

SUD Life Shiksha Suraksha 2 Plan

UIN: 142N038V01

Star Union Dai-ichi Life Insurance Company Limited

Non Linked Group

PART A

Forwarding Letter

Date: << >>

<< Name of Master Policyholder>>
<< Address of Master Policyholder>>

Dear Sir/Madam,

Re : Your Group Master Policy : <<_____>>

We are enclosing herewith your Master Policy document. We request you to kindly check the master policy details and the master policy terms and conditions carefully. If you have any queries, please write to us at customercare@sudlife.in or call us at 022-39546300.

In case you are not agreeable to any of the provisions stated in the policy, you may return the policy to us specifying reasons thereof, within 15 days from the receipt of the same under free look cancellation.

As per the Regulator, free look cancellation is defined as :

In case the Master Policyholder is not satisfied with the terms and conditions of the Master policy, the Master Policyholder may return the policy within the free look period by stating the reasons for objections. The free look period is 15 days from the date of receipt of the policy document. In such event, the Master Policyholder will be entitled to a refund of their respective share of amount of premium received by us excluding expenses incurred by us (i.e. stamp duty, proportionate risk related charges for the period of cover and any expenses borne by us on medicals). All the rights under this Policy shall immediately stand extinguished at the cancellation of the Policy.

We request you to quote your aforesaid Master Policy No. in all your future correspondence with us, as this will help us serve you better.

Thanking you once again for your patronage and looking forward to your continued support in future as well.

Yours sincerely,

Authorized Signatory

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Policy Preamble

Star Union Dai-Ichi Life Insurance Company Ltd (the “Company”), (which expression includes its assignees and successors), has received a proposal for insurance from the Proposer (the “ Master Policy holder”, which expression includes it’s assignees and successors) named in Schedule together with the particulars of the individuals admitted into this policy (the “Insured Members”) as on the date of commencement of the Policy (the “ Initial Insured Members”) and the premium towards the coverage of the Initial Insured Members sum of which is mentioned in the said Schedule for the grant of benefits detailed in Section 4 . The Master Policyholder has agreed to furnish such statements and particulars as may be required by the Company together with the premium payable in respect of the Coverage of those who may be admitted into the membership of this Policy from time to time after the Date of Commencement of the Policy (the “Subsequent Insured Members”). The Company and the Master Policyholder have agreed that the proposal and the particulars submitted by the Master Policyholder together with any report or other documents leading to the coverage of the Members under this Master Policy shall form the basis of the contract of insurance under this Policy. It is agreed that on the aforesaid promises the Company will pay the appropriate benefits as stated in Section 4 to the Member, the Beneficiary or, as the case may be, the Master Policy holder (the “Claimant”) on receipt by the Company of proof to its satisfaction of the benefit/s having become payable as per the terms and conditions of the Policy and of the Claimant’s entitlement to the same.

The premium payable and the benefits that may be granted under this Policy will be subject to the recovery by the Company of the taxes and other statutory levies as may be applicable from time to time, and such taxes and levies will be payable to the Company, directly and in full by the Master Policyholder and in the event of the failure or omission of the Master Policy holder the same shall be recovered from any sum due and payable to the Claimant/s under this Policy. Any amendment to the terms and conditions of this Master Policy shall be given effect to either by an endorsement to the Master Policy or by any other lawful mode of documentation evidencing such amendment signed in either case by an authorized officer of the Company.

The provisions hereinafter contained together with the Schedules and endorsements/ documents evidencing the amendments form the whole of the contract of insurance under this Master Policy as fully as if recited over the signature affixed hereto.

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Schedule

A. Master Policy Details

Master Policy No:	<< >>	Date of Commencement of Master Policy:	<<>>
Proposer / Master Policy holder:	<< >>		
	<< >>		
Address of Master Policyholder:	<<>>		
Initial Premium Paid:	Premium Rs. << >> + Service tax Rs << >> Total Premium* << >>	Premium Paying Term for each group member:	Single premium
Initial Total Sum Assured: << >>			
Whether Participating /Non- Participating:	Non Participating	Initial No. of Members covered:	<< >>

**This amount is inclusive of applicable Service Tax (together with applicable cess) as on the Date of Commencement of the Master policy*

B. Details of Insurance Cover for each Member

Date of Commencement of Coverage for each Member:	The date as mentioned in the Certificate of Insurance issued to the member.
Term of the Members' Coverage	<p>a. In respect of Initial Members: The remainder of the term for repayment of the loan as on the Date of Commencement of the Policy holder as mentioned in the certificate of insurance issued to the member</p> <p>b. In respect of Subsequent Members: The term for repayment of the loan as per the original repayment schedule as agreed to between the Member and the Master policy holder and as mentioned in the certificate of insurance issued to the member</p>

C. Benefits payable: As stated in section 4

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PART B

Rules of the Scheme

1. Definitions

Unless excluded by or repugnant to the context or defined to the contrary the definition mentioned below shall have the following meaning: -

- (a) "Age" refers to the age last birthday of the Life Assured and Beneficiary
- (b) "Beneficiary" means the nominee specified by the Insured Member as the Beneficiary under this Master Policy.
- (c) "Date of Commencement of Policy" is the date as mentioned in Schedule
- (d) "Date of commencement of Risk" shall mean:
 - 1) At the time of issuance of the Master Policy will be the date of acceptance of proposal/risk subject to acceptance of Initial Insured Member data* along with the Membership Form and premium for the member
 - 2) For new joinees entering the scheme during the term of the Master Policy, the date of receipt of Subsequent Insured Member data* and premium for the member

This date refers to the commencement of cover for the Insured member under the master Policy

- (e) "Death Benefit" means the benefit payable on death of the Insured Member as specified in the policy document.
- (f) "Group" means a group of Insured Members who assemble together with a purpose of engaging in a common economic activity and not formed with the main purpose of availing insurance cover. Such members are accepted by the Company as constituting a Group for the purposes of this Master Policy.
- (g) "Insured Members" means the group of members who are covered under the Master Policy and on whose life the company accepts to provide life cover
- (h) "IRDA" means the Insurance Regulatory and Development Authority;
- (i) "Life Cover" means, the coverage granted by us for payment of the Death Benefit referred to in the section 4 of this Schedule, in the event of death of the Insured Member while the Policy is in force;
- (j) "Master Policy" means the contract between the Company and the Master Policyholder to provide Life Cover to the insured member on receipt of due premiums.
- (k) "Master Policy holder" means any company, firm or body corporate incorporated under any relevant law in force in India and has its registered office and other offices located in India
- (l) "Non Medical Limit" means the amount of the Benefit/Sum Assured granted on the life of the Insured member on submission of declaration of good health and without undergoing any medical examination/underwriting.
- (m) "Policy Commencement Date" means the date on which the Policy comes into effect.
- (n) "Rules of the Scheme" means the rules framed by the Master Policyholder for the Scheme and approved by the Company from time to time, governing the grant of benefits to the employees/members of the scheme

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(o) Sum Assured" means the loan amount outstanding at the beginning of the policy month during which the death occurs, as specified in the Certificate of Insurance issued to each Insured member on his/ her admission. This sum assured, as specified in the Certificate of Insurance, will be payable irrespective of the actual loan outstanding.

(p) "We", "Us", "Our", "Company" or "Ours" refers to Star Union Dai-ichi Life Insurance Company Limited

(q) "You", "Your" or "Yours" refers to the Master Policyholder

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PART C

2. Eligibility Criteria

An individual who, at the time of his/her admission into the Policy,

a) Is not below the age of 15 years last birthday and not above the age of 65 years last birthday, and who, on the Entry Date, is indebted to the Master Policy holder under an educational loan.

b) Is in good health and furnishes to the satisfaction of the Company a declaration of Good health in the format prescribed by the Company where the Coverage of the Member does not exceed the Non Medical Limit and who, in respect of coverage, if any, above the Non Medical Limit, undergoes such medical examination and satisfies the board approved underwriting standards of the Company.

3. Beneficiary:

The Sum Assured, where payable, shall be paid to the beneficiary but it will be facilitated through the Master Policyholder for administrative convenience.

4. Benefits:

- **Death Benefit:** In the event of death of the insured member, the Sum Assured which is equal to the loan amount outstanding at the beginning of the policy month of the policy year during which the death occurs, as specified in the Certificate of Insurance issued to each member on his/her admission into this scheme i.e. at the time of taking the life cover, will be paid. The claim payment will be made in the name of the nominee/beneficiary of the insured group member and may be sent to the Master Policyholder for administrative convenience and onward transmission. The sum assured, as specified in the Certificate of Insurance, will be payable irrespective of the actual loan outstanding.
- **Maturity Benefit:** There is no Maturity value under this scheme.
- **Surrender value:**

i) On surrender by the Master Policyholder:

When the Master Policyholder surrenders the Master Policy, an option to withdraw from the policy or to continue in the policy will be given to the Insured Member. If the Insured Member opts to withdraw from the policy, the surrender value for the Insured Member will be paid and the life cover ceases immediately. If the Insured Member opts to continue in the policy, life cover for the Insured Member continues till the coverage is terminated.

ii) On Surrender by the Individual Insured Member:

Surrender value is available under this product at any point of time from the start of the cover and shall be settled/ paid in favour of the Insured Member.

The Surrender Value will be the higher of Guaranteed Surrender Value or Special Surrender Value.

Guaranteed Surrender Value (GSV) will be

70% of the Premium paid (excluding extra premium and taxes, if any) x (Unexpired term/ Total term) x (Sum Assured benefit at the time of surrender[#] / Sum Assured at inception)

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If moratorium option is chosen and the Insured Member surrenders within the Moratorium period, then the sum assured benefit at the time of surrender will be equal to the sum assured at inception in the above mentioned formula.

Special Surrender Value (SSV) will be 90% of the Insured Member's Policy Value at the time of surrender.

Surrender by the Insured Member is allowed, only when a loan is fully repaid before the end of the term or on surrender of the Master Policy. The life cover for the Insured Member will cease immediately on payment of Surrender Value.

Notes:

- (1) For the purpose of computation of the Sum Assured and the outstanding Term of Member's Coverage and for identification of the Beneficiary in relation to a Member the Company shall be entitled to rely solely on the information furnished to it by the Master Policy holder.
- (2) No benefits are payable where the Member survives the date of expiry of the Term of his Coverage under the policy.

5. Moratorium period option

Moratorium period is allowed under the Loan. The plan provides life cover for the total outstanding loan amount during the Moratorium period as per the options chosen by the Insured Members.

Moratorium Option 1 - Interest is paid by the borrower during the moratorium period:

In this case, the sum assured will be equal to the initial loan amount throughout the moratorium period. After the moratorium period sum assured will decrease during the outstanding term (total term of policy minus moratorium period) of the loan.

Moratorium Option 2 - Interest is not paid by the borrower during the moratorium period:

In this case, the initial loan amount will increase during the moratorium period and the sum assured will be equal to the initial loan amount plus the accrued interest during the moratorium period. After the moratorium period, the sum assured will decrease during the outstanding term (total term of policy minus moratorium period) of the loan.

Moratorium period ranges from 0 to 8 years.

6. Interest rate on the loan:

The interest rate on the loan taken by the Insured Member will be as provided by the Master Policyholder at the time, the Insured Member enters the Master Policy. The loan schedule on the Certificate of Insurance will be made as per the Interest rate on the loan, provided by the Master Policyholder.

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PART D**1. Premiums**

This is a Single premium product, where the Premium under the Master Policy is payable in advance, in one lump sum.

2. Suicide

In case of a group covered on a voluntary basis, if the Insured Member commits Suicide, whether sane or insane, within one year from the Date of Commencement of the Insurance Cover for that member, the Company shall refund 80% of basic Premium paid (excluding extra premium and taxes) for that member and all insurance for that member will automatically cease.

Suicide exclusion is not applicable for the groups covered on compulsory basis i.e the sum assured equal to the outstanding loan amount as on the date of death will be paid on death due to suicide even within one year from the Date of Commencement of the Insurance Cover for that member.

3. Loans

Loans are not available under the Master Policy.

4. Termination of Coverage.

The cover on the life of an Insured Member(s) will cease on the happening of the earliest of the following:

- a) On the expiry of the term of the Coverage.
- b) The date the Member attains his / her 71st birthday,
- c) The date a death claim is admitted by the Company in respect of that Member.
- d) The date on which a request for payment of the Surrender Value is received by the Company on closure of the loan.

5. Claims

- i. All claims must be notified to the Company in writing in the format supplied by the Company preferably within 180 days from the date of the death of the Insured Member along with a copy of the original death certificate.
- ii. The primary documents normally required for processing a claim are:
 - a. Original Death Certificate from Municipal/Local authorities.
 - b. Claim form duly filled in.
- iii. In case of accidental death, the following additional documents should be submitted
 - a. Certificate from the attending physician along with hospital reports, if any
 - b. Police panchanama, and FIR copy / Post Mortem Report/ Coroner's Verdict where applicable.
- iv. All claims shall be subject to such other requirements as stipulated by the Company and the legal title of the claimant, satisfactory to the Company. The Company reserves the right to call for any additional information and documents required to satisfy itself as to the validity of a claim.
- v. All amounts due under the Master Policy are payable in Indian Currency at the office of the Company situated at Navi Mumbai, but the Company at its absolute discretion may fix an alternative place of payment for the claim at any time before or after the claim arises.
- vi. A discharge or receipt by the Master Policyholder shall be a good, valid and sufficient discharge to the Company in respect of any payment to be made by the Company under the Master Policy.

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- vii. The death benefit is payable in the name of the nominee/beneficiary of the insured group member and may be sent to the Master Policyholder for administrative convenience and onward transmission.
- viii. In case of fraud or misrepresentation by the Insured Member, subject to the fraud or misrepresentation being established by the Insurer in accordance with Section 45 of Insurance Act, 1938, the Certificate of Insurance shall be cancelled immediately by paying the surrender value.

6. Free Look cancellation by the Master Policyholder

In case the Master Policyholder is not satisfied with the terms and conditions of the Master policy, he may return the policy within the free look period by stating the reasons for his objections. The free look period is 15 days from the date of receipt of the policy document. In such event, the Master Policyholder will be entitled to a refund of their respective share of amount of premium received by us excluding expenses incurred by us (i.e. stamp duty, proportionate risk related charges for the period of cover and any expenses borne by us on medicals). All the rights under this Policy shall immediately stand extinguished at the cancellation of the Policy.

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PART E

Charges

There are no explicit charges applicable for the policy.

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PART F

7. Fraud / Forfeiture

In case of fraud or misrepresentation by the Master Policyholder, subject to the fraud or misrepresentation being established by the Insurer in accordance with Section 45 of Insurance Act, 1938, the Master Policy shall be cancelled immediately. In such event Insured Members can opt for continuation of the life cover till the expiry of the coverage period or can choose to surrender the Certificate of Insurance by taking the surrender value.

In case of fraud or misrepresentation by the Insured Member, subject to the fraud or misrepresentation being established by the Insurer in accordance with Section 45 of Insurance Act, 1938, the Certificate of Insurance shall be cancelled immediately by paying the surrender value.

8. Variation of the Master Policy

The Company may vary the premium rates (subject to IRDA approval), terms, conditions and provisions of this Policy for Subsequent Members by giving the Master Policyholder three months' notice in writing of such variation and such variation shall apply to all the Subsequent Members with effect from such date as may be mutually agreed between the Company and the Master Policy holder ; Provided that any change in the taxes or statutory levies shall be applicable automatically in respect of all the Members (Initial and Subsequent) or such class or group of such Members and with effect from such date as may be prescribed by law . Where any variation is not agreed to by the Master Policyholder the assurances effected under this Policy in respect of all the Members and where the variation is not agreeable to any Member the assurance effected in respect of such Member, shall be void on and from the date the change in taxes or statutory levies shall be effective, or, as the case may be, the date of expiry of the period of notice.

9. Discontinuance of the Master Policy

This Master Policy may be discontinued at the option of the Master Policyholder or the Company in respect of Coverage of prospective borrowers of educational loan of the Master Policy holder by giving the other party at least three months prior notice in writing, or such shorter notice or subject to such terms and conditions as may be agreed to in writing between the Master Policyholder and the Company and duly endorsed on the Policy. However the rights and obligations of the Company and the Master Policy holder shall continue as theretofore during the notice period. Individual Insured Member/Proposer can opt for continuation of their life cover till the end of the coverage period.

10. Notice

Any notice, direction or instruction given under the Policy shall be in writing and delivered by hand, post, facsimile or e-mail to:

i. **The Master Policyholder / Beneficiary**

Any notice, information or communication from the Company to the Master Policyholder shall be mailed to the address of the Master Policyholder mentioned in Schedule to this document or to the changed address as intimated to the Company in writing and endorsed on the Policy document.

ii. **The Company**

Address: Group Claims Department,
Star Union Dai-ichi Life Insurance Company Ltd.,
Corporate Office,
11th Floor, Raghuleela Arcade,
IT Park, Sector 30 A,
Opposite Vashi Railway Station,
Vashi, Navi Mumbai 400 703

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It is very important that the Master Policyholder immediately communicates any change of address or nomination to enable the Company to service his Policy effectively. The Company may change the address stated above and intimate the Master Policyholder of such change by suitable means.

11. Other Matters

- i. The Master Policyholder shall at the request of the Company produce the Master Policy whenever required for the purpose of stamping, reference, inspection or other requisite cause.
- ii. The Company shall not be liable for consequences of any action taken in good faith relying upon any statements and particulars furnished by the Master Policyholder, which may be, or may be proved to have been erroneous. Such of the Master Policyholders' records in original, as in the opinion of the Company have a bearing on the benefits provided or the premiums payable hereunder shall be open for inspection by the Company, after reasonable notice and whenever required.
- iii. Where the Company is liable to deduct any tax, levy or other duties on the benefits to be paid under this Master Policy pursuant to any directive from the Government or other competent authority, the Company shall deduct appropriate amounts for that purpose from the respective benefits and shall not be liable to the Members or their beneficiaries or to the Master Policy holder for the sums so deducted.
- iv. This Master Policy is subject to prevailing Indian Laws. Any dispute that may arise in connection with this Master Policy shall be subject to the jurisdiction of the competent Courts of Mumbai or the courts applicable as per relevant laws.

Section 41 of the Insurance Act, 1938: "No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out 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 *bona fide* insurance agent employed by the insurer.

(2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to five hundred rupees."

Section 45 of Insurance Act, 1938: Policy not to be called in question on ground of mis-statement after two years-

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

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Provided that 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.”

Annexure 1 – Premium table

The basic premiums are expressed in terms of per 1000 Sum Assured. This table applies for loan interest rate of << >> %. The rates are exclusive of Taxes and other statutory levies.

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PART G

12. Grievance Redressal Procedure

1. In case of any query or compliant/grievance please contact your agent, whose code and contact details are given below.

Agent Code: << >>

Contact Details: << >>

2. In case you are not satisfied with the decision of the above office, or have not received any response within 10 days, you may contact the following official for resolution

Customer Service Desk,
Star Union Dai-ichi Life Insurance Company Ltd.,
Corporate Office,
11th Floor, Raghuleela Arcade,
IT Park, Sector 30 A,
Opposite Vashi Railway Station,
Vashi, Navi Mumbai 400 703
Contact No: 022 39546300
Email ID: customercare@sudlife.in

3. In case you are not satisfied with the decision of the above officer, or has not received any response within 10 days, he may contact the following official for resolution, on the address mentioned above.

Sr. Vice President - Operations & Customer Service
Star Union Dai-ichi Life Insurance Company Ltd.,
Corporate Office,
11th Floor, Raghuleela Arcade,
IT Park, Sector 30 A,
Opposite Vashi Railway Station,
Vashi, Navi Mumbai 400 703
Contact No: 022 39546200
Email ID: cgro@sudlife.in

4. In case he is not satisfied with the decision of the above officer, or has not received any response within 10 days, the Policy holder/ Beneficiary may contact the following official for resolution, on the address mentioned above.

Principal Compliance Officer
Star Union Dai-ichi Life Insurance Company Ltd.,
Corporate Office,
16th Floor, Raghuleela Arcade,
IT Park, Sector 30 A,
Opposite Vashi Railway Station,
Vashi, Navi Mumbai 400 703
Contact No: 022 39546200
Email ID: compliance@sudlife.in

5. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman at the address given below if your grievance pertains to:
 - o Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
 - o Delay in settlement of claim
 - o Dispute with regard to premium
 - o Non-receipt of your insurance document

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Address of the Insurance Ombudsman:

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 5, Navyug Colony, Ashram Road, AHMEDABAD – 380 014 Tel.079- 27546150 Fax:079-27546142 E-mail: insombahd@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 Malviya Nagar, BHOPAL Tel. 0755-2769201/02 Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park BHUBANESHWAR – 751 009 Tel.0674-2596461(Direct) Secretary No.:0674-2596455 Tele Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2 nd floor, Batra Building Sector 17-D , CHANDIGARH – 160 017 Tel.: 0172-2706196 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI – 600 018 Tel. 044-24333678 Fax: 044-24333664 E-mail: insombud@md4.vsnl.net.in	Tamil Nadu, UT–Pondicherry Town and Karaikal (which are part of UT of Pondicherry)

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NEW DELHI	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road NEW DELHI – 110 002 Tel. 011-23239611 Fax: 011-23230858 E-mail: jobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road GUWAHATI – 781 001 Tel. : 0361-2131307 Fax:0361-2732937 E-mail: omb_ghy@sify.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool HYDERABAD – 500 004 Tel. 040-23325325 Fax: 040-23376599 E-mail: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
ERNAKULAM	Insurance Ombudsman Office of the Insurance Ombudsman 2 ND Floor, CC 27/2603, Pulinat Building , Opp. Cochin Shipyard, M.G. Road , ERNAKULAM – 682 015 Tel: 0484-2358734 Fax:0484-2359336 E-mail: iokochi@asianetglobal.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry

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KOLKATA	Insurance Ombudsman Office of The Insurance Ombudsman Hindusthan Building Annexe, 4 th Floor, 4 Chittaranjan Avenue KOLKATA -700 072 Phone.: 033 2212 4339/4340 Fax : 033 2212 4341 Email: iombsdpa@bsnl.in	West Bengal , Bihar , Jharkhand and UT of Andeman & Nicobar Islands , Sikkim
LUCKNOW	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW – 226 001 Tel.:0522-2201188 Fax: 0522-2231310 E-mail: joblko@sancharnet.in	Uttar Pradesh and Uttaranchal
MUMBAI	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI – 400 054 PBX: 022-26106928 Fax: 022-26106052 E-mail: ombudsman@vsnl.net	Maharashtra , Goa

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

- As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made
 - only if a representation had been made to the Insurer in regard to the grievance and the same has been rejected by the Insurer or the complainant is not satisfied with the reply of the Insurer or no reply has been received to the representation for a period of one month after it is received by the Insurer
 - within a period of one year from the date of its rejection or from the date of the final reply of the insurer
 - the complaint is not on the same subject –matter for which any proceedings before any court or consumer forum is pending or were so earlier.