MAY BE REQUIRED BY ANY CHANGE IN THE APPLICABLE LAW (INCLUDING BUT NOT LIMITED TO ANY REGULATIONS MADE OR DIRECTIONS / INSTRUCTIONS OR GUIDELINES ISSUED BY THE IRDA) OR ANY OTHER COMPETENT AUTHORITY OR AS MAY BE NECESSARY UNDER A JUDGEMENT OR ORDER /DIRECTION/ INSTRUCTION OF A COURT OF LAW.**

### Insurance Ombudsman

In case you are dissatisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman located nearest to you (please refer to Appendix I or visit our website [www.insurance.birlasunlife.com](http://www.insurance.birlasunlife.com)) if your grievance pertains to:

- insurance claim that has been rejected or dispute of a claim on legal construction of the policy;
- delay in claim settlement;
- dispute with regard to premium; or
- non-receipt of your policy document.

As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made:

- only if the grievance has been rejected by the grievance redressal machinery of the insurer;
- within a period of one year from the date of rejection by the insurer; and
- if it is not simultaneously under any litigation.

## List of Ombudsman

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
<b>AHMEDABAD</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, <b><u>AHMEDABAD-380 014.</u></b> Tel.:- 079-27546840 Fax : 079-27546142 Email : ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
<b>BHOPAL</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2 <sup>nd</sup> Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, <b><u>BHOPAL(M.P.)-462 023.</u></b> Tel.:- 0755-2569201 Fax : 0755-2769203 Email : bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
<b>BHUBANESHWAR</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, <b><u>BHUBANESHWAR-751 009.</u></b> Tel.:- 0674-2596455 Fax : 0674-2596429 Email : ioobbsr@dataone.in	Orissa
<b>CHANDIGARH</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, <b><u>CHANDIGARH-160 017.</u></b> Tel.:- 0172-2706468 Fax : 0172-2708274 Email : ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
<b>CHENNAI</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, <b><u>CHENNAI-600 018.</u></b> Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email : chennaiinsuranceombudsman@gmail.com	Tamil Nadu, UT–Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
<b>NEW DELHI</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, <b><u>NEW DELHI-110 002.</u></b> Tel.:- 011-23239633 Fax : 011-23230858 Email : iobdelraj@rediffmail.com	Delhi & Rajasthan
<b>GUWAHATI</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5 <sup>th</sup> Floor, Near Panbazar Overbridge, S.S. Road, <b><u>GUWAHATI-781 001 (ASSAM).</u></b> Tel.:- 0361-2132204/5 Fax : 0361-2732937	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

	Email : ombudsmanghy@rediffmail.com	
<b>HYDERABAD</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1 <sup>st</sup> Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, <b><u>HYDERABAD-500 004.</u></b> Tel : 040-65504123 Fax: 040-23376599 Email : insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
<b>KOCHI</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, <b><u>ERNAKULAM-682 015.</u></b> Tel : 0484-2358759 Fax : 0484-2359336 Email : iokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
<b>KOLKATA</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, 4th Floor, Hindusthan Bldg. Annexe, 4, C.R.Avenue, <b><u>Kolkatta – 700 072.</u></b> Tel: 033 22124346/(40) Fax: 033 22124341 Email : iombsbpa@bsnl.in	West Bengal , Bihar , Jharkhand and UT of Andeman & Nicobar Islands , Sikkim
<b>LUCKNOW</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6 <sup>th</sup> Floor, Nawal Kishore Road, Hazaratganj, <b><u>LUCKNOW-226 001.</u></b> Tel : 0522 -2231331 Fax : 0522-2231310 Email : insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
<b>MUMBAI</b>	Insurance Ombudsman, Office of the Insurance Ombudsman, S.V. Road, Santacruz(W), <b><u>MUMBAI-400 054.</u></b> Tel : 022-26106928 Fax : 022-26106052 Email : ombudsmanmumbai@gmail.com	Maharashtra , Goa