

"In this policy, the investment risk in investment portfolio is borne by the policyholder".

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PROMOTED BY



*Tax exemptions are as per applicable tax laws from time to time.

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

Part- A

INDIAFIRST LIFE INSURANCE COMPANY LIMITED

Regd. & Corporate Office: 12th & 13th Floor, North [C] Wing, Tower 4, NESCO IT Park, Nesco Center,
Western Express Highway, Goregaon (East), Mumbai - 400063.
IRDAI Regn No. 143. CIN: U66010MH2008PLC183679.

xxxx
Add 1,
Add 2.
Pin code - xxx xxx

IndiaFirst Money Balance Plan - UIN: 143L017V05

A Unit Linked, Non Participating, Life Insurance Endowment 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 this Policy if you disagree with any of the terms and conditions within the first 15 (Fifteen) days of receipt of your Policy document. In case you have bought this Policy through distance marketing or electronic mode, then, you may return the Policy within 30 (Thirty) days from the date of receipt of your Policy document.

You will need to send us the original Policy document and a written request stating your reasons for cancellation, post which, we will cancel the Policy and refund/ pay you back an amount equal to the non-allocated Premium plus charges levied on cancellation of the Units plus the Fund Value on the date of cancellation of the Policy less pro-rata Mortality Charges, stamp duty charges and expenses incurred on medical examination, if any.

In case of any communication in respect of the policy; You may contact Us at IndiaFirst Life Insurance Company Ltd, 12th & 13th Floor, North [C] Wing, Tower 4, NESCO IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400063. 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



Insurance Intermediary Details

Name:	
Intermediary Code:	
Telephone No.:	
Address:	
E-mail ID :	

IndiaFirst Money Balance Plan

A Unit Linked, Non Participating, Life Insurance Endowment Plan

UIN : 143L017V05

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, 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

Note: In this Policy, the investment risk in the investment portfolio is borne by the Policyholder. The Policyholder can withdraw any amount from this Policy only after the completion of first 5 (Five) Policy Years from the Policy Commencement Date.

I. Policy details

Company Name:	IndiaFirst Life Insurance Company Limited
Product Name:	IndiaFirst Money Balance Plan (Unit Linked, Non Participating, Life Insurance Endowment Plan)
UIN Number:	143L017V05
Policy No.:	
Proposal Form No.:	
Policy Commencement Date:	D D M M Y Y Y Y
Risk Commencement Date	D D M M Y Y Y Y
Maturity Date:	D D M M Y Y Y Y

II. Policyholder and Life Assured's Details

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

III. Nominee(s) Details (as per Section 39 of the Insurance Act as amended from time to time)

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

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

IV. Premium and Benefit Details

Sum Assured:	Premium payment: Regular Premium/ Limited Premium/ Single Premium
Plan Term:	Premium Paying Term:
Premium Payment Mode: Annual/ Six Monthly/ Monthly	Annualized Premium:
Premium (in INR):	Premium Due Dates: DD MM YY
Due Date for Payment of Last Regular Premium/ Limited Premium: DD MM YY	

V. Fund Details

Fund Name	Allocation Proportion (in percentage):
Equity1 Fund:	
Debt1 Fund:	
Automatic Trigger Based Investment Option	Yes/ No

VI. Insurance Agent/ Insurance Broker Details

Name:	
License No. :	
Telephone No.:	
Address:	
Email ID:	

VII. Special Conditions

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

Note: ON EXAMINATION OF THIS 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 or the age of the Nominee, as the case may be.
Annexure	Any annexure, endorsement attached to this Policy as changed/ modified and issued by us from time to time.
Annualized Premium	The amount payable by you towards this Policy, in a Policy Year. The Sum Assured payable under this Policy will be determined by us on the basis of the Annualized Premium.
Appointee	The person nominated/ chosen by you to receive the proceeds or the benefits under this Policy, if the Age of the Nominee is less than 18 years.
Automatic Trigger Based Investment Option	Automatic Trigger Based Investment Option means the investment option specified in PART E and chosen by you in the Proposal Form.
Business Day	Business Day means the day on which the offices of the Company remain open for transactions with the public at the place where the concerned transaction is to be carried out
Discontinuance Charge	A charge levied by us on the Discontinuance of Policy i.e. on complete withdrawal from the Policy. The Discontinuance Charge will be appropriated by cancellation of Units from the Unit Account at the time of such complete withdrawal. The Discontinuance Charge levied by us under this Policy is specified in Annexure D.
Discontinuance of Policy	Surrender or termination or cancellation of this Policy before the Maturity Date or on non-payment of the due Regular Premiums or Limited Premiums, as the case maybe, as specified in Part D
Discontinued Policy Funds	A segregated/ separate Fund maintained by us out of the fund value of all our discontinued policies in accordance with the Regulations
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.
Free Look	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.
Fund	Each specific and separate investment fund established, offered, operated and managed by us in accordance with Part E for this Policy.
Fund Management Charge	A charge levied by us as a percentage of the Fund Value. It is appropriated by adjusting the NAV and is charged at the time of computation of NAV on the Valuation Date. The Fund Management Charge levied by us under this Policy is specified in Annexure D.
Fund Value	The total value of the Units in the Funds where you have put your Premiums as on the Valuation Date. The value of the Units in each Fund on the Valuation Date is calculated as follows: (The total number of Units held by you in that Fund) * (corresponding NAV of that Fund as on the Valuation Date) The Fund Value is the sum of the value of Units in all the Funds that you have put in, as on the Valuation Date.
Grace Period	There is grace period of one month but not less than 30 (Thirty) days from the due date for payment of Premium for all premium payment modes except monthly mode where it is 15 days.
Income Tax Act	Income Tax Act, 1961 as amended from time to time
Insurance Act	Insurance Act, 1938 as amended from time to time
Installment Premium	An amount that you pay us during the Premium Paying Term at regular intervals for securing the benefits under this Policy. Your Premium is specified in the Policy Schedule.
Life Assured	The person on whose life this Policy has been issued by us. In case the Life Assured is a minor, the policy will vest on the Life Assured on attainment of age 18 years. If the Life Assured is a minor then, on death of Policyholder, the Policy immediately and automatically vest in the surviving parent of the Insured.

Word	Meaning
Limited Premium	The amount which is payable by you during the Premium Paying Term at regular intervals for a limited period. This has been specified in the Policy Schedule.
Lock-in-period	It is the period of 5 (Five) consecutive Policy Years from the Policy Commencement Date during which the Proceeds of the Discontinued Policy cannot be paid by us except in case of the Life Assured's death
Maturity Benefit	The benefit payable on survival of the Life Assured on Maturity Date.
Maturity Date	The date on which the Policy Term expires and the maturity benefit, becomes payable.
Mortality Charge	A charge levied by us for providing life insurance cover under this Policy. Mortality Charge and any extra mortality premium due to non- standard/ sub-standard life in accordance with our board approved underwriting policy will be levied by us by cancellation of the Units at the beginning of each Policy month. The Mortality Charge levied by us under this Policy is specified in Annexure D.
NAV	The price at which the Units are allocated to/ cancelled by us from the Unit Account on the Valuation Date. The NAV is computed upto 4 (Four) decimal places in accordance with Section 11.b
Nominee(s)	The person nominated/ chosen by you to receive the proceeds or the benefits, in case of the Life Assured's death during the Policy Term.
Paid-Up Sum Assured	The Paid-Up Sum Assured is calculated as: $\text{Sum Assured} * (\text{Total No. of Premiums paid} / \text{Total No. of Premiums payable})$
Partial Withdrawal	Any amount, withdrawn by you from the Fund Value in accordance with Section 8 during the Policy Term.
Policy	This IndiaFirst Money Balance Plan which includes this Policy wording (as may be changed/ modified by us subject to prior approval of the Regulatory Authority, from time to time), the Proposal Form, Annexures, the Policy Schedule, any tables, information and documents which forms 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. Example: If the Policy Commencement Date is December 18, 2014, then, every December 18 will be the Policy Anniversary thereafter.
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. Example: If the Policy Commencement Date is December 18, 2014, then, the first Policy Year will be December 18, 2014 to December 18, 2015.
Policy Administration Charge	A charge which represents the expenses other than those covered by Premium Allocation Charges and Fund Management Charges. Policy Administration Charge is levied at the beginning of the each Policy month from the Fund Value by cancellation of the Units for an equivalent amount. The Policy Administration Charge levied by us under this Policy is specified in Annexure D.
Premium	An amount that you pay us either as Single Premium or as Regular Premiums or Limited Premiums for securing the benefits under this Policy. The Premium payable by you is specified in the Policy Schedule.

Word	Meaning
Premium Allocation Charge	It is a percentage of the Premium appropriated towards charges from the Premiums received by us. The Premium Allocation Charge levied by us under this Policy is specified in Annexure D.
Premium Paying Term	The time period during which you need to pay your Regular Premiums or Limited Premiums, as the case maybe, to us for securing the benefits under this Policy. Your Premium Paying Term is specified in the Policy Schedule.
Proceeds of the Discontinued Policy	It is the Fund Value as on the date of Discontinuance of Policy.
Proposal Form	The proposal form completed and submitted by you based on which we have issued this Policy to you.
Reduced Paid-Up Policy	If you have paid the due Regular Premiums or Limited Premiums, as the case maybe, till the expiry of the Lock-in-period, then, this Policy will not terminate and will be converted into Reduced Paid-Up Policy with a paid-up sum assured, in accordance with Section 7.
Regular Premium	The amount which is payable by you during the Premium Paying Term at regular intervals as specified in the Policy Schedule. If you have opted to pay the Premiums as Regular Premiums, then, your Premium Paying Term will be equal to the Policy Term.
Regulations	The applicable laws as amended from time to time which are applicable to this Policy, its Funds, the valuation of investments and other assets.
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 Period	The period of 3 consecutive years from the date of Discontinuance of Policy during which you can pay the due unpaid Premiums to us and comply with the conditions specified in Section 6 & 7, as the case may be, for reviving the Policy.
Risk Commencement Date	The date on which the insurance coverage starts under this Policy. This is specified in the Policy Schedule. If the Life Assured is a minor, then, the Risk Commencement Date will be the earlier of the following: i. 2 (Two) years from the Policy Commencement Date; or ii. first monthly anniversary after the Life Assured attains the Age of 18 (Eighteen) years.
Settlement Option	This is the option whereby you can opt to receive your maturity or death benefit in installments over a defined period of time (“ Settlement Period ”) in accordance with the terms and conditions stated at the inception in accordance with Section 2
Single Premium	The amount that has been received by us in lump sum before the Policy Commencement Date for securing the benefits under this Policy.
Sum Assured	An amount payable on the Life Assured’s death during the Policy Term provided we have received the due Premiums and this Policy is in force.

Word	Meaning
Unit	A notional part which represents a specific and proportionate part of the Unit Account. The Units are used by us for determining the benefits payable under this Policy.
Unit Account	It is the notional account that is opened and managed by us for you, in which the Units are allocated and/or cancelled by us in accordance with Section 11
Valuation Date	The date on which the NAV of the Fund is determined by us in accordance with the Regulations.
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. In case the Life Assured is a minor, the policy will vest on the Life Assured on attainment of age 18 years. If the Life Assured is a minor then, on death of Policyholder, the Policy immediately and automatically vest in the surviving parent of the Insured.

Part C

2. Benefits Payable under this Policy

a. Death Benefit

Upon the Life Assured's death highest of the following benefits are payable by us to the Nominee(s)/ Appointee/ Legal Heir during the policy term provided the life cover is in force:

- i. Sum Assured; or
- ii. Fund Value, as on the date of death of the Life Assured

Minimum Death Benefit payable will be at least 105% of the total Premiums paid less partial withdrawal made during two-year period immediately preceding the date of death of the life assured.

Any charges deducted subsequent to the date of death shall be paid-back to the nominee or beneficiary along with death benefit.

The sum assured will be reduced by an amount equal to the partial withdrawals, if any made during the 24 months immediately preceding the date of death of the life assured.

Settlement Option on Death

- i. The death benefit defined above will be paid either as lump sum amount or in monthly instalments up to a period of 5 years as opted by the policyholder/nominee at any time during policy period or on death of Life Assured.
- ii. In case of death benefit instalment, the monthly instalment amount will be calculated as dividing lump sum amount (say, S) by annuity factor (i.e. $a(n)(12)$) i.e. $S/a(n)(12)$, where n is the instalment period either 1,2,3,4, or 5 years. The prevailing SBI savings bank interest rate as on date of death will be used to calculate the annuity factor. Once the instalment payment starts, this payment remains level throughout the instalment period. The interest rate used to calculate annuity factor is subject to review at the end of every financial year and will be changed in case of change in SBI savings bank interest rate.
- iii. No Partial Withdrawals or switching of Funds will be allowed during the Death Settlement Period.
- iv. You have an option to request for complete withdrawal of the Fund Value at any time during the Settlement Period. On receipt of such a request, we will pay the balance Fund Value as on the date of receipt of request to the Nominee(s)/ Appointee/ Legal Heir as the case may be and the Death Settlement Option will terminate.

b. Maturity Benefit

The Fund Value, as on the Maturity Date, is payable on the Maturity Date provided this Policy is in force and we have received the due Premiums.

Settlement Option on Maturity

- i. You may choose to receive the aforesaid maturity benefit in periodic monthly installments (in terms of units) (K/N, where K is the total number of units at the beginning of the settlement period and N is the settlement period as chosen by the policyholder) for up to a period of 5 years from the date of maturity. First instalment under settlement option shall be payable on the date of maturity. You can avail the option sending a written notice to us at least 3 (Three) months before the Maturity Date.
- ii. In case of Death of the Life Assured during the settlement period, a death benefit higher of balance Fund Value (as on date of intimation) or 105% of total premiums paid will be payable to the Nominee(s)/ Appointee/ Legal Heir and the Settlement option will terminate immediately.
- iii. Applicable Mortality charges and Fund Management charges will be deducted, and no other charges shall be levied during this period.
- iv. No Partial Withdrawals or switching of Funds will be allowed during the Maturity Settlement Period.
- v. During the Settlement Period, the Fund Value as on the Maturity Date will remain invested in the existing Funds till

the end of the Settlement Period and the investment & inherent risks will be borne by the Life Assured.

- vi. For payment of maturity benefit installments, we will cancel the Units from the Unit Account from all the Funds. If more than one Fund has been invested in, then, the cancellation of the Units will be affected to the extent possible in the same proportion as the total value of the Units held in each Fund, unless specified otherwise by the Life Assured and accepted by us in writing.
- vii. You have an option to request for complete withdrawal of the Fund Value at any time during the Settlement Period and no charges shall be levied by us. On receipt of such a request, we will pay the balance Fund Value as on the date of receipt of request to the Life Assured and the Maturity Settlement Option will terminate.

c. Rider Benefit

Under this Policy, no riders are offered by us.

3. In the Event of the Policyholder's Death

- a. If the Life Assured is a minor, then, on the Policyholder's death any surviving parent/ legal guardian with insurable interest may become the policyholder by submitting a written request to us. Under this Policy, there is no benefit payable on the Policyholder's death during the Policy Term.
- b. If the Life Assured is a minor, then, on the Policyholder's death if any surviving parent or legal guardian who has an insurable interest may not want to become the policyholder then Policy will terminate and surrender value if any will be paid to the Policyholder's legal heirs
- c. If there is no surviving parent or legal guardian and the Life Assured is a minor, then:
 - i. In case Policyholder's death occurs after the expiry of the Lock-in-period, the Policy will terminate after paying the Fund Value to the Policyholder's legal heirs
 - ii. In case Policyholder's death occurs before the expiry of the Lock-in-period, the Fund Value will be transferred to the Discontinued Policy Funds after deducting the applicable Discontinuance Charges. Upon the expiry of the Lock-in-period, the Proceeds of the Discontinued Policy will become payable to the Policyholder's legal heirs.

4. Missing Your Premium

You are provided a Grace Period of 15 days under monthly mode and 30 days for other premium payment modes, in case you miss paying your Premium on the due dates. All your Policy benefits continue during the Grace Period.

In case of the Life Assured's death during the Grace Period, we will pay the death benefit and the Policy will terminate.

5. Premium Payment

Regular, Limited, or Single Premium can be paid to us Monthly/ Half yearly/ Yearly payment mode (under Regular/ Limited Premium) as selected by you in the Proposal Form. The Premiums should be paid on or before the due dates to avoid Discontinuance of Policy. 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.

Part D

6. Discontinuance of the Policy during lock-in period

- a. For Regular/ Limited premium policies, upon expiry of the grace period, in case of discontinuance of policy due to non-payment of premium, the fund value after deducting the applicable discontinuance charges, shall be credited to the discontinued policy fund and the risk cover and rider cover, if any, shall cease.
- b. On such discontinuance, we will communicate the status of the policy, within three months of the first unpaid premium, to the policyholder and provide the option to revive the Policy within the Revival Period of three years
 - i. In case the policyholder opts to revive but does not revive the policy during the revival period, then the proceeds of discontinued policy fund shall be paid to the policyholder at the end of the revival period or lock in period whichever is later. In respect of revival period ending after lock-in period, the policy will remain in discontinuance fund till the end of revival period. The fund management charges of discontinued fund will be applicable during this period and no other charges will be applied
 - ii. In case the policyholder does not exercise the option as set above, the policy shall continue without any risk cover if any, and the policy fund shall remain invested in the discontinuance policy fund. At the end of the lock-in period, the proceeds of the discontinuance fund shall be paid to the policyholder and the policy shall terminate.
 - iii. However, the policyholder has an option to surrender the policy anytime and proceeds of the discontinued policy shall be payable at the end of lock-in period or date of surrender whichever is later.
- c. In case of Single premium policies, the policyholder has an option to surrender anytime during the lock in period. Upon receipt of request for surrender, the fund value, after deducting the applicable discontinuance charges, shall be credited to the discontinuance policy fund. The policy shall continue to be invested in the discontinuance policy fund and the proceeds from the discontinuance fund shall be paid at the end of the lock in period. Only fund management charge can be deducted from this fund during this period. Further, no risk cover shall be available on such policy during the discontinuance period.

Revival of the Discontinued Policy during lock-in period

We will revive your policy at our discretion in accordance with our board approved underwriting policy, if you have sent us a written request within the revival period and have:

- paid all the due unpaid Regular Premium/ Limited Premium, as the case maybe;
- submitted a declaration of good health;
- undergo (Life Assured) a medical examination, if required and bears the costs, if any.

Upon revival of the Policy, the risk cover will be restored along with the investments made in the Funds as chosen by you out of the Discontinued Plan Fund, less the applicable charges. All the due and unpaid premiums without charging any interest plus Premium Allocation Charge as applicable will be collected and the balance amount will be invested in the chosen Fund to purchase the Units at the NAV as on the date of revival. The Discontinuance Charge, if any, already deducted will be added back to the Discontinued Policy Fund and the amount will be used to purchase the Units at the NAV as on the date of revival.

7. Discontinuance of the Policy after the Lock-in-period

- a. For Regular/ Limited Premium Policies:
 - i. Upon expiry of the grace period, in case of discontinuance of policy due to non-payment of premium after lock-in period, the policy shall be converted into a reduced paid up policy with the paid-up sum assured i.e. original sum assured multiplied by the total number of premiums paid to the original number of premiums payable as per the terms and conditions of the policy. The policy shall continue to be in reduced paid-up status without rider cover, if any. All charges as per terms and conditions of the policy may be deducted during the revival period. However, the mortality charges shall be deducted based on the reduced paid up sum assured only
 - ii. On such discontinuance, the status of the policy will be communicated, within three months of the first unpaid premium, to the policyholder and provide the following options:
 - To revive the policy within the revival period of three years, or
 - Complete withdrawal of the policy.
 - iii. In case the policyholder opts to revive the policy but does not revive the policy during the revival period, the fund value shall be paid to the policyholder at the end of the revival period.
 - iv. In case the policyholder does not exercise any option as set out above, the policy shall continue to be in reduced paid up status. At the end of the revival period the proceeds of the policy fund shall be paid to the policyholder and the policy shall terminate.
 - v. However, the policyholder has an option to surrender the policy anytime and proceeds of the policy fund shall be payable.
- b. In case of Single Premium Policies, the policyholder has an option to surrender the policy any time. Upon receipt of request for surrender, the fund value as on date of surrender shall be payable.

Revival of the Discontinued Policy after lock-in period

- a. If you send us a written request to revive this Policy, then, this Policy can be revived within the Revival Period of three years at our discretion in accordance with our board approved underwriting policy if you have:
 - i. paid all the due unpaid Regular Premium or Limited Premium, as the case maybe; and
 - ii. submitted a declaration of good health; and
 - iii. undergo (Life Assured) a medical examination, if required and bear the cost of medical examinations, if any.
- b. Upon revival of the Policy, the full risk cover will be restored along with the investments made in the Funds as chosen by you, less the applicable charges. All the due and unpaid premiums without charging any interest/ Late fees plus Premium Allocation Charge as applicable will be collected and the balance amount will be invested in the chosen Fund to purchase the Units at the NAV as on the date of revival.
- c. If you exercise the option of complete withdrawal from the Policy, then, this Policy will be terminated after paying the Fund Value and the Policy cannot be revived thereafter.
- d. If you do not exercise any option within the revival period then, it will be considered that you have opted for the option of complete withdrawal from the Policy. In such a case, the Policy will terminate after paying the Fund Value and the Policy cannot be revived thereafter.

- e. The Policy becomes a Paid-Up Policy at the expiry of the lock in period and the Sum Assured will be reduced to the extent of Paid-Up Sum Assured. The Fund Value will be a part of Funds chosen by you and all charges will continue to get deducted as described under this Policy. On the Life Assured's death under a Paid-Up Policy, the Paid-Up Sum Assured or Fund Value, whichever is higher will become payable to the person as specified in Section 2.a and this Policy will terminate. On survival of the Life Assured till the Maturity Date, the Fund Value will become payable and this Policy will terminate.
- f. In case of Regular Premium/ Limited Premium, after 5 Policy Years, if the Fund Value is not sufficient to deduct all the applicable charges, then, the Policy will be foreclosed. In case of Paid-Up Policy or non-payment of future due Premiums after 5 Policy Years, if the Fund Value falls below 110% of Annualized Premium, then, the Policy will be foreclosed and the Fund Value will become payable.

8. Partial Withdrawals

- a. You can make Partial Withdrawals under this Policy only after the completion of the first 5 Policy Years, subject to the Life Assured having attained the Age of 18 years.
- b. The minimum Partial Withdrawal amount shall be INR 5,000, whereas the maximum Partial Withdrawal amount shall not exceed 25% of the Fund Value.
- c. The Fund Value should not be less than 110% of Annualized Premium in case of Regular/ Limited Premium and Fund Value should not be less than INR 45,000 in case of Single Premium after Partial Withdrawal
- d. No Partial Withdrawal charges will be deducted by us.

9. Switching

- a. You have the option of switching the Fund Value from one Fund to another Fund by giving a written notice to us.
- b. We will allow 2 switches in a calendar month i.e. 24 switches in a Policy Year subject to minimum switch amount of INR 5,000 and we will not levy any charges for switching of Funds. Any unused switch cannot be carried forward to the next calendar month.

10. 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 an amount equal to the non-allocated Premium plus charges levied on cancellation of the Units plus the Fund Value on the date of cancellation of the Policy less pro-rata Mortality Charges, stamp duty charges and expenses incurred on medical examination, if any.

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.

11. Units, Unit Account and Net Asset Value

- a. We will open a Unit Account on the Policy Commencement Date. We will apply the Premiums received for allocation of the Units at the prevailing NAV to the Unit Account in the Funds chosen by you and in the allocation proportion as opted by you and specified in the Policy Schedule after deducting the applicable charges under this Policy.

- b. The NAV of the Funds will be calculated on each Valuation Date as follows -

$$\text{NAV} = \frac{\text{Market value of investment held by the Fund} + \text{value of current assets} - \text{value of current liabilities and provisions, if any}}{\text{Number of Units existing on the Valuation Date (before creation/ redemption of the Units)}}$$

However, we reserve the right to value the NAV less frequently in case of events mentioned as per Section 23.

- c. In respect of the Premiums/ Requests (Surrender/ Discontinuance/ Fund Switch/ Partial Withdrawal/ Maturity/ Death Claims) received by us before 3:00 pm on a Business Day, the closing NAV of the day on which the Premium is received will be applicable and in respect of the Premiums received by us after 3:00 pm on a Business Day, then, the closing NAV of the next Business Day will be applicable.
- d. If the date of receipt of a Premium/ Request/ Valid application/ Instrument is not a Business Day, then, the closing NAV of the next Business Day will be applicable.
- e. We may change the cut-off time subject to prior approval of the Regulatory Authority. In such case, we will intimate you the changed cut-off time.
- f. The payment of the benefits under the Policy will be made by cancellation of the required number of Units from the respective Funds. If more than one Fund has been invested in, the cancellation of Units will be affected to the extent possible in the same proportion as the total value of the Units held in each Fund, unless specified otherwise by you and accepted by us in writing.

Part E

12. Charges

Under this Policy, we will levy the following charges as specified in Annexure D:

- i. Premium Allocation Charge;
- ii. Policy Administration Charge;
- iii. Mortality Charge;
- iv. Fund Management Charge; and
- v. Discontinuance Charge.

We will deduct the above charges in the manner specified in Annexure D.

13. Taxes

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

14. Funds

- a. Under this Policy, you have the option to pay in the following 2 (Two) Funds, i.e. Equity1 Fund and Debt1 Fund. The details of the Funds offered under this Policy are provided in Annexure C.
- b. **Automatic Trigger Based Investment Option**
Before the Policy Commencement Date, you have the option to choose the Automatic Trigger Based

Investment Option provided you have agreed to invest in the Equity1 Fund. If you have opted for the Automatic Trigger Based Investment Option, then, we will review your Unit Account at the end of each Business Day to see if the simple absolute return on your investments in the Equity1 Fund (after deducting the Premium Allocation Charge, Policy Administration Charge, Mortality Charge and switching charge) is 10% (Ten percent) or more at the end of that Business Day.

If the simple absolute return is 10% (Ten percent) or more on such Business Day, then, an amount equal to the appreciation will be transferred to the Debt1 Fund (i.e. if the value of the Units in the Equity1 Fund is 10% (Ten percent) or more of the net amount invested in Equity1 Fund, then, an amount equivalent to the appreciation will be transferred to the Debt1 Fund.)

You have an option to cancel the Automatic Trigger Based Investment Option for future transactions by submitting a written request to us during the Policy Term.

- c. Under this Policy, you have the option of switching the entire Fund Value from the Equity 1 Fund to the Debt 1 Fund or vice versa, subject to receipt of a written request from you.
- d. We have the right to introduce new funds to this Policy and offer the same to you, subject to receipt of prior approval of the Regulatory Authority.
- e. We have the right to discontinue any of the existing Funds by giving you 3 (Three) months prior written notice, subject to the prior approval of the Regulatory Authority.

15. Risks associated with unit linked insurance policies

- a. This Policy has been issued by us on the basis of your acknowledgement and agreement that:
 - i. IndiaFirst Life Insurance Company Limited is only the name of the insurance company and "IndiaFirst Money Balance Plan" is only the name of this unit linked fund based insurance Policy and does not in any way indicate the quality of this Policy, its future prospects or returns.
 - ii. Unit linked insurance products are different from the traditional insurance products and are subject to investment risks which are borne by you.
 - iii. The premiums paid in the unit linked insurance policies are subject to investment risks associated with the capital markets and the NAVs of the Units may go up or down based on the performance of the Funds and factors influencing the capital market and the insured is responsible for his/ her decision.
 - iv. Investments in the Funds are subject to market risks and the investment risks in investment portfolio are borne by you.
 - v. The Funds or the names of the Funds as shown in this Policy do not in any manner indicate or guarantee the quality of the Funds, future prospects or returns. The past performance of any of our Funds is not indicative of the future performance of any of these Funds.
 - vi. We do not guarantee the Fund Value or the NAV. Please note that depending on the market risk and the performance of the Funds to which the Units are referenced, the Fund Value or the NAV may fall, rise or remain unchanged. We have not given any assurance that the objectives of any of the Funds will be achieved.
 - vii. The Funds do not offer a guaranteed or assured return except to the extent as guaranteed or assured by us under this Policy.

16. Loan

Under this Policy, you are not entitled to receive any loans.

PART F

16. Nomination

Nomination shall be governed as per section 39 of the Insurance Act, 1938; as amended from time to time.

(1) The holder of a policy of life insurance on his own life may, when effecting the policy or at any time before the policy matures for payment, nominate the person or persons to whom the money secured by the policy shall be paid in the event of his death:

Provided that, where any nominee is a minor, it shall be lawful for the policyholder to appoint any person in the manner laid down by the insurer, to receive the money secured by the policy in the event of his death during the minority of the nominee.

(2) Any such nomination in order to be effectual shall, unless it is incorporated in the text of the policy itself, be made by an endorsement on the policy communicated to the insurer and registered by him in the records relating to the policy and any such nomination may at any time before the policy matures for payment be cancelled or changed by an endorsement or a further endorsement or a will, as the case may be, but unless notice in writing of any such cancellation or change has been delivered to the insurer, the insurer shall not be liable for any payment under the policy made bona fide by him to a nominee mentioned in the text of the policy or registered in records of the insurer.

(3) The insurer shall furnish to the policyholder a written acknowledgement of having registered a nomination or a cancellation or change thereof, and may charge such fee as may be specified by regulations for registering such cancellation or change.

(4) A transfer or assignment of a policy made in accordance with section 38 shall automatically cancel a nomination:

Provided that the assignment of a policy to the insurer who bears the risk on the policy at the time of the assignment, in consideration of a loan granted by that insurer on the security of the policy within its surrender value, or its reassignment on repayment of the loan shall not cancel a nomination, but shall affect the rights of the nominee only to the extent of the insurer's interest in the policy:

Provided further that the transfer or assignment of a policy, whether wholly or in part, in consideration of a loan advanced by the transferee or assignee to the policyholder, shall not cancel the nomination but shall affect the rights of the nominee only to the extent of the interest of the transferee or assignee, as the case may be, in the policy:

Provided also that the nomination, which has been automatically cancelled consequent upon the transfer or assignment, the same nomination shall stand automatically revived when the policy is reassigned by the assignee or retransferred by the transferee in favour of the policyholder on repayment of loan other than on a security of policy to the insurer.

(5) Where the policy matures for payment during the lifetime of the person whose life is insured or where the nominee or, if there are more nominees than one, all the nominees die before the policy matures for payment, the amount secured by the policy shall be payable to the policyholder or his heirs or legal representatives or the

holder of a succession certificate, as the case may be.

(6) Where the nominee or if there are more nominees than one, a nominee or nominees survive the person whose life is insured, the amount secured by the policy shall be payable to such survivor or survivors.

(7) Subject to the other provisions of this section, where the holder of a policy of insurance on his own life nominates his parents, or his spouse, or his children, or his spouse and children, or any of them, the nominee or nominees shall be beneficially entitled to the amount payable by the insurer to him or them under sub-section (6) unless it is proved that the holder of the policy, having regard to the nature of his title to the policy, could not have conferred any such beneficial title on the nominee.

(8) Subject as aforesaid, where the nominee, or if there are more nominees than one, a nominee or nominees, to whom sub-section (7) applies, die after the person whose life is insured but before the amount secured by the policy is paid, the amount secured by the policy, or so much of the amount secured by the policy as represents the share of the nominee or nominees so dying (as the case may be), shall be payable to the heirs or legal representatives of the nominee or nominees or the holder of a succession certificate, as the case may be, and they shall be beneficially entitled to such amount.

(9) Nothing in sub-sections (7) and (8) shall operate to destroy or impede the right of any creditor to be paid out of the proceeds of any policy of life insurance.

(10) The provisions of sub-sections (7) and (8) shall apply to all policies of life insurance maturing for payment after the commencement of the Insurance Laws (Amendment) Act, 2015.

(11) Where a policyholder dies after the maturity of the policy but the proceeds and benefit of his policy has not been made to him because of his death, in such a case, his nominee shall be entitled to the proceeds and benefit of his policy.

(12) The provisions of this section shall not apply to any policy of life insurance to which section 6 of the Married Women's Property Act, 1874, applies or has at any time applied: Provided that where a nomination made whether before or after the commencement of the Insurance Laws (Amendment) Act, 2015, in favour of the wife of the person who has insured his life or of his wife and children or any of them is expressed, whether or not on the face of the policy, as being made under this section, the said section 6 shall be deemed not to apply or not to have applied to the policy.

17. Assignment

Assignment under section 38 of the Insurance Act, 1938; as amended from time to time.

(1) A transfer or assignment of a policy of insurance, wholly or in part, whether with or without consideration, may be made only by an endorsement upon the policy itself or by a separate instrument, signed in either case by the transferor or by the assignor or his duly authorised agent and attested by at least one witness, specifically setting forth the fact of transfer or assignment and the reasons thereof, the antecedents of the assignee and the terms on which the assignment is made.

(2) An insurer may, accept the transfer or assignment, or decline to act upon any endorsement made under sub-section (1), where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the policyholder or in public interest or is for the purpose of trading of insurance policy.

(3) The insurer shall, before refusing to act upon the endorsement, record in writing the reasons for such refusal and communicate the same to the policyholder not later than

thirty days from the date of the policyholder giving notice of such transfer or assignment.

(4) Any person aggrieved by the decision of an insurer to decline to act upon such transfer or assignment may within a period of thirty days from the date of receipt of the communication from the insurer containing reasons for such refusal, prefer a claim to the Authority.

(5) Subject to the provisions in sub-section (2), the transfer or assignment shall be complete and effectual upon the execution of such endorsement or instrument duly attested but except, where the transfer or assignment is in favour of the insurer, shall not be operative as against an insurer, and shall not confer upon the transferee or assignee, or his legal representative, any right to sue for the amount of such policy or the moneys secured thereby until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or a copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer:

Provided that where the insurer maintains one or more places of business in India, such notice shall be delivered only at the place where the policy is being serviced.

(6) The date on which the notice referred to in sub-section (5) is delivered to the insurer shall regulate the priority of all claims under a transfer or assignment as between persons interested in the policy; and where there is more than one instrument of transfer or assignment the priority of the claims under such instruments shall be governed by the order in which the notices referred to in sub-section (5) are delivered:

Provided that if any dispute as to priority of payment arises as between assignees, the dispute shall be referred to the Authority.

(7) Upon the receipt of the notice referred to in sub-section (5), the insurer shall record the fact of such transfer or assignment together with the date thereof and the name of the transferee or the assignee and shall, on the request of the person by whom the notice was given, or of the transferee or assignee, on payment of such fee as may be specified by the regulations, grant a written acknowledgement of the receipt of such notice; and any such acknowledgement shall be conclusive evidence against the insurer that he has duly received the notice to which such acknowledgement relates.

(8) Subject to the terms and conditions of the transfer or assignment, the insurer shall, from the date of the receipt of the notice referred to in sub-section (5), recognize the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall be subject to all liabilities and equities to which the transferor or assignor was subject at the date of the transfer or assignment and may institute any proceedings in relation to the policy, obtain a loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to such proceedings.

Explanation- Except where the endorsement referred to in sub-section (1) expressly indicates that the assignment or transfer is conditional in terms of subsection (10) hereunder, every assignment or transfer shall be deemed to be an absolute assignment or transfer and the assignee or transferee, as the case may be, shall be deemed to be the absolute assignee or transferee respectively.

(9) Any rights and remedies of an assignee or transferee of a policy of life insurance under an assignment or transfer effected prior to the commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by the provisions of this section.

(10) Notwithstanding any law or custom having the force of law to the contrary, an assignment in favour of a person made upon the condition that—

(a) the proceeds under the policy shall become payable to the policyholder or the nominee or nominees in the event of either the assignee or transferee predeceasing the insured; or

(b) the insured surviving the term of the policy, shall be valid:

Provided that a conditional assignee shall not be entitled to obtain a loan on the policy or surrender a policy.

(11) In the case of the partial assignment or transfer of a policy of insurance under sub-section (1), the liability of the insurer shall be limited to the amount secured by partial assignment or transfer and such policyholder shall not be entitled to further assign or transfer the

18. Making a Claim

Steps involved in making a death 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:

In case of natural death

- 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 duly filled and signed by claimant/nominee.
- 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. Original Policy document.
- v. A self-attested copy of Pan Card of Nominee/Claimant. In case Nominee/Claimant does not have a pan card issued on his/her name then please submit duly filled and signed Form 60.
- vi. Self-attested copy of photo-identity proof and address of the Nominee(s)/Claimant (e.g. driving license, PAN card, passport, Voter ID card etc.)
- vii. Self-attested copy of bank pass book of Nominee(s)/Claimant along with cancelled cheque.

Any other document or information that we may need for validating and processing the claim

In case of un natural death

Following additional documents will be required apart from ones mentioned above:

- i. Copies of Medico Legal Certificate, First Information Report, Panchnama, Inquest report and post mortem report (Only if Death), duly attested by the police (only in case of Accident leading to unnatural death or Permanent Disability of the Life Assured).
- ii. All Hospitalization documents including discharge summary, Admission Notes and all investigation reports (only in case the Life Assured was treated for any illness related to the cause of death).

Any other document or information that we may need for validating and processing the claim.

Maturity Claim:

- i. Maturity Claim Intimation form duly filled and signed by Policy Holder.
- ii. Original Policy Document(s)
- iii. Self-Attested Copy of Pan Card of the Policy Holder.
- iv. Cancelled Cheque or Self Attested Copy of Pass book of the Policy Holder.

- v. Self-Attested Copy of Address Proof (if change in Address).
- vi. Duly filled and signed NRI Declaration form applicable only for NRIs.
- vii. Any other document or information that we may need for validating and processing the claim.

19. Suicide Exclusion

In case of death due to suicide within 12 months from the date of commencement of the policy or from the date of revival of the policy, as applicable, the Nominee/ Appointee/ Legal Heir, as the case may be, shall be entitled to the fund value, as available on the date of intimation of death. Further any charges other than Fund Management Charges recovered subsequent to the date of death shall be added back to the fund value as available on the date of intimation of death.

20. 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 last instalment payout of Death/ Maturity Settlement option
- iii. on the date of intimation of rejection of claim by us; or
- iv. on the date of payment of Surrender Value; or
- v. on the payment of Maturity benefit; or
- vi. on the date of receipt of free look request; or
- vii. on the expiry of the revival period provided we have not received the due unpaid regular/ limited Premiums from you till the expiry of such period and this Policy is not under the Paid-Up Mode.
- viii. on the date Fund Value falls below 110% of Annualized Premium

21. Change of Address

You are required to inform us in writing, about any change in your/ Nominee's address. This will ensure that our correspondence reaches you/ the Nominee without any delay.

22. Disclosures

Misrepresentation/Fraudulent Disclosures:

Fraud, Misrepresentation and forfeiture shall be governed as per Section 45 of Insurance Act, 1938 as amended from time to time. Section 45 of Insurance Act, 1938 as amended from time to time:

- 1) No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.
- 2) A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.

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

22. 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.

23. 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 under this Policy for such period during which the force majeure conditions existed subject to IRDAI approval.

24. Issuance of Notices

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

25. 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 the Indian Courts.

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

22. Grievance Redressal

You may contact us in case of any grievance at any of our branches or at Customer Care, IndiaFirst Life Insurance Company Ltd, 12th & 13th floor, North [C] Wing, Tower 4, Nesco IT Park, Nesco Center, Western Express Highway, Goregaon (East), Mumbai - 400 063. Contact No.: 1800 209 8700, Email id: customer.first@indiafirstlife.com.

a. A written communication giving reasons of either redressing or rejecting the grievance will be sent to you within 15 (Fifteen) days from the date of receipt of the grievance. 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 15 (Fifteen) days, then, you may approach our Grievance Officer at any of our branches or you may write to our Grievance Redressal Officer at grievance.redressal@indiafirstlife.com.

An acknowledgment to all such grievances received will be sent within 3 (Three) working days of receipt of the grievance.

c. 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, Telangana

IRDAI TOLL FREE NO: 18004254732

Insurance Ombudsman

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 of List of Ombudsmen 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 as amended from time to time 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 above.

The complaint should be made in writing and the same should be duly signed by the complainant or by his legal heir(s), nominee(s) 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, 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
Bengaluru	Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, BENGALURU - 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka
Bhopal	Office of the Insurance Ombudsman, 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, 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, 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, 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, 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, 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, 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

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Jaipur	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, JAIPUR - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in	Rajasthan
Ernakulam	Office of the Insurance Ombudsman, 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, 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
Lucknow	Office of the Insurance Ombudsman, 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	Districts of Uttar Pradesh : 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.
Mumbai	Office of the Insurance Ombudsman, 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 Email: bimalokpal.ernakulam@gbic.co.in	Kerala, Lakshadweep, Mahe - a part of Pondicherry
Pune	Office of the Insurance Ombudsman, 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	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region
Noida	Office of the Insurance Ombudsman, 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

Annexure B - List of Ombudsmen

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
Patna	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, PATNA - 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand

Annexure C - Funds

1. Under this Policy, you have the option to pay in the following 2 (Two) Funds:

Fund	Investment Objectives	Asset Category	Allocation	Returns and risk
Equity1 (SFIN: ULIF009010910EQ UTY1FUND143)	The Equity1 Fund aims to generate high real rates of return in the long term through diversified equity investment with moderately reduced probability of negative returns in the short term by some exposure to debt and money market instruments.	Equity	80% -100%	The potential returns from this Fund are the highest but the risk is high.
		Debt	0%	
		Money market	0% - 20%	
Debt1 (SFIN: ULIF010010910DE BT01FUND143)	The Debt1 Fund aims to provide returns which exceed inflation in the long term with low probability of negative returns in the short term through diversified exposure to debt and money market instruments.	Equity	0%	The potential returns are lower than the tailor made fund but the risk is moderate.
		Debt	70% -100%	
		Money market	0% - 30%	

2. Under this Policy, you have the option of switching the entire Fund Value from Equity1 Fund to Debt1 Fund or vice versa, subject to receipt of a written request from you.
3. We have the right to introduce new funds to this Policy and offer the same to you, subject to receipt of prior approval of the Regulatory Authority.
4. We have the right to discontinue any of the existing Funds by giving you 3 (Three) months prior written notice, subject to the prior approval of the Regulatory Authority.

Annexure D - Charges

Under this Policy, we will levy the following charges:

1. Premium Allocation Charge

- 1.1. The following Premium Allocation Charge will be levied by us if you have opted to pay the Premium as Regular Premiums or Limited Premiums:

Policy Year	Premium Allocation Charge as a percentage of Annualized Premium (for yearly/ half yearly premium payment mode)	Premium Allocation Charge as a percentage of Annualized Premium (for monthly premium payment mode)
1	6.7%	5%
2 - 4	4%	4%
5 and above	3.50%	3.50%

- 1.2. If you have paid the Premium as Single Premium, then, we will levy a Premium Allocation Charge of 2% (Two percent).
2. Policy Administration Charge
 - 2.1. We will levy a Policy Administration Charge at the beginning of each Policy month by cancellation of the Units for an equivalent amount.
 - 2.2. If you have opted to pay the Premiums as Regular Premium or Limited Premium, then, we will levy a Policy Administration Charge of 1.8% (One and Eight Tenths percent) of the Annualized Premium for the first Policy Year, which will increase by 5% (Five percent), subject to a maximum of 5% (five percent) of annualized premium or INR 6000 (six Thousand) per annum whichever is lower. If you have paid the Premiums as Single Premium, then, we will levy a Policy Administration Charge of 1.2% (One and Two Tenths percent) of the Single Premium for the first 10 (Ten) Policy Years or Policy Term, whichever is earlier, subject to a maximum of INR 6000 (Six Thousand) per annum. We will not levy any Policy Administration Charge after the completion of the first 10 (Ten) Policy Years

3. Mortality Charge

- 3.1. We will levy Mortality Charges for providing insurance coverage on the life of the Life Assured by cancellation of Units at the beginning of each Policy month. The Mortality Charge is guaranteed throughout the Policy Term.

- 3.2. Annual Mortality Charge is expressed in rupees per 1000 sum at risk which is the sum assured less fund value subject to this becomes non-negative. i.e. it should not be negative or zero, in accordance with the following table.
- 3.3. Mortality charges for in force policies are levied on the sum at risk, which is the sum assured or 105% of the total premiums paid at any time whichever is higher less fund value less partial withdrawal made during two years preceding the death of the life assured, if any subject to this become positive. Mortality charges for paid-up policies are levied on the sum at risk which is the paid-up sum assured less partial withdrawal made during two years preceding the death of the life assured, if any less fund value subject to this become positive.

Standard Annual Mortality Charge Rates					
Age last birthday	Males Rate	Age last birthday	Males Rate	Age last birthday	Males Rate
5	0.25	31	1.31	57	11.61
6	0.20	32	1.36	58	12.55
7	0.20	33	1.42	59	13.52
8	0.22	34	1.49	60	14.52
9	0.27	35	1.57	61	15.56
10	0.35	36	1.66	62	16.69
11	0.45	37	1.77	63	17.90
12	0.56	38	1.89	64	19.23
13	0.68	39	2.03	65	20.72
14	0.80	40	2.19	66	22.37
15	0.91	41	2.36	67	24.23
16	1.01	42	2.56	68	26.32
17	1.08	43	2.79	69	28.66
18	1.14	44	3.05	70	31.28
19	1.18	45	3.36	71	34.21
20	1.21	46	3.71	72	37.49
21	1.22	47	4.12	73	41.13
22	1.22	48	4.60	74	45.19
23	1.22	49	5.15	75	49.69
24	1.22	50	5.77	76	54.68
25	1.22	51	6.46	77	60.22
26	1.22	52	7.22	78	66.34
27	1.22	53	8.03	79	73.11
28	1.23	54	8.89	80	80.59
29	1.25	55	9.77		
30	1.28	56	10.68		

3.3. If the Life Assured is a female, then, an age set-back of 3 (Three) years shall be applicable for the Life Assured who is of 21 (Twenty One) years of Age as at last birthday and above for the purpose of calculation of Mortality Charges. If the Life Assured is a female who is between 18 (Eighteen) to 20 (Twenty) years of Age as at last birthday, then, the Mortality Charges for the Life Assured (male) who is of 18 (Eighteen) years of Age shall be applicable. No age discount will apply for the Life Assured (who is a female, if her Age is below 18 (Eighteen) years. The Mortality Charges may be different for substandard lives and the same shall be levied in accordance with our board approved underwriting policy.

4. Fund Management Charge

4.1. We will levy a Fund Management Charge of 1.35% (One and Thirty Five Hundredths percent) per annum on each of the Funds on each Valuation Date at the time of computation of NAV as a percentage of the Fund Value

and shall be appropriated by adjusting the NAV. The Fund Management Charge shall not exceed 1.35% (One and Thirty Five Hundredths percent) per annum throughout the Policy Term.

5. Switching Charge

5.1. We will allow a maximum of 2 (Two) switches per calendar month i.e. 24 (Twenty Four) switches per Policy Year. Currently, we will not levy any switching charges during the Policy Term. However, we reserve the right to introduce charges for switching of Funds, subject to receipt of the prior approval of the Regulatory Authority, which shall not exceed INR 500 (Five Hundred) per switch.

6. Discontinuance Charge

6.1. If you have opted to pay the Premiums as Regular Premiums or Limited Premiums, then, we will levy the following Discontinuance Charges:

Where the Policy is discontinued during the Policy year	Discontinuance Charge for Policies having Annualized Premium up to INR 25,000 as a percentage of the Annualized Premiums or the Fund Value (as on the date of Discontinuance of Policy), whichever is lower	Discontinuance Charge for policies having annualized premium above INR 25,000 as a percentage of the Annualized Premiums or the Fund Value (as on the date of Discontinuance of Policy), whichever is lower
1	20%, subject to maximum of INR 3000	6%, subject to maximum of INR 6000
2	15%, subject to maximum of INR 2000	4%, subject to maximum of INR 5000
3	10%, subject to maximum of INR 1500	3%, subject to maximum of INR 4000
4	5%, subject to maximum of Rs.1000	2%, subject to maximum of INR 2000
5 and onwards	Nil	Nil

6.2. If you have paid the Premiums as Single Premium, then, we will levy the following Discontinuance Charges:

Where the Policy is discontinued during the Policy year	Discontinuance Charge for Policies having Single Premium above INR 25,000 as a percentage of the Single Premium or the Fund Value (as on the date of Discontinuance of Policy), whichever is lower
1	1%, subject to maximum of INR 6000.
2	0.50%, subject to maximum of INR 5000.
3	0.25%, subject to maximum of INR 4000.
4	0.1%, subject to maximum of INR 2000.
5 and onwards	Nil

7. Partial Withdrawal Charge

7.1. We will not levy any partial withdrawal charges under this Policy for any Partial Withdrawals made by you in accordance with Section 8.

8. Miscellaneous Charge

8.1. We will not levy any miscellaneous charges under this Policy.

9. Applicable Taxes

9.1. We will deduct the applicable taxes in accordance with the applicable provisions of Indian tax laws on all the applicable charges levied by us under this Policy. The taxes deducted by us in addition to the charges as specified in Annexure D. The tax rates are subject to change basis any change in the directives issued by the Government.



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