

PART A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

Regd. & Corporate Office: 301, 'B' Wing, The Qube, Infinity Park, Dindoshi, Film City Road, Malad (East), Mumbai - 400 097.

Date/ Month/ Year

To,

xxxx

Add 1,

Add 2.

Pin code – xxx xxx

IndiaFirst Cash Back Plan - Plan No.: xxxxxxxx

Dear Customer,

Congratulations! You have taken a step towards insuring your 'Happy Family' and we are glad to be part of this journey with you.

All our products have been designed to be simple and easy to understand, providing true value for your money. Along with this insurance pack which contains all the details of your Plan, we are also sending you the Plan Schedule and the First Premium Receipt.

We have provided you the relevant information about your Plan in this Plan Document. This document is simple to understand and carries important information about your Plan and its features. Please read it carefully to ensure that this is the right plan for your financial needs.

You can cancel this Plan if you disagree with any of the terms and conditions within the first 15 (fifteen) days of receipt of your Plan document. In case you have bought this Plan through distance marketing mode, then, you may cancel the Plan within 30 (thirty) days from the date of receipt of your Plan document.

You will need to send us the original Plan document and a written request stating your reasons for cancellation, post which we will return your Premium after deducting the pro rata risk Premium, stamp duty and charges for medical examination, if any.

Please contact us on 1800 209 7800 for any information or assistance. Our customer care executives will be happy to help you.

Thank you once again for choosing IndiaFirst.

Yours truly,

Managing Director and CEO
(IndiaFirst Logo)

IndiaFirst Cash Back Plan

Non Participating, Non Linked, Endowment Money Back Plan

UIN []

The Policyholder and the Life Assured named in the Plan Schedule have submitted the Proposal Form together with a personal statement and paid the first instalment of Premium specified herein to the Company for grant of the benefits specified in the Plan Schedule. It is agreed by the Policyholder, the Life Assured and the Company that the Proposal Form and the personal statement together with any report or other documents shall form the basis for issuance of this Plan and that the grant of the benefits under this Plan is subject to due receipt of subsequent instalments of Premiums and due compliance with the terms and conditions contained in this document.

Subject to the terms and conditions of this Plan, the Company agrees that the benefits under this Plan shall become payable on the death of the Life Assured during the Plan Term or on survival of the Life Assured during the Plan Term and on the Maturity Date, as the case may be.

It is further hereby declared that every endorsement issued on this Plan by the Company shall be deemed to be a part of this Plan.

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Managing Director and CEO
(IndiaFirst Logo)

Annexure A - Plan Schedule

I. Plan Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Cash Back Plan
UIN:	[•]
Plan Number:	
Proposal Form Number:	
Plan Commencement Date:	DD MM YY
Risk Commencement Date	DD MM YY
Maturity Date:	DD MM YY

II. Policyholder and Life Assured Details

Policyholder's Name:	
Date of Birth:	DD MM YY
Relationship with the Life Assured:	
Policyholder's Address:	
Telephone No./ Mobile No:	
Email:	
Life Assured's Name:	
Date of Birth:	DD MM YY
Client ID:	Age:
Gender:	Age admitted: Yes/ No
Address of the Life Assured:	
Telephone No./ Mobile No.:	
Email:	

III. Nominee (as per Section 39 of the Insurance Act)

Name:	
Date of Birth:	DD MM YY
Address:	
Telephone No./ Mobile No.:	
Appointee's Name*:	

*If any of the Nominees is a minor, then, the Appointee will be the person named as the Appointee in the Proposal Form and shall be entitled to receive the death benefit from us for and on behalf of the Nominee under this Plan.

Premium and Benefit Details

Sum Assured on Maturity:	Guaranteed Maturity Benefit:
Guaranteed Death Benefit: Higher of Sum Assured on Maturity or 10* Annualized Premium or 105% of total premiums paid + Guaranteed Additions, if any till death	Survival Benefit: 20% of Sum Assured on Maturity Plan Term At end of each Plan years 9 Years 3 rd & 6 th 12 years 4 th & 8 th 15 Years 5 th & 10 th
Plan Term:	Premium Paying Term:
Premium Payment Mode: Annual/ Six Monthly/Quarterly /Monthly	Premium Due Dates: DD MM YY
Due Date for Payment of Last Regular Premium: DD MM YY	Annualized Premium:
Installment Premium (in INR):	Extra Premium:
Service Tax (in INR):	Total Premium (including Service Tax) in INR:

Note: Currently applicable Service tax in Y1 is 3.09% and subsequent year it is 1.545%

IV. Insurance Agent/ Insurance Broker Details

Name:
License Number :
Telephone No.:
Address:
E-mail ID :

V. Special Conditions

NIL	
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The stamp duty of INR_____ (Rupees in words only) paid by pay order, vide receipt no._____ dated _____.Government Notification Revenue and Forest Department No.Mudrank 2004/415/CR/690/M-1, dated 31.12.2004

Note: ON EXAMINATION OF THIS PLAN, if you notice any mistake, then, you may contact us for correction of the same.

PART B

1. Definitions

We have listed below a few words, terms and phrases which have been used in this Plan along with their meaning for your easy reference.

Word	Meaning
Age	Age of the Life Assured as at the last birthday on the Plan Commencement Date and on any subsequent Plan Anniversary
Annexure	Any annexure, endorsement attached to this Plan as changed/modified and issued by us from time to time
Annualized Premium	An amount which is payable in a Plan Year, excluding Extra Premium, loadings for modal premiums and applicable taxes, cesses or levies, if any. The Annualized Premium payable under this Plan will be determined by us on the basis of the Age, Sum Assured and Plan Term chosen when applying for the Plan.
Appointee	The person nominated by you to receive the proceeds or the benefits under this Plan, if the Nominee is less than 18 (Eighteen) years of Age
Business Day	Business Day means the day on which the offices of the Company remain open for transactions with the public at the place where the concerned transaction is to be carried out
Extra Premium	An additional amount payable by you, which is determined by us in accordance with our Board approved underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured. This extra premium is subject to your consent the time of issuance..
Grace Period	A period of 30 (Thirty) days from the due date for payment of Premium for yearly, six monthly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode
Guaranteed Death Benefit	The amount calculated, as mentioned in Plan Schedule that becomes payable in case of the Life Assured's unfortunate demise, provided the plan is in force
Guaranteed Maturity Benefit	The guaranteed amount, as mentioned in Plan Schedule that becomes payable on the Maturity Date provided the Life Assured is alive and all the due Premiums are paid to us
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Plan.
Income Tax Act	Income Tax Act, 1961 as amended from time to time
Insurance Act	Insurance Act, 1938 as amended from time to time
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Plan. The Premium is the sum total of the Annualized Premium and Extra Premium (if any) and excludes any taxes, cesses or levies, if any. The Premium payable under this Plan will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor. Your Premium is specified in the Plan Schedule.

Lapse	The Plan will go into Lapse status if the premium to be paid under the Plan has not been received by Us and the Plan has not been surrendered by You. The benefits payable under the Plan will be as per Paid-Up benefit and has not been revived as per Part – D of this document.
Life Assured	The person on whose life this Plan has been issued by us
Modal Factor	<p>A factor used by us for calculating the Premium payable by you under this Plan, if you have opted to pay the Premium through six monthly Premium payment mode or quarterly Premium payment mode or monthly Premium payment mode.</p> <p>The applicable Modal Factor for six monthly Premium Payment mode is 0.5119, for quarterly Premium payment mode is 0.2590 and for monthly Premium payment mode is 0.0870.</p>
Nominee	The person nominated by you to receive the proceeds or the benefits in case of the Life Assured's demise during the Plan Term
Paid-Up Mode	<p>Under this Plan, if we have received all the due Premiums from you for the first 2 (Two) years for Premium Paying Term less than 10 years or 3 (Three) Plan Years for Premium Paying Term of 10 years or more then, this Plan will not terminate.</p> <p>A Plan under the Paid-Up Mode will continue with paid-up benefits in accordance with Part C</p>
Plan	This IndiaFirst Cash Back Plan
Plan Anniversary	The annual anniversary of the Plan Commencement Date
Plan Commencement Date	The date on which this Plan is issued by us
Plan Document	This document which includes the Plan wording (as may be changed/ modified by us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Plan Schedule, any tables, information and documents which form a part of this Plan. This Plan Document includes the entire contract of insurance between you and us.
Plan Schedule	The schedule attached to this Plan as Annexure A and if we have issued a revised Plan Schedule, then, such revised Plan Schedule
Plan Term	The period which starts on the Plan Commencement Date and ends on the Maturity Date
Plan Year	<p>A period of 12 (Twelve) consecutive months starting from the Plan Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Plan Term.</p> <p>Example: If the Plan Commencement Date is December 18, 2014, then, the first Plan Year will be December 18, 2014 to December 17, 2015.</p>
Premium Paying Term	The period during which you need to pay your Premiums to us for securing the benefits under this Plan. Your Premium Paying Term is specified in the Plan Schedule.
Proposal Form	The application/ proposal form completed and submitted by you based on which we have issued this Plan to you.
Risk Commencement Date	The date on which the insurance coverage starts under this Plan. This is specified in the Plan Schedule

Regulatory Authority	The Insurance Regulatory and Development Authority of India or such other authority or authorities, as may be designated/ appointed under the applicable laws and regulations as having the authority to oversee and regulate life insurance business in India
Revival	Revival is the process of restoring the benefits under the Plan which are otherwise not available due to the nonpayment of premiums on due dates, resulting in the Plan getting lapsed
Revival Period	The period of 2 (Two) consecutive years from the date of first nonpayment of premium during which you can pay the due unpaid Premiums along with interest to us and comply with the conditions specified in Part D, as the case may be, for reviving the Plan
Special Surrender Value	The Special Surrender Value will be used by us for determining the Surrender Value payable under this Plan upon Surrender of this Plan.
Special Surrender Value Factors	The factors on the basis of which the Special Surrender Value is determined by us. These factors are not guaranteed and are determined by us from time to time, subject to receipt of prior approval of the Regulatory Authority.
Sum Assured	It is the guaranteed amount payable during the plan term and based on which the premium has been calculated while applying for the plan. This is also the amount based on which the Survival Benefit and the Maturity Benefit has been defined as per Part C.
Surrender	Termination or cancellation of this Plan prior to the Maturity Date.
Surrender Value	The amount payable by us on Surrender of this Plan before the Maturity Date, which is higher of the Guaranteed Surrender Value or the Special Surrender Value
Survival Benefit	This is the guaranteed amount, as mentioned in Plan Schedule will be payable to the Life Assured on survival at specific events mentioned in Part C
We or Us or Our or Insurer or Company	IndiaFirst Life Insurance Company Limited
You or Your or Policyholder or Proposer	The person named as the Policyholder in the Plan Schedule, who has taken this Plan from us. You may or may not be the Life Assured under this Plan.

PART C

2. Interpretations

- i. This Plan is divided into numbered sections for ease of reference and reading only
- ii. Except as otherwise stated, these divisions and the corresponding section headings do not limit the Plan or its interpretation in any way
- iii. Words of one gender will include the other gender and the singular will include the plural and vice versa, unless the context otherwise requires
- iv. Days mean calendar days, unless stated otherwise
- v. Reference to any statutory enactment includes any subsequent amendment to that statutory enactment
- vi. Please refer to the Plan Schedule for understanding the benefits payable, Premium payable, due dates for payment of Premium and other terms as mentioned in the below terms and conditions of this Plan

3. Executive Summary

Key Features

- i. IndiaFirst Cash Back Plan is a non-participating, non-linked, money back plan, available on a Limited Premium basis
- ii. Guaranteed Survival Benefit i.e 20% of the Sum Assured on Maturity will become payable to the Life Assured at regular intervals based on the plan
- iii. The Guaranteed Maturity Benefit i.e. 60% of the Sum Assured on Maturity along with Guaranteed Additions will become payable to the Life Assured provided the Life Assured is alive on the Maturity Date and all due Premiums are paid to us.
- iv. The plan offers Guaranteed Death Benefit equal to the sum of Sum Assured on death and guaranteed addition, if any till date of death where sum assured on death is defined as higher of 10 times of annualized premium or 105% of all premiums paid as on date of death or guaranteed sum assured on maturity. Annualized premium is the annual premium excluding modal factor, extra premium and rider premium, if any.
- v. Enjoy tax benefits on the Premium you invest under Section 80C of the Income Tax Act and survival or maturity benefits under Section 10(10D) of the Income Tax Act

4. Benefits Payable under this Plan

a. Death Benefit

Upon the Life Assured's death on or after the Risk Commencement Date but before the Maturity Date, then, the Death Benefit equal to the sum of Sum Assured on death and guaranteed addition, if any till date of death where Sum Assured on death is defined as:

- i. Higher of 10 times of annualized premium or 105% of all premiums paid as on date of death or guaranteed sum assured on maturity. Annualized premium is the annual premium excluding modal factor, extra premium and rider premium, if any. ; and
- ii. Guaranteed Additions till date of death, if any

Subject to Sections 7, 8 and 18, the aforesaid death benefit will become payable to the Nominee/ Appointee/ legal heir (as applicable), irrespective of Survival Benefits already paid, provided this Plan is in force and we have received the due Premiums.

b. Maturity Benefit

If the Life Assured is alive till the Maturity Date, then, the following benefits become payable:

- i. Guaranteed Maturity Benefit i.e 60% of the Sum Assured on maturity;
- ii. Guaranteed Additions, if any, till Maturity

Subject to Sections 7, 8 and 18, the aforesaid Maturity Benefit will become payable to the

Policyholder at the end of the Plan Term, provided this Plan is in force and we have received the due Premiums.

c. Survival Benefit

If the Life Assured is alive till the Maturity Date, Survival Benefit will become payable to the Life Assured provided this Plan is in force and we have received the due Premiums. The payout will depend upon the Plan Term as shown below:

Payout Year / Plan Term	9 Years	12 Years	15 Years
3	20% of Sum Assured at Maturity	-	-
4	-	20% of Sum Assured at Maturity	-
5	-	-	20% of Sum Assured at Maturity
6	20% of Sum Assured at Maturity	-	-
8	-	20% of Sum Assured at Maturity	-
10	-	-	20% of Sum Assured at Maturity

In case the plan is in paid up or in a lapse status, Survival Benefit will not be in applicable under the plan. However, in case you revive the plan within the revival period as mentioned in Part C, you will receive the due Survival Benefit as mentioned in the table above without any interest.

d. Rider Benefits

There are no rider benefits with this Plan.

5. Paid-Up Benefits

Your Plan will not terminate and will continue under Paid-Up Mode, even if you are unable to pay the future due Premiums. In case, you have paid all the premiums, then the plan is in fully paid – up status with all the benefits in force, else the plan becomes partly paid– up, where the benefits are mentioned below. This benefit is however subject to the condition that you have paid all your Premiums for the first 2 (Two) Plan Years for a Premium Payment Term of less than 10 years and 3 (Three) Plan Years for a Premium Payment Term of 10 years or more. The paid-up benefits are as follows:

a. Death Benefit

Upon the Life Assured’s death on or after the Risk Commencement Date but before the Maturity Date, the following benefits become payable:

- i. Higher of (10 times Annualized Premium or Sum Assured at Maturity) * Number of Premiums Paid / Number of Premiums Payable ; and
- ii. Guaranteed Additions, if any till the date of paid up.

Subject to Sections 8, 9 and 18, the aforesaid death benefit will become payable to the Nominee/ Appointee/ legal heir (as applicable) as specified in Part C.

b. Maturity Benefit

If the Life Assured is alive till the Maturity Date, the following benefits become payable:

- i. Sum Assured at Maturity * Number of Premiums Paid / Number of Premiums Payable; and
- ii. Guaranteed Additions if any, till the date of paid-up ;
- iii. Less Survival Benefit paid, if any.

Subject to Sections 8, 9 and 18, the aforesaid maturity benefit will become payable to the Life Assured.

6. Guaranteed Additions

- a. Guaranteed Additions will become payable under the plan at the Maturity Date or death whichever is earlier. The additions will depend upon the plan term and will be calculated as mentioned below:

Plan Term	Guaranteed Addition as % of Annualized Premium at every plan year end
9 years	5% of Annual Premium
12 years	6% of Annual Premium
15 years	7% of Annual Premium

If the Life Assured's death occurs during the Plan Term, only the accumulated Guaranteed Additions, till the date of death of the Life Assured will become payable.

However, if the Plan is under Paid-Up Mode, no future Guaranteed Additions will be added to the Paid Up Value payable on Maturity Benefit, as the case may be.

7. Surrender Benefit

- a. You may Surrender this Plan during the Plan Term, by submitting a written request to us any time after the Plan has acquired the Surrender Value. However, life insurance is a long term investment. You get the best results from your Plan only when you invest regularly and hold this Plan for a long term. Surrendering your Plan during the Plan Term breaks your security cover that helps you face uncertainties of life as well as meet your future needs.
- b. Please remember, you cannot revive your Plan once it is surrendered.
- c. Surrender Value is payable, if you have paid your Premium for at least one full plan year and completed one year. You can surrender any time after the payment of One full year's premium irrespective of premium payment term
- d. The Surrender Value payable will be the higher of the Guaranteed Surrender Value or the Special Surrender Value, provided this Plan has acquired the Surrender Value.
- e. **Guaranteed Surrender Value**

The Guaranteed Surrender Value is the sum of the guaranteed surrender value of the total Premiums paid and the Guaranteed Surrender Value of the accumulated Guaranteed Additions.

Guaranteed Surrender Value of the total Premiums paid = Total Premiums (excluding service tax and extra and rider premium, if any) received by us * the guaranteed surrender value factors (as per the table below):

GSV Factor applicable for Total Premium paid			
No. of Years Premium paid at the time of Surrender	Plan Term: 9 Years	Plan Term: 12 Years	Plan Term: 15 Years
	Premium Paying Term: 5 Years	Premium Paying Term: 7 Years	Premium Paying Term: 10 Years
1	15%	15%	7.50%
2	30%	30%	15%
3	30%	30%	30%
4	50%	50%	50%
5	50%	50%	50%
6	50%	50%	50%
7	50%	50%	50%
8	90%	60%	56%
9	90%	70%	61%
10	NA	80%	67%
11	NA	90%	73%
12	NA	90%	79%
13	NA	NA	84%
14	NA	NA	90%
15	NA	NA	90%

The Guaranteed Surrender Value of the accumulated Guaranteed Additions = Accumulated Guaranteed Additions * the Guaranteed Surrender Value factors (as per the table below).

GSV Factor applicable for Guaranteed Addition paid			
No. of Years Premium paid at the time of Surrender	Plan Term: 9 Years	Plan Term: 12 Years	Plan Term: 15 Years
	Premium Paying Term: 5Years	Premium Paying Term: 7Years	Premium Paying Term: 10Years
1	3%	2%	2%
2	6%	4%	4%
3	9%	7%	5%
4	12%	9%	7%
5	16%	12%	9%
6	19%	14%	11%
7	23%	17%	13%
8	26%	19%	15%

9	30%	22%	17%
10	NA	24%	19%
11	NA	27%	21%
12	NA	30%	23%
13	NA	NA	26%
14	NA	NA	28%
15	NA	NA	30%

f. **Special Surrender Value**

Special Surrender Value = (Sum Assured at Maturity * Number of Premiums Paid / Number of Premiums Payable plus Guaranteed Additions if any, till the date of paid-up) * Special Surrender Value Factors less Survival Benefit paid, if any.

The Special Surrender Value Factors will be determined by us from time to time.

8. **In the Event of Death of the Policyholder**

- a. In case of the Policyholder's death during the Plan Term while the Life Assured is still a minor on such date, then, the surviving parent or the legal guardian who has an insurable interest on the life of the minor Life Assured will become the Policyholder.
- b. However, if the Plan has acquired a Surrender Value, then, this Plan will continue as a Plan under Paid-Up Mode.
- c. The Life Assured (if minor) on attainment of the Age of 18 (Eighteen) years, will automatically become the Policyholder under this Plan.
- d. **Under this Plan you will get at least non-zero positive return at maturity considering the survival benefits in absolute terms.**

9. **Payment of Benefits**

- a. The death benefit under this Plan shall be payable to the Nominee/ the Appointee/ legal heirs/ Assignee/ Person as directed by a court of competent jurisdiction.
- b. The maturity benefit payable under this Plan shall be payable to the Policyholder.
- c. All benefits including the Guaranteed Maturity Benefit or Guaranteed Death Benefit or Survival Benefit and other sums, if any, under this Plan, will only be paid in India and in Indian Rupees.
- d. Payment of the Guaranteed Death Benefit to a person specified in Part C or the Guaranteed Maturity Benefit to the Policyholder, shall constitute a good, valid and sufficient discharge of our liability under this Plan.

PART D

10. Premium Payment

- a. Limited Premiums can be paid to us either by monthly/ quarterly /six monthly/ yearly payment mode, as selected by you in the Proposal Form. The Premiums should be paid either on due dates or within one month of due dates to avoid any lapsation.

11. Missing Your Premium

- a. You are provided a Grace Period in case you miss your due Premium on the due dates. All your Plan benefits continue during the Grace Period. If the Plan lapses without acquiring any paid-up value, you will not be entitled to any benefits in case you do not pay the due Premium during the Grace Period. If the Plan lapses after acquiring paid-up value then you will be entitled to paid-up benefits in case you do not pay the due Premium during the Grace Period.
- b. In case of the Life Assured's death during the Grace Period, we will pay the death benefit after deducting the unpaid due Premiums till such date.

12. Reviving your Lapsed Plan

- a. You may revive the lapsed Plan within 2 (Two) consecutive years from the due date of first unpaid Premium but before the Maturity Date by:
 - i. Submitting a written request for revival of the Plan;
 - ii. Paying all unpaid due Premiums along with interest; and
 - iii) Providing a declaration of good health and undergoing a medical examination, if needed. The underwriting / medicals, if any will be as per Board approved Underwriting policy.
- b. A lapsed Plan will only be revived along with all its benefits when we issue a written endorsement to you in accordance with our board approved underwriting policy. We have the right to refuse the revival of the Plan as per our board approved underwriting policy.
- c. You will receive the due Survival Benefit only, if any as mentioned in Part C, in case You revive the Plan within a period of 2 (Two) years from the due date of first unpaid premium. Survival Benefit will not be paid in case the plan is in paid up or lapse status.
- d. The Plan will terminate and you will not be entitled to receive any benefits, if the Plan is lapsed before acquiring any Paid-Up value and not revived till the expiry of the revival period.

13. Free Look Period

- a. You can cancel this Plan if you disagree with any of the terms and conditions of this Plan within the first 15 (Fifteen) days of receipt of your Plan document. In case you have bought this plan through distance marketing mode, you may cancel the Plan within 30 (Thirty) days from the date of receipt of your Plan document. You will need to send us the original Plan Document and a written request stating the reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, stamp duty and charges for medical examination, if any.

14. Loan

- a. No loans are offered under the Plan.

PART E

15. **Charges:** This is a non linked, no participating, money back endowment plan. There are no charges under this plan. However, the premium amount payable under the plan is calculated on the basis of Sum Assured on maturity opted under the plan on inception. The premium amount applicable under the plan is mentioned in the Plan Schedule.
16. **Revival Charges:** There are no Revival Charges applicable under this plan. Under the revival, due premium has to be paid along with interest.
17. **Service Tax:** Service Tax will be applicable on the Premium separately as per Service Tax Laws

PART F

18. Nomination

a. Appointing a Nominee to Receive the Death Benefit

Upon the death of the Life Assured, the death benefit shall be payable to the person nominated as Nominee by you in the Proposal Form and specified in the Plan Schedule. Nomination should be in accordance with provisions of Sec 39 of the Insurance Act 1938, as amended by Insurance Laws (Amendment), Act, 2015.

If the Nominee is a Minor

If the Nominee is a minor, then, you may appoint an Appointee to receive and hold the death benefits for the benefit of the Nominee until the Nominee attains the age of 18 (Eighteen) years.

b. Making/ Changing a Nomination

You can also nominate a person or change a nomination at any time during the Plan Term and while this Plan is in force, by submitting a written request to us. The nomination or change in nomination will become effective only after it is recorded by us in accordance with Section 39 of the Insurance Act, as amended by Insurance Laws (Amendment), Act, 2015.

c. Our Liability in a Nomination

In accepting or recording a nomination or a change of nomination, we do not accept any responsibility or express any opinion as to its validity or legality.

19. Assignment

a. Assignment of the Plan

You may assign this Plan by making an endorsement on the Plan itself or through a separate instrument in accordance with provisions of Sec 38 of the Insurance Act 1938, as amended by Insurance Laws (Amendment), Act, 2015. In either case, you should submit a written request to us requesting for registration of the assignment. Any assignment will automatically cancel any nomination made by you except in case of any assignment made by you in our favour in accordance with Section 39 of the Insurance Act as amended by Insurance Laws (Amendment), Act, 2015.

Any assignment made by you under this Plan will become effective only after it is recorded by us. Please note assignment is not permitted, if this Plan has been procured under the Married Women's Property Act, 1874.

20. Making a Claim

a. Steps involved in making a claim

In order to process a claim under this Plan, we will need a written intimation about the claim, upon the death of the Life Assured during the Plan Term. This is the first step towards processing your claim. The written intimation should also be accompanied with all the required documents as mentioned below:

- Proof of Age of the Life Assured, if the Age of the Life Assured has not been admitted by us
- Claimant's statement and claim intimation report
- Death certificate issued by the local health and medical authority (only in case of death of the Life Assured)
- Copies of First Information Report, post mortem report, duly attested by the police (only in case

- of unnatural death of the Life Assured including accidental death etc.)
- Hospitalization documents including discharge summary, all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death)
 - Original Plan document
 - A copy of photo-identity proof of the claimant and documents establishing the rights of claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
 - Any other document or information that we may need for validating and processing the claim

21. Suicide Exclusion

You are not entitled to receive any benefits under this Plan, if the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the Date of commencement of risk, we will pay 80% of the total premium paid to the nominee/ appointee/ legal heir. It will not include the insured benefits.

If the life assured commits suicide within 12 months from the date of revival/ re-instatement, the benefit payable will be equal to the higher of surrender value or 80% of total premium paid or from the date of revival of this Plan.

22. Grace Period

If you have not paid the due Regular Premium, as the case maybe, you will get Grace Period of 30 days (yearly/ six monthly/ quarterly) and 15 days (monthly mode) from the premium payment date.

All your plan benefits continue during this grace period. In case of death of the life assured during this period death benefit after deducting due premiums will be paid to the nominee/appointee/legal heir

23. Plan Ceases/ Ends/ Terminates

23.1. This Plan will cease immediately and automatically on the happening of the earliest of any of the following:

- i. on the date of payment of the death benefit upon the death of the Life Assured; or
- ii. on the date of intimation of rejection of claim by us; or
- iii. on the date of Surrender of this Plan; or
- iv. on the payment of Maturity benefit; or
- v. on the date of receipt of free look request in accordance with Part D; or
- vi. on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with interest from you till the expiry of such period and this Plan is not under the Paid-Up Mode.

24. Change of Address

24.1. You are required to inform us in writing, about any change in your/ Nominee's address with address proof. This will ensure that our correspondence reaches you/ the Nominee without any delay. We will not be liable on account of your failure to up-date your current address in our records or registering an address with us which is incorrect.

25. Disclosures

25.1. Misrepresentation/Fraudulent Disclosures

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Sec. 45 of the Insurance Act 1938, as amended by Insurance Laws (Amendment), Act, 2015.

Section 45 of Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015:

- No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.
- A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival, of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.
- Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the mis-statement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive.
- A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based: Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.
- Nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

25.2. Prohibition of Rebate: Section 41 of the Insurance Act as amended by Insurance Laws Amendment), Act, 2015.

- No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectus or tables of the insurer.

Provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bonafide insurance agent employed by the insurer.

- Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

25.3 Right to Revise/ Delete/ Alter the Terms and Conditions of this Plan

We may revise, delete and/ or alter any of the terms and conditions of this Plan subject to receipt of the prior approval of the Regulatory Authority. We will intimate you by sending a prior written notice of 30 (Thirty) days, before revising, deleting and/or altering any of the terms and conditions of this Plan.

26. Loss of Plan Document

- 26.1. If the Plan document is lost or misplaced, you should submit to us a written request stating the fact and the reason for the loss. If we are satisfied that the Plan document is lost or misplaced, then, we will issue you a duplicate Plan document. Upon the issue of the duplicate Plan document, the original Plan document immediately and automatically ceases to have any validity.
- 26.2. You agree to indemnify us and hold us free and harmless from any costs, expenses, claims, awards or judgments arising out of or in relation to the original Plan document.

27. Electronic Transactions

- 27.1. You or the Life Assured shall always adhere to and comply with all our terms and conditions in relation to electronic transactions and will constitute a legally binding and valid transaction.
- 27.2. Such electronic transactions will include any transactions effected by you through internet, teleservice operations, short messaging services, electronic data interchange, call centres, or by means of electronic automated machines or through other means of telecommunications, established by us or on our behalf for and in relation to this Plan or our other products and services.

28. Force Majeure

- 28.1. 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 with the prior approval of IRDAI.
- 28.2. 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.

29. Issuance of Notices

- 29.1. We also have the discretion to issue either individual notices to you or to publish general notices on our website www.indiafirstlife.com in relation to this Plan and/or for services in relation to the same.

30. Taxes

- 30.1. Under this Plan, we will deduct the applicable taxes in accordance with the applicable provisions of Indian tax laws. Any Premium and benefit payable under this Plan is subject to applicable taxes, levies, cess, etc, which shall always be paid by you. You are liable to pay all applicable taxes, levies, cess etc. as levied by the Government/ statutory authorities from time to time.
- 30.2. You should consult your tax advisor for understanding the tax benefits and liabilities under this Plan. We do not accept any responsibility or express any opinion as to the validity or legality of tax benefits or liabilities as may be applicable to you.

31. Governing Law and Jurisdiction

All claims, disputes or differences arising under or in connection with this Plan will be governed by and construed in accordance with Indian laws and shall be subject to the jurisdiction of the Indian Courts.

PART G

33. Grievance Redressal

33.1. You may contact us at any of the following touch points in case of any grievance or complaint:

Customer Care
IndiaFirst Life Insurance Company Ltd.
301, 'B' Wing, The Qube,
Infinity Park, Dindoshi - Film City Road,
Malad (East),
Mumbai - 400 097
Contact No.: 1800 209 8700
Email id: customer.first@indiafirstlife.com

33.2. A written communication giving reasons of either redressing or rejecting the grievance/ complaint will be sent to you within 14 (Fourteen) days from the date of receipt of the grievance/ complaint.

33.3. However, if you are not satisfied with our resolution provided or have not received any response within 14 (Fourteen) days, then, you may email us at grievance.redressal@indiafirstlife.com or write to our 'Grievance Officer' at the above mentioned address. An acknowledgment to all grievances/ complaints received will be sent within 3 (Three) working days of receipt of the complaint/grievance. If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO:155255
Email ID: complaints@irda.gov.in

You can also register your complaint online at <http://www.igms.irda.gov.in/>
Address for communication for complaints by fax/paper:
Consumer Affairs Department
Insurance Regulatory and Development Authority of India
9th floor, United India Towers, Basheerbagh
Hyderabad – 500 029, Andhra Pradesh

Fax No: 91- 40 – 6678 9768”

33.4. If you are not satisfied with our decision/ resolution, and if your grievance is related to the below mentioned issues, then, you may approach the nearest Ombudsman.

33.5. The list of Ombudsmen is as annexed below as Annexure B.

- i. An insurance claim that has been rejected or dispute of a claim on legal construction of the Plan.
- ii. Delay in settlement of the claim.
- iii. Dispute with regard to Premium.

33.6. Non-receipt of your insurance document. The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of the complainant.

33.7. As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by us provided the same dispute is not already decided by or pending before a court of law.

Annexure B – List of Ombudsmen¹

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Ahmedabad	Insurance Ombudsman, Office of the Insurance Ombudsman, 2 nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, Ahmedabad - 380 014 . Tel.: 079-27546840, Fax: 079-27546142 Email ins.omb@rediffmail.com	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
Bhopal	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2 nd Floor, 6, Malviya Nagar, Opp. Airtel Near New Market, Bhopal (M.P.)-462 023 . Tel.: 0755-2569201 Fax: 0755-2769203 Email himalekpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
Bhubaneswar	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneswar-751 009 . Tel.: 0674-2596455 Fax: 0674-2596429 Email ioobbsr@dataone.in	Orissa
Chandigarh	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2 nd Floor, Batra Building, Sector 17-D, Chandigarh-160 017 . Tel.: 0172-2706468 Fax: 0172-2708274	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
Chennai	Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4 th Floor, 453 (old 312), Anna Salai, Teynampet, Chennai-600 018 . 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)
New Delhi	Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, New Delhi-110 002 . Tel.: 011-23239633 Fax: 011-23230858 Email iobdelrai@rediffmail.com	Delhi & Rajasthan
Guwahati	Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5 th Floor, Near Panbazar Overbridge, S.S. Road, Guwahati-781 001 (Assam) . Tel.:0361-2132204/5 Fax: 0361-2732937 Email iobdelrai@rediffmail.com	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

¹ A updated on the IRDAI website www.irda.gov.in on November 7, 2012.

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