

AEGON Religare iMaximize Single Premium Insurance Plan
A Linked Non-Participating Plan
UIN- [138Lo49Vo1]

Part A

We sincerely thank you for being associated with us. We are delighted to present your Policy documents along with your original contract documents with AEGON Religare Life Insurance Company.

A copy of your Proposal Form and other declarations will be issued to you. In case, you are not satisfied with the Terms and Conditions of the Policy, you can opt to cancel your Policy within 30 days (thirty days) from the date of receipt of this Policy.

You will be issued a Telephone Personal Identification Number (TPIN) which will be sent to you separately, for security reasons. Using the allotted TPIN you will be able to:

- Access your Policy information through your phone from our Interactive Voice Response system (IVR).
- Transact through your phone, instead of writing instructions to us in most of the cases.

In case of claim or any service related queries, please feel free to contact us at AEGON Religare Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai-400063 or call us at 1800 209 9090.

You can also email us at customer.care@aegonreligare.com

We welcome you to AEGON Religare Life Insurance and wish you all the very best.

Warm regards,



KS Gopalakrishnan

MD & CEO

Your Advisor / Broker contact details

Name _____

Code _____

Mobile / Landline number _____

Part B

POLICY DEFINITIONS

The words and phrases defined below shall have the meanings assigned to them in this Policy unless the context otherwise requires. Words implying masculine include the feminine, and vice versa. Words in singular include the plural and vice versa.

Age means age on last birthday unless specifically otherwise provided.

Charges means the various charges as mentioned in Section E.

Claimant means the Nominee / Appointee (if Nominee is a Minor)/ Assignee; and where there is no assignment or nomination in existence, the legal heir/s of the Policy holder.

Company/We/Us/Our means AEGON Religare Life Insurance Company Limited.

Cut off time means the time of a day for the purpose of calculating the Unit price for creation or cancellation of Unit from the Investment Fund. Presently the cut-off time is 3.00 pm, which could change in future subject to IRDA approval.

Date of Commencement of Policy is the date on which the benefits under the Policy are affected as mentioned in the Policy Schedule.

Date of Commencement of Risk is the same of the Date of Commencement of Policy.

Date of Maturity is the date of expiry of the Plan by efflux of the Policy Term and is mentioned in the Policy Schedule.

Discontinuance means the state of a Policy that could arise on account of surrender of the Policy or non-payment of the contractual premium due, before the expiry of the Extended Grace Period of the Policy.

No Policy shall be treated as discontinued on non-payment of the said premium if, within the grace period, the premium has not been paid due to the death of the insured or upon the happening of any other contingency covered under the Policy.

Due Date means the dates on which the Plan Premium are due and payable by the Policy holder.

Fund or Investment Fund means a specific and segregated investment fund managed by the Company for the exclusive interest and benefits of all the Policy holders sharing the same Investment Fund option.

Grace Period is a period of 15 days for policies under monthly mode and 30 days for all other modes starting from the Due Date of Plan Premium and ending at the close of business hours on the 15th or 30th day, as may be applicable, from the Due Date. If the 15th or 30th day, as applicable, falls on a holiday then the next working day.

IRDA means the Insurance Regulatory and Development Authority.

Life Assured is the person in relation to whom the Plan is granted by the Company.

Lock-in Period means a period of five consecutive years commencing from the Date of Commencement of Policy.

Monthly Date is the first day of each Policy Month.

Policy/Plan means the contract of insurance entered into between the Policy holder and the Company as evidenced by this document which sets down the benefits available to the Policy holder and the terms and conditions for availing of such benefit/s.

Policy Anniversary is the date corresponding to the Date of Commencement of Policy occurring after the completion of every Policy Year.

Policy Term means the period commencing on the Date of Commencement of Policy and ending on the Date of Maturity as mentioned in the Policy Schedule.

Policy Year and Policy Month are measured from the Date of Commencement of Policy and are period of twelve calendar months and one calendar month respectively.

Premium Redirection is the option available to the Policy holder to modify the allocation of the amount of future Plan Premiums into a different Investment Fund from the Investment Fund in effect at the time of exercising this option.

Proceeds of Discontinuance Policy Fund is the Discontinuance Value after addition of the entire income earned for the period of investment in the Discontinuance Policy Fund net of applicable fund management charges, subject to a minimum guarantee of the interest, at the rate prescribed by IRDA from time to time.

Proposal Form is the application form submitted to the Company for purchasing this Policy.

Redemption means the encashing of Units at the prevailing Unit Price and involves cancellation of Units in transactions such as partial withdrawals, discontinuance, maturity or switches.

Top-Up Fund Value means the product of the total number of Units built up from the Top-Up Premiums and the Unit Price per Unit as may be applicable.

Top-Up Premium means an amount of premium that is paid by the Policy holders at irregular intervals besides the single premium specified in the Policy Schedule.

Top-Up Sum Assured means the increase in Sum Assured due to Top-Up Premiums.

Total Fund Value = Base Fund Value plus Top-Up Fund Value

Unit is a portion or a part of the Investment Fund and is represented by one undivided share in the assets underlying that Fund.

Valuation Date is the date on which the assets of the Funds are valued as set out in Clause F.7

You or Your means the Policy holder named in the Policy Schedule.

Part C

Product Description

'AEGON Religare iMaximize Single Premium Insurance Plan' is the name of a unit linked insurance plan of the Company. This is a linked non participating plan. This Policy will participate in the investment performance of the Investment Fund(s) of the Company, selected by You. The Policy, however, does not in anyway give any rights whatsoever to any share in the profits or surplus of the business of the Company.

All the payments under the Policy will be made in Indian rupees and will be subject to prevailing tax laws.

C.1 Death Benefit

In case of an unfortunate demise of the Life Assured, the Claimant will receive the higher of Sum Assured (including Top Up Sum Assured) or Total Fund value or 105% of all the premiums paid (including Top Up premiums). The Policy Terminates thereafter. Partial withdrawals made during the period of two years before the date of death will be deducted from Sum Assured for the calculation of death benefit.

C.2 Maturity Benefit

On maturity, You receive the Total Fund Value (including Top Up Fund Value) as on the maturity date.

C.3 Additional units

The Company may add units into the Policy account of the Policy holder at various times in the Policy Term to comply with the existing IRDA regulations with respect to net yield on the Fund Value.

C.4 Segregated Funds

A Segregated Fund is a specific and separate fund managed for the exclusive interest of all Policy holders sharing the same Segregated Fund. The Company holds legal and beneficial interests in the assets of each Segregated Fund and has sole discretion on the investment and the management of each Segregated Fund within the defined asset portfolio allocation. The three Segregated Funds currently offered under the product by the Company are as under:

Fund Name	Segregated Fund Identification Number (SFIN)	Objective	Risk Profile	Equities	Fixed Interest Securities	Money Market Instruments
Blue Chip Equity Fund	ULIF01511/02/14BLUECHIPE Q0138	The Fund objective is to provide long-term capital appreciation by investing in a diversified equity portfolio consisting of predominantly large cap companies with strong financials, quality management and market leadership.	High	80% - 100%	0%	0% - 20%
Secure Fund	ULIF00505/07/08SFO138	This fund will aim to generate income consistent with high levels of liquidity while protecting the capital. It will invest in a diversified portfolio of money market instruments & other short term fixed interest securities.	Low	0%	60% - 100%	0% - 40%

Fund Name	Segregated Fund Identification Number (SFIN)	Objective	Risk Profile	Equities	Fixed Interest Securities	Money Market Instruments
Debt Fund	ULIF00405/07/08DB0138	This fund will aim to generate attractive returns by investing in a diversified portfolio of government debt, corporate debt, money market instruments and other fixed income securities of varying maturities.	Medium	0%	60% - 100%	0% - 40%

C.5 Top-Up

Top-Up premium is an amount of premium that is paid by the Policy holder at irregular intervals besides the Single Premium specified in the Policy Schedule.

Top-Up premiums can be paid at any time except in the last five Policy years, subject to the following conditions:

- A Top-Up premium payment is not less than ₹5,000. This minimum limit may change in future subject to clearance from the IRDA.
- At any point of time during the Policy Term, the total Top-Up premiums paid shall not exceed the Single Premium paid.
- For units pertaining to Top-Ups, there will be a lock-in period of 5 years for partial withdrawal for each top up. However this condition will not be applicable in case of discontinuance or death of Life Assured.
- Any Top-Up made will result into increase in Sum Assured as per the table below:

Minimum:

Age at making the Top-Up	Increase in Sum Assured
Upto 45 years	1.25 times the Top-Up amount
45 years and above	1.10 times the Top-Up amount

Maximum:

Age at making the Top-Up	Increase in Sum Assured
Upto 35 years	10 times the Top-Up amount
36 years to 44 years	1.25 times the Top-Up amount
45 years and above	1.10 times the Top-Up amount

Such increase in Sum Assured will be subject to Board approved underwriting guidelines. If the underwriting rejects the increase in the Sum Assured then the top up amount will be returned to the Policy holder without any interest.

C.6 Partial Withdrawals

Policyholder may make partial withdrawals, subject to the following conditions:

- No partial withdrawal is allowed during first five Policy years.
- Total Fund Value including the Top-Up Fund Value will be taken into account for partial withdrawals. Partial withdrawals made shall be allowed first from the Top-Up Fund if any (as long as such Fund Value supports the partial withdrawal) and subsequently, the partial withdrawals may be allowed from the Fund Value built-up from the single premium.
- Amount of any partial withdrawal will not be less than ₹5,000. Company may increase this limit in future with prior clearance from IRDA.
- Maximum amount of partial withdrawal in any Policy year (including all partial withdrawals made during that Policy year) is 20% of the Fund Value at the beginning of that Policy year.
- Remaining fund after partial withdrawal is not less than the Single Premium paid.
- For units pertaining to Top-Ups, there will be a lock-in period of five years for partial withdrawal for each Top-Up.
- Partial withdrawals are not allowed if the age of the Life Assured is less than 18 years.
- Partial Withdrawal shall not result in termination of the Policy.

C.7 Policy Termination

The Policy will terminate on the earliest of the following:

- The Date on which Proceeds of Discontinuance Policy Fund are paid
- The Date on which Surrender Value is paid in the Policy
- The Date of Maturity of the Policy
- The Date of intimation of the death of the Life Assured

C.8 Suicide Exclusion

In case of death of the Life Assured due to suicide within one year from the date of issue or date of revival, only Total Fund value is payable and the Policy is terminated.

C.9 Payment of Claim

We will require the following primary documents in support of a Death claim to enable processing of the claim intimation under the Policy. All benefits will be paid to the “claimant” as defined in section C.2 above.

- Certificate of the Doctor/Medical Officer certifying the cause of death
- In case of unnatural death - Post Mortem Report, First Information Report (FIR), Inquest Report and the Final Investigation Report of the Police
- Death Certificate issued by the local authority or the authority authorised to issue the same under the Registration of Births and Deaths Act, 1969; and
- Claimant’s statement in prescribed form
- In case due to any unnatural or other circumstances which are beyond Claimant’s control, if the Claimant is unable to supply any of the above documents, then We may waive requirement of such documents provided We are totally satisfied with the investigation carried out to assess validity of the claim

We are entitled to ask for additional documents (including Policy document) or information for the processing of the claim. We may also seek professional/independent assistance for speedy disposal of the claim. You and/or the Nominee/legal heir shall have no objection for us to obtain any details/information to form an opinion about the claim.

If due to any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances which are beyond our control, which restricts performance of our obligations under this Plan, then, this Plan will be wholly or partially suspended during the continuance of such force majeure conditions. Once the force majeure conditions ceases to exist, then, we will resume our obligations under this Plan for such period during which the force majeure conditions existed.

Part D

D.1 Free Look Cancellation

If You are not satisfied with any of the Terms and Conditions of the Policy, You may return the Policy document to the Company for cancellation within 30 days from the date You received the Policy. Upon such cancellation, You will be paid back Fund Value, plus mortality charges deducted, plus Policy administration charge deducted, less stamp duty, less medical reports cost, less proportionate mortality charge.

D.2 Surrender

If You surrender before the end of first 5 years, your Total Fund Value will be moved to the Discontinuance Policy Fund after the deduction of Discontinuance Charges. The returns of the Discontinuance Policy Fund after deduction of the fund management charges is guaranteed not to be less than rate of return stipulated by IRDA. The proceeds of the Discontinuance Policy Fund will be paid to You after at the end of 5 years.

If You surrender your policy after completion of first 5 years, your Total Fund Value will be paid to You.

Discontinuance Policy Fund (SFIN: ULIF01403/09/10DISCONPF0138)

The asset allocation applicable under the fund is as follows:

Asset Class	Equities	Government Securities	Money Market Instruments
Allocation Proportion	0%	60% - 100%	0% - 40%

This fund will invest in a diversified portfolio of government securities and money market instruments of short term maturities. The main objective will be to generate relatively less volatile investment income which is at least the guaranteed return of 4% p.a. or as prescribed by IRDA in the prevailing regulation. Any excess income earned over and above the minimum guaranteed rate will also be apportioned to the Discontinuance Policy Fund.

Part E

E.1 Premium Allocation Charge - Zero

E.2 Fund Management Charge

This is a charge levied as a percentage of the value of assets and is appropriated by adjusting the Net Asset Value every day, when the unit linked funds are priced. The applicable service tax and education cess will also be deducted along with the charge.

Secure Fund	1.00% p.a.
Debt Fund	1.10% p.a.
Blue Chip Equity Fund	1.35% p.a.
Discontinuance Policy Fund	0.50% p.a.

E.3 Policy Administration Charge

The charge is ₹ 100 per month levied from the Policy fund at the beginning of every Policy month by cancelling units. The applicable service tax and education cess will also be deducted by cancellation of units.

E.4 Discontinuance Charge

It will depend on the year in which the Policy has been discontinued. The applicable service tax and education cess will also be deducted.

Where the Policy is surrendered during the Policy Year	Discontinuance charges
1	Lower of 1% (SP or FV) subject to maximum of ₹ 6,000
2	Lower of 0.5% (SP or FV) subject to maximum of ₹ 5,000
3	Lower of 0.25% (SP or FV) subject to maximum of ₹ 4,000
4	Lower of 0.1% (SP or FV) subject to maximum of ₹ 2,000
5 onwards	Nil

SP – Single Premium
FV – Fund Value

E.5 Mortality Charge

Female mortality rates are slightly lower than males. The mortality charge is deducted by cancellation of units at the beginning of each month of your policy. It will depend on your age and the Sum at Risk which is defined as:

- Higher of [Sum Assured] or [105% of all premiums paid to date] in excess of Fund Value.
- For Top Up, it is defined as Top Up Sum Assured in excess of the Top Up Fund Value.

Mortality charges are provided at the end of section E of this document. The applicable service tax and education cess will also be deducted by cancellation of units. Smokers/Substandard lives may be charged extra as per Board approved underwriting guidelines of the Company.

E.6 Miscellaneous charges

The Miscellaneous Charges given above can be increased by the Company upon approval from IRDA but shall not exceed ₹500. The applicable service tax and education cess will also be charged.

Facility	Number of Free Transactions	Charges (₹)
Switch	Four in a Policy year	Any extra switches will be charged 0.1% of amount switched per switch subject to a cap of ₹200
Partial Withdrawal	Four times in a Policy Year	Any extra Partial Withdrawal will be charged ₹200 per withdrawal

Mortality Charge per annum per 1000 of Sum at Risk. Age refers to Attained Age of the Life Assured.

Age (last birthday)	Male	Female	Age (last birthday)	Male	Female
7	0.5836	0.58360	39	1.5179	1.22700
8	0.4732	0.58360	40	1.6457	1.31050
9	0.4075	0.58360	41	1.7933	1.40700
10	0.3798	0.58360	42	1.9642	1.51790
11	0.3830	0.47320	43	2.1621	1.64570
12	0.4104	0.40750	44	2.3914	1.79330
13	0.4546	0.37980	45	2.6558	1.96420
14	0.5084	0.38300	46	2.9590	2.16210
15	0.5659	0.41040	47	3.3027	2.39140
16	0.6226	0.45460	48	3.6864	2.65580
17	0.6748	0.50840	49	4.1077	2.95900
18	0.7208	0.56590	50	4.5625	3.30270
19	0.7593	0.62260	51	5.0459	3.68640
20	0.7901	0.67480	52	5.5532	4.10770
21	0.8142	0.72080	53	6.0804	4.56250
22	0.8326	0.75930	54	6.6253	5.04590
23	0.8461	0.79010	55	7.1883	5.55320
24	0.8564	0.81420	56	7.7733	6.08040
25	0.8652	0.83260	57	8.3862	6.62530
26	0.8737	0.84610	58	9.0355	7.18830
27	0.8838	0.85640	59	9.7311	7.77330
28	0.8969	0.86520	60	10.4843	8.38620
29	0.9139	0.87370	61	11.3070	9.03550
30	0.9358	0.88380	62	12.2108	9.73110
31	0.9636	0.89690	63	13.2068	10.48430
32	0.9986	0.91390	64	14.3058	11.30700
33	1.0417	0.93580	65	15.5181	12.21080
34	1.0935	0.96360	66	16.85360	13.20680
35	1.1550	0.99860	67	18.32230	14.30580
36	1.2270	1.04170	68	19.93430	15.51810
37	1.3105	1.09350	69	21.70000	16.85360
38	1.4070	1.15500	70	23.63090	18.32230

Part F

F.1 Assignment & Nomination

(i) Assignment (Allowed as per Section 38 of Insurance Act 1938)

The Policy holder may assign the benefits under the Policy in favour of any person. Policy holder is required to give a written notice to Us together with the endorsement or instrument duly attested or a copy thereof duly certified to be correct by You and the Assignee.

(ii) Nomination (Allowed as per Section 39 of Insurance Act 1938)

The Policyholder may at any time during the Policy Term appoint any person as Nominee for receiving the payment of the benefits under the Policy. Where the Nominee is a minor, the Policy holder is required to appoint a person who is not a minor (the "Appointee") to receive the benefits under the Policy. Nomination can be made by communicating the same in writing to Us. The Nominee can be changed by the Policy holder at any time during the term of the Policy and any such change will vacate any earlier nomination. Nomination will be cancelled upon registration of assignment.

Assignment or nomination will not be permitted where the Policy is issued under the Married Women's Property Act, 1874.

In the absence of a nomination or assignment, the Death Benefit will be paid to the Policy holder's legal heir subject to production of necessary documentation evidencing title to the benefits under the Policy.

We do not express any opinion on the validity or legality of the assignment or nomination. The Assignment and Nomination is effective against Us only upon registration by Us.

F.2 Fraud or Misrepresentation

In case of fraud or misrepresentation in the proposal of insurance or in the documents submitted by You in support of the proposal of insurance, we reserve the right to cancel the Policy by paying surrender value, subject to such concealment, non-disclosure, fraud or misrepresentation being established by Us in accordance with Section 45 of the Insurance Act, 1938.

F.3 Misstatement of Age or Gender

The Premium and Charges payable under the Policy have been calculated on the basis of the age and/or gender of the Life Assured as declared in the Proposal Form. Without prejudice to the Company's other rights and remedies including those under the Insurance Act, 1938, if the age or gender of the Life Assured has been misstated or incorrectly mentioned, then the Company will re-calculate the Charges using the correct Age and Gender. This may be done in any of the following manner:

- a) If the correct Age is higher than the Age declared in the Proposal Form, the Charges payable under the Policy shall be altered corresponding to the correct Age of the Life Assured from the Date of Commencement of Policy and You shall pay to the Company, the difference between the Charges charged at such lower rate (more specifically mentioned in section E) and such re-calculated higher rate retrospectively from the Date of Commencement of Policy.
- b) If the correct age of the Life Assured is lower than the age declared in the Proposal Form, the Charges payable under the Policy shall be altered corresponding to the correct age of the Life Assured from the Date of Commencement of Policy and the Company may adjust the difference by adding Units corresponding to the difference between the Charges charged at such higher rate and the Charges chargeable at such re-calculated lower rate retrospectively from the Date of Commencement of Policy.
- c) If at the correct age, the Life Assured was not insurable under the Policy, then Company may terminate the Policy and refund the Total Fund Value less all the applicable charges.

F.4 Electronic Transactions

You shall adhere to and comply with all such terms and conditions as We may prescribe from time to time. Any transactions carried out by or through any electronic facilities or means established by or on behalf of Us, in respect of the Policy, shall constitute legally binding and valid transactions on You.

F.5 Taxation

The tax benefits and benefits payable under the Policy would be as per the prevailing provisions of the tax laws in India. We reserve the right to recover statutory levies including Service Tax (plus applicable education cess) by way of adjustment to the charges payable or make necessary recoveries from the benefits payable under the Policy.

F.6 Valuation of Segregated Fund

The Unit Price (NAV) of each fund shall be determined daily as per the regulations/guidelines issued by IRDA from time to time (the 'Valuation Date'). As per the current guidelines issued by IRDA, We will determine the Unit Price of each Fund daily as per the following formula:

[Market Value of investment held by the Fund + Value of current assets – Value of current liabilities and provisions, if any] Divided by [Number of units existing on the Valuation Date (before creation/Redemption of units)]

F.7 Segregated Fund Addition

The Company may from time to time create and add new Segregated Funds with different Charges with the approval of the IRDA and consequently, new Segregated Funds may be made available to the policy holder. All provisions of the Policy will apply to such new Segregated Funds unless stated otherwise.

F.8 Segregated Fund Closure/Modification

The Company reserves the right to close/modify any Segregated Fund at any time by giving a three month written notice of its intention to close/modify the Segregated Fund. From the date of such closure, the Company will cease to create or cancel Units in the said Segregated Fund ("Closing Segregated Fund"). Closure/modification of a Segregated Fund will be on the happening of an event which in the sole opinion of the Company requires the said Segregated Fund to be closed/modified and such closure/modification of a Segregated Fund shall be subject to prior approval of IRDA. In the event of a modification of a Segregated Fund the Company will inform the impacted Policy holders of the change and provide all other fund options in the event the Policy holder wishes to choose a different Segregated Fund.

In the event of a Segregated Fund closure, the Company will ensure a Segregated Fund with the same investment objective as the closed fund is available to the policy holders or a new fund with the same investment objective will be provided by the Company post approval from the IRDA ('Replacement Segregated Fund' in either case). In case the 'Replacement Segregated Fund' is not available the default fund to be used in this case will be the Secure Fund. The Company will inform the Policy holder who have money in the Closing Segregated Fund of the Replacement Segregated Fund and all other fund options in the event the Policy holder wishes to choose a different investment strategy. Upon receiving policy holder's confirmation, units in the Closing Segregated Fund allocated to the Policy will be cancelled on the last Valuation Date of the Closing Segregated Fund. The Company will create Units in the Replacement Segregated Fund or other such fund as chosen by the Policy holder, with proceeds from the cancellation of the Units in the Closing Segregated Fund on the last Valuation Date of the Closing Segregated Fund. No switching charge will be applied in case of closure/modification of fund.

In the event of no response within the stipulated time frame, the Company's default option will be to switch Policy funds from the Closing Segregated Fund to the default fund (which is the Secure Fund), and change Allocation Proportion in such a way that the percentage of allocation of premium to the Closing Segregated Fund is now allocated to the default fund.

F.9 Switch amongst Segregated Funds

You can apply for Switch of funds from one Segregated Fund to another/ others through a Switch Application Form or the Switch Process as and when available and specified by the Company. The facility of Switch would be subject to the administrative rules of the Company, existing at the time of the Switch application. Switching of funds will be effected at the Unit Price declared on the date the Switch application is received and accepted by the Company before Cut-off time and on the next day's Unit Price declared if the application is received and accepted at the Company after the Cut-off time.

Part G

G.1 Notices

Any notice, direction or instruction given to Us under the Policy shall be in writing and delivered by hand, post, facsimile or from registered electronic mail to:

Customer Service Department
AEGON Religare Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1 NESCO IT Park, Western Express Highway, Goregaon (E), Mumbai 400 063.
Toll free number: 1800 209 9090
E-mail: customer.care@aegonreligare.com

or such other address as may be informed by Us.

Any notice, direction or instruction to be given by Us under the Policy shall be in writing and delivered by hand, post, courier, facsimile or registered electronic mail at the updated address in the records of the Company.

You are requested to communicate any change in address immediately to enable us to serve you promptly.

G.2 Applicable Law

This Policy is subject to the provisions of the laws of India.

G.3 Currency and Payment

All payments to or by the Company will be in Indian rupees and shall be in accordance with the prevailing regulations and other relevant laws of India.

G.4 Consumer Grievance Cell:

You may reach us for any complaints/grievances in any of the following manner:

- By calling the Toll Free Number 1800 209 9090 between 9.00 a.m. to 7.00 p.m. from Monday to Saturday (except National Holidays), or
- By writing an e-mail to customer.care@aegonreligare.com, or
- By registering the grievance on the website of the Company at www.aegonreligare.com or

In case of disagreement with the response of the Company or of no-response within 15 days, the grievance can be escalated to Grievance Redressal Officer by an e-mail to grievance.manager@aegonreligare.com or written letter at

Grievance Redressal Officer
AEGON Religare Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, NESCO IT Park, Western Express Highway, Goregaon (E), Mumbai 400 063.

Corporate Identity No.: U66010MH2007PLC169110

G.5 Insurance Ombudsman

In case You are not satisfied with the decision/resolution or have not received any reply to Your complaints/grievances within a period of 15 days, You may approach the Insurance Ombudsman, if your complaint pertains to:

- Any partial or total repudiation of claim
- Premium paid or payable in terms of the Policy
- Delay in settlement of claim
- Non-issue of Policy document to customers after receipt of Installment premiums
- Any claim related dispute on the legal construction of the policies in so far as such disputes relate to claims

The addresses of the Insurance Ombudsmen are enclosed with this policy document. You are requested to visit the website of the Company for updated information on contact details of the Company and Insurance Ombudsmen.