

# Income assured. Promises insured.

Our Guaranteed Income4Life plan ensures that all your promises are always fulfilled by providing you with life cover and a steady income.



A Non-Linked Non-Par Individual Life Insurance Savings cum Protection Plan



## Key Features:



Financial protection for your family



Guaranteed policy benefits



Income to safeguard your child's future



**SPEAK TO YOUR BANK MANAGER FOR DETAILS**

<sup>1</sup>Conditions Apply - Provided all premiums are paid as and when due. <sup>2</sup>Available with Premium Protection Cover option. Purchase of any insurance product by a bank's customer is purely voluntary and is not linked to availment of any other facility from the bank.

**BEWARE OF SPURIOUS/FRAUD PHONE CALLS ! • IRDAI is not involved in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.**

Trade Logo of Canara HSBC Life Insurance Company Limited (formerly known as Canara HSBC Oriental Bank of Commerce Life Insurance Company Ltd) hereinafter referred to as "Insurer" is used under license with Canara Bank and HSBC Group Management Services Limited. The insurance products are offered and underwritten by the Insurer (IRDAI Regn. No. 136) having its head office at 139 P, Sector 44, Gurugram – 122003, Haryana (India). For more details on risk factors, terms and conditions please read the sales brochure carefully before concluding a sale. Corporate Identity No.: U66010DL2007PLC248825. Website: [www.canarahsbclife.com](http://www.canarahsbclife.com) Call: 1800-103-0003 / 1800-180-0003 / 1800-891-0003. SMS: 9779030003. Missed Call: 0124-6156600. Email: [customerservice@canarahsbclife.in](mailto:customerservice@canarahsbclife.in)

**Canara HSBC Life Insurance Guaranteed Income4Life**  
**A Non-Linked Non-Par Individual Life Insurance Savings cum Protection Plan**  
**UIN: 136N074V01**

**PART A**

**Date:** .....

**WELCOME LETTER**

{{OWNER\_NAME}}  
 {{FATHERS\_NAME/HUSBAND NAME}}  
 {{PO\_M\_ADD\_1}}  
 {{PO\_M\_ADD\_2}}  
 {{PO\_M\_ADD\_3}}  
 {{PO\_M\_ADD\_CITY}} -  
 {{PO\_M\_ADD\_STATE}}/{{PO\_M\_ADD\_PINCODE}}  
 {{PO\_M\_ADD\_COUNTRY}}  
 Contact No.: {{OWNER\_CONTACT}}

<b>Your Policy Details:</b>		<b>Your Representative Details:</b>	
Client ID.	{{OWNER_CLIENT_ID}}	Name	{{AGENT_NAME}}
Policy No.	{{POLICY_NUMBER}}	Code	{{AGENT_CODE}}
Proposal No.	{{PROPOSAL_NUMBER}}	Contact No.	{{AGENT_CONTACT}}

Dear {{Owner\_name}},

Welcome to the Canara HSBC Life Insurance family. We would like to congratulate You on purchasing **Canara HSBC Life Insurance Guaranteed Income4Life**.

This document is Your Policy Document and We recommend that You read it to ascertain if the details are accurate. If You wish to rectify any of the details provided by You, please get in touch with our **Resolution center: 1800-103-0003/1800-180-0003/1800-891-0003** or your **representative**. You can also **SMS** Us at **9779030003** or write to Us at **customerservice@canarahsbclife.in** and our representative will contact You at your convenience.

In case the Policy terms and conditions are not agreeable to You then You can opt for a cancellation of the Policy by sending back this Policy Document along with the reason for Your objection to the Company within 15 days (30 days in case the Policy is sourced through electronic mode or distance marketing mode) from the date of receipt of this Policy Document. In case You opt for cancellation within the said period, We shall refund the Premium received by Us subject only to deduction of the proportionate risk Premium for the period of life cover, stamp duty and medical expenses (if any).

We also offer an easy-to-navigate online system to manage Your Policy. Log on to our website **[www.canarahsbclife.com](http://www.canarahsbclife.com)** and register to start using this service.

In case of any claim related or other matters, You or the Claimant may contact Us at Canara HSBC Life Insurance Company Limited, 139 P, Sector 44, Gurugram – 122003, Haryana, India. You can also get in touch with Us on 1800-103-0003/1800-180-0003/1800-891-0003 or SMS Us at 9779030003 or write to Us at **[customerservice@canarahsbclife.in](mailto:customerservice@canarahsbclife.in)**

We request You to pay Your Premiums on due dates to enjoy uninterrupted benefits under the Policy. Thank You for giving Us the opportunity to service Your insurance needs and We will ensure We are here to fulfill all Your Policy servicing needs.

Yours Sincerely,

**Chief Operating Officer**  
**Canara HSBC Life Insurance Company Limited**

## POLICY SCHEDULE

(This is a schedule attached to this Policy Document and if any updated Policy Schedule is issued by Us, the Policy Schedule latest in time shall be the Policy Schedule)

### Canara HSBC Life Insurance Guaranteed Income4Life is a Non-Linked Non-Par Individual Life Insurance Savings cum Protection Plan

The Company shall pay benefits upon occurrence of one or more events mentioned in this Policy on receipt of proof that is satisfactory to the Company.

	Life Assured Details	Policyholder Details
Name	{{ASSURED_NAME}}	{{PROPOSER_NAME}}
Date of Birth	{{ASSURED_BIRTH_DATE}}	{{PROPOSER_BIRTH_DATE}}
Age	{{ASSURED_AGE}}	{{PROPOSER_AGE}}
Gender	{{ASSURED_GENDER}}	{{PROPOSER_GENDER}}
Address	{{ASSURED_ADDRESS}}	{{ASSURED_ADDRESS}}

### Policy Schedule Details

Policy Number	{{POLICY_NUMBER}}
Plan Name	{{PLAN_NAME}}
Plan Type	Life/Individual/ Non-Linked/ Non-Par/ Savings cum Protection
Plan Option	{{Guaranteed Income/Guaranteed Long-term Income}}
Premium Protection Cover	{Yes/No}
Policy Term (Years)	{{POLICY_TERM}}
Premium Payment Term (Years)	{{PREMIUM_PAYMENT_TERM}}
Deferment Period	{{DEFERMENT_PERIOD}}
Installment Premium (₹) <sup>1</sup>	{{INSTALLMENT_PREMIUM}}
Age Admitted	{{AGE ADMITTED}}
Risk Commencement Date	{{SAME AS POLICY_COMMENCEMENT_DATE}}
Policy Commencement Date	{{POLICY_COMMENCEMENT_DATE}}
Maturity Date	{{MATURITY_DATE}}
Premium Payment Mode	{{POLICY_PAYMENT_FREQUENCY}}
Next Premium Due Date	{{NEXT_PREMIUM_DUE_DATE}}
Last Premium Due Date	{{LAST_PREMIUM_DUE_DATE}}
Income Period	{{INCOME_PERIOD}}
First Income Payout Date	{{INCOME_START_DATE}}
Income Frequency	{{INCOME_FREQUENCY}}
Regular Income End Date	{{INCOME_END_DATE}}
Income Instalment Amount	{{INCOME_INSTALMENT_AMOUNT}}
Booster Percentages ( if any)	<<High Premium Booster>> : << High Premium Booster % >>

### Benefit Coverage Details

Sum Assured (₹)	{{SUM_ASSURED}}
Death Benefit (₹)	<p style="text-align: center;"><b>&lt;&lt;Applicable if Premium Protection Cover is opted&gt;&gt;</b></p> <p>Sum Assured on Death The above benefit is applicable for an in-force Policy</p> <p style="text-align: center;"><b>&lt;&lt;Applicable if Premium Protection Cover is not opted&gt;&gt;</b></p> <p>Sum Assured on Death plus accrued Assured Loyalty Additions, if any The above benefit is applicable for an in-force Policy</p>

**Details of Nominee(ies)/Legal heir(s) (Person who is/are entitled to receive benefits on Life Assured's death)\***

Name	Gender	Age	Relationship with Life Assured	Percentage
{{NOMINEE_NAME_1}}	{{NOMINEE_GENDER_1}}	{{AGE IN YEARS}}	{{R'SHIP}}	
{{NOMINEE_NAME_2}}	{{NOMINEE_GENDER_2}}	{{AGE IN YEARS}}	{{R'SHIP }}	

\*Nominee details under Section 39 of Insurance Act, 1938, as amended from time to time.

Appointee Name (Person who receives benefits on Life Assured's death and gives discharge to Us on behalf of minor Nominee)	{{APPOINTEE_NAME}}
Appointee Gender	{{APPOINTEE_GENDER}}
Appointee Relationship with Life Assured	{{APPOINTEE_RELATIONSHIP}}

<sup>1</sup>Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme as applicable from time to time, will be charged over and above this Premium and will be borne by the Policyholder.

**"On Examination of the Policy, if the Policyholder notices any mistake, the Policy Document is to be returned for correction to the Company"**

**Canara HSBC Life Insurance Company Limited. IRDAI Registration no: 136**

**Registered Office:** 8<sup>th</sup> Floor, Unit No. 808 - 814, Ambadeep Building, Plot No.14, Kasturba Gandhi Marg, New Delhi - 110001

**Corporate Office:** 139 P, Sector 44, Gurugram – 122003, Haryana, India

## FIRST PREMIUM RECEIPT

**Receipt Number:**

**Date of Issue:**

Name of the Company	{{NAME OF THE COMPANY}}
Hub Address	{{HUB ADDRESS}}
Goods and Services Tax Identification Number	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER OF HUB}}
HSN Code	{{ SERVICE ACCOUNTING CODE}}
Plan Name	{{PLAN_NAME}}
Plan Option	{{Guaranteed Income/Guaranteed Long-term Income}}
Policy Number	{{POLICY_NUMBER}}
Policyholder Name	{{ POLICYHOLDER_NAME }}
Policyholder Current Residential Address	{{POLICY HOLDER CURRENT RESIDENTIAL ADDRESS}}
Policyholder State/ Union Territory & Code	{{POLICY HOLDER STATE & CODE}}
Goods and Services Tax Identification Number	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER}}
Life Assured Name	{{NAME OF LIFE ASSURED}}
Premium Payment Mode	{{PREMIUM PAYMENT FREQUENCY}}
Sum Assured (₹)	{{SUM ASSURED}}
Income Instalment Amount	{{INCOME_INSTALMENT_AMOUNT }}

### Payment Related Information

Base Premium Payable (₹)	
Underwriting Extra Premiums, if any (₹)	
Goods and Services Tax* (₹)	
Total Amount Payable (₹)	
Total Amount Received (₹)	
Balance Amount (₹)	
Next Premium Due Date	
Taxable Value (₹)	

*Break-up of Goods and Services Tax on Taxable Value	(%) Rate	(₹) Amount
Central Goods and Services Tax		
State Goods and Services Tax/ Union Territory Goods and Services Tax		
Integrated Goods and Services Tax		
Cess (es)/Other levy		

Total Amount Payable for the Policy is equal to Base Premium Payable plus underwriting extra Premium, if any and applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme. You may be entitled to tax benefits under Section 80C as per the Income Tax Act, 1961. Tax benefits under the Policy will be as per the prevailing Income Tax laws and are subject to amendments from time to time. For tax related queries, please contact Your independent tax advisor.

The excess amount, if any, indicated as Balance Amount above will not earn any interest and will be adjusted towards future Premiums on the due date subject to applicable laws. Advance premiums paid, if any, will be appropriated towards Premium on the respective due dates.

"Goods and Services Tax as above is not payable on reverse charge basis"

"Address of Delivery is same as that of place of supply".

Permanent Account Number AADCC1881F.

**The commencement of risk in the Policy is subject to realization of Premium by the Company.**

<<Digital Signature>>

**Chief Operating Officer**

## ENDORSEMENTS

**Total Stamp Value (₹) / {{STAMP\_DUTY}}**

“The appropriate stamp duty towards this Policy is paid vide <<CRN Number>>”

## Terms and Conditions

**Preamble:** This Policy evidences a contract between You and Us and has been issued on the basis of Your statements and declarations in the Proposal Form and other documents evidencing insurability of the Life Assured. Reference to any legislation, Act, regulation, guideline, etc includes subsequent changes or amendments to the same. The terms 'You', 'Your' used refer to the Policyholder and 'We', 'Us', 'Company', 'Our' refer to Canara HSBC Life Insurance Company Limited. The word "Authority" would refer to the Insurance Regulatory and Development Authority of India.

### PART B - Glossary of Important Terms

1. **Accident** means sudden, unforeseen and involuntary event caused by external, violent and visible means which occurs after the Risk Commencement Date and before the termination of the Policy.
2. **Accidental bodily injury** means bodily injury of the insured caused solely and directly from an Accident and independently of any other intervening causes and which occurs within 180 days of the date of Accident.
3. **Accidental Total and Permanent Disability (ATPD)** shall mean the occurrence of any of the following conditions as a result of Accidental bodily injury:
  - Loss of use or Loss by severance of two or more limbs at or above wrists or ankles. Limb means the whole hand at or above the wrist or the whole foot at or above the ankle. The diagnosis has to be confirmed by a specialist.
  - "Loss of Sight" shall mean total, permanent and irrecoverable loss of sight of both eyes. The blindness must be confirmed by an Ophthalmologist; loss of sight - means total, permanent and irreversible loss of all vision in both eyes as a result an 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.
 The diagnosis of blindness must be confirmed and must not be correctable by aides or surgical procedures.
  - "Loss of Speech" shall mean total and irrecoverable loss of the ability to speak as a result of injury to the vocal cords. The inability to speak must be established for a continuous period of 12 months. This diagnosis must be supported by medical evidence furnished by an Ear, Nose, Throat (ENT) specialist.
  - "Loss of Hearing" shall mean total and irreversible loss of hearing in both ears as a result of Accident. This diagnosis must be supported by pure tone audiogram test and certified by an Ear, Nose and Throat (ENT) specialist. Total means "the loss of hearing to the extent that the loss is greater than 90 decibels across all frequencies of hearing" in both ears.

The above disability must have persisted for at least 6 consecutive months (except for "Loss of Speech" where the disability must be established for a continuous period of 12 months) and must, in the opinion of a registered medical practitioner appointed by the Company, be deemed total and permanent. The above mentioned 180 days period will not be applicable for disabilities due to Loss by severance.

4. **Age** means Life Assured's age at his/her last birthday, as on Policy Commencement Date.
5. **Annualized Premium** means the Premium payable for the Policy Year excluding the taxes, rider premiums, underwriting extra Premium and loadings for modal premiums, if any.
6. **Assignee** means the person to whom the rights and benefits of the Policy are transferred/assigned by You.
7. **Assured Income** means Annualized Premium \* Income Payout Factor \* (1+ Applicable Booster(s)) \* Income Frequency Factor, as applicable based on the Income Frequency in force under the Policy.

Income Frequency	Income Frequency Factor
Annual	100%/1
Half Yearly	98%/2
Quarterly	97%/4
Monthly	96%/12

8. **Assured Loyalty Addition(s)** means the additional benefit accrued on each monthly Policy Anniversary in the last 5 Policy Years of the Policy Term, provided all due Premiums till that month's Policy Anniversary have been received in full. The Assured Loyalty Addition(s) at a particular monthly Policy Anniversary (or Policy Commencement Date, where applicable) will be calculated as:  
1.5% \* Annualized Premium \* Lower of (PPT or Policy Year)
9. **Assured Loyalty Income (ALI)** means the additional income payable at each Income Payout Date over and above the Assured Income. The ALI will be calculated as follows:  
Assured Loyalty Addition(s) accrued till end of Policy Term divided by (Income Period \* Income Frequency Factor for ALI). Where: Income Frequency Factor for ALI varies depending upon the Income Frequency in force under the Policy.

Income Frequency	Income Frequency Factor for ALI
Annual	1
Half Yearly	2
Quarterly	4
Monthly	12

10. **Claimant** means the Policyholder or Assignee, however for the purposes of payment of benefit upon the death of the Life Assured, Claimant means the following person(s): i. Where the Policyholder and Life Assured are different, Claimant will be the Policyholder; ii. Where Policyholder and Life Assured are same, Claimant will be the Nominee(s); iii. Where Policyholder and Life Assured are same and there is no Nominee(s), then Claimant shall be the Policyholder's legal heir or legal representative or the holder of a succession certificate.
11. **Commututed Value** means the present value of the remaining Regular Income or Paid-up Regular Income (as applicable). Interest rate for this purpose shall be 9% p.a. and the same may be revised in the future with prior approval of the Authority.
12. **Financial Year** means a period of 12 months commencing from April 1<sup>st</sup> every year.

13. **Grace Period** means the time granted by Us from the due date for payment of Premium without any penalty/ late fee, during which time the Policy is considered to be in-force with risk cover. You are provided with a Grace Period of 15 days for monthly mode and 30 days for all other modes, i.e. annual, half yearly and quarterly modes from Premium due date to pay due Premium.
14. **Income Frequency** means the frequency i.e. monthly, quarterly, half-yearly, or annually, as opted by the Policyholder at inception to receive the Regular Income under the Policy. The Income Frequency once chosen can be altered anytime during the Policy Term and/or Income Period.
15. **Income Period** means the period during which the Regular Income is payable under the Policy as per the Income Frequency opted at inception. The Income Period commences immediately after the expiry of the Policy Term and expires on the Regular Income Expiry Date specified in the Policy Schedule.
16. **Income Payout Date** means each such date during the Income Period at which the Regular Income is payable under the Policy as per the Income Frequency opted under the Policy, as specified in the Policy Schedule.
17. **Lapsed State** means the state of the Policy which has not acquired Surrender Value and where You fail to pay due Premium within the Grace Period in the first 2 consecutive Policy Years.
18. **Life Assured** means the person named in the Policy Schedule whose life is insured under the Policy.
19. **Nominee(s)** means the person(s) named in the Policy Schedule who is/are entitled to receive the benefits upon the death of the Life Assured.
20. **Paid-up State/Paid-up Status** means the state of the Policy where You fail to pay due Premiums within the Grace Period after payment of Premiums for at least first 2 consecutive Policy Years and benefits are reduced as per the terms and conditions of the Policy.
21. **Paid-up Sum Assured on Death** means the ratio of ("Number of Premiums paid" to "Total number of Premiums payable during the Policy Term") multiplied by the Sum Assured on Death.
22. **Paid-up Regular Income** means the sum of Paid-up Assured Income and Paid-up Assured Loyalty Income.
23. **Paid-up Assured Income** means the ratio of ("Number of Premiums paid" to "Total number of Premiums payable during the Policy Term") multiplied by the Assured Income.
24. **Paid-up Assured Loyalty Income (Paid-up ALI)** means Assured Loyalty Addition(s) accrued till Policy becomes Paid-up State divided by (Income Period \* Income Frequency Factor for ALI). Where, Income Frequency Factor varies depending upon the Income Frequency in force under the Policy.
25. **Policy** means this contract of insurance entered between You and Us as evidenced by the Policy Document.
26. **Policyholder/Proposer** means the person named in the Policy Schedule who is the owner of the Policy.
27. **Policy Anniversary** means the date corresponding to the Policy Commencement Date occurring after the completion of every Policy Year.
28. **Policy Document** means and includes terms and conditions, the attached Policy Schedule, the Proposal Form and all endorsements issued by Us from time to time.
29. **Policy Term** means the period for which insurance coverage is given as specified in the Policy Schedule.
30. **Policy Year** means the 12 consecutive months' period commencing from the Policy Commencement Date and each subsequent period of 12 consecutive months thereafter during the Policy Term, which may be different from calendar year.
31. **Premium** means the amount payable by You to Us, as specified in the Policy Schedule as "Installment Premium" in exchange for Our obligation to pay the benefits under the Policy. Premium excludes any applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme.
32. **Present Value (PV)** means the present value of Regular Income/Paid-up Regular Income payable under the Policy calculated as the end of the Policy Term. The PV for this purpose shall be calculated currently at an interest rate of 9% p.a. and the same may be revised in the future with prior approval of the Authority.
33. **Proposal Form** means an application form along with any other statements or declarations required by Us which is duly completed and submitted to Us by the Proposer for issuance of the Policy.
34. **Regular Income** means the amount payable at each Income Payout Date based on the Income Frequency chosen and shall be calculated as the sum of Assured Income and Assured Loyalty Income.
35. **Revival** means restoration of a Policy in Lapsed State or in Paid-up State to in-force status subject to terms and conditions of the Policy.
36. **Revival Period** means a period of 5 consecutive years from the due date of first unpaid installment of Premium, during which period You will be entitled to revive the Policy in Lapsed State or in Paid-up State.
37. **Sum Assured** means the present value of the Assured Income payable under the Policy at the end of the Policy Term, decided basis the Income Frequency at Policy inception. The present value for this purpose shall be calculated at a discount rate of 9% p.a.
38. **Sum Assured on Death** means an amount payable on the death of the Life Assured including death due to circumstances including war (whether declared or undeclared) and war like situations, civil commotion, invasion, terrorist or hostile activities, subject to Clause 18.1 under Part F to this Policy. Sum Assured on Death is calculated as higher of: i. 11 times the Annualized Premium; or ii 105% of Total Premiums Paid excluding underwriting extra premiums, if any, as on date of death, or iii. Sum Assured.
39. **Surrender Value** means the amount payable to You in the event of termination/ surrender of the Policy, subject to terms and conditions of the Policy.
40. **Total Premiums Paid** means total of all Premiums received, excluding rider premiums and taxes.
41. **Underwriting** means the process of evaluating risks for insurance and determining on what terms We will accept the risk as per Our board approved underwriting policy. The capitalized terms used but not defined will derive their meaning from the Policy Schedule.

## PART C

### 1. Benefits

Subject to terms and conditions below, We agree to pay to the Claimant, the following benefits depending upon the Plan Option chosen by You, as specified in the Policy Schedule. The Plan Option once chosen at inception cannot be changed anytime during the Policy Term.

Events	How and when Benefits are payable	Size of such Benefits / Policy Monies
Death	On death of the Life Assured anytime during the Policy Term where the Policy is in-force and all due Premiums have been received in full at the time of death.	<p>Where Premium Protection Cover (PPC) option is not in force under the Policy, the benefit payable (subject to Clause 18.1) is Sum Assured on Death plus accrued Assured Loyalty Addition(s), if any. The Policy will immediately and automatically terminate on payment of this benefit and no further benefits will be payable.</p> <p>Where PPC option is in force under the Policy, the benefit payable (subject to Clause 18.1) is Sum Assured on Death. Further, all subsequent future premiums payable shall be waived off, and the Policy shall continue till the end of the Policy Term with all future benefits accruing as if the the Policy was in-force.</p>
	On death of the Life Assured anytime during the Policy Term, where the Policy is in Paid-up Status at the time of death.	<p>The benefit payable (subject to Clause 18.1) is Paid-up Sum Assured on Death plus accrued Assured Loyalty Addition(s), if any.</p> <p>The Policy will immediately and automatically terminate on payment of this benefit and no further benefits will be payable, irrespective of the PPC option is opted by the Policyholder.</p>
ATPD  (only payable if PPC option is in force under the Policy)	On the occurrence of one or more of the ATPD due to an Accident during the Policy Term, where the Policy is in-force and all due Premiums have been received in full at the time of occurrence of the ATPD and where PPC option is in force under the Policy.	<p>Subject to Clause 18.2, all subsequent future Premiums payable shall be waived off, and the Policy shall continue till the end of the Policy Term with all future benefits accruing as if the the Policy was in-force.</p> <p>In case of subsequent death of the Life Assured anytime during the remaining Policy Term after the PPC option has been triggered on account of ATPD, Sum Assured on Death will be payable to the Nominee. The Policy will continue to be in-force and the benefits mentioned above will be applicable.</p> <p>Where the Accident occurs before the end of Policy Term, but the ATPD caused by such Accident occurs after the end of the Policy Term, provided that the same occurs within 180 days from the date of Accident, the benefits specified above will be available.</p>
	On occurrence of one or more of the ATPD, anytime during the Policy Term where the Policy is in Paid-up State at the time of occurrence of the ATPD where PPC has been opted.	No benefit will be payable.
Maturity	Upon survival of the Life Assured till the end of the Policy Term, where the Policy is in-force and all due Premiums have been received in full until the Maturity Date.	<p>The Regular Income will be payable over the chosen Income Period in accordance with the Income Frequency in force under the Policy. The Policyholder also has the option to receive the PV of future Regular Income as on the Maturity Date.</p> <p>There is no risk cover under the Policy during the Income Period. In the event of death of the Policyholder during the Income Period, the Claimant will have the option to continue to receive the Regular Income or receive the Commuted Value of the remaining Regular Income payable under the Policy as a lump sum.</p>
	Upon survival of the Life Assured till the end of the Policy Term, where the Policy is in Paid-up Status.	<p>The Paid-up Regular Income will be payable over the Income Period in accordance with the Income Frequency in force under the Policy. The Policyholder also has the option to receive the PV of the future Paid-up Regular Income as on the Maturity Date.</p> <p>There is no risk cover under the Policy during the Income Period. In the event of death of the Policyholder during the Income Period, the Claimant will have the option to continue to receive the Paid-up Regular Income or receive the Commuted Value of the remaining Paid-up Regular Income as a lump sum.</p>

## 2.A Premiums

2.A.1 **Payment of Premiums:** You will pay Premium at the frequency specified as the Premium Payment Mode and for such Premium Payment Term as specified in the Policy Schedule at the respective due dates or before the end of Grace Period. If any Premium is received before the due date, We may keep such amount in an advance premium account and adjust such sum towards Premium on the applicable due date or refund such amount to You. Collection of advance Premium shall be allowed within the same financial year for the Premium due in that financial year. However, where the Premium due in one financial year is being collected in advance in earlier financial year, the Company may collect the same for a maximum period of three months in advance of the due date of the premium. You are not permitted to change the Premium Payment Term during the Policy Term.

2.A.2 **Change in Premium Payment Mode:** Premium Payment Modes available under the Policy are annual, half yearly, quarterly or monthly. You may change Premium Payment Mode anytime during the Premium Payment Term, subject to You giving Us a written notice at least 60 days before the end of Policy Year. The change in Premium Payment Mode will be effective from the subsequent Policy Year. There is no fee on such alteration.

### 2.A.3 Non-payment of Premium:

2.A.3.1 If the due Premiums are not received in full for the first 2 consecutive Policy Years and within the Grace Period, the Policy shall acquire Lapsed State at the expiry of the Grace Period.

2.A.3.2 Once the Policy is in Lapse status, no benefit shall be payable upon death or ATPD (if PPC option has been chosen) or upon request for termination / surrender of the Policy by the Policyholder or on the expiry of the Revival Period. If a Policy in Lapsed State is not revived within the Revival Period, it shall automatically terminate upon expiry of the Revival Period. However, if the Policy in Paid-up State is not revived within the Revival Period, then the Policy shall continue in Paid-up State as per the terms and conditions of the Policy until a valid request of Surrender is submitted to Us. Assured Loyalty Addition(s) will stop accruing once the Policy becomes Lapsed or attains Paid-up Status. Further, Premium Protection Cover benefit is not applicable in case the Policy is in Paid-up Status.

2.A.4 **Grace Period:** You are required to pay Premium on or before the Premium payment due date. You are provided with a Grace Period of 15 days for monthly mode and 30 days for all other modes, i.e. annual, half yearly and quarterly modes from Premium due date to pay due Premium. In case of occurrence of death or ATPD during the Grace Period, the Death Benefit will be payable after deducting the due unpaid Premiums, in accordance with Clause 1 of Part C and exclusions under Part F to this Policy.

2.B **Change in Income Frequency Mode:** Income Frequency Modes available under the Policy are annual, half yearly, quarterly or monthly. You may change Income Frequency Mode anytime during the Policy Term and/or during the Income Period of the Policy, subject to You giving Us a written notice at least 60 days before the next end of the year in the Income Period. The change in Income Frequency Mode will be effective from the Income Payout Date coinciding with the next end of the year in the Income Period, subject to application of Income Frequency Factors. There is no fee on such alteration.

## PART D

### 3 Surrender

3.1 You may surrender the Policy anytime and the Policy acquires Guaranteed Surrender Value (as defined below) and Special Surrender Value (as defined below) after receipt of at least first 2 consecutive Policy Years' Premiums in full. A Policy cannot be surrendered and / or terminated post the death of the Life Assured if Premium Protection Cover benefit has been chosen. The Surrender Value payable shall be higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) and will be paid after deducting outstanding loan amounts including interest, if any.

- GSV during the Policy Term is equal to: Factor "A" multiplied by (Total Premiums Paid excluding Underwriting Extra Premium, if any ) + Factor "B" multiplied by (Accrued Assured Loyalty Addition(s), if any). Where Factor "A" and "B" are guaranteed for the entire Policy Term and is as provided in the **Annexure 6**. GSV is not applicable during the Income Period.
- SSV during the Policy Term is equal to: Factor "C" multiplied by  $\{(\text{Number of Premiums paid/Total number of Premiums payable during the Policy Term}) * \text{PV of Assured Income}\} + \{(\text{Accrued Assured Loyalty Addition(s), if any / Total Assured Loyalty Addition(s) expected to be accrued under the Policy}) * \text{PV of ALI}\}$ . Where, PV of Assured Income and PV of ALI is the present value calculated as at the end of the Policy Term of the Assured Income and the Assured Loyalty Income respectively, as payable under the Plan Option. The present value for this purpose shall be calculated currently at an interest rate of 9% p.a. and the same may be revised in the future with prior approval of the Authority. Where Factor "C" is provided in the **Annexure 6** and may be revised in future with the prior approval of the Authority.

SSV is not applicable during the Income Period. However, at any time during the Income Period, the Policyholder can request for receiving the Commuted Value of the remaining Regular Income payable under the Policy if the Policy was in-force as at the end of the Policy Term or the Commuted Value of the remaining Paid-up Regular Income payable under the Policy if the Policy was in Paid-up status as at the end of the Policy Term.

3.2 We shall on receipt of a valid request for Surrender, pay the Surrender Value, if any, and the Policy shall terminate and no further benefits shall be payable. A surrendered Policy cannot be revived.

### 4. Revival:

You may revive the Policy in Lapsed State or Paid-up State by giving Us a request and paying all due unpaid installments of Premium with interest, on simple interest basis, at the rate specified by Us subject to completing other requirements as may be stipulated by Us, within the Revival Period (refer to Clause 35 of Part B) and during the Policy Term provided no claim has arisen under the Policy due to the death of the Life Assured. You shall provide the evidence of insurability and health of the Life Assured to Our satisfaction. We reserve the right to Revive the Policy either on its original terms or on modified terms as per our Underwriting policy, which decision will be final and binding on You. The Revival will be effective from the date when We communicate the same to You. In case the request for Revival is rejected, the Premium including interest paid for the Revival would be refunded to You. On Revival, the benefits, would be reinstated as per the terms & conditions of the Policy (including the Assured Loyalty Addition(s), if any, which were not accrued during the Revival Period).

The basis for determining the interest rate is the average of the daily rates of 10-Year G-Sec rate over the last five calendar years ending 31st December every year rounded to the nearest 50 bps plus a margin of 200 bps. Any change in the basis of this interest rate will be subject to the prior approval of the Authority. The Company undertakes the review of the interest rates for revivals on 31<sup>st</sup> December

every year with any changes resulting from the review being effective from the 1<sup>st</sup> of April of the following year. The applicable interest rate for the financial year 2020-21 is 9.5% per annum.

#### **5. Policy Loan:**

5.1 You may apply for a loan as per loan application terms and conditions, subject to the following conditions: **a)** the Policy should have been in-force while applying for a loan. **b)** the Policy should have acquired Surrender Value as per Clause 3 of Part D. **c)** the Policy should not have been in Paid-up State. **d)** The Loan will not be available where benefit under Premium Protection Cover Option becomes payable.

5.2 The loan facility available under the Policy will be repayable with interest chargeable from the date of disbursement of the loan at the interest rate specified by Us where the basis of calculation of such interest rate is approved by the Authority; and in the amounts and at the frequency specified by Us in advance. The interest compounding will happen on Policy Anniversary. The applicable interest rate for the financial year 2020-21 is 7.90% per annum. A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof. The Policy shall be assigned to Us on disbursement of the loan and the original Policy Document will be submitted to Us till repayment of outstanding loan amount including interests thereon, if any. The loan facility will also be subject to the following conditions: **a)** The minimum loan amount disbursed shall be ₹20,000. **b)** The maximum loan amount will not exceed 80% of the Surrender Value as applicable on the date of disbursement of the loan. **c)** The minimum repayment amount will be ₹2,000 or outstanding loan amount including outstanding interest, if any, whichever is lower. **d)** The maximum repayment amount will be equal to outstanding loan amount including outstanding interest, if any. **e)** The maximum tenure of the loan shall be up to the outstanding Policy Term. However, You will have the option to foreclose the loan (partially or fully) anytime during the Policy Term by paying the outstanding loan amount and interest thereon. **f)** We shall pay the benefits including the death benefit or surrender benefit after deducting any outstanding loan amounts including outstanding interest, if any. **g)** For other than in-force and fully Paid-up Status Policies: If the outstanding loan amount including outstanding interest is greater than or equal to the Surrender Value payable under the Policy and the Policyholder fails to repay the outstanding loan including outstanding interest after being given intimation of 3 months (or the timeline as applicable as per Company policy at that point in time) and reasonable opportunity to continue the Policy, the Policy will be foreclosed and all rights and benefits under the Policy will stand ceased. For in-force and fully paid-up policy: Policy cannot be foreclosed on the ground of outstanding loan amount including interest exceeds the Surrender Value. **h)** At the end of the Policy Term, in case the loan amount including outstanding interest is not repaid by the Policyholder, the PV of Regular Income / PV of Paid-up Regular Income payable less the loan amount including outstanding interest will be repaid to the Policyholder and the Policy will be immediately and automatically terminated.

#### **6. Termination of Policy:**

The Policy will terminate upon happening of any one of the following events: **a)** on the date on which We receive a valid free-look cancellation request from You; **b)** on the date of intimation of repudiation of the claim (excluding claim under ATPD benefit) in accordance with the terms and conditions of the Policy; **c)** in case of misstatement of Age, fraud, misrepresentation or forfeiture in accordance with Clauses 13 and 22 in Part F; **d)** as mentioned in Clauses 1,2,3, 4, and 5.

#### **7. Ownership:**

All options, rights and obligations under the Policy vest with You and will be discharged by You.

#### **PART E**

#### **8. Charges :**

There are no explicit charges under this Policy.

#### **PART F - General Conditions**

#### **9. Assignment:**

Assignment should be in accordance with provisions of Section 38 of the Insurance Act 1938, as amended from time to time. The entire Section 38 is reproduced and enclosed in **Annexure 3**.

#### **10. Nomination:**

Nomination should be in accordance with provisions of Section 39 of the Insurance Act 1938, as amended from time to time. The entire Section 39 is reproduced and enclosed in **Annexure 4**.

#### **11. Amendment:**

We reserve the right to alter or delete any of the terms and conditions of the Policy, including the benefits with prior approval of the Authority. The terms of the Policy will also stand modified from time to time, to the extent of changes in applicable laws or regulations affecting the terms and conditions of the Policy.

#### **12 Policy Currency:**

All Premiums and benefits payable shall be paid in Indian Rupees only.

#### **13. Misstatement of Age:**

The Age of the Life Assured is derived basis Your declaration in the Proposal Form and/or other supporting document/ proof in this regard. Due to misstatement of Age if You have paid less Premium(s) than what was payable for the correct age, We are entitled to charge and You are obliged to pay for such Premium difference since the Policy Commencement Date without interest. In case of termination of the Policy any unpaid balance will be adjusted from the benefit payout. If the date of birth of the Life Assured has been misstated resulting in higher Premium(s) paid by You than what was payable for the correct age, We will refund the excess Premiums without any interest. If at the correct Age, the Life Assured was not insurable according to our requirements, We reserve the right to pay the Premiums paid till date post deduction of any relevant cost, expenses or charges as applicable and terminate the Policy in accordance with Section 45 of the Insurance Act, 1938, as amended from time to time.

#### **14. Compliance with Laws:**

You will be responsible to comply with all applicable laws including regulations or taxation laws and payment of all applicable taxes in respect of the Premium, charges and benefits or other payouts made or received under the Policy. We are entitled to make such deductions and/or levy such charges, present and/or future which in Our opinion are necessary and appropriate, from and/or on the Premium(s) payable or charges or benefits under the Policy on account of any income tax, withholding tax, Goods and Services Tax or

other tax, cess, duty or other levy which is or may be imposed in relation to the Policy under any applicable law or otherwise upon Us, You or the Claimant. We will not be liable for any taxes on any of Your or Claimant's personal income. You are responsible for complying with Your tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes in all jurisdictions in which Your tax obligations arise and relating to the services provided by Us). We do not provide any tax related advice and You are advised to seek an independent legal and/or taxation advice.

#### **15. Communication and Dispatch:**

We will send you the policy document in accordance with the applicable laws. We will send the communication or notices to you either in physical or electronic mode (including sms) at your registered address/ email id or registered mobile number provided by you in proposal form or otherwise notified to us. Any change in the registered address/ email or registered mobile number of Policyholder or Claimant must be notified to Us immediately.

#### **16. Free-look period:**

In case the Policy terms and conditions are not agreeable to You then You can opt for a cancellation of the Policy, in which case, We request You to send back this Policy Document along with the reason for your objection within 15 days (30 days in case the Policy is sourced through electronic mode or distance marketing mode) from the date of receipt of this Policy Document. In case You opt for cancellation within the said period, We shall refund the Premium received by Us subject only to deduction of the proportionate risk Premium for the period of life cover, stamp duty and medical expenses, if any. Please note that this facility is available only on receipt of the original Policy Document, and will not apply to duplicate Policy Document issued by the Company on Your request.

#### **17. Replacement of Policy Document:**

We will replace a lost Policy Document subject to making investigations. If We replace the lost Policy Document, then: i. the original Policy Document will cease to be applicable and You agree to indemnify Us from any and all losses, claims, demands or damages arising from or in connection with the original Policy Document. ii. You will not be entitled to any free-look period cancellation on the duplicate Policy Document issued. However, We may permit free-look period cancellation in cases where after investigation, it is evident that You did not receive the original Policy Document. iii. No charge/fee will be levied for replacement of Policy Document.

#### **18.1 Suicide Exclusion:**

If the Life Assured, whether sane or insane, commits suicide within 12 months from the Risk Commencement Date under the Policy or date of Revival of the Policy, the benefits payable under this Policy shall be: i. in case of death due to suicide within 12 months from the Risk Commencement Date under the Policy, the Nominee of the Policyholder shall be entitled to an amount which is higher of 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death, provided the Policy is in force. ii. in case of death due to suicide within 12 months from the date of Revival of the Policy, the Nominee of the Policyholder shall be entitled to an amount which is higher of 80% of the Total Premiums Paid till the date of death or the Surrender Value as available on the date of death shall be payable. Upon such payments, the Policy will terminate and no further benefit will be payable irrespective of whether the Premium Protection Cover Option was chosen or not.

#### **18.2 Accidental Total and Permanent Disability (ATPD) Exclusions:**

No benefit will be payable under PPC option in respect of any of the conditions covered under the ATPD, arising directly or indirectly from, through or in consequence of the following exclusions:

- Any condition, ailment or injury or related condition(s) for which you had signs or symptoms, and / or were diagnosed, and / or received medical advice / treatment within 48 months to prior to this Policy issued by Us or at the time of reinstatement of the Policy.
- The Life Assured taking part in any hazardous sport or pastimes (including hunting, mountaineering, racing, steeple chasing, bungee jumping, etc., any underwater or subterranean operation or activity and racing of any kind other than on foot).
- The Life Assured flying in any kind of aircraft, other than as a bona fide passenger (whether fare-paying or not) on an aircraft of a licensed airline.
- Self-inflicted injury, suicide or attempted suicide-whether sane or insane.
- Under the influence or abuse of drugs, alcohol, narcotics or psychotropic substance not prescribed by a registered medical practitioner.
- Service in any military, air force, naval or paramilitary organization.
- War, civil commotion, invasion, terrorism, hostilities (whether war be declared or not).
- The Life Assured taking part in any strike, industrial dispute, riot.
- The Life Assured taking part in any criminal or illegal activity with criminal intent or committing any breach of law including involvement in any fight or affray.
- Exposure to Nuclear reaction, Biological radiation or nuclear, biological or chemical contamination.
- Physical handicap or mental infirmity.

In case PPC benefit is claimed but is not admissible due to any of the exclusion clause(s) applicable for ATPD, then PPC benefit on account of ATPD would not be payable. However, benefits payable on death under the Policy will continue to become payable.

#### **19. Claim Procedures:**

##### **Maturity Claim Procedure:**

In case of Maturity Benefit payout, following documents are required by us to process the claim: a) Bank Account details for money transfer (in case the same are not updated), b) With respect to NRI/NR customers, documentation on FEMA compliance or such applicable law, c) Any other documents including KYC as may be required.

##### **ATPD Claim Procedure:**

In the event that the Life Assured suffers from ATPD, to register the claim under the Policy, the Claimant will endeavor to inform Us in writing immediately within a period of 90 days of such incident through the Claim Form along with the following documents: i. Original Policy Document; ii. Death certificate; iii. Attested copy of photo identity and address proof of the Claimant; iv. Company Specific Claim formats duly completed and signed Claim Form, v. Physician's Statement, Treating Hospital Certificate, Employer Certificate, as applicable; vi. Hospital records/other medical records; vii. Post-mortem/ chemical viscera report, wherever conducted; viii. Police records including First information report, panchnama, police investigation report, final police report only in case of unnatural or death due to Accident.

#### **Death Claim Procedure:**

In the event of the death of the Life Assured, to register the claim under the Policy, the Claimant will endeavor to inform Us in writing immediately within a period of 90 days of such death through the Claim Form along with the following documents: i. Original Policy Document. ii. Death certificate. iii. Attested copy of photo identity and address proof of the Claimant. iv. Company Specific Claim formats duly completed and signed – Claim Form, Physician's Statement, Treating Hospital Certificate, Employer Certificate. v. Hospital records/other medical records. vi. Post-mortem/ chemical viscera report, wherever conducted. vii. Police records including First information report, panchnama, police investigation report, final police report only in case of unnatural or death due to Accident.

If We do not receive the notification of the ATPD or death within 90 days, We may condone the delay if We are satisfied that the delay was for reasons beyond the Claimant's control and pay the claim specified under the Policy to the Claimant. We reserve the right to call for such documents or information, including documents/ information concerning the title of the Claimant, to Our satisfaction for processing the claim. Any claim intimation to Us must be made in writing and delivered to the address, which is currently as follows:

**Claims Unit:** Canara HSBC Life Insurance Company Limited, 139 P, Sector 44, Gurugram – 122003, Haryana, India ; Alternately claim can be submitted at HUB locations. For latest HUB locations list, please refer to our website. **Resolution Centre:** 1800-103-0003/1800-180-0003/1800-891-0003 **Email id:** claims.unit@canarahsbcife.in. Any change in the address or details above will be communicated by Us to You. For further details on the process, please visit our claims section on our website [www.canarahsbcife.com](http://www.canarahsbcife.com). Our liability under the Policy will be automatically discharged on payment to the Claimant.

#### **20. Electronic transactions:**

In conducting electronic transactions, in respect of this Policy, You will comply with all such terms and conditions as prescribed by Us. Such electronic transactions are legally valid when executed in adherence to such terms and conditions and will be binding on You.

#### **21. Governing Law and Jurisdiction:**

The Policy will be governed by Indian law and the jurisdiction will be that of Indian courts.

#### **22. Fraud and Misstatement:**

Fraud and misstatement would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time, which provisions are enclosed in **Annexure 5**.

#### **23. Travel And Occupation:**

There are no restrictions on travel or occupation under this Policy.

#### **24. Vesting on the Attainment of 18 years of Age by Life Assured:**

Where the Policy has been issued on the life of a minor below Age 18 (where PPC option has not been chosen), the Life Assured (i.e. the minor in this case) and the Policyholder will be different at the Risk Commencement Date. The risk cover of the Life Assured shall start immediately from the Risk Commencement Date. Subject to terms and conditions of the Policy, if Life Assured is a minor, the Life Assured will automatically become the Policyholder on attainment of 18 years of Age. Post automatic vesting, the Life Assured will have all rights and obligations of the Policyholder under this Policy and thereafter We will correspond with the Life Assured directly. All benefits (death and survival) are linked to the life of the Life Assured and there is no contingency on the life of the Policyholder. In the event of death of the Life Assured in minority, all proceeds under the Policy would go to the Policyholder and the Policy will terminate on such payment. If the Policyholder dies while the Life Assured is still a minor then the legal guardian of the minor Life Assured or the legal heir of the Policyholder can become the Policyholder by submitting requisite documents and subject to conditions, as prescribed by Us from time to time.

### **PART G**

#### **25. Grievance Redressal Procedure**

**25.1** In case You wish to register a complaint with Us, You may visit our website, approach our resolution centre or may write to Us at the following address. We will respond to You within two weeks from the date of our receiving Your complaint. Kindly note that in case We do not receive a revert from You within eight weeks from the date of Your receipt of our response, We will treat Your complaint as closed. **Complaint Redressal Unit:** Canara HSBC Life Insurance Company Limited; 139 P, Sector 44, Gurugram – 122003, Haryana, India Toll Free: 1800-103-0003/1800-180-0003/1800-891-0003 Email: [cru@canarahsbcife.in](mailto:cru@canarahsbcife.in).

**25.2** If You do not receive a satisfactory response from Us within the above timelines, You may write to our Grievance Redressal Officer at: **Grievance Redressal Officer:** Canara HSBC Life Insurance Company Limited; 2nd Floor, Orchid Business Park, Sector-48, Sohna Road, Gurugram 122018, Haryana, India Toll Free: 1800-103-0003/1800-180-0003/1800-891-0003 Email: [gro@canarahsbcife.in](mailto:gro@canarahsbcife.in).

**25.3** If You are not satisfied with Our response or do not receive a response from Us within 15 days, You may approach the Grievance Cell of the Authority at: **Insurance Regulatory and Development Authority of India; Grievance Call Centre (IGCC)** Toll Free No: 18004254732, 155255 Email ID: [complaints@irdai.gov.in](mailto:complaints@irdai.gov.in) Website Address for registering the complaint online: <http://www.irda.gov.in> **Consumer Affairs Department Insurance Regulatory and Development Authority of India** ; Survey no.115/1, Financial District, Nanakramguda, Gachibowli, Telangana, PIN– 500032

**25.4** In case You are not satisfied with the resolution or there is no response within a period of 1 month, You/complainant may approach the Insurance Ombudsman for Your State at the address mentioned below or on Authority's website [www.irda.gov.in](http://www.irda.gov.in). if the grievance pertains to the matters as mentioned below or an appropriate judicial/quasi-judicial authority having jurisdiction over the matter for redressal of Your grievance. You may also refer to the GBIC website at <http://ecoi.co.in/ombudsman.html> for updated list of Ombudsman. The Ombudsman may receive complaints: a) under Rule 13 of Insurance Ombudsman Rules, 2017 ("Rules"); b) for any partial or total repudiation of claim by Us; c) for any dispute in regard to Premium paid or payable; d) for any dispute on the legal construction of the Policy in so far as such dispute relate to claim; e) for delay in settlement of claim; f) for non-issue of any insurance document after receipt of Premium; g) misrepresentation of policy terms and conditions; h) policy servicing related grievances against Company and their agents and intermediaries; i) issuance of policy which is not in conformity with the proposal form submitted by proposer; and j) any other matter resulting from the violation of provisions of Insurance Act, 1938 (as amended from time to time) or regulations, circulars, guidelines or instructions issued by Authority from time to time or terms and conditions of the policy in so far as they relate to issues mentioned above.

**25.5** As per provision 14(3) of the Rule: No complaint to the Insurance Ombudsman shall lie unless—(a) the complainant makes a written representation to the insurer named in the complaint and—(i) either the insurer had rejected the complaint; or (ii) the complainant had not received any reply within a period of one month after the insurer received his representation; or (iii) the complainant is not satisfied with the reply given to him by the insurer; (b) The complaint is made within one year—(i) after the order of the insurer rejecting the representation is received; or (ii) after receipt of decision of the insurer which is not to the satisfaction of the complainant; (iii) after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant . As per provision14(5) of the Rule:- No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.

#### Annexure 1

##### LIST OF INSURANCE OMBUDSMAN\*

**1. Ahmedabad:** Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in **Jurisdiction:** Gujarat, Dadra & Nagar Haveli, Daman and Diu; **2. Bengaluru:** Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652049 / 26652048 Email: bimalokpal.bengaluru@ecoi.co.in **Jurisdiction:** Karnataka.; **3. Bhopal:** Office of the Insurance Ombudsman, Janak Vihar Complex,2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal (M.P.)-462 003. Tel.: 0755-2769201 / 2769202 Fax : 0755-2769203 Email: bimalokpal.bhopal@ecoi.co.in **Jurisdiction:** Madhya Pradesh & Chhattisgarh; **4. Bhubaneshwar:** Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneshwar-751 009. Tel.: 0674-2596461/2596455 Fax: 0674-2596429 Email: bimalokpal.bhubaneshwar@ecoi.co.in **Jurisdiction:** Orissa; **5. 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 **Jurisdiction:** Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh; **6. Chennai:** Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai-600 018. Tel.: 044-24333668/24335284 Fax : 044-24333664 Email: bimalokpal.chennai@ecoi.co.in **Jurisdiction:** Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry); **7. New Delhi:** Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi-110002. Tel.: 011-23232481/ 23213504 Email: bimalokpal.delhi@ecoi.co.in **Jurisdiction:** Delhi; **8. Guwahati:** Office of the Insurance Ombudsman, "Jeevan Nivesh", 5th Floor, Near Panbazar Overbridge, S.S. Road, Guwahati-781 001(Assam). Tel.: 0361-2632204/ 2602205 Email: bimalokpal.guwahati@ecoi.co.in **Jurisdiction:** Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura; **9. Hyderabad:** Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123/ 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in **Jurisdiction:** Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry **10. Jaipur:** Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@ecoi.co.in . **Jurisdiction:** Rajasthan; **11. Ernakulam:** Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, Ernakulam-682 015. Tel: 0484-2358759/2359338 Fax: 0484-2359336 Email: bimalokpal.ernakulam@ecoi.co.in **Jurisdiction:** Kerala, Lakshadweep, Mahe – a part of Pondicherry; **12. Kolkata:** Office of the Insurance Ombudsman, 4th Floor, Hindusthan Bldg. Annex, 4, C.R. Avenue, Kolkata – 700 072. Tel: 033 22124339/22124340 Fax: 033 22124341 Email: bimalokpal.kolkata@ecoi.co.in **Jurisdiction:** West Bengal, Sikkim, Andaman & Nicobar Islands; **13. Lucknow:** Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, Lucknow-226 001. Tel: 0522 -2231330/2231331 Fax: 0522-2231310 Email: bimalokpal.lucknow@ecoi.co.in **Jurisdiction:** Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahrach, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar; **14. Mumbai:** Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annex, S.V. Road, Santacruz(W), Mumbai-400 054. Tel: 022-26106552/26106960 Fax: 022-26106052 Email: bimalokpal.mumbai@ecoi.co.in **Jurisdiction:** Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane; **15. Pune:** 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 – 41312555; Email: bimalokpal.pune@ecoi.co.in **Jurisdiction:** Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region; **16. Noida:** Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Distt. Gautam Buddh Nagar, U.P- 201 301 Tel.: 0120-2514250/52/53 Email: bimalokpal.noida@ecoi.co.in **Jurisdiction:** State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur; **17. Patna:** Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in **Jurisdiction:** Bihar, Jharkhand

\*For updated list of Ombudsman please refer to the GBIC website at <http://ecoi.co.in/ombudsman.html>

#### Annexure 2

Canara HSBC Life Insurance Company Limited

Office Address: 139 P, Sector 44, Gurugram – 122003, Haryana, India

For the latest Hub-List please refer to our website at [www.canarahsbclife.com](http://www.canarahsbclife.com).

#### Annexure 3

##### Section 38 "Assignment and Transfer of Insurance Policies" is reproduced below

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

thereof, the antecedents of the assignee and the terms on which the assignment is made. 2. An insurer may, accept the transfer or assignment, or decline to act upon any endorsement made under sub-section (1), where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the 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 the Authority. 5. Subject to the provisions in sub-section (2), the transfer or assignment shall be complete and effectual upon the execution of such endorsement or instrument duly attested but except, where the transfer or assignment is in favour of the insurer, shall not be operative as against an insurer, and shall not confer upon the transferee or assignee, or his legal representative, any right to sue for the amount of such policy or the moneys secured thereby until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or a copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer: Provided that where the insurer maintains one or more places of business in India, such notice shall be delivered only at the place where the policy is being serviced. 6. The date on which the notice referred to in sub-section (5) is delivered to the insurer shall regulate the priority of all claims under a transfer or assignment as between persons interested in the policy; and where there is more than one instrument of transfer or assignment the priority of the claims under such instruments shall be governed by the order in which the notices referred to in sub-section (5) are delivered: Provided that if any dispute as to priority of payment arises as between assignees, the dispute shall be referred to the Authority. 7. Upon the receipt of the notice referred to in sub-section (5), the insurer shall record the fact of such transfer or assignment together with the date thereof and the name of the transferee or the assignee and shall, on the request of the person by whom the notice was given, or of the transferee or assignee, on payment of such fee as may be specified by regulations, grant a written acknowledgement of the receipt of such notice; and any such acknowledgement shall be conclusive evidence against the insurer that he has duly received the notice to which such acknowledgement relates. 8. Subject to the terms and conditions of the transfer or assignment, the insurer shall, from the date of the receipt of the notice referred to in sub-section (5), recognize the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall be subject to all liabilities and equities to which the transferor or assignor was subject at the date of the transfer or assignment and may institute any proceedings in relation to the policy, obtain a loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to such proceedings. Explanation.— Except where the endorsement referred to in sub-section (1) expressly indicates that the assignment or transfer is conditional in terms of sub- section (10) hereunder, every assignment or transfer shall be deemed to be an absolute assignment or transfer and the assignee or transferee, as the case may be, shall be deemed to be the absolute assignee or transferee respectively. 9. Any rights and remedies of an assignee or transferee of a policy of life insurance under an assignment or transfer effected prior to the commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by the provisions of this section. 10. Notwithstanding any law or custom having the force of law to the contrary, an assignment in favour of a person made upon the condition that — (a) the proceeds under the policy shall become payable to the policy-holder 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.

#### Annexure 4

#### Section 39 “Nomination by Policyholder” is reproduced below

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 policy-holder 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 or change thereof, and may charge such fee as may be specified by regulations for registering such cancellation or change. 4. A transfer or assignment of a policy made in accordance with section 38 shall automatically cancel a nomination: Provided that the assignment of a policy to the insurer who bears the risk on the policy at the time of the assignment, in consideration of a loan granted by that insurer on the security of the policy within its surrender value, or its 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 policy-holder, shall not cancel the nomination but shall affect the rights of the nominee only to the extent of the interest of the transferee or assignee, as the case may be, in the policy: Provided also that the nomination, which has been automatically cancelled consequent upon the transfer or assignment, the same nomination shall stand automatically revived when the policy is reassigned by the assignee or retransferred by the transferee in favour of the 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: 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.

#### **Annexure 5**

#### **Section 45 "Policy not to be called in question on ground of misstatement after three years" is reproduced below**

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 the intent to deceive the insurer or to induce the insurer to issue a life insurance policy: a. the suggestion, as a fact of that which is not true and which the insured does not believe to be true; b. the active concealment of a fact by the insured having knowledge or belief of the fact; c. any other act fitted to deceive; and d. any such act or omission as the law specifically declares to be fraudulent. 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 mis-statement of a or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive. 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 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. Explanation- For the purposes of this sub-section, the mis-statement 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 assured was incorrectly stated in the proposal.

## Annexure 6

## Factor A

### Factor B

### Factor C