

Date:

PART - A

Date: < _____ >

Name of Policyholder:

Address of Policyholder:

Contact Number/(s) of Policyholder:

Dear <Policyholder Name>,

Sub.: Your Policy No. << _____ >> - Edelweiss Tokio Life – POS Saral Nivesh: A non-linked, non-participating Endowment Life Insurance Plan

Thank you for choosing Edelweiss Tokio Life as your preferred life insurance partner.

We are confident that the product chosen by you will suit your need.

Policy Document:

We have prepared your Policy on the basis of the Proposal Form submitted by you. We request you to go through the enclosed Policy Document in detail and check for the accuracy of information. A copy of your Proposal Form, First Premium Receipt and other relevant documents (if any) as submitted by you are also enclosed for your information and records.

Please preserve this Policy Document safely and inform your Nominee about the same.

In case you are keen to know more about your Policy or you need further assistance, you may contact your sales person who has advised you while purchasing this Policy at the below details:

Name of the PFA / Corporate Agent/ Relationship Manager/ Broker	Code/License No.	Contact Nos.

Alternatively, you may contact our Service Expert at 1800 2121 212 or email us at care@edelweisstokio.in

Cancellation in the Free Look Period:

In case you do not agree with any of the provisions stated in the Policy Document, you have the option to return the Policy Document to us stating the reasons thereof in writing, within fifteen (15) days* from the date of receipt of the Policy Document. On receipt of your letter along with the original Policy Document, we shall refund an amount as mentioned in the Free Look Clause of the Policy Terms and Conditions. The Policy once returned shall not be revived, reinstated or restored at any point of time and a new proposal will have to be made for a new Policy.

*A Free Look period of 30 days will be offered for policies sold through distance marketing (where distance marketing means sale of insurance products through any means of communication other than in person).

To exercise the Free Look option, you would need to send the original Policy Document along with a request letter to us at our Corporate Office address provided below. You are required to maintain the acknowledgement received from the Company as a proof of submission.

Please note that if the Policy is opted through Insurance Repository ('IR'), the computation of the said Free Look Period will be as stated below:

- For existing e-Insurance Account (eIA): Computation of the said Free Look Period will commence from the date of delivery of the e mail confirming the credit of the Insurance Policy by the IR.



- For New e-Insurance Account: If an application for e-Insurance Account accompanies the proposal for insurance, the date of receipt of the 'welcome kit' from the IR with the credentials to log on to the e-Insurance Account(eIA) or the delivery date of the email confirming the grant of access to the eIA or the delivery date of the email confirming the credit of the Insurance policy by the IR to the eIA, whichever is later, shall be reckoned for the purpose of computation of the free look period.

We look forward to serving you during your Policy Term.

Regards,

For Edelweiss Tokio Life Insurance Company Limited

Authorised Signatory

Registered Office Address: Edelweiss House, Off C. S. T. Road, Kalina, Mumbai 400098.

Corporate Office Address: 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kiroli Road, Kurla (W), Mumbai 400070

SAMPLE



Edelweiss Tokio Life Insurance Company Limited
Registered Office: Edelweiss House, Off C.S.T. Road, Kalina, Mumbai 400098
Corporate Office: 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kirod Road, Kurla (W), Mumbai 400070

POLICY DOCUMENT - Edelweiss Tokio Life – POS Saral Nivesh
Non-Linked, Non-Participating Plan
UIN: 147N038V01

POLICY PREAMBLE

This Policy is a non-linked, non-participating endowment life insurance plan. This document is the evidence of a contract of insurance between Edelweiss Tokio Life Insurance Company Limited ('the Company') and the Policyholder as described in the Policy Schedule given below. This Policy is based on the proposal made by the within named Policyholder and submitted to the Company along with the required documents, declarations, statements and other information received by the Company from the Policyholder, Life Insured or on behalf of the Policyholder ('Proposal'). This Policy is effective upon receipt and realisation, by the Company, of the consideration payable under the Policy. This Policy is written under and will be governed by the applicable laws in force in India and all Premiums and Benefits are expressed and payable in Indian Rupees.

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POLICY SCHEDULE

Policy Number	Plan Name & UIN
	Edelweiss Tokio Life – POS Saral Nivesh (UIN: 147N038V01)

Name of the Policyholder	Date of Birth	Age	Gender

Address

Name of the Life Insured	Date of Birth	Age	Age Admitted
			Yes

Policy Details	
Risk Commencement Date/ Date of Inception of the Policy	<<dd/mm/yyyy>>
Policy Commencement Date	<<dd/mm/yyyy>>
Policy Term	<<10 – 20 years>>
Premium Paying Term	<<5 7 10 12 years>>
Premium Paying Frequency	<<Annual / Monthly>>
Premium Paying Due Date	<< Date & Month of every year / Date of every month >>
Last Premium Due Date	<<dd/mm/yyyy>>
Maturity Date	<<dd/mm/yyyy>>
Annualised Premium	Rs.
Modal Premium plus Service Tax & Educational Cess	Rs.

BENEFIT INFORMATION

Guaranteed Death Benefit	Rs.
Guaranteed Maturity Benefit / Sum Assured on Maturity	Rs.

NOMINATION SCHEDULE

Name of the Nominee (s)	<Nominee 1>	<Nominee 2>	<Nominee 3>
Nomination Percentage			
Details of Appointee (if Nominee is a minor)			
Appointee's Name			

Consolidated Stamp duty paid: Rs.<< POL-STMP-DUTY-AMT>>/- paid by Pay order, vide Mudrank receipt no: _____ dated _____

For and on behalf of Edelweiss Tokio Life Insurance Company Limited

Authorised Signatory

This Policy Document is signed using a digital signature for and on behalf of Edelweiss Tokio Life Insurance Company Limited.

We request you to go through the Policy in detail and check for the accuracy of information provided therein. In case you notice any mistake you may return the Policy to us for necessary correction.



PART – B
DEFINITIONS

Defined Term	Meaning
Age:	means the age (last birthday) of the Life Insured in completed years as on Policy Commencement Date.
Annual Premium	means an amount paid by you in a year including any loadings for modal premiums but excluding underwriting extra premiums and service tax and cess, if any
Annualised Premium / Premium	means an amount stated in the Policy Schedule paid by you to us to secure the benefits under this Policy, excluding the underwriting extra premiums, loadings for modal premiums and service tax or any other taxes, cesses or levies, if any.
Appointee:	means the person named by the Policyholder and registered with us in the Nomination Schedule who is authorised to receive and hold in trust the benefits under this Policy on behalf of the Nominee/(s), if the Nominee/(s) is/are less than Age 18 on the date of payment.
Assignee:	means the person to whom the rights and benefits under this Policy are transferred by virtue of assignment under section 38 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time.
IRDAI/ Authority:	means Insurance Regulatory and Development Authority of India established under the Insurance Regulatory and Development Authority Act, 1999.
In-Force:	means the status of the policy during the Policy Term when all the due premiums have been paid or the policy is not in a state of discontinuance
Insurance Act:	means The Insurance Act, 1938, IRDAI Act, 1999 and The Insurance Laws (Amendment) Act, 2015 as amended from time to time.
Life Insured:	means the person named in the Policy Schedule whose life is insured under this Policy.
Maturity Date:	means the date specified in the Policy Schedule on which the Policy matures and terminates.
Modal Premium:	means an amount stated in the Policy Schedule payable by you to us by the due dates, at the Premium Frequency, in the manner specified in the Policy Schedule, to secure the benefits under this Policy.
Nominee:	means the person/(s) named by you and registered with us as Nominee/(s) in the Policy Schedule who is authorised to receive the benefits applicable under the Policy.
Policy:	means the contract of insurance as evidenced by this Policy Document, the Proposal Form, the Policy Schedule and any other information/document attached or annexed including any endorsement attached to the Policy Document issued by us.
Policyholder/You/you/Your/your:	means or refers to the Policyholder stated in the Policy Schedule.
Policy Term:	means the term of the Policy as specified in the Policy Schedule and is the time period between the Policy Commencement Date and the Maturity Date.
Policy Anniversary:	means the date corresponding with the Policy Commencement Date specified in the Policy Schedule in every calendar year.
Policy Year:	means a period of twelve consecutive months starting from Policy Commencement Date as stated in the Policy Schedule and ending on the day immediately preceding the following Policy Anniversary date and each subsequent period of twelve consecutive months thereafter.
Policy Commencement Date:	means the date as shown in the Policy Schedule from which the Policy commences.
Policy Schedule:	means the Schedule and any endorsements attached to and forming part to this Policy and if any updated Schedule is issued, then the Schedule latest in time.
Premium Paying Term:	means the term in years as specified in the Policy Schedule during which the Premiums are payable by You to Us under this Policy.
Proposal Form:	means the signed and dated form and any accompanying declarations or statements submitted to Us by the Policyholder and/ or Life Insured as applicable for the purpose of obtaining insurance cover under this Policy.
Regulations:	means the IRDAI (Non-Linked Insurance Products) Regulations, 2013, Guidelines on Point of Sales (POS) – Life Insurance and any other applicable laws issued and as may be amended from time to time.



Risk Commencement Date/ Date of Inception of the Policy:	means the date as stated in the Policy Schedule on which your insurance coverage under this Policy commences.
Sum Assured on Maturity	means an amount stated in the Policy Schedule
Sum Assured on Death	means an amount as defined under Guaranteed Death Benefit stated in the Policy Schedule
Surrender:	means complete withdrawal or termination of the Policy by you.
Surrender Value:	means an amount payable on Surrender of this Policy.
Waiting Period	means the 90 day period from the Date of Inception of the Policy during which the life insured is covered to the extent of the premiums paid excluding service tax and cess.
We/we/Our/our/Us/us/ Company:	means Edelweiss Tokio Life Insurance Company Limited.

Interpretation: In this Policy Document, where appropriate, references to the singular will include references to the plural and references to one gender will include references to the other.

SAMPLE



PART – C

POLICY BENEFITS

1. **Guaranteed Death Benefit:**

In case of death of the Life Insured during the Policy Term while the Policy is In-Force, we will pay the Guaranteed Death Benefit to the Nominee / legal heir. The Guaranteed Death Benefit is equal to the Sum Assured on Death where -

Sum Assured on Death is higher of:

- a) 10 times Annualised Premium; OR
- b) Sum Assured on Maturity; OR
- c) 105% of total Premiums paid till date of death (excluding underwriting extras, service tax and cess, if any); OR
- d) Any absolute amount assured to be paid on death which is higher of Sum Assured on Maturity or 10 times Annual Premium.

There is a waiting period of 90 days from the Date of Inception of the Policy. In case of death (other than due to accident) during this waiting period 100% of the total premiums paid till the date of death will be payable excluding service tax and cess. During this period the Guaranteed Death Benefit will not be payable.

2. **Guaranteed Maturity Benefit:**

On survival of the Life Insured till the Maturity Date, provided the Policy is In-Force, we will pay the Guaranteed Maturity Benefit. Your Guaranteed Maturity Benefit is equal to the Sum Assured on Maturity and the same is mentioned in the Policy Schedule.

In case the Life Insured is a minor, the ownership of the Policy will automatically vest in the Life Insured on his attaining majority.

3. **Payment Of Premium and Discontinuance Of Premium Payment:**

- a) **Payment of Premium –**
You shall pay the Premium for the entire Premium Payment Term. The amount of Premium payable, the frequency at which it must be paid, the Premium Paying Term and the Premium Paying Due Date are stated in the Policy Schedule. If agreed by Us, you may change your premium payment frequency during the Premium Paying Term. Premiums under the policy can be paid either annually or monthly. For monthly frequency of premium payment, additional loadings as applicable will be applied on the Annualised Premium.
- b) **Grace Period –**
If we do not receive the Premium in full by the premium due date, then:
 - i. We will allow a Grace Period of 30 days during which you must pay the Premium due in full.
 - ii. All the benefits under the Policy will continue to apply during the Grace Period subject to the deduction of the due premiums.
- c) **Premium Discontinuance –**
 - i. For Premium Paying Term of 5 and 7 years
 - If all the Premiums for at least first two Policy Years have not been paid in full within the Grace Period, the Policy shall immediately and automatically lapse and no benefits shall be payable by us under the Policy.
 - If all the Premiums for at least first two Policy Years have been paid in full, and if we do not receive your subsequent premiums within the Grace Period, the Policy will acquire reduced paid-up status and benefits will continue as per the Reduced Paid-Up provision.



ii. For Premium Paying Term of 10 and 12 years

- If all the Premiums for at least first three Policy Years have not been paid in full within the Grace Period, the Policy shall immediately and automatically lapse and no benefits shall be payable by us under the Policy.

- If all the Premiums for at least first three Policy Years have been paid in full, and if we do not receive your subsequent premiums within the Grace Period, the Policy will acquire reduced paid-up status and benefits will continue as per the Reduced Paid-Up provision.

You will be given two years from the due date of first unpaid premium to revive your Policy.

d) Reduced Paid-Up –

Under the Reduced Paid-Up status, Your Policy will continue with the reduced Paid-up Benefits. Once the policy has acquired a Reduced Paid-Up status, the following benefits would become payable:

- On Death, the reduced paid-up benefits will be equal to the Guaranteed Death Benefit multiplied by Paid-up Factor
- On Maturity, the reduced paid-up benefits will be equal to the Guaranteed Maturity Benefit multiplied by Paid-Up Factor

Where, Paid-Up factor is equal to Number of Premiums paid divided by Number of Premiums payable

e) Revival –

A lapsed Policy may be revived within two years from the due date of the first unpaid Premium by giving us a written notice to revive the Policy and payment of all overdue premiums with interest, as may be declared by the Company from time to time, for every completed month from the date of first unpaid premium.

The revival will be effected on receipt of the proof of continued insurability of the Life Insured and if the Life is accepted by the Underwriter, only then the Policy would be allowed to revive. The effective date of revival is when these requirements are met and approved by us.

Revival would be as per the Board approved underwriting guidelines of the Company.



PART – D

1. Surrender Benefit:

You may choose to surrender your Policy to receive your Surrender Benefit based on the conditions mentioned below:
Conditions for Surrender of the Policy -

- A. For the Premium Paying Term of 5 and 7 years, the Policy will acquire Surrender Value only from 2nd Policy Year provided, we have received full Premiums for the first two Policy Years.
- B. For the Premium Paying Term of 10 and 12 years, the Policy will acquire Surrender Value only from 3rd Policy Year, provided, we have received full Premiums for at least first three Policy Years.

On Surrender, the Surrender Value, if any, will be immediately paid, the Policy shall be terminated and all the benefits under the Policy shall cease to apply.

Your Surrender Benefit is higher of the Guaranteed Surrender Value ('GSV') and Special Surrender Value ('SSV') where:

- a) **Guaranteed Surrender Value (GSV)** – The Guaranteed Surrender Value is equal to a specific percentage (as given in the below Table A) of total premiums received till the date of surrender (excluding underwriting extras, service tax and cess, if any)

Table A:

Guaranteed Surrender Value factors (in %)											
Policy Year of Surrender	Policy Term										
	10	11	12	13	14	15	16	17	18	19	20
2*	30	30	30	30	30	30	30	30	30	30	30
3	40	40	40	40	40	40	40	40	40	40	40
4	50	50	50	50	50	50	50	50	50	50	50
5	56	55	55	54	54	53	53	53	52	52	52
6	63	61	60	58	58	57	56	56	55	55	55
7	70	67	65	63	62	60	60	59	58	58	57
8	76	72	70	67	66	64	63	62	61	60	60
9	83	78	75	72	70	68	66	65	64	63	62
10	90	84	80	76	74	71	70	68	67	66	65
11		90	85	81	78	75	73	71	70	68	67
12			90	85	82	79	76	74	72	71	70
13				90	86	82	80	77	75	74	72
14					90	86	83	80	78	76	75
15						90	86	83	81	79	77
16							90	86	84	82	80
17								90	87	84	82
18									90	87	85
19										90	87
20											90

* - Surrender value in second policy year is available only for 5 and 7 Premium Paying Term policies.

- b) **Special Surrender Value (SSV)** – The Special Surrender Value shall be calculated as Sum Assured on Maturity multiplied by the Paid-up factor multiplied by the applicable SSV factor. Paid-up factor is equal to number of Premiums paid divided by number of Premiums payable. We will apply the SSV factor as decided by us, from time to time, with the prior approval of IRDAI.

Before making a request for Surrender, you may approach us, to obtain the Surrender Value and/ or applicable Surrender Value factor in respect of your Policy.



2. Loan under the Policy:

You may take a loan under the Policy by giving us a written request provided the Policy has acquired a Surrender Value. The maximum loan amount which can be availed varies for different Premium Paying Term. It would be a percentage of Surrender Value (as given in the below Table) which is applicable under the Policy when a request for a loan is received less any outstanding Policy Loan balance on that date including accumulated interests, if any.

Premium Paying Term (Years)	Max. Loan amount (as a % of Surrender Value)
5	60%
7	60%
10	70%
12	70%

If a loan is granted by us under the Policy, then:

- a) Interest will be charged on the outstanding loan amount at a rate declared by the Company from time to time based on then prevailing market conditions and will be equal to State Bank of India (SBI) Base Rate (minimum rate at which SBI lends) + 1.75%. The current rate of interest on policy loan is 11.05% per annum. The interest rate methodology is reviewable with prior approval from IRDAI. If the interest rate is revised, the same interest rate will be applied to both existing and new loan from the date of revision.
- b) We will give you a written notice when the outstanding loan amount is 95% of the Surrender Value calculated in accordance with Clause 1 of Part D and you may re-pay the whole or a part of the outstanding loan amount to us. If at any point of time, the outstanding loan amount is equal to or more than the Surrender Value calculated in accordance with Clause 1 of Part D then the Policy will be immediately and automatically terminated and no amount shall be payable by us under the Policy.
- c) Any benefit payable by us on the death of the Life Insured, on the surrender of the Policy or on the maturity of the Policy will first be reduced by any outstanding loan under the Policy and accumulated interests, if any.

3. Free Look Period:

You may return the Policy document to us within 15 days (30 days in case Policy is issued through distance marketing) of receipt of the Policy Document if you disagree with any of the terms and conditions by giving us written reasons for your objection. We will refund the Premium received after deducting stamp duty charges and proportionate risk premium for the period of cover.

e-Insurance Account: If the Policy is opted through Insurance Repository ('IR'), the computation of the said Free Look Period will be as stated below -

- For existing e-Insurance Account: Computation of the said Free Look Period will commence from the date of delivery of the e mail confirming the credit of the Insurance policy by the IR.
- For New e-Insurance Account: If an application for e-Insurance Account accompanies the proposal for insurance, the date of receipt of the 'welcome kit' from the IR with the credentials to log on to the e-Insurance Account(e IA) or the delivery date of the email confirming the grant of access to the eIA or the delivery date of the email confirming the credit of the Insurance policy by the IR to the eIA, whichever is later, shall be reckoned for the purpose of computation of the Free Look Period.

4. Termination of Policy

The Policy will terminate at the earliest of:

- i. The date of processing the Free Look cancellation request; or
- ii. The date of intimation of the death of the Life Insured; or
- iii. The Maturity Date; or
- iv. The date of payment of Surrender Value of the Policy; or
- v. The date on which the revival period ends after the Policy has lapsed as per clause 3 of Part C on Premium Discontinuance; or
- vi. The date on which the outstanding loan amount along with accrued interest exceeds the Surrender Value

Upon termination all the benefits under the Policy shall cease to apply.



PART – E

Not Applicable.

SAMPLE



PART – F

GENERAL TERMS AND CONDITIONS

1.	Exclusion:
	<p>Suicide – If the Life Insured, whether sane or insane, commits suicide, within 12 months from the Date of Inception of the Policy, then the policy shall be void and 80% of the premiums received will be payable.</p> <p>If the life insured, whether sane or insane, commits suicide, within one year from the date of revival, then the policy shall be void and an amount which is higher of '80% of the premiums paid till date of death' or 'surrender value available as on the date of death' will be payable.</p> <p>Waiting Period – In case of death of the Life Insured (other than due to accident) during the 90 day Waiting Period, 100% of the total premiums paid till the date of death will be payable excluding service tax and cess. During this period the Guaranteed Death Benefit will not be payable.</p>
2.	Maturity Claim Procedure
	<p>In case of maturity claims: We shall be given the following documents for us to process the claim:</p> <ol style="list-style-type: none">The original Policy document;The maturity claim form, duly completed; <p>You are requested to send intimation of the claim to any of our branch offices or to our Corporate office address mentioned below.</p> <p>Claims Officer Edelweiss Tokio Life Insurance Company Ltd. 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kiroli Road, Kurla (W), Mumbai - 400070 Email Id: claims@edelweisstokio.in Phone no: 1800 2121 212</p> <p>Receipt of the claim intimation does not amount to acceptance of claim by the Company under the Policy and is subject to review by the Company. The decision on acceptance and admissibility of the Claim will be communicated separately by the Company to the claimant.</p>
3.	Death Claim Procedure:
	<p>In case of death claims: We shall be given a written notice of the Life Insured's death and, shall be provided with the following documents for us to assess the claim:</p> <ol style="list-style-type: none">The claim form, duly completed;The original or an attested copy of the death certificate;The original Policy document;Documents to establish right of the claimant in the absence of valid nomination.Any other information or documentation that we request. <p>In case of death due to accident and unnatural death, the following additional documents are required:</p> <ol style="list-style-type: none">Copy of FIR and PanchnamaCopy of the Postmortem reportCopy of Newspaper clipping if anyCopy of the Final police investigation reportCopy of the Charge sheet in case of Murder



	<p>The claim intimation can be sent to any of our branch offices or to our Corporate office address mentioned below.</p> <p>Claims Officer Edelweiss Tokio Life Insurance Company Ltd. 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kiroi Road, Kurla (W), Mumbai - 400070 Email Id: claims@edelweisstokio.in Phone no: 1800 2121 212</p> <p>Receipt of the claim intimation does not amount to acceptance of claim by the Company under the Policy and is subject to review by the Company. The decision on acceptance and admissibility of the Claim will be communicated separately by the Company to the claimant.</p>
4.	<p>Nomination:</p>
	<p>Nomination should be in accordance with the provisions of Section 39 of the Insurance Act, 1938 as amended from time to time.</p> <p>[A Leaflet containing the simplified version of the provisions of Section 39 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time is enclosed in Annexure - (1) for reference].</p>
5.	<p>Assignment:</p>
	<p>Assignment should be in accordance with the provisions of Section 38 of the Insurance Act, 1938 as amended from time to time.</p> <p>[A Leaflet containing the simplified version of the provisions of Section 38 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time is enclosed in Annexure - (2) for reference].</p>
6.	<p>Validity/ Non-Disclosure:</p>
	<p>(i) If You or anyone acting on your behalf makes, fraudulent, misleading or dishonest representation in any respect, then this Policy shall be dealt with in accordance with Section 45 of the Insurance Act, 1938 as amended from time to time</p> <p>(ii) <u>Mis-statement of Age</u> If the date of birth of the Life Insured has been misstated, any amount payable shall be increased or decreased to the amount that would have been provided, as determined by Us, given the correct age.</p> <p>If at the correct age, the Life Insured was not insurable under this Policy according to our requirements, We reserve the right to terminate the Policy and pay the Premiums paid till date if any, shall be payable (subject to Section 45 of the Insurance Act, 1938 as amended from time to time).</p> <p>(iii) <u>Section 41:</u> 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 prospectuses or tables or the insurer.</p> <p>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.</p> <p>(iv) <u>Section 45:</u> Fraud and Misrepresentation shall be dealt with in accordance with the provisions of Section 45 of the Insurance Act, 1938 as amended from time to time.</p> <p>[A Leaflet containing the simplified version of the provisions of Section 45 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time is enclosed in Annexure - (3) for reference].</p>



7.	Currency, Governing Law & Jurisdiction
	<p>(i) The Premiums and benefits payable under the Policy shall be payable in India and in Indian Rupees.</p> <p>(ii) The Policy and any disputes or differences arising under or in relation to the Policy shall be construed in accordance with Indian law and by the Indian courts.</p>
8.	Taxation
	<p>The tax benefits under this Policy would be as per the prevailing Income Tax laws in India and any amendment(s) made thereto from time to time.</p> <p>We reserve the right to recover from Policyholder all levies including but not limited to Service Tax levied by the authorities on insurance transactions from time to time.</p>
9.	Duplicate Policy Document
	<p>If you lose or misplace the Policy Document then you may request us to issue you a duplicate Policy Document by giving us written notice and making payment of fee prescribed from time to time.</p> <p>On issue of the duplicate Policy Document, the original shall automatically cease to have any legal effect.</p>
10.	Notices
	<p>(i) All notices meant for us shall be given to us at our address specified in the Policy document or at any of our branch offices.</p> <p>(ii) All notices meant for you will be sent to your address specified in the Policy Schedule. If you do not notify us of any changes to your address, then notices or correspondence sent by us to the last recorded address shall be valid and legally effective.</p>
11.	Entire Contract
	<p>(i) The Policy comprises the entire contract of insurance between you and us. We shall not be bound or be deemed to be bound by any alterations or changes, unless such changes are made by us in writing through an endorsement.</p> <p>(ii) Notwithstanding anything contained in this Policy Document, the provisions herein shall stand altered or superseded to such extent and in such manner as may be required by any change in applicable law including but not limited to any regulations made or circulars / guidelines issued by IRDAI.</p>
12.	Mode of Communication
	<p>The Company and the Policyholder may exchange communications pertaining to this Policy either through normal correspondence or through electronic mail and the Company shall be within its right to seek clarifications / to carry out the mandates of the Policyholder, on merits, in accordance with such communications.</p> <p>While accepting requests / mandate from the Policyholder through electronic mail, the Company may stipulate such conditions as deemed fit to give effect to and comply with the provisions of The Information Technology Act, 2000 as amended from time to time and/or such other applicable laws in force from time to time.</p>



PART - G

Grievance Redressal Mechanism: We have established a Grievance Redressal Mechanism to assist in the resolution of any complaint, grievance or dispute in respect of the Policy. You are requested to submit your written complaint at any of the below mentioned touch points:

Step 1:

- Toll free customer care number: 1-800-2121-212 (24 hours a day, 7 days a week).
- Email us at: complaints@edelweisstokio.in / care@edelweisstokio.in
- Write to us at: Customer Care, Edelweiss Tokio Life Insurance Company Ltd, 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kirol Road, Kurla (W), Mumbai – 400070.

Step 2:

If you do not receive any resolution to your complaint within a period of 2 weeks or if the response is not as per your expectations, please feel free to contact our Grievance Redressal Officer, at any of the below touch points:

- +91-22-71013322 (Between 10 am to 7 pm on Monday to Friday, except public holidays).
- GRO@edelweisstokio.in
- Write to us at: Customer Care, Edelweiss Tokio Life Insurance Company Limited, 3rd & 4th Floor, Tower 3, Wing 'B', Kohinoor City, Kirol Road, Kurla (W), Mumbai 400070.

Step 3:

If you are not satisfied with the response of the GRO, you may write to the Chief Grievance Redressal Officer at cgro@edelweisstokio.in or send a communication to:

Chief Grievance Redressal Officer
Edelweiss Tokio Life Insurance Company Limited
3rd & 4th Floor, Tower 3, Wing 'B',
Kohinoor City, Kirol Road, Kurla (W)
Mumbai - 400070.

If You are not satisfied with the response or do not receive a response from us within 14 days, you may approach the Grievance Cell of 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@irdai.gov.in
- Register 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, Telangana
Fax No: 91- 40 – 6678 9768

If the complaint/grievance has still not been resolved you may any time approach the office of the Insurance Ombudsman established by the Central Government of India as per Rule 12 (1) and Rule 13 of the Redressal of Public Grievances Rules, 1998 ('RPG Rules').

Powers of Insurance Ombudsman under Rule 12(1) of RPG Rules:

The Ombudsman may receive and consider the following complaints:

- (a) Complaints under Rule 13 (as mentioned below);
- (b) Any partial or total repudiation of claims by an insurer;
- (c) Any dispute in regard to premium paid or payable in terms of the policy;
- (d) Any dispute on the legal construction of the policies in so far as such disputes relate to claims;
- (e) Delay in settlement of claims;
- (f) Non-issue of any insurance document to customers after receipt of premium.



Manner in which complaint is to be made in accordance with Rule 13 of RPG Rules:

1. Any person who has a grievance against the Insurer/Company/Us, may himself or through his legal heirs make a complaint in writing to the Ombudsman within whose jurisdiction the branch or office of the Company, complaint against is located.
2. The complaint shall be in writing duly signed by the complainant or through his legal heirs and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against which the complaint is made, the fact giving rise to complaint supported by documents, if any, relied on by the complainant, the nature and extent of the loss caused to the complainant and the relief sought from the Ombudsman.
3. No complaint to the Ombudsman shall lie unless:
 - a. the complainant had before making a complaint to the Ombudsman, made a written representation to the Company/insurer named in the complaint and either insurer had rejected the complaint or the complainant had not received any reply within a period of one month after the insurer concerned received his representation or the complainant is not satisfied with the reply given to him by the insurer.
 - b. the complaint is made not later than one year after the insurer had rejected the representation or sent his final reply on the representation of the complainant; and
 - c. the complaint is not on the same subject matter for which any proceedings before any court or Consumer Forum or arbitrator is pending or were so earlier.

SAMPLE



The list of the Ombudsman with their addresses is given below:

Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Ashram Rd, AHMEDABAD-380 014. Tel.: 079-27545441/27546840 Fax: 079-27546142 Email: bimalokpal.ahmedabad@gbic.co.in	Office of the Insurance Ombudsman, 2nd Floor, Janak Vihar Complex, 6, Malviya Nagar, BHOPAL-462 003. Tel.: 0755-2769201/9202 Fax : 0755-2769203 Email: bimalokpal.bhopal@gbic.co.in
Office of the Insurance Ombudsman 62, Forest Park, BHUBANESHWAR-751 009. Tel.: 0674-2596455/2596003 Fax: 0674-2596429 Email: bimalokpal.bhubaneswar@gbic.co.in	Office of the Insurance Ombudsman, SCO No.101-103,2nd Floor, Batra Building, Sector 17-D, CHANDIGARH-160 017. Tel.: 0172-2706468/2772101 Fax : 0172-2708274 Email: bimalokpal.chandigarh@gbic.co.in
Office of the Insurance Ombudsman, Fathima Akhtar Court, 4 th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.: 044-24333668/24335284 Fax: 044-24333664 Email: bimalokpal.chennai@gbic.co.in	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg.,Asaf Ali Road, NEW DELHI-110 002. Tel.: 011-23234057/23232037 Fax: 011-23230858 Email: bimalokpal.delhi@gbic.co.in
Office of the Insurance Ombudsman, "Jeevan Nivesh", 5 th Floor, S.S. Road, GUWAHATI-781 001. Tel.: 0361-2132204/5 Fax : 0361-2732937 Email: bimalokpal.guwahati@gbic.co.in	Office of the Insurance Ombudsman, 6-2-46, 1 st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel.: 040-65504123/23312122 Fax: 040-23376599 Email: bimalokpal.hyderabad@gbic.co.in
Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., M.G. Road, ERNAKULAM-682 015. Tel: 0484-2358759/2359338 Fax.: 0484-2359336 Email: bimalokpal.ernakulam@gbic.co.in	Office of the Insurance Ombudsman, Hindustan Building. Annexe, 4 th Floor, C.R.Avenue, KOLKATA - 700072 Tel: 033-22124339/22124346 Fax: 22124341 Email: bimalokpal.kolkata@gbic.co.in
Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6 th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel : 0522 -2231331/2231330 Fax : 0522-2231310 Email: bimalokpal.lucknow@gbic.co.in	Office of the Insurance Ombudsman, 3 rd Floor, Jeevan Seva Annexe,S.V. Road, Santacruz(W), MUMBAI-400 054. Tel: 022-26106960/26106552 Fax: 022-26106052 Email: bimalokpal.mumbai@gbic.co.in
Office of the Insurance Ombudsman, Ground Floor, Jeevan Nidhi II, Bhawani Singh Road, JAIPUR – 302005. Tel: 0141-2740363 Email: bimalokpal.jaipur@gbic.co.in	Office of the Insurance Ombudsman, 3 rd Floor, Jeevan Darshan, N.C. Kelkar Road, Narayanpet PUNE - 411030. Tel: 020-32341320 Email: Bimalokpal.pune@gbic.co.in
Office of the Insurance Ombudsman, 24 th Main Road, Jeevan Soudha Bldg., JP Nagar, 1 st Phase, Ground Floor BENGALURU – 560025. Tel No: 080-26652049/26652048 Email: bimalokpal.bengaluru@gbic.co.in	Office of the Insurance Ombudsman, 4 th Floor, Bhagwan Sahai Palace, Main Road, Naya Bans, Sector-15, NOIDA – 201301. Tel: 0120-2514250/51/53 Email: bimalokpal.noida@gbic.co.in
Office of the Insurance Ombudsman, 1 st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA – 800006 Tel No: 0612-2680952 Email id : bimalokpal.patna@gbic.co.in	

You may refer to the list of Ombudsman with their addresses on <http://www.gbic.co.in/ombudsman.html>



Section 39 - Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time. The extant provisions in this regard are as follows:

01. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
 02. Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
 03. Nomination can be made at any time before the maturity of the policy.
 04. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
 05. Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
 06. A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
 07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
 08. On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.
 09. A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
 10. The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
 11. In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
 12. In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
 13. Where the policyholder whose life is insured nominates his:
 - a. parents or
 - b. spouse or
 - c. children or
 - d. spouse and children
 - e. or any of them
 - the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.
 14. If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
 15. The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all policies maturing for payment on the commencement of The Insurance Laws (Amendment) Act, 2015.
 16. If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
 17. The provisions of this Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 ('MWP Act') applies or has at any time applied except where, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.
- [Disclaimer: This is a simplified version of Section 39 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time. The Policyholders are advised to refer to The Insurance Laws (Amendment) Act, 2015 as amended from time to time for complete and accurate details.]**



Section 38 - Assignment and Transfer of Insurance Policies

Assignment or Transfer of a Policy should be in accordance with Section 38 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time. The extant provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
03. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
08. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
09. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is
 - a. not bonafide or
 - b. not in the interest of the policyholder or
 - c. not in public interest or
 - d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
 - a. where assignment or transfer is subject to terms and conditions of transfer or assignment; OR
 - b. where the transfer or assignment is made upon condition that
 - i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
 - ii. the insured surviving the term of the policy

Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.
14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
 - a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
 - b. may institute any proceedings in relation to the policy
 - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings
15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Ordinance, 2014 shall not be affected by this section.

[Disclaimer: This is a simplified version of Section 38 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time. The Policyholders are advised to refer to The Insurance Laws (Amendment) Act, 2015 as amended from time to time for complete and accurate details.]



Section 45 – Policy shall not be called in question on the ground of mis-statement after three years

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time are as follows:

01. No Policy of Life Insurance shall be called in question **on any ground whatsoever** after expiry of 3 years from
- the date of issuance of policy; or
 - the date of commencement of risk; or
 - the date of revival of policy; or
 - the date of rider to the policy

- whichever is later.

02. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from

- the date of issuance of policy or
- the date of commencement of risk or
- the date of revival of policy or
- the date of rider to the policy

- whichever is later.

For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

03. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:

- The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
- The active concealment of a fact by the insured having knowledge or belief of the fact;
- Any other act fitted to deceive; and
- Any such act or omission as the law specifically declares to be fraudulent.

04. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

05. No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.

06. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.

07. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.

08. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.

09. The insurer can call 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 of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer: This is a simplified version of Section 45 of the Insurance Laws (Amendment) Act, 2015 as amended from time to time. The Policyholders are advised to refer to The Insurance Laws (Amendment) Act, 2015 as amended from time to time for complete and accurate details.]

