



(UIN: 133N001V01)

## Terms and Condition of your Policy Future Assure

### (b) Critical Illness (Core) Rider Benefit will not be paid under the following circumstances:

- A waiting period of 90 days will apply, i.e. if critical illness is first diagnosed within 90 days from the risk commencement date or reinstatement date if reinstatement has been affected;
- A survival period of 28 days will apply; meaning that the life assured has to survive a minimum period of 28 days after the diagnosis of the critical illness in order to be eligible for the Critical Illness benefit;
- If the Critical Illness takes place as a result of any pre-existing medical condition of which the Company has reasons to believe that the *Life Assured* should have been aware of or for which symptoms had manifested themselves prior to the inception of the Policy;
- Critical Illness is caused by self inflicted injury, war/invasion, injury during criminal activity or breach of law or under influence of narcotic drug, alcohol etc;
- Where the Company has evidence that the illness has arisen out of an unreasonable failure on the part of the life Assured to follow medical advice. Moreover, where there is evidence that the life assured has delayed medical treatment in order to circumvent the waiting period or other conditions and restrictions applying in the Policy;
- If the *life assured* is found to be infected with Human Immunodeficiency Virus (HIV) or conditions due to any Acquired Immune Deficiency Syndrome (AIDS);
- As a result of accident while the life assured is engaged in aviation or aeronautics in any capacity other than that of a fare-paying, part-paying or non-paying passenger, in any aircraft which is authorized by the relevant regulations to carry such passengers and flying between established aerodromes;
- Injuries caused by such activities as hunting, mountaineering, steeple-chasing, racing of any kind, bungee jumping, river rafting, scuba diving, paragliding or any other such adventurous sports or hobbies.

### (c) Other conditions and restrictions

- Critical Illness benefit is payable only once during the term of the Policy;
- Critical illness benefit will be payable only after the Company is satisfied on the basis of available medical evidence that the specified illness has occurred;
- The date of occurrence of critical illness will be reckoned for the above purpose as the date of diagnosis of the illness / conditions. It will be the date on which the medical examiner first examines the *life assured* and certifies the diagnosis of any of the illnesses / conditions;
- Within 90 days from the date on which any of the above mentioned contingencies has occurred, full particulars thereof must be notified in writing to the office of the Company where this Policy is serviced together with the then address and whereabouts of the life assured. Proof satisfactory to the Company of the contingency that has occurred, shall be furnished in the manner required. Any Medical Examiner named by the Company shall be allowed to examine the person of the *life assured* in respect of any benefit claimed under the Benefit(s) mentioned under the Policy document, in such manner and at such times, as may be required by the Company. Based on the evidence provided and medical examination carried out, a panel of medical practitioners appointed by the Company should consider the claim and recommend its admission.

### (d) Review of premium rates

Premium rates for this benefit are subject to revision after 5 years; however the Company will give a notice of 3 months prior to such revision in premium rates. Any change in rates will apply from the later of the 5<sup>th</sup> Policy anniversary or the Policy anniversary immediately following the effective date of the change.

This benefit applies if it is in force on the date of diagnosis of the critical illness condition. The non-forfeiture provisions however do not apply to this benefit.

### VI) WAIVER OF PREMIUM ON DISABILITY RIDER BENEFIT

(a) On occurrence of Total Permanent Disability to the *life assured*, arising out of a cause which is accidental, all future premiums/contributions under this Policy shall no longer be required to be paid; all benefits under the Policy as per the Policy Schedule shall continue to be as in force and be available in full to the life assured.

This rider benefit and the premium for this benefit cease once the claim for this benefit is accepted by the Company.

(b) The *Life Assured* will be regarded as Totally and Permanently disabled if, as a result of accidental bodily injury, resulting solely and directly from an accident caused by outward, violent and visible means,

- he has been rendered totally incapable of being employed or engaged in any work or any occupation whatsoever for remuneration or profit, or
- he has suffered the loss of (or the total and permanent loss of use of) both hands, or both feet, or both eyes, or a combination of any two.

The above disability must have lasted, without interruption, for at least 180 consecutive days and must be deemed permanent by a panel of medical practitioners appointed by the Company.

(c) This benefit will not apply if the accident leading to the disability is caused under following circumstances -

- (i) Arising out of self injury, or whilst under the influence of intoxicating alcohol, or narcotic substances;
- (ii) Arising out of riots, civil commotion, rebellion, war (whether war be declared or not), invasion, hunting, mountaineering, steeple chasing or racing of any kind, bungee jumping, river rafting, scuba diving, paragliding or any such adventurous sports or hobbies;
- (iii) As a result of the *life assured* committing any breach of law;
- (iv) Arising from employment of the *life assured* in the armed forces or military service of any country at war (whether war be declared or not) or from being engaged in duties of any para-military, security, naval or police organization; and
- (v) As a result of accident while the *life assured* is engaged in aviation or aeronautics in any capacity other than that of a fare-paying, part-paying or non-paying passenger, in any aircraft which is authorized by the relevant regulations to carry such passengers and flying between established aerodromes.

This applies if the benefit is in force on the date of occurrence of the Accidental Total Permanent Disability. The non-forfeiture provisions however do not apply to this benefit.

### VII) LIFE GUARDIAN RIDER BENEFIT

If the *policyholder* dies before the *vesting date* when the *life assured* is a minor all future premiums under this Policy shall not be required to be paid till the *vesting date*; all benefits under the Policy as per the Policy Schedule shall continue to be as in force and will be available in full to the *life assured/policyholder*. The premiums due on or after the *vesting date* and there after will be required to be paid.

This rider benefit and the premium for this benefit cease thereafter.

This benefit applies if it is in force on the date of death of the *policyholder*. The non-forfeiture provisions however do not apply to this benefit.

### VIII) Future Generali Premium Waiver Benefit Rider

In case the proposer who is the Policyholder dies while the *life assured* is alive, all future premiums falling due under this Policy after the date of death of the policyholder shall be waived and shall not be required to be paid. All benefits under the Policy as per the Policy Schedule shall continue to be as in force and will be available in full to the life assured.

This benefit applies if it is in force on the date of death of the proposer. The non-forfeiture provisions do not apply to this benefit.

If the Policyholder, whether sane or insane, commits suicide within one year from the commencement of the rider or revival date, if the rider has been revived, the rider will be void and no benefit will be payable under the rider.

### 2. EXCLUSION

If the *life assured*, whether sane or insane, commits suicide within one year from the *risk commencement date* or *reinstatement date* if reinstatement has been affected, the Policy shall be void and the Company will not pay any claim by virtue of this Policy.

The above provision also applies to the *policyholder* in respect to the Life Guardian Benefit, if the benefit applies to this Policy.

### 3. PARTICIPATION IN PROFITS

The Policy shall participate in the profits arising out of the Company's 'With Profits' life insurance business. It gets a share of the profits emerging from the Company's With Profits business in the form of bonuses. Compound Reversionary Bonuses are declared as a percentage rate, which apply to the *sum assured* in respect of the Basic Policy Benefit plus the reversionary bonuses already attaching on the Policy. They are declared annually at the end of each financial year based on the Statutory Valuation carried out under prevailing Regulations. Once declared, they form a part of the guaranteed benefits of the Policy.

Reversionary Bonus would normally be declared as at 31<sup>st</sup> March every year.

In case the premiums shall not be duly paid, the Policy shall cease to participate in profits irrespective of whether or not the Policy has acquired *Surrender Value*.

### 4. PREMIUM PROVISIONS



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### 4.1 Payment of Premium

*Installment premiums* are required to be paid on the *premium due dates* until such time as stipulated in the Policy Schedule.

The premiums shall be deemed to have been paid only when they have been received at the Company's head office or any other office authorized by it for that purpose.

### 4.2 Change in payment method

You may change the frequency or mode of premium payments by a written request. Subject to our minimum premium requirements and the availability of the desired mode under this product, mode can be changed at the premium rates applicable on the *risk commencement date*.

### 4.3 Grace Period

A Grace Period of 30 days from the *premium due date* will be allowed for payment of yearly, half yearly or quarterly premiums and 15 days for monthly premiums. The Policy will remain in force during the Grace Period. If any premium remains unpaid at the end of the Grace Period, the benefits shall cease and the Policy shall lapse or cease to be in-force. The Policy/Benefit thereafter would have no further value except as provided under the Non-Forfeiture Provisions.

### 4.4 Deduction of Premium on claim

Provided the Policy/rider benefit is in force and it becomes a claim, any balance of premiums due till the next *Policy anniversary*, as on the date of claim, shall be deducted from the proceeds payable under the Policy/rider benefit.

This however, does not apply to claims in case of benefits where future premiums are waived as part of the benefit.

### 4.5 Reinstatement

If a premium is in default beyond the Grace Period and provided that the Policy is not surrendered, the Policy may be reinstated, subject to such conditions as the Company in its discretion may decide. Such reinstatement is possible within three years from the due date of the first premium in default but before the maturity date and within the lifetime of the life assured, and is subject to:

- Your written application for reinstatement;
- Production of *life assured's* current health declaration and other evidence of insurability to our satisfaction;
- Payment of all overdue premiums with interest; and
- Repayment of any *indebtedness* at the time of reinstatement.

Interest will be charged at a rate declared by us from time to time.

### 4.6 Premium Cessation

In case of the contingent event happening during the *Policy term*, the benefit terminates after payment of the claim and further premiums are not required to be paid in respect of that benefit, subject to the provisions of Sec 4.4 of this document. In case of a rider benefit, if the rider event happens and the claim is accepted by the Company, the premium pertaining to that rider would stop. Depending on the nature of the event, the Policy may however continue for other benefits if any, and premiums for the other benefits may be required to be paid.

## 5. NON-FORFEITURE PROVISIONS

Your Policy acquires *Surrender Value* after the premiums have been paid for at least three consecutive years from the *Policy commencement date*.

If you do not pay the premium within the Grace Period, your Policy shall lapse. Provided however, that the Policy has acquired *Surrender Value*, the following non-forfeiture options would be available to you.

### 5.1 Surrender of Policy

The *Surrender Value* is paid to you should you decide to surrender your Policy. Once the Policy is surrendered, all benefits under the Policy will immediately terminate and the Policy will not be eligible for revival. The amount payable to you on surrender of the Policy would, at all times be equal to the *Surrender Value* under the Policy less any *indebtedness*.

The *Surrender Value* on a Policy will depend on the term of the Policy, the number of years for which premiums have been paid, the sum assured, vested bonuses and the duration elapsed at the time of surrender and it shall be the higher of the *Special Surrender Value* and the *Guaranteed Surrender Value*. The *Surrender terms* will be declared by the Company from time to time and will be based on past financial and demographic experience of the Company with regard to your Policy/group of similar Policies, as well as our assessment of such likely future experience.

The minimum *Surrender Value* (or *Guaranteed surrender value*) allowable under a policy is equal to 30% of all regular premiums paid excluding the first-year premium and excluding all extra premiums, if any.. Premium paid for riders will not be considered

while determining the *Guaranteed Surrender Value*. Any *indebtedness* will be deducted from the *Guaranteed Surrender Value*.

Such *Guaranteed Surrender Value* on a regular premium policy is allowable after premiums have been paid for at least three consecutive years. A discounted value of the bonuses allocated to the Policy will also be added. The applicable interest rate for discounting will be declared by us from time to time.

The *Special Surrender Value* will be based on an assessment of the asset share progression at different durations of the policy. This assessment would be based on the Company's past financial and demographic experience of the Policy / group of similar Policies and likely future experience and will be reviewed from time to time depending on changes in internal and external experience and likely future experience.

The policy shall terminate on surrender as full and final settlement under the policy.

### 5.2 Reduced Paid-Up Value

You may choose to continue with this Policy as a non-participating, paid-up insurance for a reduced *sum assured*; the *sum assured* being reduced to a ratio of the original *sum assured* as the number of premiums actually paid shall bear to the total number of premiums payable as stipulated for in the Policy Schedule. The amount so obtained will be added with the bonuses / pro-rata bonus already attached to Policy as on the date of the last unpaid premium.

5.3 Non Forfeiture provisions will apply to the 'Basic Policy benefit' only and not to any of the rider benefits stated in your Policy Schedule.

## 6. SPECIAL PROVISION WHERE LIFE ASSURED IS A MINOR

### 6.1. Vesting of the Policy

If the Policy is in force or otherwise has acquired *Surrender Value* on the vesting date, this Policy shall vest on the life assured on that date. Upon such vesting, the Policy will be deemed to be a contract between the life assured (also the policyholder henceforth) as the owner of the Policy and the Company. The erstwhile policyholder or his estate shall cease to have any right or interest therein.

### 6.2 Commencement of Risk

In case of a minor *life assured*,

- if death occurs before he completes 10 years of age; or
- his age in completed years at the *risk commencement date* or *reinstatement date* if reinstatement has been affected, is less than 10 years and he dies within two years of the *risk commencement date* or the *reinstatement date*;

the Policy will be cancelled and all premiums paid will be refunded to the policyholder along with interest at a rate to be decided by the Company from time to time.

This provision overrides the *risk commencement date* as stated in the Policy Schedule.

## 7. CLAIM PROCEDURES:

### 7.1 Notice of Claim

The death of the life assured must be notified immediately to us in writing. Other claims must be notified in writing, preferably not later than 20 days after the date the insured event happens. However, the delayed request may be accepted, if the claimant proves to the satisfaction of the Company that he had sufficient cause for not filing the claim within the above said period. The condonation of delay shall be solely at the discretion of the Company.

### 7.2 Filing Proof of Claim:

7.2.1 **Death Claim and claims arising out of other benefits** - Affirmative proof of death or any other contingent insured event covered under this Policy and any appropriate documents as required by us must be completed and furnished to us, within 90 days from the date the insured event happens, unless specified otherwise.

Without prejudice, the following documents may be necessary to establish the claim to the satisfaction of the Company

- Original Policy Document;
- Original Death Certificate in case of death or accidental death claim;
- Post Mortem Report / FIR where applicable;
- Claim Forms duly filled as required by the Company;
- Certificate from physician /Hospital last attended showing cause of death, nature of Disability or illness wherever applicable;
- Legal evidence of title of the claimant where no valid nomination or assignment under the Policy exists or in cases where the title is in dispute.

We may, however, call for additional documents, if found necessary, in support of the claim.

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**7.2.2 Maturity Claim** - When the Policy results into a maturity claim, the policy holder shall submit the discharge form along with original Policy document besides proof of age if the age, is not admitted earlier.

### GENERAL TERMS & CONDITIONS

#### I. Forfeiture in certain events and Incontestability

In case any of the terms and condition of the Policy document is contravened or it is found that any untrue or incorrect statement is contained in the proposal form or any declaration/s signed by you, or any material information is withheld, in such cases but subject to Section 45 of the Insurance Act 1938, this Policy shall be void and all claims to benefits under this Policy will cease and all moneys paid into the Policy will be forfeited except for such relief that would be lawfully granted by the Company.

Section 45 of the Insurance Act 1938 states that no Policy of life insurance, after the expiry of 2 years from the risk commencement date or the reinstatement date if reinstatement has been affected, shall be called in question by the Company on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured (policyholder/life assured), or any other document leading to the issue of the Policy, was inaccurate or false, unless the Company shows that such statement was on a material matter or suppressed facts which was material to disclose and that it was fraudulently made by the policyholder and that the policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose.

Provided that nothing above shall prevent the Company from calling for proof of age at any time if it 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 age of the life assured was incorrectly stated in the proposal.

Prohibition of rebates: Section 41 of the Insurance Act, 1938 is reproduced as under:

**Section 41. (1)** No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

**Provided** that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

Section 41 (2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to five hundred rupees.

#### 2. Statement of Age

This Policy is issued at the age shown on the Policy Schedule which is the life assured's declared age last birthday at the Policy commencement date. If the age of the life assured is misstated and higher premiums should have been charged, the benefit payable under this Policy shall be reduced to what the premiums paid would have purchased at the correct age of the life assured. If the age of the life assured is misstated and lower premiums should have been charged, the Company will refund any excess premiums paid without interest. If at the correct age the life insured was however not insurable under this Policy pursuant to our Underwriting Rules, the Policy shall be void and the Company will refund the Premiums paid without interest after deducting all payments made under the Policy and indebtedness, if any.

#### In-case Future Generali Premium Waiver Benefit Rider is selected

- If the correct age of the Proposer is such as would have made the Proposer uninsurable under the rider, the rider shall stand cancelled from the date of issue of the rider and the premium paid in respect of the rider shall be refunded subject to the deduction of the expenses incurred by the Company on issuance of the rider cover.
- If the correct age is higher than the age declared in the Proposal Form but does not make the Proposer uninsurable and higher premiums should have been charged, the arrears of difference between the higher premium to be charged, the arrears of difference between the higher premium to be charged and the actual premium paid would be recovered with interest along with future premiums or adjusted from any future claim amount, as the case may be.
- If the correct age of the Proposer is lower than the age declared in the Proposal but does not make the proposer uninsurable and lower premiums should have been charged, the Company will refund any excess premiums paid under the rider without interest.

#### 3. The Policyholder's rights

You are the Policyholder and beneficiary of this Policy and its benefits as shown in the Policy Schedule, until changed. Only the Policyholder can, during the lifetime of the life assured, exercise all rights, privileges and options provided under this Policy subject to any nominee's vested interest or assignee's rights if any.

#### 4. Change of Nominee and Ownership by Assignment

During the Term of the Policy, you may change ownership of this Policy and/or the nominee/ appointee by filing a written notice to us. Such change is valid only if recorded by us during the lifetime of the life assured and endorsed on this Policy.

##### 4.1 Nomination

If you are also the life assured under this Policy, you may, at any time before the Policy matures for payment, nominate a person or persons as per Sec 39 of the Insurance Act 1938, to receive the Policy benefits in the event of the death of the life assured. Where the nominee is a minor, the Policyholder may also appoint any person who is a major as an appointee, to receive the Policy benefits till the nominee attains majority. We will not recognize a nomination or a change in nomination on this Policy until we receive notice of the nomination or change in nomination in writing at our Servicing Office. We will not express any opinion on the validity or legality of the nomination. Nomination is to be made for the entire Policy benefit and not for individual benefits or any part thereof.

If no nomination has been made, or all nominees die before the life assured, the benefits will be payable to the policyholder / legal heirs or legal representatives of the policyholder. In case there are more than one nominee and one or more of the nominees die, the benefits will be paid to the surviving nominees.

##### 4.2 Assignment

The Policyholder (referred to as 'Assignor') can assign this Policy to a party (referred to as 'Assignee') by filling a written notice at our servicing office along with the original Policy document. The assignment should either be endorsed upon the Policy itself or documented by a separate instrument signed in either case by the Assignor stating specifically the fact of assignment. We will not express any opinion on the validity or legality of the assignment. Only the entire Policy can be assigned and not individual benefits or any part thereof. Any assignment shall automatically cancel a nomination except any assignment in our favour.

#### 5. LOAN PROVISIONS

##### 5.1 Policy Loan

Provided that the Policy has acquired Surrender Value, you may apply for a Policy loan for an amount within 90% of the Surrender Value for an in-force policy and 85% of the Surrender Value for a paid-up policy, subject to such terms and conditions as the Company may stipulate form time to time. Until such time as the loan persists in our books, your Policy shall remain assigned to us.

We reserve the right to determine the loan amount to be granted, and to defer the granting of a loan for a period not exceeding six months from the date of your request.

##### 5.2 Loan Interest

Interest shall accrue on Policy loan at a rate which shall be determined by us from time to time. Interest shall be payable on the next Policy anniversary or six months before the next Policy anniversary if earlier, after the loan date; and every six months thereafter until the loan is repaid. Any unpaid interest shall be added to the principal loan and bear interest at the prevalent rate. You may repay the principal and accrued interest or any part of the loan anytime, however subject to a minimum of 6 months interest being required to be paid.

In the event of failure to pay the loan interest on the due dates, under circumstances when the loan with outstanding interest together with any indebtedness exceeds the Surrender Value, the Policy will get terminated automatically.

##### 5.3 Deduction from Proceeds

Any unpaid loan or any other indebtedness on this Policy will be deducted from any payment or proceeds under this Policy at the time of settlement. Our claim for any indebtedness will have priority over the claim of any creditor, assignee or any other interested party.

#### 6. FREE LOOK CANCELLATION

You have a period of 15 days from the date of receipt of the Policy document to review the terms and conditions of the Policy. If you are not satisfied with or disagree with any of the terms and conditions, you have the option to Cancel/withdraw and return the Policy along with a letter (dated and signed) stating your intention to cancel the Policy and reasons for the objections/Cancellation, within this period. Cancellation of Policy and refund of premium is allowed under this provision, whereby the amount payable on such cancellation will be equal to the total premium paid less a reasonable cost of insurance cover for the period and expenses towards Policy stamp duty and medical examination if any.

#### 7. APPLICABLE LAW

Your Policy is governed by and is subject to the Indian Law.



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The parties shall be subject to the jurisdiction of the law courts situated within the Republic of India for all matters and disputes arising from or relating to or concerning the application, declaration and the provisions of the Policy.

### 8. SERVICE TAX ETC

Service Tax and other related taxes on premiums payable for the Basic Policy Benefit and Rider Benefits, if any, will be charged by the Company, separately and in addition to the installment premium, at the time of premium payment.

### 9. COMPLAINT/GRIEVANCE

In case of any grievance, the Policyholder may approach the following in the order given below:

(i) In the event of any grievance the Policyholder may have under this Policy, a reference may be made to our office at the following address giving the nature and full particulars of the grievance.

**Grievance Redressal Department**  
**Future Generali India Life Insurance Company Limited**  
Lodha i -Think Techno Campus,  
1st Floor, A - wing,  
Off Eastern Express Highway,  
Pokharan Road No.2,  
Thane West-400601  
Email ID:care@futuregenerali.in

Website of the Company: [www.futuregenerali.in](http://www.futuregenerali.in)

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

**Grievance Redressal Officer**  
**Future Generali India Life Insurance Company Limited**  
Lodha i -Think Techno Campus,  
1st Floor, A - wing,  
Off Eastern Express Highway,  
Pokharan Road No.2,  
Thane West-400601

Contact No: 1800 102 2355  
Email: [gro@futuregenerali.in](mailto:gro@futuregenerali.in)

(iii) In case you are not satisfied with the decision / resolution of the Company, you may approach the Insurance Ombudsman if your grievance pertains to:

- Insurance claim that has been rejected or dispute of a claim on legal construction of the Policy
- Delay in settlement of claim
- Dispute with regard to payment of premium
- Non-receipt of your Policy document

You can approach Ombudsman designated by Insurance Regulatory and Development Authority within your jurisdiction as mentioned in annexure A attached, in case any of your grievances is not redressed to your satisfaction by the Grievance Redressal Department of Future Generali India Life Insurance Company Limited.

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

(v) As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made

- only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
- within a period of one year from the date of rejection by the insurer
- if it is not simultaneously under any litigation.

For an updated list of Insurance Ombudsman, please visit [www.irda.gov.in](http://www.irda.gov.in)

### 10. CURRENCY OF PAYMENT

All amounts payable either to or by the insurer shall be in Indian Rupees.

### 11. TRAVEL, RESIDENCE AND OCCUPATION

This Policy does not impose any restrictions as to travel, residence or occupation, except as otherwise provided in any special provisions of this Policy or by law.

### 12. ELECTRONIC TRANSACTION

You will adhere to and comply with all such terms and conditions as prescribed by the Company from time to time and hereby agree and confirm that all transactions effected by or through facilities for conduction of remote transactions including the

Internet, World Wide Web, electronic data interchange, call centers, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

### 13. LEGISLATIVE CHANGES

The Terms and Conditions including the premiums and benefits payable under this policy are subject to variation in accordance with the relevant Legislation and Regulations.

Service Tax and other related taxes as mentioned above shall be charged at the prevailing tax rates.