

**PART A**

**FORWARDING LETTER**

Ref.:  
Mr. ABC DEF GHI  
XXXXXXXXXXXX  
XXXXXXXXXXXX  
Tel:

Date:

**Future Generali Sampoon Loan Suraksha  
Group Non-Linked, Non-Participating, Life Insurance Plan**

Dear ABC DEF GHI

**Welcome to Future Generali**

We thank You for choosing Us for Your insurance needs and are committed to providing You with world-class products and professional service. We are pleased to enclose herewith Your original Group Policy Document of Your Group Policy No. XXXXXXXXXXXX.

Under this Group Policy, premium must be paid in the manner specified in this Group Policy terms and conditions and the benefits specified in this Group Policy terms and conditions will become payable in respect of the Insured Members on the occurrence of the events described in this Group Policy.

**Your Free Look Period**

You have the right to return this Group Policy within 15 days of receipt of the Group Policy Document (30 days if you have purchased this policy through distance marketing mode) if You disagree with any of the terms and conditions by giving Us a written request for cancellation of this Group Policy which states the reasons for Your objections. We will cancel this Group Policy and refund the premium received in respect of the Insured Members after deducting proportionate risk premium for the period on cover of the Insured Members, stamp duty charges and expenses incurred by Us on the medical examination (if any).

On receipt of the Group Policy Document, You are requested to review the terms and conditions in detail and verify that Your details and the details pertaining to the Insured Members are accurately set out in the Schedule. If any changes are required to Your details or the Insured Member's details or if You need any clarifications on the terms and conditions of this Group Policy, please contact Your insurance agent or Us on the details set out below.

**During the existence of Policy**

If any of the benefits under this Group Policy become payable in respect of the Insured Members or You wish to exercise any rights under this Group Policy or update any details

*For your convenience, we are providing your sales / servicing agent details below:*

*Agent/Broker/Intermediary Name:*

*Code*

*License No.*

*Mobile Number*

*Address*

*Email Id*

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in respect of this Group Policy or should have any queries or require any clarifications on the terms and conditions of this Group Policy, please contact Your insurance agent or Us on the details set out below and We will be pleased to assist You.

We also look forward to, and shall appreciate Your feedback on Our products and services. We are happy to be Your Total Insurance Solutions Provider.

**Future Generali India Life Insurance Company Limited:**

Toll Free Number: 1800 102 2355

Email: [care@futuregenerali.in](mailto:care@futuregenerali.in).

Operations Hub Address:

Lodha i - Think techno campus, A wing - 1st floor, Pokhran Road -2, Off Eastern Express Highway,  
Behind TCS Bldg, Thane West - 400607.

Registered and Corporate Office Address:

Indiabulls Finance Center, Tower 3, 6th Floor, Senapati Bapat Marg, Elphinstone(W), Mumbai - 400013.

Tel: 91-22-4097 6666; Fax: 91-22-4097 6600; Website: [www.futuregenerali.in](http://www.futuregenerali.in)

We trust that Your insurance plan will meet Your requirements. We assure You of Our best services always.

[Authorized Signatory](#)

Future Generali India Life Insurance Company Limited

**PART A**

**POLICY PREAMBLE**

**Future Generali Sampoon Loan Suraksha**

**Group Non-Linked, Non-Participating, Life Insurance Plan**

**UIN: [133N066V01]**

We have issued this contract of insurance with You on receipt of the premium and on the basis of the details contained in the Proposal Form, other information and documentation submitted to Us in relation to the proposal for insurance cover on the lives of the Insured Members and medical evidence provided (if any). The details and declarations contained in the Proposal Form as well as any information/ documents to be submitted forms the basis on which this contract of insurance has been issued.

We agree to pay the benefits specified in Certificate of Insurance issued under this Group Policy on the occurrence of the Insured Events described in Part C of this Group Policy in respect of the Insured Members while this Group Policy is in force and subject to the terms and conditions of this Group Policy, including the receipt of premium.

All schedules, annexures and addendums to this Group Policy as well as all endorsements placed on this Group Policy shall be deemed to be a part of this Group Policy.

You agree to provide Us the details requested in respect of the Insured Members, their Nominees, Appointees and legal heirs and legal representatives in accordance with the terms of this Group Policy.

For and on behalf of Future Generali India Life Insurance Company Ltd

\_\_\_\_\_  
(Authorized Signature)

Date: \_\_\_\_\_

**IMPORTANT: You are requested to read this Group Policy Document thoroughly. On examination of this Group Policy, if any error or incorrect description is found, this Group Policy should be returned to Us immediately for correction.**

**PART A**
**POLICY SCHEDULE**

**Future Generali Samporn Loan Suraksha  
Group Non-Linked, Non-Participating, Life Insurance Plan**

THIS SCHEDULE IS PART OF THIS GROUP POLICY AND IS SUBJECT TO AND HAS TO BE READ ALONG WITH THE ATTACHED GROUP POLICY DOCUMENT.

<b>Policy number:</b>	<b>Customer ID:</b>
<b>Name of the Group Policyholder:</b>	<b>Address of the Group Policyholder:</b>
<b>Minimum Eligibility Criteria:</b>  <b>Minimum Entry Age:</b>  <b>Maximum Entry Age:</b>  <b>Cover Expiry Age:</b>  <b>Minimum initial Coverage per member:</b>  <b>Maximum initial Coverage per member:</b>	<b>Premium Payment frequency for each member:</b>  <b>Premium Rates:</b>  <b>Underwriting:</b>  <b>List of Claim documents:</b>
<b>Minimum Tenure of Certificate:</b>  <b>Maximum Tenure of Certificate:</b>	<b>Policy Commencement Date:</b>  <b>Special Provisions:</b>
<b>Agent's name/ Broker's name:</b>  <b>Email:</b>  <b>Address:</b>	<b>Agent's code/Broker's code:</b>  <b>Agent's/Broker's License No.:</b>  <b>Mobile/Landline Telephone Number:</b>

**PART A****Initial Coverage Particulars**

Description	Details
No. of members	
Sum Assured	
Mode of Premium	Single Premium
Premium	
Goods and Services Tax*	
<b>TOTAL Premium inclusive of taxes</b>	

\*Includes Goods and Services Tax at prevailing rates. Total Premium is subject to change in case of any variance in the present rates or in the event of any new or additional tax/levy being made applicable/ imposed on the premium(s).

The stamp duty of Rs. Xxx (xxxx ONLY) paid by Payorder no.XXXXX dated DD/MM/YYYY. Government Notification Revenue and Forest Department No. Mudrank 2004/4125/CR 690/M-1, Dt.31/12/2004.

For and on behalf of Future Generali India Life Insurance Company Ltd

\_\_\_\_\_  
(Authorized Signature)

Date: \_\_\_\_\_

**On examination of this Group Policy, if You notice any mistake, then it is to be returned to Us immediately for correction.**

**PART B**  
**DEFINITIONS & INTERPRETATION**

**Definitions:** The terms defined below are important terms which apply under this Group Policy. These terms are used with initial capitals in the Group Policy Document and shall have the meaning ascribed to them below wherever they appear in the Group Policy Document:

- 1) **“Age”** means age as on last birthday which is the number of completed years on the last birthday.
- 2) **“Appointee”** means the person named in the Certificate of Insurance to whom the Insured Benefit shall be payable if the Nominee is less than Age 18 when the Insured Benefit becomes payable.
- 3) **“Certificate of Insurance”** means the certificate issued to Insured member on the basis of the details mentioned in the Insured Member’s application form, to each Insured Member evidencing the acceptance of risk on the life of the Insured Member under the Group Policy;
- 4) **“Cover End Date”** means the date specified in the Certificate of Insurance, if any, on which the insurance cover under this Group Policy will automatically cease in respect of that Insured Member.
- 5) **“Tenure of Certificate”** means the period between the Effective Date and the Cover End Date as specified in the Certificate of Insurance.
- 6) **“Effective Date”** means the date specified in the Certificate of Insurance on which the insurance coverage under this Group Policy in respect of that Insured Member commences.
- 7) **“Eligible Member”** means a member who meets and continues to meet the Minimum Eligibility Criteria specified in the Schedule and any additional criteria specified in the Schedule or in Part C of this Group Policy.
- 8) **“Endorsement”** means a written endorsement issued by Us on the Schedule to record any changes to the applicable terms and conditions of this Group Policy or the details contained in the Schedule. Endorsements shall form a part of this Group Policy and shall be binding on You and Us. It is agreed that the terms of an Endorsement shall supersede any conflicting provisions in this Group Policy Document or Schedule.

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- 9) **“Group Policy”** means this Group Policy Document, the Proposal Form, the Register of Members, the Schedule, the Certificates of Insurance and any additional information or documentation provided to Us in relation to the Proposal Form or any Eligible Member’s application form, any Endorsements issued by Us and attached to this Group Policy and any Riders attached to this Group Policy.
- 10) **“Insured Benefit”** means benefit payable in accordance with Part C of this Group Policy on occurrence of Insured Event which is as per the Loan Schedule given in the Certificate of Insurance.
- 11) **“Insured Member”** means an Eligible Member on whose life the insurance cover under this Group Policy has been granted and who has been issued a Certificate of Insurance.
- 12) **“IRDAI”** means the Insurance Regulatory and Development Authority of India.
- 13) **“Loan Schedule”** means the loan repayment schedule which has been issued by Us and which is attached to and forms a part of the Certificate of Insurance.
- 14) **“Master Policyholder”** means the finance institution named in the scheduled which holds this group policy
- 15) **“Nominee”** means the person named in the Certificate of Insurance to whom the Insured Benefit in respect of an Insured Member shall become payable if the conditions specified in Part C of this Group Policy are satisfied.
- 16) **“Policy Commencement Date”** means the date specified in the Schedule on which this Group Policy commenced.
- 17) **“Proposal Form”** means the proposal form provided by Us which is completed by You in utmost good faith and sets out the various particulars which form the basis of the insurance cover under this Group Policy.
- 18) **“Register of Members”** means the register of Insured Members maintained by You in accordance with Part D, which register shall stand updated from time to time only after intimating Us, which is deemed to be incorporated in and forms part of this Group Policy;

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- 19) **“Rider”** means a rider contract which is attached to and forms a part of this Group Policy. The Schedule will specify whether any Riders are applicable under this Group Policy and the premium amounts payable for which Riders.
- 20) **“Schedule”** means the policy schedule which is issued by Us and attached to this Group Policy together with any amendments to the Schedule or Endorsements which may be issued by Us from time to time.
- 21) **“Single Premium”** means the Premium amount specified in the Certificate of Insurance which is payable in Lump Sum in respect of the Insured Member under this Group Policy.
- 22) **“Sum Assured”** means the amount specified in the Certificate of Insurance. Part C of this Group Policy will specify whether and under which conditions the Sum Assured becomes payable.
- 23) **“Surrender”** means the complete withdrawal/termination of the insurance benefits under the Certificate of Insurance. Part D of this Group Policy will specify whether and under which conditions a Certificate of Insurance can be Surrendered.
- 24) **“Surrender Value”** means the amount payable, if any, on the Surrender of this Group Policy. Part D of this Group Policy will specify the manner of calculation of the Surrender Value, if any.
- 25) **“We, Us, Our”** means Future Generali India Life Insurance Company Limited.
- 26) **“You, Your”** means the group policyholder of this Group Policy as named in the Schedule.

**Definitions and Exclusions of Critical Illnesses and Other Terms used:**

- 1) **“Accident”** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 2) **“Injury”** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.



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- 3) **“Medical Practitioner”** means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of his license. ; but excluding the Physician who is:
- Insured/Policyholder himself or an agent of the Insured
  - Insurance Agent , business partner(s) or employer/employee of the Insured or
  - A member of the Insured's immediate family.

4) **Cancer of specified severity**

A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukemia, lymphoma and sarcoma.

**The following are excluded -**

- i. All tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.
- ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
- iii. Malignant melanoma that has not caused invasion beyond the epidermis;
- iv. All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
- v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- vi. Chronic lymphocytic leukaemia less than RAI stage 3
- vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
- viii. All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;
- ix. All tumors in the presence of HIV infection.

5) **Open chest CABG**

The actual undergoing of heart surgery to correct blockage or narrowing in one or more coronary artery(s), by coronary artery bypass grafting done via a sternotomy (cutting through the breast bone) or minimally invasive keyhole coronary artery bypass procedures. The diagnosis must be

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supported by a coronary angiography and the realization of surgery has to be confirmed by a cardiologist.

**The following are excluded:**

Angioplasty and/or any other intra-arterial procedures

**6) Myocardial Infarction (First Heart Attack of specific severity)**

The first occurrence of heart attack or myocardial infarction, which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be evidenced by all of the following criteria:

- i. A history of typical clinical symptoms consistent with the diagnosis of acute myocardial infarction (For e.g. typical chest pain)
- ii. New characteristic electrocardiogram changes
- iii. Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.

**The following are excluded:**

- i. Other acute Coronary Syndromes
- ii. Any type of angina pectoris
- iii. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.

**7) Kidney Failure requiring regular dialysis**

End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist Medical Practitioner.

**8) Major Organ/Bone Marrow Transplant**

The actual undergoing of a transplant of:

- i. One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ, or
- ii. Human bone marrow using haematopoietic stem cells.

The undergoing of a transplant has to be confirmed by a specialist Medical Practitioner.

**The following are excluded:**

- i. Other stem-cell transplants
- ii. Where only islets of langerhans are transplanted

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**9) Stroke resulting in permanent symptoms**

Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source.

Diagnosis has to be confirmed by a specialist Medical Practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain.

Evidence of permanent neurological deficit lasting for at least 3 months has to be produced.

**The following are excluded:**

- i. Transient ischemic attacks (TIA)
- ii. Traumatic injury of the brain
- iii. Vascular disease affecting only the eye or optic nerve or vestibular functions.

**10) Benign Brain Tumour**

Benign brain tumor is defined as a life threatening, non-cancerous tumor in the brain, cranial nerves or meninges within the skull. The presence of the underlying tumor must be confirmed by imaging studies such as CT scan or MRI.

This brain tumor must result in at least one of the following and must be confirmed by the relevant medical specialist.

- i. Permanent Neurological deficit with persisting clinical symptoms for a continuous period of at least 90 consecutive days or
- ii. Undergone surgical resection or radiation therapy to treat the brain tumor.

The following conditions are excluded:

Cysts, Granulomas, malformations in the arteries or veins of the brain, hematomas, abscesses, pituitary tumors, tumors of skull bones and tumors of the spinal cord.

**11) Coma of Specified Severity**

A state of unconsciousness with no reaction or response to external stimuli or internal needs. This diagnosis must be supported by evidence of all of the following:

- i. no response to external stimuli continuously for at least 96 hours;
- ii. life support measures are necessary to sustain life; and
- iii. permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.

The condition has to be confirmed by a specialist Medical Practitioner. Coma resulting directly from alcohol or drug abuse is excluded.

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**12) End Stage Liver Disease**

Permanent and irreversible failure of liver function that has resulted in all three of the following:

- i. Permanent jaundice; and
- ii. Ascites; and
- iii. Hepatic encephalopathy.

Liver failure secondary to drug or alcohol abuse is excluded.

**13) End Stage Lung Disease**

End stage lung disease, causing chronic respiratory failure, as confirmed and evidenced by all of the following:

- i. FEV1 test results consistently less than 1 litre measured on 3 occasions 3 months apart; and
- ii. Requiring continuous permanent supplementary oxygen therapy for hypoxemia; and
- iii. Arterial blood gas analysis with partial oxygen pressure of 55mmHg or less (PaO<sub>2</sub> < 55mmHg); and
- iv. Dyspnea at rest.

**14) Open Heart Replacement or Repair of Heart Valves**

The actual undergoing of open-heart valve surgery is to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease affected cardiac valve(s). The diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist medical practitioner. Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.

**15) Loss of Limbs**

The physical separation of two or more limbs, at or above the wrist or ankle level limbs as a result of injury or disease. This will include medically necessary amputation necessitated by injury or disease. The separation has to be permanent without any chance of surgical correction. Loss of Limbs resulting directly or indirectly from self-inflicted injury, alcohol or drug abuse is excluded.

**16) Blindness**

Total, permanent and irreversible loss of all vision in both eyes as a result of illness or accident.

The Blindness is evidenced by:

- i. corrected visual acuity being 3/60 or less in both eyes or ;
- ii. the field of vision being less than 10 degrees in both eyes.

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III. The diagnosis of blindness must be confirmed and must not be correctable by aids or surgical procedure.

**17) Third Degree Burns**

There must be third-degree burns with scarring that cover at least 20% of the body's surface area. The diagnosis must confirm the total area involved using standardized, clinically accepted, body surface area charts covering 20% of the body surface area.

**18) Major Head Trauma**

Accidental head injury resulting in permanent Neurological deficit to be assessed no sooner than 3 months from the date of the accident. This diagnosis must be supported by unequivocal findings on Magnetic Resonance Imaging, Computerized Tomography, or other reliable imaging techniques. The accident must be caused solely and directly by accidental, violent, external and visible means and independently of all other causes.

The Accidental Head injury must result in an inability to perform at least three (3) of the following Activities of Daily Living either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons. For the purpose of this benefit, the word "permanent" shall mean beyond the scope of recovery with current medical knowledge and technology.

The Activities of Daily Living are:

- i. Washing: the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means;
- ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- iii. Transferring: the ability to move from a bed to an upright chair or wheelchair and vice versa;
- iv. Mobility: the ability to move indoors from room to room on level surfaces;
- v. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- vi. Feeding: the ability to feed oneself once food has been prepared and made available.

The following are excluded:

- i. Spinal cord injury;

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**19) Permanent Paralysis of Limbs**

Total and irreversible loss of use of two or more limbs as a result of injury or disease of the brain or spinal cord. A specialist medical practitioner must be of the opinion that the paralysis will be permanent with no hope of recovery and must be present for more than 3 months.

**20) Loss of Independence Existence**

Confirmation by a Consultant Physician of the loss of independent existence due to illness or trauma, lasting for a minimum period of 6 months and resulting in a permanent inability to perform at least three (3) of the following

The Activities of Daily Living are:

- i. Washing: the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means;
- ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- iii. Transferring: the ability to move from a bed to an upright chair or wheelchair and vice versa;
- iv. Mobility: the ability to move indoors from room to room on level surfaces;
- v. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- vi. Feeding: the ability to feed oneself once food has been prepared and made available.

**21) Apallic Syndrome**

Universal necrosis of the brain cortex with the brainstem remaining intact.

Diagnosis must be confirmed by a Neurologist and condition must be documented for at least one month.

**22) Surgery of Aorta**

The actual undergoing of major surgery to repair or correct an aneurysm, narrowing, obstruction or dissection of the aorta through surgical opening of the chest or abdomen. For the purpose of this definition, aorta shall mean the thoracic and abdominal aorta but not its branches.

Surgery performed using only minimally invasive or intra-arterial techniques are excluded.

**Interpretation:**

- 1) References in this Group Policy to the singular shall include the plural and vice versa.
- 2) References in this Group Policy to one gender shall include the other gender.

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- 3) References in this Group Policy to any statutes, rules, regulations or guidelines shall include any re-enactments or amendments to the same.
- 4) Section/paragraph headings are for ease of reference only and shall not have any interpretative value.
- 5) Words and expressions used in this Group Policy but not defined herein shall, unless the context specifies otherwise, have the same meaning as defined in the Insurance Act 1938, as amended from time to time, and/or the rules/regulations/guidelines made thereunder as may be amended from time to time.

SAMPLE

**PART C****Group Policy Benefits & Premium Payment Conditions**

Benefit amounts payable on the occurrence of the events specified below are set out in the Certificate of Insurance. Benefits due will become payable to Master Policyholder/ Nominee/ Beneficiary as per Clause 3 (c).

In order to secure the full benefits available under this Group Policy, the Premium due in respect of the Insured Member must be received.

Amendments to this Group Policy shall be effective only if such amendments are carried out only through Endorsements issued by Us.

**1) Eligibility Criteria:****For Single Borrowers:**

- a) Any person who wishes to apply for insurance cover under this Group Policy must be an Eligible Member and must satisfy all the minimum eligibility criteria specified in the Schedule and the additional eligibility criteria specified below:
  - i) The person must not be less than Age 14 in case of Education Loan on the proposed Effective Date;
  - ii) The person must not be less than Age 18 in case of any loans other than Education Loan on the proposed Effective Date;
  - iii) The person must not be more than Age 70 on the proposed Effective Date;
  - iv) The person will not be more than Age 75 on the proposed Cover End Date;
  - v) The person has taken a loan or other credit facility from You.

**For Co-borrowers/ Joint Life**

- b) If 2 or more persons have been granted a joint loan from You on a co-borrower basis or on Joint Life Basis, then these co-borrowers/ Joint Life may apply for insurance cover under this Group Policy provided that each person individually satisfies all the minimum eligibility criteria specified in the Schedule and the additional eligibility criteria specified above.



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- c) Co-borrowers who are Eligible Members may apply to be covered as Insured Members under this Group Policy for their respective share of the loan amount as specified in the Loan Schedule given in the Certificate of Insurance.
- d) Joint Life borrowers who are Eligible Members may apply to be covered as Insured Members under this Group Policy for 100% of the loan amount as specified in the Loan Schedule given in the Certificate of Insurance on first occurrence of Insured Event.
- e) The cover for minor life (age 14 years and above) shall be allowed only in case of educational loans under Joint Life option.

**2) Commencement of Risk Cover under this Group Policy**

- a) An Eligible Member may apply to be covered as an Insured Member under this Group Policy by submitting the duly completed and signed member application form as prescribed by Us to You along with the specified documents.
- b) We may require additional information or documentation to be submitted in respect of an Eligible Member based on Our underwriting Policy before the insurance coverage in respect of that Eligible Member is confirmed;
- c) An Eligible Member will become an Insured Member only after the Eligible Member's application has been accepted and have issued a Certificate of Insurance. In case of any contradiction between Certificate of Insurance and the Group Policy, the terms and conditions of the Group Policy shall prevail. The Insured Member's insurance coverage under this Group Policy will not commence before the Effective Date.
- d) The Certificate of Insurance will specify whether insurance coverage under this Group Policy is:
  - i) on the basis of occurrence of first Insured Event for Joint Life; and
  - ii) if it is on a co-borrower basis then the respective share of the Loan amount as specified in the Loan Schedule given in the Certificate of Insurance.
- e) If any person that was previously covered as an Insured Member under this Group Policy wishes to re-apply for insurance coverage under this Group Policy then the application shall be

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considered only if that person is an Eligible Member on the date of the new application and the application is accepted in accordance with the provisions set out above.

- f) If an Insured Member is granted a new loan from You or the Insured Member's existing loan with You is increased, then the new loan or top-up loan will be deemed to be a new loan for the purposes of this Group Policy and a separate Certificate of Insurance will be issued to that Insured Member attaching the Loan Schedule for that new loan, provided that the Premium in respect of the new loan has been received.
- g) In case Master Policyholder surrenders the scheme, the Insured Members shall have right either to continue the cover on individual basis as per Certificate of Insurance or surrender the cover.

**3) Insured Benefit**

a)

**Option 1:-** In case of Death or diagnosis of Accidental Total and Permanent Disability or diagnosis of Terminal Illness of Insured Member, whichever occurs earlier, Loan amount as on date of occurrence of the Insured Event as per the Loan Schedule given in the Certificate of Insurance is payable.

Insured Event under Option 1 is Death or Accidental Total and Permanent Disability or Terminal Illness defined in Clause 3 (d) below.

**Option 2:-** In case of Death or diagnosis of Accidental Total and Permanent Disability or diagnosis of Terminal Illness or diagnosis of any of the below mentioned Critical Illnesses of Insured Member, whichever occurs earlier, Loan amount as on date of occurrence of the Insured Event as per the Loan Schedule given in the Certificate of Insurance is payable. The Critical Illnesses covered under this option are :

- i) Cancer of specified severity
- ii) Open chest CABG
- iii) Myocardial Infarction (First Heart Attack of specific severity)
- iv) Kidney Failure requiring regular dialysis
- v) Major Organ/Bone Marrow Transplant
- vi) Stroke resulting in permanent symptoms

Insured Event under Option 2 is Death or Accidental Total and Permanent Disability or Terminal Illness or 6 Critical Illnesses as mentioned above defined in Clause 3 ( d ) below.

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**Option 3:-** In case of Death or diagnosis of Accidental Total and Permanent Disability or diagnosis of Terminal Illness or diagnosis of any of the below mentioned Critical Illnesses of Insured Member, whichever occurs earlier, Loan amount as on date of occurrence of the Insured Event as per the Loan Schedule given in the Certificate of Insurance is payable. The Critical Illnesses covered under this option are :

- i) Cancer of specified severity
- ii) Open chest CABG
- iii) Myocardial Infarction (First Heart Attack of specific severity)
- iv) Kidney Failure requiring regular dialysis
- v) Major Organ/Bone Marrow Transplant
- vi) Stroke resulting in permanent symptoms
- vii) Benign Brain Tumour
- viii) Coma of Specified Severity
- ix) End Stage Liver Disease
- x) End Stage Lung Disease
- xi) Open Heart Replacement or Repair of Heart Valves
- xii) Loss of Limbs
- xiii) Blindness
- xiv) Third Degree Burns
- xv) Major Head Trauma
- xvi) Permanent Paralysis of Limbs
- xvii) Loss of Independence Existence
- xviii) Apallic Syndrome
- xix) Surgery of Aorta

Insured Event under Option 3 is Death or Accidental Total and Permanent Disability or Terminal Illness or 19 Critical Illnesses as mentioned above defined in Clause 3 ( d ) below.

**For Option 2 and 3**

- Coverage Term for 'Critical illness' condition shall be lesser of 10 years and loan coverage term. For loans of tenure greater than 10 years, all benefits other than 'Critical Illness' Benefit shall continue as specified in the Loan Schedule given in the Certificate of Insurance.

**b) Amount of Insured Benefit**

	<b>Single Life</b>	<b>Co-borrower</b>	<b>Joint Life Cases</b>
<b>On occurrence of</b>	Insured Event for the Insured Member on or after the Effective Date but before the Cover End Date	Insured Event of any one of the co-borrowers, where the co-borrowers are covered for their respective loan share the as specified in the Certificate of Insurance	Insured Event of any one of the joint life, where the joint lives are covered for entire loan amount as specified in the Loan Schedule given in the Certificate of Insurance
<b>Coverage amount</b>	Loan amount as per the Loan Schedule given in the Certificate of Insurance	His/her respective Loan amount as per the Loan Schedule given in the Certificate of Insurance	Covered for 100% of loan amount as per the Loan Schedule given in the Certificate of Insurance
<b>Amount payable</b>	Outstanding Loan amount as on date of occurrence of	Insured Member's share of the outstanding Loan amount as	Loan amount as per the Certificate of Insurance is

**PART C**

<b>on occurrence of Insured Event</b>	the Insured Event as per the Loan Schedule given in the Certificate of Insurance as provided by Us and the coverage shall terminate.	on the date of occurrence of Insured Event for Insured Member which shall be calculated in accordance with the Loan Schedule given in the Certificate of Insurance provided by Us and the coverage shall terminate.	paid on first occurrence of Insured Event shall be paid
<b>Insurance cover for other members</b>	Not Applicable	The insurance cover for other Insured Members under co-borrower(s) will continue in accordance with the terms and conditions of this Group Policy.	The insurance cover will cease on the life of the surviving borrower/ other joint life borrower(s).

**c) Beneficiary of Insured Benefit**

<b>If Master Policyholder is a</b>	<b>To whom the Insured Benefit is payable</b>
1. Reserve Bank of India (RBI) Regulated Scheduled Banks (including Cooperative Banks) 2. NBFCs having Certificate of Registration from RBI 3. National Housing Bank (NHB) Regulated Housing Finance Companies 4. National Minority Development Finance and its State Channelizing Agencies 5. Small Finance Banks regulated by RBI	(The payment can be made to Master Policyholder on subject to authorization by Insured Member)  Subject to terms and conditions of the Master Policy, the Insured Benefit will be directly payable to the Master Policyholder to the extent of outstanding Loan amount; Insured Benefit amount in excess of outstanding Loan amount (if any), will be paid to the Nominee/ Beneficiary / Legal Heir of the Insured Member.
Other Master Policyholders	Subject to terms and conditions of the Master Policy, the Insured Benefit will be paid directly to the Nominee/ Beneficiary / Legal Heir or estate of the Insured Member

**d) Insured Event**
**i) Death**
**ii) Accidental Total and Permanent Disability**

The Accidental Total and Permanent Disability benefit is payable on Total and Permanent Disability of the Insured Member due to Accident provided the disability has lasted, without interruption, for at least 180 consecutive days from the date of 1st diagnosis of disability.

**PART C**

The Insured Member 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 /she has been rendered totally incapable of being employed or engaged in any work or any occupation whatsoever for remuneration or profit, or
- he/she has suffered the loss of (or the total and permanent loss of use of) both upper limbs, or both lower limbs, or both eyes, or a combination of any two.

The above disability must have been confirmed within 180 days of accident and must have lasted, without interruption, for at least 180 consecutive days and must be deemed permanent by a panel of Medical Practitioners. However, the same may be confirmed by independent Medical Practitioner appointed by the Company. The cost of consultation in such case will be borne by the Company.

In case the event which has caused the disability has occurred during the Policy Term and disability is established after the Policy Term, the benefit shall be payable subject to the above terms and conditions with regard to applicability of 180 days.

**iii) Terminal Illness**

The Insured Member is considered to be Terminally Ill only if it has been conclusively diagnosed, by a Medical Practitioner appointed by the Company that the member is suffering from an illness which is expected to result in death within six months.

Terminal illness due to HIV/AIDS is excluded.

**iv) Critical Illness**

The Insured Member will be considered to be diagnosed with any of the critical illnesses as defined in Part B of the Schedule if he/ she is conclusively diagnosed by a (panel of) specialist Medical Practitioners. However, the same may be confirmed by independent Medical Practitioner appointed by the Company. The cost of consultation in such case will be borne by the Company.

**e) Exclusions**

**i) Exclusions under Accidental Total & Permanent Disability**

**PART C**

No Benefit will be payable in respect of any condition arising directly or indirectly from, through or in consequence of the following exclusions:

- (a) Arising out of self-inflicted injury, suicide, war/invasion, injury during criminal activity with criminal intent or death whilst under the influence of drug unless prescribed by the doctor, alcohol, or narcotic substances;
- (b) 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;
- (c) As a result of the Insured Member committing any breach of law with criminal intent;
- (d) As a result of accident while the Insured Member 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.
- (e) Nuclear reaction, radiation or nuclear or chemical contamination;

**ii) Exclusions under Critical Illness**

No Critical Illness benefit will be payable in respect of any listed condition arising directly or indirectly from, though, in consequence of or aggravated by any of the following:

- (a) Pre-Existing Conditions or conditions connected to a Pre-Existing Condition will be excluded.  
Pre-Existing is any condition for which the Insured Member had signs, or symptoms, and/ or were diagnosed, and / or received medical advice / treatment within 48 months to prior to the first policy issued by the Company will be excluded.
- (b) Existence of any Sexually Transmitted Disease (STD) and its related complications or Acquired Immune Deficiency Syndrome (AIDS) or the presence of any Human Immuno-deficiency Virus (HIV)
- (c) Self-inflicted injury, suicide, insanity and deliberate participation of the life insured in an illegal or criminal act.
- (d) Use of intoxicating drugs / alcohol / solvent, taking of drugs except under the direction of a qualified Medical Practitioner.
- (e) War – whether declared or not, civil commotion, breach of law with criminal intent, invasion, hostilities (whether war is declared or not), rebellion, revolution, military or usurped power or wilful participation in acts of violence.
- (f) Aviation other than as a fare paying passenger or crew in a commercial licensed aircraft.
- (g) Taking part in any act of a criminal nature.
- (h) Treatment for injury or illness caused by avocations / activities such as hunting, mountaineering, steeple-chasing, professional sports, racing of any kind, scuba diving, aerial sports, activities such as hand-gliding, ballooning, deliberate exposure to exceptional danger. Radioactive contamination due to nuclear accident.

**PART C**

- (i) Failure to seek or follow medical advice or treatment from any registered and qualified Medical Practitioner.
- (j) Any treatment of a donor for the replacement of an organ.
- (k) A congenital anomaly of the insured.

**f) Waiting Period**

Waiting Period for Critical Illness Benefit is 90 days following the Effective Date. No Critical Illness Benefit shall be payable under this Policy for Critical Illness diagnosed or with the signs or symptoms of which first occurred within 90 days following the Effective Date.

**4) Maturity Benefit**

No maturity benefits are payable by Us under this Group Policy.

**5) Premium Payment Conditions**

**a) Payment of Premium**

Premium in respect of each Insured Member is payable as a Single Premium calculated at the rates specified in the Schedule. Premium in respect of an Insured Member must be received in advance of the issue of the Certificate of Insurance for that Insured Member.

In respect of all existing Eligible Members who wish to be covered under this Group Policy from the Policy Commencement Date, You shall pay the Premium due in respect of all such Eligible Members before the Policy Commencement Date and in any event before the issue of a Certificate of Insurance to the respective Insured Member.

In respect of all Eligible Members who become eligible or wish to be covered under this Group Policy after the Policy Commencement Date, You shall pay the Premium due in respect of the Eligible Member before the issue of the Certificate of Insurance.

If Eligible Members have been granted a joint loan from You on a co-borrower/ joint-life basis, then Premium must be paid in respect of each such Eligible Member.

**PART D****Policy Servicing Conditions**

The procedure and conditions applicable to various policy servicing aspects pertaining to this Group Policy are specified in this Part D below.

**1) Free Look Period**

- a) For Master Policyholder:- You may return this Group Policy within 15 days of receipt of the Group Policy Document (30 days if you have purchased this Policy through distance marketing mode) if You disagree with any of the terms and conditions by giving Us a written request for cancellation of this Group Policy which is dated and signed by You which states the reasons for Your objections. We will cancel this Group Policy and refund the premium received after deducting proportionate risk premium for the period on cover, stamp duty charges and expenses incurred by Us on the medical examination of the Insured Members(if any).
- b) For Insured Member:- On receipt of the Certificate of Insurance, the Insured Member may review the Terms and Conditions stated herein. In case the Insured Member is not satisfied with Terms and Conditions, he / she has an option to return the Certificate of Insurance to the Company within 15 days of its receipt (30 days if the Policy is purchased through distance marketing mode), with a request for cancellation, stating reasons for the same. On such cancellation of the Certificate of Insurance, the Company will refund the premium after deducting a proportionate cost of insurance for the period covered; expenses incurred towards medical examinations, if any, and stamp duty.

**2) Surrender**

- a) If an Insured Member has repaid the outstanding loan to You before the expiry of the repayment term specified in the Loan Schedule or otherwise, then the Insured Member may Surrender the Certificate of Insurance by giving Us a written request and We will pay the Guaranteed Surrender Value which is calculated as follows provided that the Surrender request is not received in the last year of Tenure of Certificate and the Guaranteed Surrender Value calculated is more than Rs.100.
- b) Pre-closure/termination of loan by the Insured Member is not a compulsory condition for surrender of insurance cover.
- c) Alternatively, the Insured Member may choose to continue the cover for the entire tenure of certificate as per Certificate of Insurance in case of prior termination/foreclosure of loan.



**PART D**

- d) In case You surrender the scheme, the Insurer Member shall have the right either to continue the cover on individual basis as per Certificate of Insurance or Surrender the cover.
- e) Guaranteed Surrender Value is payable as a percentage of Single Premium based on year of surrender and Tenure of Certificate.

Guaranteed Surrender Value = Guaranteed Surrender Value(GSV) Factor \* Premium paid in respect of the Insured Member

The Guaranteed Surrender Value Factor shall be determined as per the table below:

The GSV factors as a % of Single Premium for Reducing Cover or with moratorium loans

Policy Term \ Year of Surrender	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
2	7%																												
3	13%	6%																											
4	18%	12%	6%																										
5	22%	17%	11%	6%																									
6	26%	21%	16%	11%	5%																								
7	29%	25%	20%	15%	10%	5%																							
8	32%	28%	24%	20%	15%	10%	5%																						
9	34%	31%	27%	23%	19%	15%	10%	5%																					
10	36%	33%	30%	27%	23%	19%	15%	10%	5%																				
11	38%	35%	33%	29%	26%	23%	19%	14%	10%	5%																			
12	39%	37%	35%	32%	29%	26%	22%	18%	14%	10%	5%																		
13	41%	39%	37%	34%	32%	29%	26%	22%	18%	14%	10%	5%																	
14	42%	40%	39%	36%	34%	32%	29%	26%	22%	18%	14%	10%	5%																
15	43%	42%	40%	38%	36%	34%	32%	29%	26%	22%	19%	14%	10%	5%															
16	44%	43%	42%	40%	38%	36%	34%	32%	29%	26%	22%	19%	15%	10%	5%														
17	45%	44%	43%	42%	40%	38%	36%	34%	32%	29%	26%	23%	19%	15%	10%	5%													
18	46%	45%	44%	43%	42%	40%	39%	37%	34%	32%	29%	26%	23%	19%	15%	10%	5%												
19	46%	46%	45%	44%	43%	42%	40%	39%	37%	35%	32%	30%	27%	23%	19%	15%	11%	5%											
20	47%	46%	46%	45%	44%	43%	42%	41%	39%	37%	35%	33%	30%	27%	23%	20%	15%	11%	6%										
21	47%	47%	47%	46%	46%	45%	44%	43%	41%	40%	38%	36%	33%	30%	27%	24%	20%	16%	11%	6%									
22	48%	48%	48%	47%	47%	46%	45%	44%	43%	42%	40%	38%	36%	34%	31%	28%	24%	20%	16%	11%	6%								
23	48%	48%	48%	48%	48%	47%	47%	46%	45%	44%	43%	41%	39%	37%	34%	32%	28%	25%	21%	16%	11%	6%							
24	49%	49%	49%	49%	49%	48%	48%	47%	47%	46%	45%	43%	42%	40%	38%	35%	32%	29%	25%	21%	17%	12%	6%						
25	49%	49%	49%	49%	49%	49%	49%	49%	48%	47%	47%	45%	44%	43%	41%	38%	36%	33%	30%	26%	22%	17%	12%	6%					
26	50%	50%	50%	50%	50%	50%	50%	50%	50%	49%	48%	48%	46%	45%	43%	42%	39%	37%	34%	30%	27%	22%	17%	12%	6%				
27	51%	51%	51%	51%	51%	51%	51%	51%	51%	50%	49%	49%	47%	46%	45%	43%	40%	38%	35%	31%	27%	23%	18%	12%	7%				
28	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	51%	51%	50%	49%	47%	46%	44%	41%	39%	36%	32%	28%	23%	18%	13%	7%			
29	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	52%	52%	51%	50%	49%	47%	45%	42%	40%	37%	33%	29%	24%	19%	13%	7%	
30	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	53%	52%	51%	50%	48%	46%	44%	41%	38%	34%	30%	25%	19%	14%	7%

**PART D**

The GSV factors as a % of Single Premium for Level Cover loans

Policy Term \ Year of Surrender	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
2	9%																												
3	16%	8%																											
4	21%	15%	8%																										
5	26%	20%	14%	7%																									
6	29%	25%	19%	14%	7%																								
7	32%	28%	24%	19%	13%	7%																							
8	35%	31%	27%	23%	18%	13%	7%																						
9	37%	34%	31%	27%	23%	18%	13%	7%																					
10	38%	36%	33%	30%	26%	22%	18%	12%	7%																				
11	40%	38%	36%	33%	30%	26%	22%	17%	12%	6%																			
12	41%	40%	38%	35%	32%	29%	26%	22%	17%	12%	6%																		
13	42%	41%	39%	37%	35%	32%	29%	26%	22%	17%	12%	6%																	
14	43%	42%	41%	39%	37%	35%	32%	29%	26%	22%	17%	12%	6%																
15	44%	43%	42%	41%	39%	37%	35%	32%	29%	26%	22%	17%	12%	6%															
16	45%	44%	43%	42%	41%	39%	37%	35%	32%	29%	26%	22%	17%	12%	7%														
17	46%	45%	45%	44%	42%	41%	39%	37%	35%	33%	30%	26%	22%	18%	12%	7%													
18	46%	46%	46%	45%	44%	43%	41%	40%	38%	36%	33%	30%	26%	22%	18%	13%	7%												
19	47%	47%	46%	46%	45%	44%	43%	42%	40%	38%	36%	33%	30%	27%	23%	18%	13%	7%											
20	47%	47%	47%	47%	46%	46%	45%	44%	42%	41%	39%	36%	34%	31%	27%	23%	18%	13%	7%										
21	48%	48%	48%	48%	47%	47%	46%	45%	44%	43%	41%	39%	37%	34%	31%	28%	24%	19%	13%	7%									
22	48%	48%	48%	48%	48%	48%	47%	47%	46%	45%	44%	42%	40%	38%	35%	32%	28%	24%	19%	14%	7%								
23	49%	49%	49%	49%	49%	49%	49%	48%	48%	47%	46%	44%	43%	41%	39%	36%	33%	29%	25%	20%	14%	7%							
24	50%	50%	50%	50%	50%	50%	50%	50%	49%	49%	48%	47%	45%	44%	42%	40%	37%	34%	30%	25%	20%	14%	8%						
25	51%	51%	51%	51%	51%	51%	51%	51%	51%	50%	50%	49%	48%	47%	45%	43%	41%	38%	34%	31%	26%	21%	15%	8%					
26	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	51%	51%	50%	49%	48%	46%	44%	42%	39%	35%	31%	27%	22%	15%	8%				
27	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	52%	51%	50%	49%	47%	45%	43%	40%	37%	33%	28%	22%	16%	8%			
28	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	53%	53%	52%	50%	49%	47%	44%	41%	38%	34%	29%	23%	16%	9%		
29	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	56%	55%	55%	54%	53%	52%	50%	48%	46%	43%	39%	35%	30%	24%	17%	9%	
30	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	57%	56%	55%	54%	52%	50%	47%	44%	41%	36%	31%	25%	18%	10%

**3) Loans**

- a) No loans are available under this Group Policy.

**4) Register of Members and Provision of Information**

- a) Under this Group Policy, You shall always maintain an updated Register of Members to record all material information with respect to each Insured Member including the Insured Member's name, gender, Age, date of birth, address, Certificate Period, the Insured Benefit payable, Nominee's Name, Nominee's Age, Nominee's relationship with the Insured Member, Nominee's address, Appointee (in case of minor Nominee) details, Appointee's relationship with the Nominee, Appointee's address and other pertinent information, as may be necessary to carry out the terms and operation of this Group Policy.
- b) In the event the Register of Members is amended, such an amendment shall become effective only if the same has been provided to Us within 30 (Thirty) days of such amendment and after Our approval of the same. Any amendment to the terms and conditions of this Group Policy on account of any amendment to the Register of Members shall be given effect to by issuance of appropriate Endorsements issued by Us and signed by Our authorized officer.

**PART D**

- c) You shall furnish to Us all information, documentation and evidence which We may require with regard to any matters pertaining to this Group Policy. All documents furnished to You by any Insured Member in connection with the Group Policy and other records which may have a bearing on the insurance cover under this Group Policy, shall be notified to Us and shall be open for Our inspection at all reasonable times.
- d) Neither clerical errors in keeping any records pertaining to the insurance under this Group Policy, nor delays in making entries thereon, shall invalidate insurance otherwise validly in force or continue insurance otherwise validly terminated, but upon becoming aware of such error or delay the You shall make the necessary payments required to conform to the actual premium chargeable under Group Policy.
- e) You shall furnish to Us the individual member application forms and where necessary, evidence of insurability for each Eligible Member who has applied for insurance coverage under this Group Policy in the form and manner as prescribed by Us.
- f) You shall issue Certificates of Insurance only in accordance with Our specifications and instructions and in the format provided by Us. If the details in any Eligible Member's application form do not conform to Our specifications and instructions, then the Certificate of Insurance shall not be issued until We have issued written confirmation of the terms on which the Certificate of Insurance is to be issued.

**5) Termination**

The insurance coverage of an Insured Member under this Group Policy shall automatically cease on the occurrence of the earliest of the following:

- a) The Cover End Date as specified in the Certificate of Insurance;
- b) The date on which the Insured Member attains the Cover Expiry Age as mentioned in the Policy Schedule.
- c) The date on which an Insured Member ceases to satisfy the eligibility criteria of an Eligible Member as set out in the Schedule and the additional eligibility criteria set out in Part C of this Policy.
- d) The date on which the Surrender payment has been made to the Insured Member.
- e) Upon payment of the claim for the Insured Event in case of single borrower Insured Member, or upon payment of the respective share of Insured Benefit on occurrence of Insured Event for the

**PART D**

co-borrowers, in case of co-borrowers loan or upon payment of claim on first occurrence of Insured Event where Insured members are covered on Joint-Life basis.

- f) The date of receipt of Freelook cancellation request by Insured Member(s).

**6) Discontinuance of the Group Policy**

- a) This Group Policy may be discontinued for new Eligible Members at the option of either You or Us by giving the other party at least three month's prior notice in writing, or such shorter notice period or other terms and conditions as agreed between the parties in writing. During the notice period, both the parties will continue to be liable to fulfil their obligations under this Group Policy. Both the parties will also continue to be liable for fulfilling their obligations in respect of existing Insured Members even after discontinuance of the Group Policy till the cover is terminated.

**PART E**

**Applicable Charges, Funds & Fund Options**

- 1) No charges or fees are applicable under this Group Policy.
- 2) This Group Policy is a non-linked insurance product, so no funds or fund options are available.

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**PART F**

**General Terms & Conditions**

**1) Non-Disclosure & Fraud**

a) This Group Policy and the Certificates of Insurance thereunder have been issued in reliance of Your and member Life Assured representations that You and member Life Assured have made a full and accurate disclosure of all material facts and circumstances and that You and member Life Assured have not misrepresented or suppressed any material facts or circumstances. In the event that it is proved in accordance with Section 45 of the Insurance Act, 1938 as amended from time to time, any material facts or circumstances have been misrepresented, We shall be entitled to cancel this Group Policy and the Surrender Values, if any, shall be payable to the Insured Members.

b) Please note the terms of Section 45 of the Insurance Act, 1938 as amended from time to time, which states as follows:

*(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.*

*Explanation I. – For the purposes of this sub-section, the expression "fraud" means any of the following acts committed by the insured or by his agent, with intent to deceive the insurer or to induce the insurer to issue a life insurance policy: –*

**PART F**

- (a) the suggestion, as a fact of that which is not true and which the insured does not believe to be true;
- (b) the active concealment of a fact by the insured having knowledge or belief of the fact;
- (c) any other act fitted to deceive; and
- (d) any such act or omission as the law specially declares to be fraudulent.

*Explanation II. – Mere silence as to facts likely to affect the assessment of the risk by the insurer is not fraud, unless the circumstances of the case are such that regard being had to them, it is the duty of the insured or his agent keeping silence, to speak, or unless his silence is, in itself, equivalent to speak.*

*(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 misstatement 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 misstatement 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.*

*Explanation. – A person who solicits and negotiates a contract of insurance shall be deemed for the purpose of the formation of the contract, to be the agent of the insurer.*

*(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.*

**PART F**

*Explanation. – For the purposes of this sub-section, the misstatement of or suppression of fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer, the onus is on the insurer to show that had the insurer been aware of the said fact no life insurance policy would have been issued to the insured.*

*(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.*

**2) Prohibition of Rebates**

- a) Please note the terms of Section 41 of the Insurance Act, 1938, as amended from time to time, which states as follows:

*“(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.*

*(2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to ten lakh rupees.”*

**3) Statement of Age**

- a) The Certificate of Insurance is issued at the Age shown in the Insured Member’s application form which is the Insured Member’s declared Age as at the Effective Date. In the event the declared Age is found to be different from the actual Age, without prejudice to the Our other rights and remedies, including those under the Insurance Act, 1938 as amended from time to time, one of the following actions may be taken:



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- i) If the actual Age of the Insured Member is such as would have made the Insured Member not eligible under the issued terms of this Policy either on Effective Date or on the date of occurrence of Insured Event for insurance coverage, the Certificate of Insurance shall be cancelled with effect from the Effective Date and the Premium received in respect of such Insured Member shall be refunded to You after the deduction of the stamp duty charges and costs incurred by Us on the medical examination of the Insured Member, if any.
- ii) If the actual Age of the Insured Member is higher than the declared Age and higher Premium should have been charged per Our board approved underwriting policy, the benefits payable under this Group Policy shall be reduced to the amount that the Premium received would have purchased at the actual age of the Insured Member.
- iii) If the actual Age of the Insured Member is lower than the declared Age and lower Premium should have been charged per Our board approved underwriting policy, We will refund any excess premiums received, without any interest.

**4) Claims Procedures**

**Payment of Insured Benefit**

- a) The Death/ Accidental Total Permanent Disability/ Critical Illness/ Terminal Illness of the Insured Member must be notified Us in writing within 90 days from the date of occurrence of Insured Event.
- b) The Benefits under this Policy will be payable only if ;
  - i. The conditions to receive any Insured Benefit is met as per Part C (Insured Benefit),
  - ii. The standard Policy provisions specified in Part C (Exclusions) are not attracted,
  - iii. The Policy has not been Surrendered or cancelled or terminated; and
  - iv. All relevant documents in support of the claim have been provided to the Company.
- c) Proof of Insured Event and any appropriate documents as required by Us must be completed and furnished to Us, within 90 days from the date of occurrence of Insured Event of the Insured Member. However, a notification of claim received after 90 days may be accepted, if the claimant

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proves to Our satisfaction that there was sufficient cause for not filing the claim within the aforesaid period.

i) Claim Forms

(1) Part I : Application Form for Death/ Terminal Illness/Critical Illness/Accidental Total and Permanent Disability (Claimant's Statement);

(2) Part II : Physician's Statement; Original Certificate of Insurance and Loan Schedule;

ii) For Death claim, Death Certificate issued by a local government body such as Municipal Corporation/Village Panchayat;

iii) For Death claim, Medical Cause of Death Certificate issued by attending physician;

iv) For Terminal Illness/Critical Illness/Accidental Total and Permanent Disability claim:- Documents as proof of Terminal Illness/ Critical Illness/Accidental Total and Permanent Disability:

Medical/diagnosis reports by the doctor/specialist(as the case may be) relevant to the Terminal Illness/ Critical Illness/Accidental Total and Permanent Disability and its treatment

v) Attested True Copy of Indoor Case Papers of the hospital(s);

vi) Your certificate confirming the outstanding loan; [Only if Master Policyholder is RBI Regulated Scheduled Banks (including Cooperative Banks) or NBFC regulated by RBI or Housing Finance Company regulated by National Housing Bank or National Minority Development Finance and its State Channelizing Agencies or RBI regulated Small Finance Banks

vii) Post Mortem (Autopsy Report) & Chemical Viscera Report - if performed;

viii) All police reports/First Information & Final Investigation Report;

ix) Proof of Accident - Panchnama/Inquest Panchnama etc (In case of death due to an accident);

x) Newspaper cutting/Photographs of the accident - if available(In case of death due to an accident).

c) All the documents submitted to Us should be in original along with photocopies.

d) All medical reports, documents and certification shall be issued by the attending physician and who is qualified to provide such documents/certification according to Indian Laws.

e) In addition to the above documents, We reserve the right to request for additional documents/information / medical reports as may be required for consideration of the claim.

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- f) Notification of claim, submission of claim forms and/or claim documents to Us shall not be construed as an admission of Our liability.

**5) Disbursement of Claim Amount**

The disbursement of claims will be made by Us as stipulated in Clause 3 (c) of Part C '**Beneficiary of Insured benefit**'.

For administrative convenience, We may pay the claim through the Master Policyholder, The said payments will be processed through electronic mode/cheque.

**6) Suicide Exclusion**

If the Insured Member's death arises directly or indirectly through or in consequence of suicide within 12 months from the Effective date, higher of 80% of the premiums received in respect of such Insured Member or the Surrender Value as on date of death will be payable to the Nominee or beneficiary.

**7) Nomination & Assignment**

- a) The Insured Member may, at any time before the Cover End Date as stated in the Certificate of Insurance, nominate a Nominee(s) or change an existing Nominee(s) before the Cover End Date as stated in the Certificate of Insurance in accordance with the provisions of Section 39 of the Insurance Act, 1938 as amended from time to time by giving Us prior written notice. No nomination or change in nomination will be effective before it is registered in Our records and We have sent an Endorsement confirming the identity of the Nominee(s).
- b) If the person nominated as the Nominee(s) is less than Age 18, the Insured Member shall also appoint an Appointee.
- c) In registering a nomination, We do not accept any responsibility or express any opinion as to its validity or legality.

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- d) Assignment will be allowed as per Section 38 of the Insurance Act, 1938, as amended from time to time.
- e) Please note the terms of Section 39 of the Insurance Act, 1938, as amended from time to time, which states as follows:

*(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 acknowledgment of having registered a nomination or a cancellation change thereof, and may charge a 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 risks 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 re-assignment 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*

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*retransferred by the transferee in favour of the policy-holder 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 policy-holder 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 policy-holder 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:*

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*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.*

f) Please note the terms of Section 38 of the Insurance Act, 1938, as amended from time to time, which states as follows:

(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 bonafide or is not in the interest of the policy-holder 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 policy-holder not later than thirty days from the date of the policy-holder 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 IRDAI.*

(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*

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*only at the place in 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 the priority of payment arises as between assignees, the dispute shall be referred to the IRDAI.*

*(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 regulations , grant a written acknowledgment of the receipt of such notice; and any such acknowledgment shall be conclusive evidence against the insurer that he has duly received the notice to which such acknowledgment 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 subsection (5), recognise the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall 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 -*

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(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 policy-holder shall not be entitled to further assign or transfer the residual amount payable under the same policy.*

**8) Restrictions on Travel, Residence & Occupation**

a) This Group Policy does not impose any restrictions on to travel, residence or occupation, unless specified otherwise in Part C of this Group Policy or under applicable Indian law.

**9) Governing Law & Jurisdiction**

a) This Group Policy shall be governed by and is subject to Indian law.

b) Any and all disputes arising under or in relation to this Group Policy shall be subject to the jurisdiction of the Indian courts.

c) The terms and conditions of this Group Policy, including the premiums and benefits payable under this Group Policy are subject to variation in accordance with directions of the IRDAI and the relevant provisions of Indian law.

**10) Electronic Transactions**

a) All remote transactions effected through the Internet, world wide web, electronic data interchange, call centres, 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 Us or on Our behalf, for and in respect of this Policy or its terms, shall constitute legally binding on either part if valid transactions as per extant laws applicable and are done in adherence to and in compliance with Our terms and conditions for such facilities, as may be prescribed from time to time.



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**11) Group Policy Currency**

- a) All amounts payable either to or by Us under this Group Policy shall be in Indian Rupees only.

**12) Address for Correspondence**

- a) Any notice, information, request or instruction to Us must be in writing and delivered to the address intimated by Us to You, which is currently intimated to You as follows:

Chief - Operations  
Future Generali India Life Insurance Co. Ltd.  
Ground floor of Lodha i - Think techno campus  
A wing - 1<sup>st</sup> floor, Pokhran Road -2  
Off eastern express Highway  
Behind TCS Bldg.  
Thane (West)  
Thane 400607  
Toll Free Number: 1800 102 2355

Email: [care@futuregenerali.in](mailto:care@futuregenerali.in)

- b) We may change the address stated above and intimate You of such change in writing.
- c) Any notice, information or instruction from Us to You shall be mailed to Your address stated in the Schedule or to the changed address as intimated by You to Us in writing.
- d) Please communicate any change in Your address or any other communication details immediately, as it helps Us to reach to You faster. The correct address ensures that all our communications reach to you timely.

**13) Applicable Taxes & Duties**

- a) The tax benefits on this Group Policy shall be as per the prevailing tax laws in India and amendments thereto from time to time. In respect of any payment made or to be made under this Group Policy, We will deduct or charge or recover taxes, including service tax and other levies, as applicable at such rates as notified by the government or such other body authorised by the government from time to time. Tax laws are subject to change.

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**Grievance Redressal Procedure & List of Insurance Ombudsmen**

1) In case of any grievance, please approach the following in the order given below:

- a) In the event of any complaint/grievance under this Group 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**

Ground floor of Lodha i – Think techno campus,  
A wing – 1st floor, Pokhran Road -2,  
Off eastern express Highway,  
Behind TCS Bldg  
Thane (West)  
Thane 400607  
Email ID:care@futuregenerali.in  
Our website: www.futuregenerali.in  
Contact no : 1800 102 2355

- b) In case with the decision of the above office is not satisfactory, or there is no response from the office within 10 days, the following official for resolution of the grievance may be contacted:-

**Grievance Redressal Officer  
Future Generali India Life Insurance Company Limited**

Ground floor of Lodha i – Think techno campus,  
A wing – 1st floor, Pokhran Road -2,  
Off eastern express Highway,  
Behind TCS Bldg  
Thane (West)  
Thane 400607  
Contact No: 1800 102 2355  
Email: gro@futuregenerali.in

- c) In case Our decision/resolution of the grievance is not satisfactory or you do not receive a response within 15 days from Us, the IRDAI (Insurance Regulatory and Development Authority of India) through the Integrated Grievance Management System (IGMS) may be approached on the following contact details. The IGMS provides a gateway for policyholders to register complaints with insurance companies first and if required the same can be escalated to the IRDAI Grievance Cells.

**IRDAI Grievance Call Centre (IGCC)**

Call Center: TOLL FREE NUMBER (155255) for voice calls  
Email ID: complaints@irda.gov.in

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*A complaint may also be registered online at: <http://www.igms.irda.gov.in/>*

*Address for communication for complaints by paper/fax:*

*Consumer affairs Department,  
Insurance Regulatory and Development Authority of India,  
9th Floor, United Towers,  
Basheer bagh,  
Hyderabad -500 029  
Fax 91 - 40 - 66789768*

**d) Insurance Ombudsman**

i) In case Our decision/resolution is not satisfactory, the Insurance Ombudsman Appointed under the provisions of Insurance Ombudsman Rules, 2017 may be approached if the grievance pertains to:

- a) delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999;
- b) any partial or total repudiation of claims by the life insurer, General insurer or the health insurer ;
- c) disputes over premium paid or payable in terms of insurance policy;
- d) misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- e) legal construction of insurance policies in so far as the dispute relates to claim;
- f) policy servicing related grievances against insurers and their agents and intermediaries;
- g) 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;
- h) non-issuance of insurance policy after receipt of premium in life insurance and general insurance including health insurance; and
- i) any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations ,circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f)

ii) Further, As per Rule 14(3) of the Insurance Ombudsman Rules 2017, the complaint to the Insurance Ombudsman can be made only if:

- a) the complainant makes a written representation to the insurer named in the complaint and –
  - (i) either the insurer had rejected the complaint; or

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- (ii) the complainant had not received any reply within a period of one month after the insurer received his representation; or
- (iii) the complainant is not satisfied with the reply given to him by the insurer;
- b) The complaint is made within one year –
- (i) after the order of the insurer rejecting the representation is received; or
- (ii) after receipt of decision of the insurer which is not to the satisfaction of the complainant;
- (iii) after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer fails to furnish reply to the complainant

The Insurance Ombudsman is an organization that addresses grievances that are not settled to Your satisfaction. The list of Insurance Ombudsmen offices is provided as Annexure I to this Policy. Further, the list of Insurance Ombudsmen offices is also available at the website below:

<http://www.ecoi.co.in>

Annexure- I  
LIST OF INSURANCE OMBUDSMEN

CONTACT DETAILS	JURISDICTION (Union Territory, District)
<b>AHMEDABAD</b> Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad - 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
<b>BENGALURU</b> Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27- N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
<b>BHOPAL</b> 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	Madhya Pradesh Chattisgarh.

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Email: bimalokpal.bhopal@ecoi.co.in

**BHUBANESHWAR**

Office of the Insurance Ombudsman,  
62, Forest park,  
Bhubneshwar - 751 009.  
Tel.: 0674 - 2596461 / 2596455  
Fax: 0674 - 2596429  
Email:  
bimalokpal.bhubaneswar@ecoi.co.in

Orissa.

**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 and  
Union territory of 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).

**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.

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<b>HYDERABAD</b> 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.
<b>JAIPUR</b> 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.
<b>ERNAKULAM</b> 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	State of Kerala and Union Territory of (a) Lakshadweep (b) Mahe-a part of Union Territory of Pondicherry.
<b>KOLKATA</b> 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.
<b>LUCKNOW</b> 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.
<b>MUMBAI</b> 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	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.

**PART G**

<b>NOIDA</b> Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, G.B. Nagar, Noida. Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
<b>PATNA</b> Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.
<b>PUNE</b> Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020 - 32341320 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.