



**WELCOME TO A  
WORLD OF SECURITY**

**AEGON**Life

<<Address of the Policyholder>>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>  
<<xxxx xxxx xxxxxx xxxxx xxx >>

## PART A

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

Dear <<Policyholder>>,

We thank you for including our product in your financial planning. We are delighted to present your Policy documents which represent your contract with Aegon Life Insurance Company. These are original and important documents.

We also enclose a copy of your proposal form and other declarations. In case you are not satisfied with the terms and conditions of the policy, you may return the Policy Document along with a letter stating the reasons for disagreement to the Company within 15 (Fifteen days) / 30 days (Thirty days, in case of an electronic policy or if purchased through Distance Marketing<sup>1</sup>) from the date of receipt of this policy. Upon such cancellation, We will return the Policy Premium paid (including taxes) subject to the deduction of proportionate risk premium (including taxes) for the period of cover and stamp duty paid.

(1 Distance Marketing: Distance Marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes: (i) Voice mode, which includes telephone-calling (ii) Short Messaging service (SMS) (iii) Electronic mode which includes e-mail, internet and interactive television (DTH) (iv) Physical mode which includes direct postal mail and newspaper & magazine inserts and (v) Solicitation through any means of communication other than in person.)

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

- 1) Access your Policy information through your phone from our user friendly Interactive Voice Response (IVR) system and
- 2) Transact in efficient and secure way through your phone, thereby eliminating the need to send us written instructions in most of the cases.

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

You can also email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)

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

Warm Regards,



Vineet Arora  
Managing Director & Chief Executive Officer

# Key Features Document

## Your Policy Simplified

You have bought : Aegon Life POS Guaranteed Return Insurance Plan  
 A Non-linked Non-Participating Life Insurance Plan  
 UIN:138N076V01

The policy is issued to : <XXXXXXXXXXXXXXXXXXXXXXXXXX>  
 The nominee is : <XXXXXXXXXXXXXXXXXXXXXXXXXX>  
 :  
 :  
 Your contact details are :<XXXXXXXXXXXXXXXXXXXXXXXXXX>

Keeping in touch is important. In case any of the details mentioned here are not accurate, please call us on **1800 2099 090** or write to us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com) to have this rectified.

Your Policy covers	<<XXXXXXXXXXXXXXXXXX>> <<XXXXXXXXXXXXXXXXXX>>
Your Policy does not cover	<<XXXXXXXXXX>>
Riders attached to your Policy *applicable only if chosen	NA
Your Premium amount is	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
You pay every	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
Your next Premium is due on	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
You will pay Premium till	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
Your Coverage is until (Maturity date)	<<XXXXXXXXXXXXXXXXXXXXXXXXXX>>
Can this policy be surrendered?	<<XXXXXXXXXXXXXXXXXX>>
Your Maturity Benefit is	<<XXXXXXXXXXXXXXXXXX>>

### Commonly used terms and what they mean to you:

- Maturity Benefit – Proceeds you shall receive on reaching the maturity date mentioned above
- Bonus – Declared by us every year for applicable products. This will be accrued every year when declared and paid along with Maturity Benefit or earlier in case of death

Disclaimer - This Key Feature Document is only a brief summary of the features of the product to facilitate easy understanding and is not an alternative to Policy Document. The Proposer/Policy holder is advised to go through the exhaustive terms and conditions of Policy document. In case of any dispute with regard to features/benefits/exclusions of the product, the Terms and Conditions of the Policy document would prevail over the information mentioned above.

## Policy Preamble

Policy Number: <XXXXXXXXXXXXXXXXXXXXXXXXXX>

Life Assured: <XXXXXXXXXXXXXXXXXXXXXXXXXX>

Aegon Life Insurance Company has entered into this contract of insurance on the basis of the Proposal Form together with the Premium deposit, statements, report or other documents and declarations received from the Proposer for effecting a life insurance contract on the life of the person named in the Schedule hereto.

The Company agrees to pay the benefits under this Policy on the happening of the insured event, while this Policy is in force, subject to the Terms and Conditions stated herein.

On examination of this Policy, if You notice any mistake or error, this Policy should be returned to Us for rectifying the same.

## POLICY SCHEDULE

Name of the Plan: Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

The Policy is evidence of contract of Insurance between Aegon Life Insurance Company Limited ("The Company") and the Policyholder ("You"). The Policy is based on the proposal made by you to the Company along with necessary documents, information, statements, medical examination reports, if any, and declarations made by you or obtained by the Company on your behalf, and are governed by the terms and conditions and the Schedule hereunder written which forms part of the Contract of insurance

Policy No	
Date of Inception of Policy	
Date of Commencement of Risk	
Name of the Policyholder	
Gender of the Policyholder	
Address of the Policyholder	
Name of the Life Assured	
Gender of the Life Assured	
Address of the Life Assured	
Date of Birth of Life Assured	
Whether Age Admitted	Yes

### Policy Particulars:

Basic Sum Assured (Rs.)	
Annualized Premium (Rs)	
Policy Premium (Rs.)	
Policy Term (years)	
Premium Payment Term (years)	
Premium Payment Frequency	
Premium Due Date	
Due Date of last Policy Premium Payable	
Date of Maturity	



## PART B

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

### POLICY DEFINITIONS

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

**Accident** means a sudden, unforeseen and involuntary event caused by external and visible means.

**Accidental death** means death due to accident, occurring independently of any other causes and within ninety (90) days of such trauma, proved to the satisfaction of the insurer

**Age** means age of the Life Assured as on the last birthday unless specifically otherwise provided.

**Age at Entry** means Age of the Life Assured as of Date of Inception of Policy.

**Annualized Premium** means the yearly Policy Premium less modal factor, applicable taxes, Rider Premium and extra underwriting premium, if any.

**Appointee** is the person who has the right to give a valid discharge to the Policy monies in case of the death of the Policyholder before the maturity of the Policy while the Nominee is a Minor

**Assignment** means that the rights and benefits under the Policy are transferred and would be applicable as per the provisions under Section 38 of the Insurance Act, 1938

**Basic Sum Assured** means the amount derived basis Age at Entry, Policy Term, Premium Payment Term, and the Annualized Premium opted by You. This is specified in the Policy Schedule.

**Company, We, Us, Our** means Aegon Life Insurance Company Limited or its successors

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

**Date of Commencement of Risk** is the date from which the insurance cover under the Policy commences and is mentioned in the Policy Schedule

**Date of Inception of Policy** is the start date of the Policy and is mentioned in the Policy Schedule.

**Date of Maturity** means the date on which the insurance cover will terminate.

**Due Date** means the date on which the Policy Premium is due and payable as per the premium payment frequency opted by You.

**Free-look Period** is the period during which the Policyholder has the option to return the Policy and cancel the contract

**Grace Period** is the period beyond the Premium Due Date when the policy is treated as In-force but the Policyholder is still liable to pay the outstanding premium.

**Guaranteed Surrender Value (GSV)** is the minimum guaranteed amount of Surrender Value of the Policy, if any, payable to the policyholder on the Surrender of the Policy

**In-force** A policy is said to be in-force if all due policy premiums have been paid

**Lapsed Policy** is a Policy for which the Policy Premium remains unpaid at the expiry of the Grace Period during the first 2 Policy years.

**Life Assured** is the person for whom the insurance cover is granted by Us under this Policy

**Nominee** means the person/persons who is named as the Nominee, as per Section 39 of the Insurance Act, 1938, who has the right to give a valid discharge to the policy monies in case of the death of the Life Assured during the term of the policy.

**Paid-up Policy** is a Policy for which the due Policy Premium remains unpaid at the expiry of the Grace Period after first 2 Policy years.

**Policy** means the contract of insurance entered into between the Policyholder and Us as evidenced by this document.

**Policy Anniversary** is the annual anniversary of the Date of Inception of Policy.

**Policy Premium** is the amount payable by You to avail the Benefits under this Policy and is mentioned in Policy Schedule. This amount depends on the premium payment frequency selected by You and includes applicable Taxes.

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

**Policy Year** is measured from the Date of Inception of the Policy, and is a period of 12 calendar months

**Premium Payment Term** means the period during which the Policy Premium is payable and is mentioned in the Policy Schedule.

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

**Proposer** is a person, who proposes for insurance on and has an insurable interest in the life of the Life Insured.

**Revival** is the process of restoring the benefits under the policy which are otherwise in the state of discontinuance due to non-payment of premiums on due dates.

**Surrender Value** is the amount of benefit payable to the Policyholder on Surrender of the policy

**Special Surrender Value** means the special surrender value computed in accordance with Clause D.4

**Taxes** means all applicable statutory (direct and indirect) taxes as may be levied by the government from time to time which may change depending upon the prevailing tax rules. Goods & Service Tax is one such example of indirect tax.

**You, Your** means the Policyholder named in the Policy Schedule.

**Waiting Period** is the period starting from the Date of Inception of the Policy during which In case of death of the Life Assured (other than due to Accident) the Claimant is eligible only for payment of an amount equal to the Policy Premiums paid till the date of death (excluding Taxes) as the Death Benefit.



## PART C

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

### Benefits

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

#### C.1 Death Benefit

If the Policy is In Force and the Life Assured dies before the Date of Maturity, We will pay to the Claimant an amount equal to the Sum Assured on Death along with the accrued Guaranteed Additions.

The Sum Assured on Death will be calculated as Highest of:

- (Basic Sum Assured + Loyalty Booster), or
- 10 times of Annualized Premium, or
- 105% of Policy Premiums paid (excluding Taxes), or
- An absolute amount assured to be paid on death, where the absolute amount assured to be paid on death is the Basic Sum Assured.

**Waiting Period** - 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, We will pay to the Claimant an amount equal to the Policy Premiums paid till the date of death (excluding Taxes) as the Death Benefit. Outstanding Installment Policy premium will not be deducted from this amount. Waiting Period is not applicable in case of policy revival.

If Death occurs during the Grace Period, Death Benefit will be reduced by the outstanding Installment Policy Premium (including taxes).

If the Life Assured meets with an Accident during the grace period, when the waiting period is on and death due to accident happens within 90 days of accident then Death Benefit reduced by the outstanding Installment Policy Premium (including taxes), will be paid. If death happens post 90 days of accident, then the applicable death benefit, basis the policy status i.e. whether the policy was in-force or not, will be payable.

The Policy will terminate upon payment of the Death Benefit.

#### C.2 Maturity Benefit

If the Policy is In Force and the Life Assured survives to the Date of Maturity, You will receive the Basic Sum Assured along with the Loyalty Booster and the accrued Guaranteed Additions.

The Policy will terminate upon payment of the Maturity Benefit.

### C.3 Guaranteed Addition

Annual Guaranteed Additions equal to 10% of the Basic Sum Assured accrue to Your Policy at the end of every Policy Year during the Policy Term.

We will pay the Claimant the accrued Guaranteed Additions on death (as mentioned in Section C.1), on surrender (as mentioned in Section D.4) or on maturity (as mentioned in Section C.2).

A Paid-up / Lapsed Policy will not be eligible for any future Guaranteed Additions after the Policy has attained the Paid-up / Lapse status.

### C.4 Loyalty Booster

A one-off Loyalty Booster equal to 25% of the Basic Sum Assured accrue to Your Policy in full on the Date of Maturity.

We will pay the Claimant the Loyalty Booster on death (as mentioned in Section C.1), on surrender (as mentioned in Section D.4) or on maturity (as mentioned in Section C.2).

A Lapsed Policy will not be eligible for the Loyalty Booster after the Policy has attained the Lapse status.

### C.5 Payment of Policy Premium

To enjoy uninterrupted benefits under the Policy, You are required to make payment of the Policy Premium on or before the expiry of Grace Period.

Policyholder can pay the Policy Premium in annual, half-yearly or monthly mode.

The modal factor applicable to the premium payment modes other than annual mode will be as under:

- a. Half-Yearly Premium = Annualized Premium multiplied by 0.512
- b. Monthly Premium = Annualized Premium multiplied by 0.087

If any amount received towards Policy Premium is less than the installment due, the same will not be accepted. In such cases the Policy Premium due and payable on the due date will be treated as unpaid.

If the amount received towards Policy Premium is more than the installment due, the excess amount will be refunded to the Policyholder. No interest or reward is payable on the excess amount received.

Advance installment premium will be accepted for all premium due dates within the same financial year and for a maximum period of three months in advance in case of due dates falling in the next financial year. Company will always comply with IRDAI regulations with regards to advance premium

### C.6 Grace Period

Grace Period is a period of 15 days for Policies under monthly premium payment mode and 30 days for all other modes from the due date for payment of Policy Premium.

If the Grace Period falls on a holiday, then the Grace Period will end at the close of the business hours of the next working day.

The Policy will be in-force during the Grace Period.

If the Life Assured dies during the Grace Period, the outstanding Policy Premium (including taxes) as on the date of Death will be deducted from the Death Benefit amount.

### C.7 Policy Termination

The Policy will terminate on the earliest of the following:

- On payment of Death Benefit as mentioned in Section C.1
- On payment of Maturity Benefit as mentioned in Section C.2
- On payment of amount pursuant to the exercise of Free-Look option as mentioned in Section D.1
- At the end of the revival period of a Lapsed Policy as mentioned in Section D.3
- On payment of Surrender Benefit as mentioned in Section D.4
- On payment of amount as mentioned in Section F.4.

All the rights, benefits and interests under this Policy will stand extinguished upon the termination of the Policy.

### C.8 Automatic Vesting of the Policy

If the policy has been taken on the life of a minor, the policy shall automatically vest on him/her with effect from the date of completion of 18 years of age and the Life Assured will become the Policyholder from such date.

## PART D

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

### D.1 Free Look Option

If You are not satisfied with any of the Terms and Conditions of the Policy, You may return the Policy document to the Company for cancellation along with a letter stating the reasons for disagreement within 15 days (Fifteen Days) / 30 days (Thirty Days, In case of an electronic policy or if purchased through Distance Marketing<sup>1</sup>) from the date of receipt of this Policy .

(1Distance marketing: Distance marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes: (i) Voice mode, which includes telephone-calling (ii) Short Messaging service (SMS) (iii) Electronic mode which includes e-mail, internet and interactive television (DTH) (iv) Physical mode which includes direct postal mail and newspaper & magazine inserts and (v) Solicitation through any means of communication other than in person.)

On cancellation of the Policy during the free-look period, We will return the Policy Premium paid (including taxes) subject to the deduction of proportionate risk premium (including taxes) for the period of cover and stamp duty paid.

The Policy will terminate on payment of this amount and all rights, benefits and interests under this Policy will stand extinguished.

## D.2 Discontinuance of Policy Premium

### D.2.1 Discontinuance of Policy Premium leading to Lapsed Policy:

On non-payment of Policy Premium within grace period, before payment of first two Policy year's Policy Premiums in full, the Policy will lapse and all the benefits including life insurance cover will terminate.

### D.2.2 Discontinuance of Policy Premium leading to Paid-Up Policy:

On non-payment of Policy Premium any time after payment of first two Policy year's Policy Premiums in full, the Policy will not lapse but will continue as a Paid-Up Policy till termination due to death, surrender or maturity, whichever is earlier.

#### Paid-up Benefit:

A Paid-up Policy is not entitled for any future Guaranteed Additions. Guaranteed Additions already accrued to the policy shall continue to remain attached.

In case of Paid-up Policy if the Life Assured dies before the Date of Maturity, We will pay to the Claimant an amount equal to the Paid-up Sum Assured on Death along with accrued Guaranteed Additions Here:

- Paid-Up Sum Assured on Death =  $(\text{Total Number of Policy Premiums paid} / \text{Total Number of Policy Premiums payable over the Policy Term}) \times (\text{Sum Assured on Death})$

In case of Paid-up Policy if the Life Assured survives to the Date of Maturity, You will receive the Paid-Up Sum Assured along with Paid-Up Loyalty Booster and accrued Guaranteed Additions.

Here:

- Paid-Up Sum Assured =  $(\text{Total Number of Policy Premiums paid} / \text{Total Number of Policy Premiums payable over the Policy Term}) \times (\text{Basic Sum Assured})$
- Paid-Up Loyalty Booster =  $(\text{Total Number of Policy Premiums paid} / \text{Total Number of Policy Premiums payable over the Policy Term}) \times (\text{Loyalty Booster})$ .

In case You surrender the Paid-up Policy anytime during the Policy Term, We will pay You an amount as mentioned in Section D.4.

## D.3 Revival of the Policy

You can apply for revival of the lapsed or Paid-up Policy within two years from the Due Date of the first unpaid Policy Premium ("Revival Period").

The revival shall be subject to the following conditions:

- Satisfactory evidence of insurability of the Life Assured and
- Pay all the arrears of Policy Premium together with interest, at such rate as may be fixed by the Company from time to time. The interest rate shall always be equal to yield to maturity on 5 years G-Sec + 200bps

The Company reserves the right to accept or decline the revival request. The Effective Date of Revival is the date on which the above requirements are fulfilled and acceptance of the same by the Company.

Any evidence of insurability requested at the time of revival will be based on the prevailing 'Board Approved Underwriting Policy of the Company'.

Upon revival, all Guaranteed Additions already fallen due but not accrued will accrue to the Policy without any interest. The Policy will become eligible for future accrual of Guaranteed Additions.

If a lapsed Policy is not revived within the Revival Period it will automatically stand terminated at the end of Revival Period.

#### D.4 Surrender Benefit

A policy can be surrendered any time after payment of first two policy year's premium in full. On surrender, we will pay with higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) as the Surrender Value (SV).

The Guaranteed Surrender Value (GSV) will be calculated as:

- GSV on Basic Sum Assured and Loyalty Booster = (GSV factor of Basic Sum Assured and Loyalty Booster) x (Total Policy Premiums paid, excluding all Taxes)
- GSV on Guaranteed Additions = (GSV factor of Guaranteed Additions) x (accrued Guaranteed Additions)

We may declare Special Surrender Value (SSV) factors which may undergo change from time to time upon approval from IRDAI.

The SSV will be equal to the sum of the below mentioned components:

- SSV on Basic Sum Assured and Loyalty Booster = (SSV factor of Basic Sum Assured and Loyalty Booster) x (Paid-Up Sum Assured + Paid-Up Loyalty Booster)
- SSV on Guaranteed Additions = (SSV factor of Guaranteed Additions) x (accrued Guaranteed Additions)

We will pay higher of GSV or SSV to You on surrender.

Following formula will be applicable for calculating Surrender Value (SV) in case of Policy surrender between any two Policy Years:

- $SV(t+x) = SV(t) + (SV(t+1) - SV(t)) * (x/365.25)$

Where t: Number of completed Policy Years

X: no of days till surrender from the last Policy anniversary

SV (t): The surrender value based on factors from the table (GSV Factor Table or SSV factor table, as applicable) at time point t.

The Guaranteed Surrender Value factors for Basic Sum Assured & Loyalty Booster and Guaranteed Additions are given in Annexure 1.

## D.5 Loans

You are not entitled to avail any loan under this Policy.

## PART E

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

Not Applicable as this product is a Non Linked Insurance Plan.

## PART F

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

### F.1 Assignment & Nomination

#### (i) Assignment

Assignment of the Policy can be availed as per Section 38 of Insurance Act 1938 as amended from time to time. (A simplified version of the provisions of Section 38 is enclosed in Annexure 2 for reference)

#### (ii) Nomination

Nomination facility can be availed as per Section 39 of Insurance Act 1938 as amended from time to time. (A simplified version of the provisions of Section 39 is enclosed in Annexure 3 f or reference)

### F.2 Fraud or misrepresentation

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Sec 45 of the Insurance Act 1938 as amended from time to time.  
(A simplified version of the provisions of Section 45 is enclosed in Annexure 4 for reference)

### F.3 Misstatement of Age or gender

As per the clause F.2, if the age or gender of the Life Assured has been misstated or incorrectly mentioned, then We may take any of the following action subject to the underwriting norms prevailing at the time of taking such action:

If at the correct age, the Life Assured was not insurable under this Plan according to our requirements, We reserve the right to refund the Premiums paid and terminate the Policy.

If at the correct age, the Life Assured was insurable, then we may revise the Annualised Premium and/or applicable benefits payable under the Plan from the Date of Inception of Risk by adjusting or deducting the differential premium that would have been payable.

#### F.4 Suicide Exclusion

If death occurs due to suicide within 12 months from the Date of Inception of the Policy, the death benefit is refund of 80% of the premium(s) paid (excluding taxes) provided the Policy is in-force. This clause will remain applicable even during the Waiting Period of 90 days from the Date of Inception of the Policy.

If death occurs due to suicide within 12 months from the Date of Revival of the Policy, the death benefit is higher of 80% of the premiums paid (excluding taxes) till the date of death or the Surrender Value available as on the date of death.

The policy terminates upon payment of such benefit.

#### F.5 Payment of Death Claim

We will require the following primary documents in support of a Death claim to enable processing of the claim intimation under the Policy. All benefits will be paid to the "Claimant" as defined in Section B.

In case of Natural Death:

- Death Certificate issued by the local authority or the authority authorized to issue the same under the Registration of Births and Deaths Act , 1969; and
- Claimant's statement in prescribed form

In case of Unnatural Death:

- Certificate of the Doctor / Medical Officer certifying the cause of death; post mortem report, First Information Report, Inquest Report and the Final Investigation Report of the Police;
- Death Certificate issued by the local authority or the authority authorized to issue the same under the Registration of Births and Deaths Act , 1969; and
- Claimant's statement in prescribed form

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

#### F.6 Payment of Maturity Claim

We do not require any documents for settlement of a Maturity Claim.

## F.7 Force Majeure

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 of the Company, the performance of this Contract will be wholly or partially suspended during the continuance of such force majeure conditions.

## F.8 Electronic transactions

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

## F.9 Taxation

- Income Tax benefits under the policy will be in accordance with the prevailing tax laws.
- It is recommended that you obtain professional advice for applicability of Income Tax benefit on premiums paid and benefits received. Income Tax to be deducted, if any, will be deducted at the applicable rate from the payments made under the policy.
- Goods & Services Tax, Cess (if any) and any other Statutory levy will be charged extra as per prevailing rates.
- Tax laws are subject to amendments from time to time

# PART G

Aegon Life POS Guaranteed Return Insurance Plan  
A Non-linked Non-Participating Life Insurance Plan  
UIN:138N076V01

## G.1 Notices

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

### **Customer Service Department**

Aegon Life Insurance Company Limited,  
Building No. 3, Third floor, Unit No. 1  
NESCO IT Park, Western Express Highway  
Goregaon (E), Mumbai 400 063  
Toll free number: 1800 209 9090  
E-mail: [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)  
or such other address as may be informed by Us.



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

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

## G.2 Applicable Law

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

## G.3 Currency and Payment

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

## G.4 Consumer Grievance Cell:

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

- a. By calling the Toll Free Number 1800 209 9090 between 9 a.m. to 7 p.m. Monday to Saturday (excluding National holidays) or
- b. By writing an e-mail to [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com) or
- c. By registering the grievance on our website at [www.aegonlife.com](http://www.aegonlife.com)

In case of disagreement with our response or resolution of the grievance or of no-response within 15 days, the grievance can be escalated to Grievance Redressal Officer by an e-mail to [grievance.manager@aegonlife.com](mailto:grievance.manager@aegonlife.com) or written letter at

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

In case You are still not satisfied with our resolution, or have not received any response within 10 days, You may contact the following official of the IRDAI for resolution:

IRDAI Grievance Call Centre (IGCC)  
Toll Free No:155255 or 1800 4254 732  
Email ID: [complaints@irda.gov.in](mailto:complaints@irda.gov.in)

You can also register Your complaint online at <http://www.igms.irda.gov.in/>

You can also register Your complaint through fax/paper by submitting Your complaint to:

Consumer Affairs Department  
Insurance Regulatory and Development Authority of India  
Sy No. 115/1, Financial District,  
Nanakramguda, Gachibowli,  
Hyderabad – 500032  
Ph: (040) 20204000

### G.5 Insurance Ombudsman

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

- i. Delay in settlement of claim;
- ii. Any partial or total repudiation of claim;
- iii. Disputes over Premium paid or payable in terms of the Policy;
- iv. Misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- v. Legal construction of the policies in so far as such disputes relate to claim;
- vi. Policy servicing related grievances against Insurers and their agents and intermediaries;
- vii. Issuance of life insurance policy which is not in conformity with the proposal form submitted by the proposer;
- viii. Non-issue of Policy document to customers after receipt of Policy Premiums;
- ix. Any other matter resulting from violation of provisions of Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by IRDAI from time to time or the terms and conditions of the Policy contract, in so far as they relate to clauses (I) to (vi) above.

The Ombudsman shall act as a counsellor and mediator to the matters specified above provided there is written consent of the parties to the dispute.

You or your legal heirs, nominee or assignee can make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located. The complaint shall be in writing, duly signed by You or your legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.

No complaint to the Insurance Ombudsman shall lie unless—

- (a) the complainant makes a written representation to the insurer named in the complaint and—
  - (i) either the insurer had rejected the complaint; or
  - (ii) the complainant had not received any reply within a period of one month after the insurer received his representation; or
  - (iii) the complainant is not satisfied with the reply given to him by the insurer;

- (b) The complaint is made within one year—
- (i) after the order of the insurer rejecting the representation is received; or
  - (ii) after receipt of decision of the insurer which is not to the satisfaction of the complainant;
  - (iii) after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant .

No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.

The addresses of the Insurance Ombudsmen are given on the last page of this document. You are requested to visit the website of the Company for updated information on contact details of the Company and Insurance Ombudsmen.

<Customer Name>



<Customer Address>

<XXX XXXXX XXXXXX >

<XXX XXXXX XXXXXX >

<XXX XXXXX XXXXXX >

<Customer Contact No. >

## First Premium Receipt

Product Name	:	<XXX XXXXX XXXXXX>
Branch	:	<XXX XXXXX XXXXXX>
Date	:	<XXX XXXXX XXXXXX>
Policy Number	:	<XXX XXXXX XXXXXX>
Agent	:	<XXX XXXXX XXXXXX>

Name of the Policyholder : <XXX XXXXX XXXXXX>

Premium Amount ₹ (in figures)*	:	<XXX XXXXX XXXXXX>
Premium Amount ₹ (In Words)*	:	<XXX XXXXX XXXXXX>
Total Premium amount ₹ (In Figures)	:	<XXX XXXXX XXXXXX>
Total Premium amount ₹ (In Words)	:	<XXX XXXXX XXXXXX>
Next Premium Due Date	:	<XXX XXXXX XXXXXX>
Frequency Mode	:	<XXX XXXXX XXXXXX>
Date of Commencement	:	<XXX XXXXX XXXXXX>

The revenue stamp of Re. 1 (Re. One Only) is paid via certificate no. Mudrank 2016/333/PK1111/M1 dated 22/02/2016.

Authorised Signatory

Eligible for benefits as applicable under the prevailing Income Tax Act, 1961  
premium paid under the plan is eligible for Tax Benefits u/s 80 c#

\* Goods & Services Tax at applicable rates. Goods & Services Tax registration number: xxxxxxxxxxxx under category Life Insurance.

#Tax Benefit is subject to provisions of Income Tax Act



### Aegon Life Insurance Company Limited

Building No. 3, Third Floor, Unit No. 1, NESCO IT Park, Western Express Highway, Goregaon (E), Mumbai - 400 063.

Tel.: +91 22 6118 0100 | Fax: +91 22 6118 0200 / 300 | E-mail: customer.care@aegonlife.com | Website: www.aegonlife.com

Corporate Identity No.: U 66010MH2007PLC169110

## Annexure 1

### Guaranteed Surrender Value factors

Guaranteed Surrender Value Factors for Basic Sum Assured & Loyalty Booster(Beg of Policy Year)											
Year of Surrender	Policy Term(in Years)										
	10	11	12	13	14	15	16	17	18	19	20
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
9	54%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%
10	60%	56%	54%	54%	54%	54%	54%	54%	54%	54%	54%
11	69%	62%	59%	56%	56%	56%	56%	56%	56%	56%	56%
12	-	69%	64%	60%	58%	58%	58%	58%	58%	58%	58%
13	-	-	69%	65%	62%	62%	62%	62%	62%	62%	62%
14	-	-	-	70%	66%	64%	64%	64%	64%	64%	64%
15	-	-	-	-	70%	68%	66%	66%	66%	66%	66%
16	-	-	-	-	-	71%	69%	68%	68%	68%	68%
17	-	-	-	-	-	-	71%	71%	69%	69%	69%
18	-	-	-	-	-	-	-	72%	72%	70%	70%
19	-	-	-	-	-	-	-	-	73%	73%	72%
20	-	-	-	-	-	-	-	-	-	74%	74%
21	-	-	-	-	-	-	-	-	-	-	75%

The GSV on Basic Sum Assured and Loyalty Booster =  
 (Applicable GSV Factor) X (Total Amount of Premiums Paid)

### Guaranteed Surrender Value Factors for Accrued Guaranteed Additions (Beg of Policy Year)

Year of Surrender	Policy Term(in Years)											
	10	11	12	13	14	15	16	17	18	19	20	
1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2	46.52%	42.82%	39.45%	36.38%	33.57%	31.02%	28.69%	26.58%	24.65%	22.90%	21.32%	
3	50.60%	46.57%	42.89%	39.53%	36.46%	33.67%	31.13%	28.82%	26.72%	24.81%	23.08%	
4	55.06%	50.65%	46.62%	42.96%	39.61%	36.56%	33.79%	31.26%	28.97%	26.88%	24.99%	
5	59.91%	55.10%	50.70%	46.69%	43.03%	39.70%	36.67%	33.91%	31.40%	29.12%	27.06%	
6	65.21%	59.94%	55.14%	50.76%	46.76%	43.12%	39.81%	36.79%	34.05%	31.56%	29.30%	
7	70.99%	65.23%	59.98%	55.19%	50.82%	46.84%	43.22%	39.92%	36.92%	34.20%	31.73%	
8	77.30%	71.01%	65.26%	60.02%	55.24%	50.89%	46.93%	43.32%	40.04%	37.06%	34.36%	
9	84.20%	77.31%	71.03%	65.29%	60.06%	55.30%	50.97%	47.02%	43.43%	40.17%	37.22%	
10	91.74%	84.20%	77.32%	71.05%	65.32%	60.11%	55.37%	51.05%	47.12%	43.55%	40.31%	
11	100.00%	91.74%	84.21%	77.33%	71.07%	65.36%	60.16%	55.43%	51.13%	47.22%	43.68%	
12	-	100.00%	91.74%	84.21%	77.34%	71.09%	65.40%	60.21%	55.50%	51.22%	47.33%	
13	-	-	100.00%	91.74%	84.22%	77.36%	71.11%	65.43%	60.27%	55.57%	51.31%	
14	-	-	-	100.00%	91.74%	84.22%	77.37%	71.14%	65.47%	60.32%	55.65%	
15	-	-	-	-	100.00%	91.74%	84.23%	77.38%	71.17%	65.51%	60.38%	
16	-	-	-	-	-	100.00%	91.74%	84.23%	77.40%	71.19%	65.56%	
17	-	-	-	-	-	-	100.00%	91.74%	84.24%	77.41%	71.22%	
18	-	-	-	-	-	-	-	100.00%	91.74%	84.24%	77.43%	
19	-	-	-	-	-	-	-	-	100.00%	91.74%	84.25%	
20	-	-	-	-	-	-	-	-	-	100.00%	91.74%	
21	-	-	-	-	-	-	-	-	-	-	-	100.00%

The GSV on Accrued Guaranteed Additions =  
 (Applicable GSV Factor) X (Accrued Guaranteed Additions)

### Section 38 - Assignment and Transfer of Insurance Policies

Assignment or transfer of a life insurance policy is as below in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

1. This policy may be transferred/assigned, wholly or in part, with or without consideration.
2. 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.
3. 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.
4. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
5. 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 thereof certified to be correct by both transferor and transferee or their duly authorized agents have been delivered to the insurer.
6. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
7. 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.
8. 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.
9. 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 not a comprehensive list as mentioned in Insurance Act, 1938 (as amended from time to time), but only a simplified version prepared for general information. Policy Holders are advised to refer to the Act for complete and accurate details.]**

### Section 39 - Nomination

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

1. 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.
2. 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.
3. Nomination can be made at any time before the maturity of the policy.
4. 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.
5. 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.
6. 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.
7. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
8. 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.
9. 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 themthe 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 life insurance policies maturing for payment after the amendment of Insurance Act, 1938 (i.e. 26.12.2014).
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 Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or after Insurance Act 1938 (as amended from time to time), 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 not a comprehensive list as mentioned in Insurance Act 1938 (as amended from time to time), but only a simplified version prepared for general information. Policy Holders are advised to refer to the Act 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 Act, 1938, as amended from time to time are as follows:

1. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from
  - a. the date of issuance of policy or
  - b. the date of commencement of risk or
  - c. the date of revival of policy or
  - d. the date of rider to the policy whichever is later.
2. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from
  - a. the date of issuance of policy or
  - b. the date of commencement of risk or
  - c. the date of revival of policy or
  - d. 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.

3. 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:
  - a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
  - b. The active concealment of a fact by the insured having knowledge or belief of the fact;
  - c. Any other act fitted to deceive; and
  - d. Any such act or omission as the law specifically declares to be fraudulent.
4. 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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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 not a comprehensive list as mentioned Insurance Act 1938 (as amended from time to time) but, only a simplified version prepared for general information. Policy Holders are advised to refer to the Act for complete and accurate details.]**

## Complaints Redressal Procedure

- In case you have any query, complaint or grievance, you can get in touch with us at any of the following point of contact:
  - Call us on 1800 209 9090 anytime from 9am to 7pm, Monday to Saturday.
  - Email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)
  - You can also write to us at: Customer Service  
Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063.
- In case you are not satisfied with the decision or response of the above office, or have not received any response within 10 days, You may escalate the complaint to our Grievance Manager. You can email at [grievance.manager@aegonlife.com](mailto:grievance.manager@aegonlife.com)

OR

Write at: Grievance Manager

Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063.

- In an unlikely event that you are not satisfied with the decision or resolution that we have offered, you may approach the Insurance Ombudsman, if your grievance pertains to:
  - Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
  - Delay in settlement of claim
  - Dispute with regard to Premium
  - Non-Receipt of your Insurance Document

List and addresses of the Insurance Ombudsman is given at the end of this policy document for your ready reference. The updated list can also be accessed from our website [www.aegonlife.com](http://www.aegonlife.com)

- 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 in the following situations:
  - Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
  - Within a period of one year from the date of rejection by the insurer
  - If it is not simultaneously under any litigation

For unattended grievances of the Policyholders with respect to their suggestions or complaints, Central Government has established offices of insurance ombudsmen who are empowered to receive and consider complaints regarding life insurance from any person who has any grievance against an insurer.

## Ombudsman

Name of the Ombudsman / Office / Contact Details & Areas of Jurisdiction

### Address & Contact Details of Ombudsmen Centres

Office of The Governing Body of Insurance Council  
(Monitoring Body for Offices of Insurance Ombudsman)  
rd 3 Floor, Jeevan Seva Annexe, Santacruz(West), Mumbai – 400054. Tel no: 26106671/6889.  
Email id: inscoun@gbic.co.in website: www.gbic.co.in

If you have a grievance, approach the grievance cell of Insurance Company first.  
If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman(Bimalokpal)  
Please visit our website for details to lodge complaint with Ombudsman.

### Insurance Ombudsman Centres

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,  
nd 2 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,  
Ground Floor, Jeevan Nidhi II,  
Bhawani Singh Road,  
JAIPUR – 302005.  
Tel: 0141-2740363  
Email: bimalokpal.jaipur@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,  
th 24 Main Road, Jeevan Soudha Bldg.,  
st JP Nagar, 1 Phase, Ground Floor  
BENGALURU – 560025.  
Tel No: 080-26652049/26652048  
Email: bimalokpal.bengaluru@gbic.co.in

Office of the Insurance Ombudsman,  
Fathima Akhtar Court, 4th 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,  
st 1 Floor, Kalpana Arcade Building,  
Bazar Samiti Road, Bahadurpur,  
PATNA – 800006  
Tel No: 0612-2680952  
Email id : bimalokpal.patna@gbic.co.in.

Office of the Insurance Ombudsman,  
th "Jeevan Nivesh", 5 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,  
st 6-2-46, 1 Floor, Moim 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,  
th 4 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,  
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,  
th Hindustan Building. Annexe,  
4 Floor, C.R.Avenue, KOLKATA - 700072  
Tel No: 033-22124339/22124346  
Fax: 22124341  
Email: bimalokpal.kolkata@gbic.co.in

Office of the Insurance Ombudsman,  
rd 3 Floor, Jeevan Darshan,  
N.C. Kelkar Road, Narayanpet  
PUNE – 411030.  
Tel: 020-32341320  
Email: Bimalokpal.pune@gbic.co.in

Office of the Insurance Ombudsman,  
Jeevan Bhawan, Phase-2,  
th 6 Floor, Nawal Kishore Road,  
Hazaratganj, LUCKNOW-226 001.  
Tel : 0522 -2231331/2231330  
Fax : 0522-2231310  
Email: bimalokpal.lucknow@gbic.co.in

Vist our website [www.aegonlife.com](http://www.aegonlife.com) for the updated ombudsman list.

## Keeping your policy safe

1. Make a set of photocopies of your policy documents.
2. Verify the details featured on your policy certificate and read through the policy document.
3. Share the details of your policy with your nominee as well as your immediate family member.
4. Quote your policy number without fail in all your communication with us.
5. Avoid any kind of damage to your policy certificate.
6. Do not write or make any changes on the front or reverse of the certificate.

## Staying in touch

- Call us on our toll free no. 1800 209 9090 anytime from 9 am to 7 pm, Monday to Saturday.
- Email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)
- Write to us at Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063

## Claims

- Documents required for claims submission are mentioned in the terms and conditions enclosed herewith.
- Claim documents are to be sent to us at the address mentioned on the policy schedule. You can also send the claim documents through your nearest Aegon Life Insurance branch. Please visit our website [www.aegonlife.com](http://www.aegonlife.com) to locate your nearest branch.
- You can intimate your claim by calling us on 1800 209 9090 anytime from 9 am to 7 pm, Monday to Saturday.

## Make Life Simple

Now, manage your Aegon Life account from anywhere.

Using Internet you can:

- View your policy details
- Check your renewal premium details and securely pay online using your debit / credit card
- View, download and print your renewal receipts and premium notices
- Post your queries and concerns

Getting started is a simple registration process. All you need to do is visit [www.aegonlife.com](http://www.aegonlife.com), login as a 'Customer', enter your basic details (like date of birth and policy no.), create your user id and password.

Call our toll free number and the user-friendly Interactive Voice Response (IVR) System will:

- Enable you to make your renewal premium payment using your debit/ credit card
- Allow you to carry out policy transactions (like fund switch, change of address, etc.) by using your TPIN. So, start accessing your policy at your fingertips.

