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Isn't life full of certainties?



Your IndiaFirst Life Insurance Plan

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PROMOTED BY



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• IRDAI is not involved in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.



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PART A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

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

To,
XXXX XXXX
Address 1,
Address 2.
Pin code - xxx xxx

DD/MM/YYYY

IndiaFirst Life Guaranteed Monthly Income Plan - UIN: 143N047V01
(Non Linked Participating Limited Premium Endowment Life Insurance Plan)

Dear Customer,

Congratulations!

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

All our products have been designed to be simple and easy to understand, providing true value for money.

We have provided you the relevant information about your policy in this policy document. This document is simple to understand. Please read it carefully to ensure that this is the right policy for your financial needs.

You can return your policy document if you disagree with any of the terms and conditions within the first 15 days for all channels except Distance Marketing or electronic mode where it is 30 days from receipt of your policy document, while stating your reasons for the same.

We will refund your premium after deducting the pro rata risk premium, stamp duty and medical cost if any.

In case of any communication in respect of the policy; You may contact Us at IndiaFirst Life Insurance Company Ltd, 301, 'B' Wing, The Qube, Infinity Park, Dindoshi- Film City Road, Malad (East), Mumbai - 400 097.

You can also write to Us at customer.first@indiafirstlife.com or contact us on 1800 209 8700.

Thank you once again for choosing IndiaFirst.

Yours truly,

Authorised Signatory



IndiaFirst Life Guaranteed Monthly Income Plan
(Non Linked, Participating, Limited Premium, Endowment Life Insurance Plan)

UIN [143N047V01]

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

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

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

Signed by and on behalf of

IndiaFirst Life Insurance Company Limited

Authorised Signatory



Annexure A: Policy Schedule

I. Policy Details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Life Guaranteed Monthly Income Plan
UIN:	143N047V01
Policy Number:	
Policy Commencement Date:	DD MM YY
Risk Commencement Date:	DD MM YY
Maturity Date:	DD MM YY

Basic Sum Assured is a notional Sum Assured on which the bonus rates will be applied under this policy and not paid at maturity.

II. Premium and Benefit Details

Basic Sum Assured (INR):	Sum Assured on Death (INR):
Policy Term:	Premium Paying Term:
Gap Year (if opted):	Premium Paying Frequency: Annual/Half Yearly /Quarterly /Monthly
Premium Due Dates: DD MM YY	Annualized Premium:
Due Date for Payment of Last Premium: DD MM YY	Installment Premium (in INR):
Applicable Taxes (in INR):	Extra Premium:
Total Premium (including Applicable Taxes) in INR:	Yearly Guaranteed Regular Income % of Annualized Premium:
Start Date of first Guaranteed Monthly Income:	End Date of last monthly Guaranteed Regular Income:

III. Policyholder and Life Assured Details

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

IV. Nominee details as per Section 39 of the Insurance Act, 1938 as amended from time to time

Nominee Name	Percentage Share	Age of Nominee	Relationship of Nominee	Appointee's Name*

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

V. Insurance Distributor Details

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

VI. Special Conditions

NIL	
-----	--

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

Note: ON EXAMINATION OF THIS POLICY, if you notice any mistake, then, you may contact us for correction of the same. The Premium payable under this Policy may differ on the basis of the Extra Premiums, if any, the Premium payment mode chosen by you and the applicable Modal Factor. Please read the terms and conditions of this Policy carefully to understand the terms referred to in this Policy Schedule.

PART B

1. Definitions

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

Word	Meaning
Age	Age of the Life Assured as at the last birthday on the Policy Commencement Date and on any subsequent Policy Anniversary.
Annexure	Any annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time.
Annualized Premium	An amount which is payable in a Policy Year, excluding Extra Premium, loadings for modal premiums and applicable taxes, cesses or levies, if any.
Appointee	The person appointed by you to receive the benefits under this Policy, if the Nominee is less than 18 (Eighteen) years of Age.
Assignment	Assignment is the process through which Policyholder can assign the rights and benefits under the policy to any other person / entity by virtue of an assignment clause under section 38 of the Insurance Act, 1938 as amended from time to time.
Bonus	This is an amount, which is determined at the end of every financial year and declared as Simple Reversionary Bonus and/ or Terminal Bonus, as the case may be.
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
Extra Premium	An additional amount payable by you, which is determined by us in accordance with our board approved underwriting policy. This is determined on the basis of information provided by you in the Proposal Form or on the basis of any other information submitted to us or through medical examination of the Life Assured. e.g. we may charge an Extra Premium in case of a Life Assured who is a smoker.
Free Look Period	A period of 15 days (30 days if the policy is sourced through distance marketing or electronic mode) from the date of receipt of the Policy, during this period you can return the policy if you disagree to any of the terms and conditions of your policy.
Grace Period	A period of one month but not less than 30 (Thirty) days from the due date for payment of Premium for yearly, half yearly and quarterly Premium payment mode and 15 (Fifteen) days for monthly Premium payment mode. During this period the policy will be considered to be in-force.
Guaranteed Regular Income	Guaranteed regular income is regular monthly income payable at the end of each month after completion of premium paying term and the gap year (if applicable), basis the age at entry, gap year and premium payment term chosen at inception.
Guaranteed Surrender Value	The minimum amount payable by us on Surrender of this Policy
Income Tax Act	Income Tax Act, 1961 and as amended from time to time.
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. The Premium payable under this Policy will be determined by us on the basis of the Premium payment mode chosen by you and the applicable Modal Factor. Your Premium is specified in the Policy Schedule.
Insurance Act	Insurance Act, 1938 and as amended from time to time
Lapse	Non-payment of premium within the expiry of grace period and provided Policy is not acquired any Paid-Up value.
Life Assured	The person on whose life this Policy has been issued by us.
Maturity Benefit	This is the amount you receive on the Maturity Date, provided the Life Assured is alive and all the due Premiums have been paid to us.

Word	Meaning
Modal Factor	A factor used by us for calculating the Premium payable by You under this Policy, if you have opted to pay the Premium other than yearly mode.
Nominee	Nominee is the person nominated by the Life Assured under this Policy who is authorized to receive the claim benefit payable under this Policy and to give a valid discharge to the Company on settlement of the claim
Paid-Up Mode	Under this Policy, if we have received all the due Premiums from you for the first 2 (Two) or first 3 (Three) Policy Years depending upon the policy term chosen, then, this Policy will not terminate but continue under paid up mode.premiums and applicable taxes, cesses or levies, if any.
Paid-Up Sum Assured on death	Paid-up Sum Assured on death is defined as Sum Assured on Death as on the date of policy being made paid-up * (Total numbers of premiums paid)/(Total Number of premiums payable over the policy term)
Policy	This IndiaFirst Life Guaranteed Monthly Income Plan which includes this Policy wording (as may be changed/ modified by us subject to receipt of prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which form a part of this Policy. This Policy includes the entire contract of insurance between you and us.
Policy Anniversary	The annual anniversary of the Policy Commencement Date.
Policy Commencement Date	The date on which this Policy is issued by us.
Policy Schedule	The schedule attached to this Policy as Annexure A and if we have issued a revised Policy Schedule, then, such revised Policy Schedule.
Policy Term	The period which starts on the Policy Commencement Date and ends on the Maturity Date.
Policy Year	A period of 12 (Twelve) consecutive months starting from the Policy Commencement Date and ending on the day immediately preceding its annual anniversary and each subsequent period of 12 (Twelve) consecutive months thereafter during the Policy Term.
Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. This is specified in the Policy Schedule.
Premium Paying Term	The time period during which you need to pay your Premiums regularly to us for securing the benefits under this Policy.Your Premium Paying Term is specified in the Policy Schedule.
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Policy to you.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule.
Regulatory Authority	The Insurance Regulatory and Development Authority of India or such other authority or authorities, as may be designated/ appointed under the applicable laws and regulations as having the authority to oversee and regulate life insurance business in India.
Revival	Revival is the process of restoring the benefits under the Policy which are otherwise not available due to the nonpayment of premiums on due dates, resulting in the Policy getting lapsed or paid-up
Revival Period	The period of 2 (Two) consecutive years from the date of first nonpayment of premium during which you can pay the due unpaid Premiums along with interest to us and comply with the conditions specified in Part D, as the case may be for reviving the Policy
Simple Reversionary Bonus	Simple Reversionary Bonus is the amount that is expressed as a percentage of Basic Sum Assured under the policy. The Simple Reversionary Bonus rates are not fixed or guaranteed and may change from time to time. However, once declared, they are then guaranteed to accrue into the policy.
Special Surrender Value	The Special Surrender Value will be used by us for determining the Surrender Value payable under this Policy upon Surrender of this Policy.
Sum Assured on Death	Sum assured on death is the minimum amount that is payable on the death of Life assured under the policy. It is defined as highest of 10 times of annualized premium or any absolute amount assured to be paid on death or minimum guaranteed sum assured on maturity.
Surrender	Termination or cancellation of this Policy prior to the Maturity Date..

Word	Meaning
Surrender Value	The amount payable by us on Surrender of this Policy before the Maturity Date, which is higher of the Guaranteed Surrender Value or the Special Surrender Value.
Terminal Bonus	Terminal Bonus is the amount payable at the time of maturity or death or surrender as per bonus philosophy of the company duly approved by Board over and above the simple reversionary bonus.
We or us or our or Insurer or Company	IndiaFirst Life Insurance Company Limited.
You or your or Policyholder or Proposer	The person named as the Policyholder in the Policy Schedule, who has taken this Policy from us. You may or may not be the Life Assured under this Policy.

PART C

1. Benefits under the policy

1.1 Death Benefit

Upon the Life Assured's death on or after the Risk Commencement Date but before the Maturity Date, the Death Benefit of higher of Sum Assured on death plus accrued simple reversionary bonus, if any plus terminal bonus, if any as applicable or 105% of total premium excluding applicable taxes and extra premium, if any will be payable. Sum assured on death is defined as highest of 10 times of annualized premium or any absolute amount assured to be paid on death or minimum guaranteed sum assured on maturity. Where absolute amount assured to be paid on death is the Basic Sum Assured and minimum guaranteed Sum Assured on maturity is zero. Annualized premium is the annual premium excluding modal factor, extra premium and rider premium, if any.

Death benefit will be paid either as lump sum amount or in monthly instalments over the period of 5, 10 or 15 years as opted by the policyholder at inception of the policy.

In case of death benefit in instalments; the monthly instalment amount will be calculated by multiplying the death benefit by factor, where factor will be arrived on the basis of prevailing SBI savings bank interest rate subject to review at the end of every financial year.

1.2 Maturity Benefit

If the Life Assured is alive till the Maturity Date, then, the last instalment of the Guaranteed Regular Income plus accrued simple reversionary bonus plus terminal bonus, if any; will be payable.

1.3 Guaranteed Regular Income Benefit

On Survival of the Life Assured after the completion of premium payment term and gap year, if applicable, provided all due premiums have been paid and policy is in fully paid up mode i.e. in force status; the life assured will receive regular monthly income benefits equal to 105% to 125% of annualized premium basis the option chosen at inception. Guaranteed regular income will be paid in arrears on monthly basis. Monthly Guaranteed Regular Income is Yearly Guaranteed Regular Income divided by 12.

Gap Year is the period in completed years between completion of premium payment period and starting of first guaranteed regular income.

Age	PPT	Gap Year	Yearly Guaranteed Regular Income % of one annualized premium
18 - 35	10, 11	0	118%
		3	120%
		5	125%
	8, 9	0	110%
		3	120%
		5	125%
36 - 45	9, 10, 11	0	110%
		3	115%
		5	115%
46 - 50	9, 10	0	105%
		3	110%
		5	115%

Guaranteed Regular Income paid after date of death will be recovered from the death benefit payable in case of delay in notification of death.

2. Rider benefits

There are no riders available under this policy.

3. Paid-Up benefits

In case of non-payment of premium before the expiry of grace period, policy will acquire paid-up value provided

- at least two (2) full years premium have been paid if premium paying term is less than 10 years.
- at least three (3) full years premium have been paid if premium paying term is 10 years and more.

The Policy stops accruing any bonus once it becomes paid-up Policy. The paid-up benefits are as follows:

- We will pay the death benefit equal to Reduced paid-up Sum Assured on death plus accrued simple reversionary bonus (if any) plus terminal bonus (if any) as applicable till the date of paid-up where Reduced paid-up Sum Assured on death is Sum Assured on Death as on the date of policy is being made paid-up * (Total numbers of premiums paid)/(Total Number of premiums payable over the policy term)
- Guaranteed Regular Income will get reduced in the following proportion and paid during the guaranteed regular income period. Reduced annual Guaranteed Regular Income is (Total numbers of premiums paid)/(Total Number of premiums payable over the policy term) * annual Guaranteed Regular Income. Reduced monthly Guaranteed Regular Income is Reduced annual Guaranteed Regular Income divided by 12.
- At the end of policy term, maturity benefit equal to accrued simple reversionary bonus (if any) and terminal bonus (if any) till date of paid-up will be paid out.

4. Bonuses

4.1 Simple Reversionary Bonus

The Simple Reversionary Bonus rates are not fixed or guaranteed and may change from time to time. However, once declared, they are then guaranteed. If the Policy is under Paid-Up Mode, no future simple reversionary bonus will be added. In case of the Life Assured's death, only the accumulated simple reversionary bonus, declared till the date of death of the Life Assured will be payable.

4.2 Terminal Bonus

Terminal Bonus, if declared by us, is payable at the time of maturity or death or surrender as per bonus philosophy of the company duly approved by Board.

- Terminal Bonus, if any on death will be applicable subject to the condition that at least five full years premium have been paid
- Terminal Bonus, if any on maturity will be applicable subject to the condition that at least five full years premium have been paid
- Terminal Bonus, if any on surrender will be applicable subject to the condition that the policy is fully paid up.
- Terminal bonus, if any, for reduced paid-up policy at the time of death or maturity will be applicable subject to the condition that at least five full years premium have been paid.

5. Surrender Benefit

You may surrender this Policy during the Policy Term, by submitting a written request to us any time after the Policy has acquired the Surrender Value. Please remember, you cannot revive your Policy once it is surrendered.

Surrender Value is acquired, if you have paid your Premium for at least three full policy years if the premium paying term is 10 years and more or for at least two full policy years if the premium paying term is less than 10 years. Under single premium surrender value is acquired immediately after payment of premium.

The Guaranteed Surrender Value (GSV) is GSV factor for premium * total premium paid excluding extra premium, if any plus GSV factor for simple reversionary bonus * accrued simple reversionary bonus, if any less sum of all guaranteed regular income paid till the date of surrender. The GSV factors are dependent upon policy year of surrender and policy term.

The Special Surrender Value (SSV) will be $(\text{Total No of premiums paid} / \text{Total No of premiums payable during the policy term}) * (\text{Annual Guaranteed Regular Income} * \text{Guaranteed Regular Income Term})$ plus Accrued Simple Reversionary Bonus (if any) multiplied by the SSV factor prevailing at the time of surrender plus terminal bonus, if

any as applicable less sum of all Guaranteed Regular Income paid till the date of surrender.

Surrender value will be higher of SSV and GSV, where GSV and SSV will be calculated as mentioned above plus Terminal bonus if any.

For more details on guaranteed surrender value factors, please refer to annexure or visit our website, www.indiafirstlife.com or get in touch with your financial advisor

In case of non-payment of premium within the expiry of grace period and provided policy has not acquired any Surrender Value; the policy will lapse. All the benefits will cease and no benefit will be payable under the policy.

6. Grace Period

You are provided a Grace Period of 15 days under monthly mode and one month but not less than 30 days for other premium payment modes, in case you miss your due premium on the due dates. In case of the Life Assured's death during the Grace Period, we will pay the death benefit after deducting the unpaid due premiums till such date. During this period the policy will be considered to be in-force.

PART D

7. Premium Payment

Regular Premiums can be paid to us either by Monthly/ Quarterly/ Half yearly/ Yearly payment mode, as selected by you in the Proposal Form. The Premiums should be paid on or before the due dates to avoid any lapsation. You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes, in case you miss your due premium on the due dates.

8. Reviving your Lapsed Policy

You may revive the lapsed Policy within 2 years from the due date of first unpaid regular premium but before the Maturity Date by:

- i. submitting a written request for revival of the lapsed Policy;
- ii. paying all unpaid due Premiums along with interest; and
- iii. providing a declaration of good health and undergoing a medical examination at your own cost, if needed.

A lapsed Policy will only be revived along with all its benefits when we issue a written endorsement to you in accordance with our board approved underwriting policy. The Policy will terminate and you will not be entitled to receive any benefits, if the lapsed Policy is not revived till the expiry of the revival period and provided the policy has not acquired any paid-up value.

9. Free Look Period

You can return your policy document if you disagree with any of the terms and conditions within the first 15 days for all channels except Distance Marketing or electronic mode where it is 30 days from receipt of your policy document. You are required to send us the original Policy document and a written request stating the reasons for cancellation, post which we will refund your Premium after deducting the pro rata risk Premium, stamp duty and charges for medical examination, if any.

10. Loan

No Loan available under this policy.

PART E

11. Charges

This is a non-linked participating endowment life insurance plan. There are no charges applicable under this plan.

PART F

12. Making a Claim

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

Death Claim:

- i. Proof of Age of the Life Assured, if the Age of the life assured has not been admitted by us.
- ii. Claimant's statement and claim intimation report.
- iii. Death certificate issued under section 12/17 of registration of Births and Deaths Act 1969 (only in case of death of the Life Assured).
- iv. Copies of First Information Report, post mortem report, duly attested by the police (only in case of unnatural death of the Life Assured including accidental death etc).
- v. Hospitalization documents including discharge summary, all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).
- vi. Original Policy document.
- vii. Self-attested copy of photo-identity proof and address of the Nominee/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- viii. Self-attested copy of bank pass book of Nominee/Claimant along with cancelled cheque.
- ix. Any other document or information that we may need for validating and processing the claim.

Maturity Claim:

- i. Original Policy Document (s)
- ii. Copy of Pan Card of Policy Holder
- iii. If there is a change in mailing address- kindly attach address proof-
- iv. Cancelled cheque bearing account number and Policyholder name or Copy of Bank Passbook
- v. NRI Declaration (for NRI)

13. Suicide Exclusion

If the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the date of inception of the policy, we will pay 80% (Eighty percent) of the total Premiums received by us excluding applicable taxes; if any and this Policy will terminate. If the Life Assured, whether sane or insane, commits suicide within 12 (Twelve) months from the date of revival of this Policy, we will pay higher of Surrender Value or 80% (Eighty percent) of total Premiums received by us excluding applicable taxes; if any and this Policy will terminate.

14. Nomination

Nomination shall be governed as per section 39 of the Insurance Act, 1938; as amended from time to time. A Leaflet containing the provisions of Section 39 is enclosed as an Annexure for reference.

15. Assignment

Assignment shall be governed as per section 38 of the Insurance Act, 1938; as amended from time to time. www.indiafirstlife.com A Leaflet containing the provisions of Section 38 is enclosed as an Annexure for reference

16. Policy Ceases/ Ends/ Terminates

This Policy will cease immediately and automatically on the happening of the earliest of any of the following:

- i. on the date of payment of the death benefit upon the death of the Life Assured; or
- ii. on the date of intimation of rejection of claim by us; or
- iii. on the date of payment of Surrender Value; or
- iv. on the payment of Maturity benefit; or
- v. on the date of receipt of free look request in accordance with Section 9; or
- vi. on the expiry of the revival period provided we have not received the due unpaid regular Premiums along with interest from you till the expiry of such period and this Policy is not under the Paid-Up Mode.

17. Change of Address

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

18. Disclosures

Misrepresentation/Fraudulent Disclosures: shall be governed as per Section 45 of Insurance Act, 1938 as amended from time to time. A Leaflet containing the provisions of Section 45 is enclosed as an Annexure for reference.

19. Right to Revise/ Delete/ Alter the Terms and Conditions of this Policy.

We may revise, delete and/ or alter any of the terms and conditions of this Policy, by sending a prior written notice of 30 (Thirty) days, subject to receipt of prior approval of the Regulatory Authority.

20. 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 and restricts our performance under this Policy, this Policy will be wholly or partially suspended only for such period.

21. Governing Law and Jurisdiction

All claims, disputes or differences under this Policy will be governed by Indian laws and shall be subject to the jurisdiction of Indian Courts.

22. Turn Around Time for various servicing request and claims processing are as mentioned below:

Policy Servicing TAT's	
Full Surrender	15 Days
Freelook Cancellation	15 Days
Request for Refund of Proposal Deposit	15 days
Refund of outstanding proposal deposit	15 days
Maturity/Survival/Death Claims	
Processing of Maturity claim / penal interest not paid	Due Date
Raising claim requirements after lodging the Death claim	15 Days
Death claim decision without investigation requirement	30 Days
Death claim decision with Investigation requirement	120 Days

PART G

23. Grievance Redressal

You may contact us in case of any grievance or complaint at Customer Care, IndiaFirst Life Insurance Company Ltd, 301, 'B' Wing, The Qube, Infinity Park, Dindoshi - Film City Road, Malad (East), Mumbai - 400 097, Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com.

- a. A written communication giving reasons of either redressing or rejecting the grievance/ complaint will be sent to you within 14 (Fourteen) days from the date of receipt of the grievance/ complaint. In case We don't receive a revert from You within 8 weeks from the date of Your receipt of Our response, We will treat the complaint as closed.
- b. However, if you are not satisfied with our resolution provided or have not received any response within 14 (Fourteen) days, then, you may email us at grievance.redressal@indiafirstlife.com or write to our 'Grievance Officer' at the above mentioned address.
- c. An acknowledgment to all grievances/ complaints received will be sent within 3 (Three) working days of receipt of the complaint/grievance. If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO: 155255

Email ID: complaints@irda.gov.in

You can also register your complaint online at

<http://www.igms.irda.gov.in/>

Address for communication for complaints by fax/paper:
Consumer Affairs Department,
Insurance Regulatory and Development Authority of India,
Sy. No. 115/1, Financial District, Nanakramguda
Gachibowli, Hyderabad- 500032

Insurance Ombudsman

In case you are dissatisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman located nearest to you (please refer to Annexure I or visit our website www.indiafirstlife.com) if your grievance pertains to:

- Delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999;
- any partial or total repudiation of claims by the life insurer, general insurer or health insurer;

- disputes over premium paid or payable in terms of insurance policy;
- misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- legal construction of insurance policies in so far as the dispute relates to claim;
- policy servicing related grievances against insurers and their agents and intermediaries;
- issuance of life insurance policy, general insurance policy including health insurance policy which is not in conformity with the proposal form submitted by the proposer;
- non issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance; and

any other matter resulting from the violation of provisions of the 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 issues mentioned in clauses (I) to (viii) above.

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

As per provision 14 of the Insurance Ombudsman Rules, 2017, the complaint to the Ombudsman can be made by you or the complainant, within a period of 1 (One) year from the date of rejection of the grievance by Us or after receipt of decision which is not to your satisfaction or after expiry of one month from the date of sending representation to Us if We fail to furnish reply to You provided the same dispute is not already decided by or pending before or disposed of by any court or consumer forum or arbitrator.

Annexure B - List of Ombudsmen

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Ahmedabad	Office of the Insurance Ombudsman - Ahmedabad Jeevan Prakash Building , 06th Floor, Tilak Marg, Relief Road, Ahmedabad - 380001 Tel. 079- 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
Bhopal	Office of the Insurance Ombudsman - Bhopal Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal - 462 003.Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh & Chhattisgarh
Bhubaneswar	Office of the Insurance Ombudsman - Bhubaneswar 62, Forest Park, Bhubneshwar - 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Odisha
Chandigarh	Office of the Insurance Ombudsman - Chandigarh S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 - D, Chandigarh - 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
Chennai	Office of the Insurance Ombudsman - Chennai Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai - 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, -Pondicherry Town and Karaikal (which are part of Pondicherry)
New Delhi	Office of the Insurance Ombudsman - New Delhi 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi
Guwahati	Office of the Insurance Ombudsman - Guwahati Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
Hyderabad	Office of the Insurance Ombudsman - Hyderabad 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry
Ernakulam	Office of the Insurance Ombudsman - Ernakulam 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe - a part of Pondicherry
Kolkata	Office of the Insurance Ombudsman - Kolkata Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Lucknow	Office of the Insurance Ombudsman - Lucknow 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar
Noida	Office of the Insurance Ombudsman - Noida Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, Uttar Pradesh (U.P.) - 201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
Jaipur	Office of the Insurance Ombudsman - Jaipur Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in Tel.: 011-23234057/23232037 Fax : 011-23230858 Email: bimalokpal.delhi@gbic.co.in	Rajasthan
Pune	Office of the Insurance Ombudsman - Pune Jeevan Darshan Bldg., 3rd Floor, C.T.S. Nos. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in Tel : 040-65504123/23312122 Fax: 040-23376599 Email: bimalokpal.hyderabad@gbic.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Bengaluru	Office of the Insurance Ombudsman - Bengaluru Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka
Mumbai	Office of the Insurance Ombudsman - Mumbai 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
Patna	Office of the Insurance Ombudsman - Patna 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800006 Tel No: 0612-2680952 Email id : bimalokpal.patna@ecoi.co.in.	Bihar, Jharkhand

Annexure C - Guaranteed Surrender Value Factors

Guaranteed Surrender Value Factors applicable for Total Premium Paid

Year of Surrender / Policy Term	16	18	19	20	21	22	23	25	27
1	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	30%	30%	30%	30%	30%	30%	30%	30%	30%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%
6	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	55%	54%	54%	53%	53%	53%	53%	52%	52%
9	60%	58%	57%	57%	56%	56%	55%	55%	54%
10	65%	62%	61%	60%	59%	59%	58%	57%	56%
11	70%	66%	65%	63%	62%	61%	61%	59%	58%
12	75%	70%	68%	67%	65%	64%	63%	62%	61%
13	80%	74%	72%	70%	68%	67%	66%	64%	63%
14	85%	78%	75%	73%	72%	70%	69%	66%	65%
15	90%	82%	79%	77%	75%	73%	71%	69%	67%
16	90%	86%	83%	80%	78%	76%	74%	71%	69%
17	NA	90%	86%	83%	81%	79%	77%	74%	71%
18	NA	90%	90%	87%	84%	81%	79%	76%	73%
19	NA	NA	90%	90%	87%	84%	82%	78%	75%
20	NA	NA	NA	90%	90%	87%	85%	81%	77%
21	NA	NA	NA	NA	90%	90%	87%	83%	79%
22	NA	NA	NA	NA	NA	90%	90%	85%	82%
23	NA	NA	NA	NA	NA	NA	90%	88%	84%
24	NA	NA	NA	NA	NA	NA	NA	90%	86%
25	NA	NA	NA	NA	NA	NA	NA	90%	88%
26	NA	NA	NA	NA	NA	NA	NA	NA	90%
27	NA	NA	NA	NA	NA	NA	NA	NA	90%

Guaranteed Surrender Value Factors applicable for Total Accrued Bonus

Year of Surrender / Policy Term	16	18	19	20	21	22	23	25	27
1	0%	0%	0%	0%	0%	0%	0%	0%	0%
2	3%	3%	3%	3%	3%	2%	2%	2%	2%
3	5%	4%	4%	4%	4%	4%	3%	3%	3%
4	7%	6%	6%	5%	5%	5%	5%	4%	4%
5	9%	8%	7%	7%	6%	6%	6%	5%	5%
6	10%	9%	9%	8%	8%	7%	7%	6%	6%
7	12%	11%	10%	10%	9%	9%	8%	8%	7%
8	14%	12%	12%	11%	11%	10%	10%	9%	8%
9	16%	14%	13%	13%	12%	11%	11%	10%	9%
10	18%	16%	15%	14%	13%	13%	12%	11%	10%
11	20%	17%	16%	16%	15%	14%	13%	12%	11%
12	22%	19%	18%	17%	16%	15%	15%	13%	12%
13	24%	21%	20%	19%	18%	17%	16%	15%	13%
14	26%	23%	21%	20%	19%	18%	17%	16%	15%
15	28%	24%	23%	22%	21%	20%	19%	17%	16%
16	30%	26%	25%	23%	22%	21%	20%	18%	17%
17	NA	28%	26%	25%	24%	22%	21%	20%	18%
18	NA	30%	28%	27%	25%	24%	23%	21%	19%
19	NA	NA	30%	28%	27%	25%	24%	22%	20%
20	NA	NA	NA	30%	28%	27%	26%	23%	21%
21	NA	NA	NA	NA	30%	28%	27%	25%	23%
22	NA	NA	NA	NA	NA	30%	29%	26%	24%
23	NA	NA	NA	NA	NA	NA	30%	27%	25%
24	NA	NA	NA	NA	NA	NA	NA	29%	26%
25	NA	NA	NA	NA	NA	NA	NA	30%	27%
26	NA	NA	NA	NA	NA	NA	NA	NA	29%
27	NA	NA	NA	NA	NA	NA	NA	NA	30%



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