

Give your retirement a happy beginning with Secure Bhavishya Plan.

CANARA HSBC LIFE INSURANCE
SECURE BHAVISHYA PLAN
An Individual Linked Pension Plan



-  **Guaranteed Maturity (Vesting) Benefit¹**
-  **Choose Premium Payment Term**
-  **Loyalty Additions**
-  **Flexibility to Select Maturity (Vesting) Age**
-  **Unlimited Top-Up Facility**

For more information: ☎ 1800-103-0003/1800-180-0003/1800-891-0003

Canara HSBC Life Insurance | Promises ka Partner

¹Conditions Apply - Provided all premiums are paid as and when due. The Unit Linked Insurance Pension Products do not offer any liquidity in the first 5 years of the policy. The policyholder will not be able to surrender / withdraw the monies invested in Unit Linked Insurance Pension Products. There is a lock-in period of five years as well. On surrender / Vesting, the full proceeds or part thereof, as per the prevailing laws, shall be utilized to buy immediate annuities / deferred annuity from Canara HSBC Life Insurance Company Limited or any other Insurer.

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 Insurer (IRDAI Regn. No. 136) having its head office at 139 P, Sector 44, Gurgaon - 122003. Canara HSBC Life Insurance Company Limited is only the name of the insurance company and Canara HSBC Life Insurance Secure Bhavishya Plan is only the name of the unit linked insurance contract and does not in any way indicate the quality of the contract, its future prospects or returns. The various funds offered under this contract are the names of the funds and do not in any way indicate the quality of these plans, their future prospects and returns. Unit Linked Insurance products are different from the traditional insurance products and are subject to the risk factors. Past performance of the investment funds do not indicate the future performance of the same. Investors in the Scheme are not being offered any guaranteed / assured returns. The premium paid in Unit Linked Insurance policies are subject to investment risks associated with capital markets and the NAVs of the units may go up or down based on the performance of fund and factors influencing the capital market and the insured is responsible for his/her decisions. The premium shall be adjusted on the due date even if it has been received in advance. The premiums & funds are subject to certain charges related to the fund or to the premium paid. Please know the associated risks and the applicable charges, from your policy document issued by the insurance company. 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 Call: 1800-103-0003 / 1800-180-0003 / 1800-891-0003. SMS: 7039004411. Missed Call: 0120-6927801. Email: customerservice@canarahsbclife.in

IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER

Canara HSBC Life Insurance Secure Bhavishya Plan
An Individual Linked Pension Plan
UIN – 136L042V04

PART A

WELCOME LETTER

Date: {{DATE_OF_ENTRY}}

{{OWNER_NAME}}
{{GUARDIAN}}
{{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}}

Your Policy Details:		Representative Details:	
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 family. We would like to congratulate You on purchasing **Canara HSBC Life Insurance Secure Bhavishya Plan**.

Please note that this is an Individual Linked Pension Plan.

This document is Your Policy Document and contains important information related to Your Policy. We would recommend that You read this document carefully to ascertain if the details mentioned are accurate.

If You wish to rectify any of the details provided by You in the policy, then please get in touch with our **Resolution center: 1800-103-0003 / 1800-180-0003/ 1800-891-003** or **Your representative**. You can also **SMS Us at 7039004411** or write to Us at customerservice@canarahsbclife.in and our representative will contact You at Your convenience.

We are confident that our product will meet Your requirements, however in case the policy terms and conditions are not agreeable to You then You can opt for a cancellation of Your policy under free-look period. If You decide to opt for cancellation, We would request You to send back this Policy Document along with the reason for non-acceptance within <15/30> days from receipt of this document. In case You opt for cancellation within the said period You will receive the Fund Value and any unallocated premium along with the charges deducted by cancellation of units. This amount will be paid subject to deduction of the stamp duty and medical expenses, if any. Please note that this facility is available only at the first instance, on receipt of the original policy document, and will not apply to duplicate policy document issued by the Company on Your request. Further the aforementioned free-look option is not available to the Policyholder who has purchased this Policy out of the proceeds of pension accumulation plan of the Company. For a Policy issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the proceeds of free-look cancellation (as defined in PART F) shall, notwithstanding anything to the contrary stated elsewhere in this Policy, be transferred back to the United Kingdom (UK) Pension fund administrator who had transferred the accumulated pension funds of the Policyholder to Us.

As an added convenience for You, We offer an easy-to-navigate online system to manage Your policy. Log on to our website www.canarahsbclife.com and register to start using this service.

In case of any claim related matters You or the Beneficiary/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/ 1800-891-003 or SMS Us at 7039004411 or write to Us at customerservice@canarahsbclife.in

We request You to pay Your premiums (not applicable for single premium policy) on time (within grace period) to enjoy uninterrupted policy benefits. 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

(ii) Policy Preamble:

This policy document evidences a legal contract between the Policyholder and Canara HSBC Life Insurance Company Limited which has been concluded on the basis of Your statements and declarations in the proposal form and other documents evidencing insurability of the Life Assured. This is an Individual Linked Pension Policy which enables You/Claimant to receive benefits as per this policy and participate in the investment performance of the fund to the extent of units allocated against premiums paid. This policy does not confer a right on You to participate/share the profits or surplus of the business of the Company.

These terms and conditions are divided into numbered clauses for ease of reference and reading. These divisions and the corresponding Clause headings do not limit the Policy or its interpretation in any way. References to any Act, regulation, guidelines etc shall include subsequent changes to the same. All references to 'age' shall refer to age as per the last birthday. The terms 'You', 'Your' used in this document refer to the Policyholder. 'We', 'Us' 'Company' or 'our' refers to Canara HSBC Life Insurance Company Limited. The word "Authority" would refer to the Insurance Regulatory and Development Authority of India (IRDAI).

POLICY SCHEDULE

Canara HSBC Life Insurance Company Limited (the Company) has received a Proposal and first premium from the Policyholder. The Proposal and declaration along with statements, reports or other documents leading to the issuance of this policy has been accepted by the Company and the Policyholder as the basis of this contract. This contract will be valid in consideration of and subject to receipt of subsequent premiums (if any) mentioned below, the terms and conditions of this Policy or any riders attached and any endorsements made. The Company shall pay relevant benefits and other amounts that become payable upon occurrence of one or more events mentioned in this Policy on receipt of proof that is satisfactory to the Company. The date of commencement of risk under this policy is as mentioned below.

	Policyholder Details	Life Assured Details
Name	{{OWNER_NAME}}	{{ASSURED_NAME}}
Date of Birth	{{OWNER_BIRTH_DATE}}	{{ASSURED_BIRTH_DATE}}
Age	{{OWNER_AGE}}	{{ASSURED_AGE}}
Gender	{{OWNER_GENDER}}	{{ASSURED_GENDER}}
Address	{{OWNER_ADDRESS}}	{{ASSURED_ADDRESS}}

Policy Schedule Details

Policy Number	{{POLICY_NUMBER}}
Plan Name	{{PLAN_NAME}}
Plan Type	{{PLAN_TYPE}}
Policy Term (Years)	{{POLICY_TERM}}
Premium Paying Term (Years)	{{PREMIUM_PAYING_TERM}}
Installment Premium ¹(₹)	{{INSTALLMENT_PREMIUM}}
Age Admitted	{{AGE_ADMITTED}}
Risk Commencement Date	{{RISK_COMMENCEMENT_DATE}}
Policy Commencement Date	{{POLICY_COMMENCEMENT_DATE}}
Premium Payment Frequency	{{POLICY_PAYMENT_FREQUENCY}}
Next Premium Due Date	{{NEXT_PREMIUM_DUE_DATE}}
Last Premium Due Date	{{LAST_PREMIUM_DUE_DATE}}

Benefit Coverage Details

Vesting Date	{{VESTING_DATE}}
Death Benefit	Higher of {Fund Value or 105% of all premiums paid up to the date of death}
Annuity option chosen on Vesting	{{ANNUITY_OPTION_SELECTED}}

Nominee Details*

Name	Gender	Age	Relationship with Life Assured
{{NOMINEE_NAME_1}}	{{NOMINEE_GENDER_1}}	{{AGE_IN_YEARS}}	{{R'SHIP}}
{{NOMINEE_NAME_2}}	{{NOMINEE_GENDER_2}}	{{AGE_IN_YEARS}}	{{R'SHIP}}
{{NOMINEE_NAME_3}}	{{NOMINEE_GENDER_3}}	{{AGE_IN_YEARS}}	{{R'SHIP}}

*Nominee details under section 39 of Insurance Act, 1938 as amended from time to time

Appointee Name (in case nominee is minor)	{{APPOINTEE_NAME}}
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¹ Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme as applicable from time to time, is included in the Premium/charges paid 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 Co Ltd. IRDAI Registration no: 136.

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

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

Canara HSBC Life Insurance Secure Bhavishya Plan is an Individual Linked Pension Plan

STATEMENT OF ACCOUNT

Policyholder 's Name	{{OWNER_NAME_FPRCT}}
Policy Number	{{POLICY_NUMBER}}
Transaction Date	{{TRANSACTION_DATE}}
Charges Deducted	
Installment Premium (₹)	{{INSTALLMENT_PREMIUM}}
Premium Allocation Charge (₹)	{{PREMIUM_ALLOCATION_CHARGE}}
Net Premium Invested (₹)	{{NET_PREMIUM_INVESTED}}
Administration Charge (₹)	{{ADMINISTRATION_CHARGE}}
Mortality /Risk Charge (₹)	{{MOTILITY_CHARGE}}
Central Goods and Services Tax on Above Charges (₹)	{{CENTRAL GOODS AND SERVICES TAX ON ABOVE CHARGES}}
State Goods and Services Tax/ Union Territory Goods and Services Tax on Above Charges (₹)	{{ STATE GOODS AND SERVICE TAX/ UNION TERRITORY GOODS AND SERVICES TAX ON ABOVE CHARGES }}
Integrated Goods and Services Tax on Above Charges (₹)	{{INTEGRATED GOODS AND SERVICE TAX ON ABOVE CHARGES}}
Cess (es) /Other Levy on Above Charges(₹)	{{CESS/OTHER LEVY ON ABOVE CHARGES}}

Risk Charges include mortality and morbidity charges, if any.

Fund Details*				
Name of Fund	Initial Fund allocation	No. of Units	NAV (₹)	Amount (₹)
Pension Growth Fund	{{PENSION_GROWTH_FUND}}%	{{PENSION_GWOTH_FUND_UNIT}}	{{PENSION_GROWTH_FUND_NAV}}	{{PENSION_GROWTH_FUND_AMT}}
Pension Balanced Fund	{{PENSION_BALANCED_FUND}}%	{{PENSION_BALANCED_FUND_UNIT}}	{{PENSION_BALANCED_FUND_NAV}}	{{PENSION_BALANCED_FUND_AMT}}
Pension Debt Fund	{{PENSION_DEBT_FUND}}%	{{PENSION_DEBT_FUND_UNIT}}	{{PENSION_DEBT_FUND_NAV}}	{{PENSION_DEBT_FUND_AMT}}
Total Fund Value(₹)	{{TOTAL_ALLOCATION}}%	As on date: {{TRANSACTION_DATE}}		{{TOTAL_FUND_VALUE}}

*SFIN (Segregated Fund Index Number) – Pension Growth Fund: ULIF01405/11/15PENSNGROFND136, Pension Balanced Fund: ULIF01505/11/15PENSBALFND136, Pension Debt Fund: ULIF01605/11/15PENSDEBFND136 & Pension Discontinued Policy Fund ULIF01705/11/15PENSDISFND136.

You can also access value of your policy wise units and fund wise NAV in the prescribed format (Form D02) on our Company's website.

To access the above mentioned details, you need to login/register on the Company's website i.e. www.canarahsbclife.com through "Login & Register" link. For first time registration, your email ID must be registered with us. If your email ID is not registered, please call us on toll free number to register

This is a computer generated statement and does not require signature.

FIRST PREMIUM RECEIPT

Receipt Number: {{RECEIPT_NUMBER}}

Date of Issue: {{FPR_DATE}}

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	{{HSN CODE}}
Policy Number	{{POLICY_NUMBER}}
Plan Name	{{PLAN_NAME}}
Policyholder	{{OWNER_NAME_FPRCT}}
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	{{ASSURED_NAME}}
Premium Payment Frequency	{{POL_BILL_MODE_CD_FPRCT}}

Payment Related Information

Installment Premium (₹)*	{{CVG_MPREM_AMT_FPRCT}}
Premium Allocation Charge (₹)	{{PREMIUM_ALLOCATION_CHARGE}}
Goods and Services Tax on Premium Allocation Charge ¹ (₹)	{{GOODS AND SERVICES TAX ON PREMIUM ALLOCATION CHARGE}}
Total Premium Received (₹)	{{TOTAL_PREMIUM_RECEIVED}}
Balance Premium (₹)	{{BALANCE_PREMIUM}}
Next Premium Due Date	{{DV_POL_NXT_PRM_DT_FPRCT}}

¹ Break-up of Goods and Services Tax on Premium Allocation Charge	(%) 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		

* You may be entitled to certain tax benefits 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, contact Your independent tax consultant. The amount indicated as balance premium, if any, will not earn any interest and will be adjusted towards future premiums (if any) on the due date. Advance premiums paid, if any will be appropriated towards premium on the respective due dates.

The Premium received by the Company, after deducting applicable Premium Allocation Charges and applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme ,if any has been allocated to the funds in the percentage indicated above. Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme , if any is applicable as per the prevailing tax laws, which is subject to change. For tax related queries, please contact Your independent tax consultant.

Permanent Account Number AADCC1881F.

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

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

The commencement of risk in the policy is subject to realization of funds 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 {{CRN_NUMBER}}”

PART B

GLOSSARY OF IMPORTANT TECHNICAL AND LEGAL TERMS IN AN INSURANCE POLICY

This document aims to explain certain technical and legal terms of the insurance policy in a simple and easy language.

- 1. Age (Last Birthday):** The Life Assured/ Policyholder's age at his/her last birthday, as on date of commencement of Policy.
- 2. Annualized Premium:** The amount of Premium payable in a Policy Year that is selected by the Policyholder at the inception of the Policy.
- 3. Appointee:** The person named as such in the Policy Schedule, to receive the Death Benefit and give a valid discharge to the Company on behalf of the Minor Nominee, in the event of death of the Life Assured during the minority of the Nominee.
- 4. Assignment & Assignee:** Assignment is a method by which the Policyholder can transfer his/her interest in the Policy to another person. An assignment can be made by an endorsement on the Policy Document or as a separate deed. Assignment can either be absolute, partial or conditional. Assignee is the person to whom the rights and benefit are transferred by virtue of assignment in accordance with Section 38 of the Insurance Act, 1938, as amended from time to time.
- 5. Business Day:** Days other than holidays where stock exchanges with nationwide terminals are open for trade (other than day on which exchanges are open for testing) or any day declared by the Authority as Business Day.
- 6. Beneficiary/Claimant:** Beneficiary/Claimant means the Policyholder, however for the purposes of payment of death benefit Beneficiary /Claimant means the following person(s):-
 - (i) Where the Policyholder and Life Assured are different, Beneficiary/Claimant shall be the Policyholder
 - (ii) Where Policyholder and Life Assured are same, Beneficiary/Claimant shall be the Nominee (s)
 - (iii) Where Policyholder and Life Assured are same and there is no Nominee(s), then Beneficiary/Claimant shall be the Policyholder's legal heir or legal representative or the holder of a succession certificate.
- 7. Discontinuance:** The state of the Policy arising out of the surrender of the Policy or non-payment of the due Premium before the expiry of the Grace Period whichever is earlier.

Provided that no Policy shall be treated as discontinued on non-payment of the said premium if, within the Grace Period, the Premium has not been paid due to the death of the Life Assured or upon the happening of any other contingency covered under the Policy.
- 8. Pension Discontinued Policy Fund:** Pension DPF means the segregated fund of the insurer that is set aside and is constituted by the fund value, as applicable, of all the policies discontinued during the Lock-in Period. The Company will levy only Fund Management Charge as mentioned in 'Charges' section. The amounts credited to the Pension DPF will earn at least the Minimum Guaranteed Interest Rate. The excess income earned in the Pension DPF over and above the Minimum Guaranteed Interest Rate will also be apportioned to the Pension DPF in arriving at the proceeds of the discontinued policies and will not be apportioned to the shareholders of the Company.
- 9. Exclusions:** Specific conditions or circumstances for which the Policy shall not provide any benefits.
- 10. Financial Year:** 12 months period commencing from April 1st every year.
- 11. Fund Value:** At any point in time, the total number of Units in the respective funds under the Policy multiplied by the applicable Unit Price.
- 12. Grace period:** Policyholders are expected to pay regular premium on due dates. A period, as given in the terms & conditions of the Policy, from the premium due date is allowed as grace to make payment of due premium. This duration is known as grace period.
- 13. Lock-in Period:** The period of five consecutive completed years from the date of commencement of the policy, during which period the proceeds of the discontinued policies cannot be paid by the insurer to the Policyholder or to the Life Assured, as the case may be, except in the case of death or upon the happening of any other contingency covered under the Policy.
- 14 Vesting Benefit:** The amount payable to the policy holder as per terms and conditions of the Policy, at the end of the stipulated term of the Policy is called Vesting Benefit.
- 15. Vesting Date:** It is the date on which the specified Vesting Benefit is payable in accordance with the terms and conditions of the Policy.
- 16. Minimum Guaranteed Interest Rate:** The minimum guaranteed rate applicable to pension discontinued policy fund as declared by the Authority from time to time. The current applicable interest rate is 4% per annum.
- 17. Misrepresentation:** Act of making any kind of statement that does not in fact reflect its true nature.
- 18. Net Asset Value ("NAV"):** The market value of investments held under the Unit Linked Fund plus the value of any current assets and any accrued income net of Fund Management Charges and Investment Guarantee Charges (including any applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme, If any thereon) less the value of any current liabilities and provisions, if any.
- 19. Nomination:** An act by which the life Assured authorizes another person to receive the policy proceeds in the event of his/her death. The person so authorized is called the "Nominee". Nomination shall be in accordance with Section 39 of the Insurance Act 1938 as amended from time to time.
- 20. Nominee:** The person(s) named in the Policy who is/are entitled to receive the insurance proceeds upon the death of the Life Assured.
- 21. Policyholder** Policyholder is the owner of the Policy at any given point in time.
- 22. Policy Document :** 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.
- 23. Policy Month:** It is one month period commencing from the Policy Commencement Date and each subsequent month thereafter during the Policy Term. The Policy Month may be different from the calendar month.
- 24. Policy Term:** Policy term is the period for which insurance coverage is given.
- 25. Policy Year:** The 12 consecutive month's period commencing from the Policy Commencement Date and ending on the day immediately preceding the first policy

anniversary and each subsequent period of 12 consecutive months thereafter during the Policy Term.

26. Premium: The amount payable by the Policyholder to the Insurance Company in exchange for the insurer's obligation to pay benefits upon the occurrence of the contractually-specified contingency (e.g., death).

27. Proposal Form: It is an application form which is to be completed and signed by the proposer/Life Assured for securing an insurance policy and forms the basis for issuance of the Policy.

28. Proceeds of the Pension Discontinued Policy Fund: The Fund Value (less applicable Discontinuance Charges) of the respective Policyholder on Discontinuance after addition of interest computed at the interest rate earned on the Discontinued Policy Fund subject to the minimum guaranteed interest rate. The excess income earned in the Pension Discontinued Policy Fund over and above the minimum guaranteed interest rate shall also be apportioned to the Pension Discontinued Policy Fund in arriving at the proceeds of the discontinued policies.

29. Revival: The restoration of a Lapsed Policy to in-force status. Revival can only occur after the expiration of the Grace Period. The Company may require evidence of insurability (if health status has changed, deny revival), and will always require payment of the total amount of past due Premium/s along with charges (if any) as per the Company's Board approved underwriting guidelines.

30. Revival Period: Revival Period means the period of three consecutive complete years from the date of first unpaid premium during which period the Policyholder is entitled to revive the Policy which was discontinued due to the non-payment of Premium.

31. Risk: The obligation assumed by the insurer when it issues a policy.

32. Surrender value: The value payable to the policyholder in the event of his/her deciding to terminate the policy before the Vesting of the policy, subject to terms and conditions of the policy.

33. Underwriting: The process of evaluating risks for insurance and determining in what amounts and on what terms the insurance company will accept the risk.

34. Unit: A portion or part of the underlying segregated Unit Linked Fund.

35. Unit Price: The price of each Unit under a fund arrived at by dividing the NAV by the total number of outstanding units in the respective Unit Linked Fund.

36. Single Premium: The one time amount payable by You at the Policy commencement date.

The Terms 'Risk Commencement Date', 'Policy Commencement Date', 'Vesting Date', 'Policy Term', 'Life Assured', 'Premium Payment Term', 'Policyholder', 'Nominee' and 'Appointee' shall mean the respective dates or names mentioned against each of them in the Policy Schedule and the term insurer shall mean Canara HSBC Life Insurance Company Limited.

PART C

1. Benefits under the Canara HSBC Life Insurance Secure Bhavishya Plan

1.1 Death Benefit:

1.1.1 If the death of the Life Assured occurs on or after the Risk Commencement Date during the Policy Term while the Policy is in force and not been surrendered and the claim is admitted, We will pay to the Claimant higher of the following as Death Benefit:

- (i) Fund Value as on the date of the intimation of deathclaim;
- (ii) Hundred and Five percent (105%) of all Premiums paid (including top-up premiums, if any) up to the date of death;

The Claimant who has received the death benefit as specified above, has an option to utilize the aforesaid proceeds in one of the following manner:

i. Utilize the entire proceeds of the Policy or part thereof for purchasing an immediate annuity/ deferred annuity at the then prevailing annuity rate of the Company. However, he/she will have the option to purchase immediate/deferred annuity from any other insurer at the then prevailing annuity rate to the extent of the percentage, stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. In case the proceeds of the Policy proposed to be utilized to purchase annuity are not sufficient to purchase the minimum annuity, such proceeds of the Policy may be paid as a lump sum amount;

Or

- ii. Withdraw the entire proceeds of the Policy

1.1.2 In case of death of the Life Assured while the Fund Value of Your Policy is held in Pension Discontinued Policy Fund, the proceeds of the Pension Discontinued Policy Fund, as on the date of intimation of death claim shall be payable to the Nominee/ Claimant. Such fund value can be utilized by the nominee/claimant in one of the options as mentioned in Clause 1.1.1 (i) or Clause 1.1.1 (ii).

1.1.3 If the Life Assured, whether sane or insane, commits suicide, death benefit shall be governed by the terms and conditions stated under suicide clause in Part F.

1.1.4 This policy shall terminate on payment of the above benefits, or on our communicating the decision not to pay benefits under this Policy as per the terms and conditions and in line with applicable law.

1.2 Requirements for Death Benefit Claims

Refer Claims Procedures mentioned under "Part F".

1.3 Vesting Benefit and Options on Vesting

1.3.1 If the Life Assured survives as on the Vesting Date specified in the Policy Schedule and the Policy is in force on such date, then We shall pay You the higher of the following:

- (i) Fund Value prevailing as on the Vesting Date, or
- (ii) Guaranteed Vesting Benefit of 101% of total Premiums paid (including top-up Premiums) provided all due premiums have been paid under the policy

The proceeds received above can be utilized in one of the following manner:

- (i) Commute up to 60% and utilize the balance amount to purchase immediate

annuity/deferred annuity at the then prevailing annuity rate of the company, which shall be guaranteed for life. However, you will have the option to purchase immediate/deferred annuity from any other insurer at the then prevailing annuity rate to the extent of the percentage, stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. Or

- (ii) Utilize the entire proceeds of the policy for purchasing an immediate annuity/deferred annuity at the then prevailing annuity rate of the Company. However, you will have the option to purchase immediate/deferred annuity from any other insurer at the then prevailing annuity rate to the extent of the percentage, stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. Or
- (iii) Extend the accumulation period or defer the Vesting Date (subject to maximum vesting age of 80 years) with the same terms and conditions of the Policy provided the Life Assured is less than 60 years of age as on that date.

- (iv) The purchase of annuity shall be subject to terms and conditions of the product. In case the proceeds of the Policy on vesting, proposed to be utilized to purchase annuity are not sufficient to purchase the minimum annuity, such proceeds of the Policy may be paid to the Policyholder as lump sum. For option (iii) above, for single or limited premium policies, only deferment of Vesting Date is allowed subject to maximum vesting age of 80 years. No premiums are to be paid during the extended period. For regular premium policies, there will be an option to extend the accumulation period i.e. premium payment period along with deferment of Vesting Date.

- 1.3.2 You may opt for any of the options as specified under clause 1.3.2 above, by giving Us a request at least 3 (Three) months before the Vesting Date. If We are unable to trace You or if We do not receive any request from You, then, the said proceeds shall be set aside and be dealt in such a manner as may be specified by IRDAI from time to time.

1.4 Loyalty Additions

- 1.4.1 Loyalty Additions are payable only if the Life Assured is alive and all due Premiums have been paid to that date. Loyalty Additions shall be added to the fund by creation of additional units at the end of every five policy years, starting from the 10th policy year. Loyalty Additions shall be calculated as percentage of average Fund Value of 60 monthly policy anniversaries preceding the anniversary for the Policy Month in which Loyalty Additions are paid. The Loyalty additions once added to the Fund Value are guaranteed. Loyalty Additions shall be added by creation of additional units in the fund, in which units under the Policy have already been allocated as at the date of creation of Loyalty Additions. The NAV applicable for the additional units for Loyalty Additions would be the NAV of the fund, in which units under the Policy have already been allocated as at the date of creation of Loyalty Additions. The NAV that will be used for calculating the additional units due to loyalty addition will be the NAV as at the day at which the Loyalty Addition accrues.

At the end of policy year	Loyalty Additions rate
10 th	6.1%
15 th and so on at an interval of every 5 policy years (if applicable)	2.5%

- 1.4.2 On revival of this Policy, the Loyalty Additions for any previous Policy Years (if applicable) as per clause 1.4.1 above shall be credited as on the date of revival of this Policy

1.5 Change in Vesting Date

- 1.5.1 You may at any time extend the Vesting Date (subject to maximum vesting age of 80 years) with same terms and conditions as this Policy by giving Us a request at least 3 (Three) months prior to the Vesting Date provided the Age of Life Assured is less than 60 (Sixty) years as on that date.
- 1.5.2 For single or limited Premium policies, only deferment of Vesting Date is allowed and no Premiums are to be paid during the extended period. For regular Premium policies, there will be an option to extend the accumulation period i.e. Premium payment period along with deferment of Vesting Date.

1.6 Benefits payout, if the Policy has been issued under QROPS (Qualifying Recognized Overseas Pension Scheme) by transferring his/her pension fund from a United Kingdom (UK) registered pension scheme.

1.6.1 Benefits on Vesting for Policy issued under QROPS

If the Policy is issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the Age of the Life Assured on the Vesting Date should be between 55 (Fifty Five) years and 75 (Seventy Five) as per the prevailing Her Majesty Revenue & Customs (HMRC) requirements. The right to benefits from the policy proceeds shall be as per terms and conditions of this Policy including Clause 1.3.

1.6.2 Benefits on Surrender for Policy issued under QROPS

For a Policy issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the option to surrender the Policy will be available only on or after the Life Assured attains Age 55 (Fifty Five) years in accordance with the terms and conditions of this Policy including Clause 6.1

- 1.6.3 **Cancellation within the Free-look period of a Policy issued under QROPS** For a Policy issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the proceeds of free-look cancellation (as defined in PART F) shall, notwithstanding anything to the contrary stated

elsewhere in this Policy, be transferred back to the United Kingdom (UK) Pension fund administrator who had transferred the accumulated pension funds of the Policyholder to Us.

2. **Regular Premium and effect of discontinuance of payment of Premium:** You shall pay regular Premium amounts at the frequency and for such term as indicated in the Policy Schedule at the respective due dates or before the end of Grace Period. Once You have selected an option for payment of Premium i.e. Single, Limited or Regular premium, the same cannot be changed at any time thereafter during the policy term. 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 amounts 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 a Financial Year is being collected in previous Financial Year, the Premium may be collected for a maximum period of three months in advance of the due date of the Premium. The amounts in the advance premium account shall not be allocated into Units before the due date. All Premiums shall be allocated in the respective unit linked funds after deduction of charges as mentioned in Part E. Where the Policyholder and Life Assured are different, and the Policyholder dies prior to the Life Assured, the responsibility of Premium payment would lie with the Life Assured or the guardian of the Life Assured. If a Premium due has not been paid due to the death of the Policyholder, We shall send a communication to You regarding the same and the Policy will be discontinued at the expiry of the Grace Period. In such an event, the risk cover of the Life Assured will continue only till the expiry of the Grace Period.

2.1 Top-up Premium

In addition to the Premium payable under the Policy, You may pay top-up Premium to Us, subject to following conditions:

- Unlimited top-up Premiums can be paid throughout the Policy Term, except in the first and the last Policy Year
- The amount of each top-up Premium should be a minimum of ₹10,000
- Top-up Premium will be accepted only if all the due premiums have been received by Us
- Top-up premiums once paid cannot be withdrawn from the fund for a period of 5 years from the date of payment of the Top-up premium, except in case of complete surrender of the Policy or upon vesting.

2.2 Discontinuance of Premium (not applicable for single premium policy)

If any due installment of Premium is not paid within the Grace Period then your Policy will be discontinued. You may exercise any of the following options:

2.2.1 On Discontinuance of Premium/Surrender during the Lock-in period:

If the due Premium is not received by the expiry of the Grace Period, the Fund Value less applicable Discontinuance Charges will be transferred to the Pension DPF and the risk cover under the Policy will cease. On such Discontinuance, the Company shall communicate the status of the Policy within 3 months of the first unpaid premium, to the Policyholder and provide the option to revive the Policy within the Revival Period.

- i. In case the Policyholder opts to revive but does not revive the Policy during the Revival Period, the proceeds of the Pension DPF shall be utilized in one of the following ways at the end of the Revival Period or Lock-in Period whichever is later and the Policy will terminate:
 - a. Commute up to 60% and utilize the balance amount to purchase immediate annuity/deferred annuity at the then prevailing annuity rate of the Company. However, you will have the option to purchase immediate/deferred annuity from any other insurer at the then prevailing annuity rate to the extent of the percentage, stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. Or
 - b. Utilize the entire proceeds of the policy for purchasing an immediate annuity/deferred annuity at the then prevailing annuity rate of the Company. However, you will have the option to purchase immediate/deferred annuity from any other insurer at the then prevailing annuity rate to the extent of the percentage, stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. In respect of Revival Period ending after Lock-in Period, the Policy will remain in the Pension DPF till the end of Revival Period. The FMC of the Pension DPF will be applicable during this period and no other charges will be applied.
- ii. In case the Policyholder does not exercise the option to revive the Policy within the Revival Period, the Policy shall continue without any risk cover and the policy fund shall remain invested in the Pension DPF. At the end of the Lock-in Period, the proceeds of the Pension DPF shall be utilized by the Policyholder as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above and the Policy shall terminate.
- iii. However, the Policyholder has an option to surrender the Policy anytime and proceeds of the discontinued policy at the end of Lock-in Period or date of surrender whichever is later, shall be utilized by the Policyholder as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above and the Policy shall terminate.

Until the expiry of Grace Period, the Policy is deemed to be in-force with benefits and applicable charges continuing as per terms and conditions of the Policy.

For an inforce Policy, if a surrender request is received within the first 5 policy years, the Fund Value after deduction of applicable Surrender Charges is transferred to the Pension DPF and the proceeds of discontinued policy at the end of Lock-in Period shall be utilized by the Policyholder as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above and the Policy shall terminate.

On surrender, the Policy will be terminated and cannot be revived thereafter.

The purchase of annuity shall be subject to terms and conditions of the product. In case the proceeds of the Policy proposed to be utilized to purchase annuity are not sufficient to purchase the minimum annuity, such proceeds of the Policy may be paid to the Policyholder as lump sum.

The Surrender Value and Options on surrender shall be subject to the condition that for a Policy issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the option to surrender the Policy will be available only on or after the Life Assured attains Age 55 (Fifty Five) years.

2.2.2 On Discontinuance of Premium after the Lock-in Period:

If the due Premium is not received by the expiry of the Grace Period, the Policy shall be treated as discontinued. All applicable charges as per terms and conditions of the Policy shall be deducted during the Revival Period. Upon such Discontinuance, the Company shall communicate the status of the policy within 3 months of the first unpaid premium, to the Policyholder and provide the following options:

1. Revive the Policy within the Revival Period;
2. Complete withdrawal of the Policy
 - i. In case the Policyholder opts for 2.2.2 (1) above but does not revive the Policy during the Revival Period, the Fund Value shall be utilized as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above at the end of the Revival Period or at the end of the Policy Term, whichever is earlier and the Policy will terminate.
 - ii. In case the Policyholder does not exercise any of the options as set out above, the Fund Value shall be utilized as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above at the end of the Revival Period or at the end of the Policy Term, whichever is earlier and the Policy will terminate.
 - iii. However, the Policyholder has an option to surrender the Policy anytime and Fund Value as on the date of surrender shall be utilized as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above and the Policy will terminate.

Until the expiry of Grace Period, the Policy is deemed to be in-force with benefits and applicable charges continuing as per terms and conditions of the Policy.

For an inforce Policy, if a surrender request is received post 5 policy years, the Fund Value as on the date of surrender shall be utilized as per 2.2.1.(i).(a) or 2.2.1.(i).(b) above.

On surrender, the Policy will be terminated and cannot be revived thereafter.

The purchase of annuity shall be subject to terms and conditions of the product. In case the proceeds of the Policy proposed to be utilized to purchase annuity are not sufficient to purchase the minimum annuity, such proceeds of the Policy may be paid to the Policyholder as lump sum.

The Surrender Value and Options on surrender shall be subject to the condition that for a Policy issued under QROPS by transferring of pension funds from a United Kingdom (UK) registered pension scheme, the option to surrender the Policy will be available only on or after the Life Assured attains Age 55 (Fifty Five) years.

Until the Policyholder exercises his/her option or up to the expiry of grace period, the Policy is deemed to be in-force with risk cover as per terms and conditions of the Policy.

2.2.3 Transfer of Fund Value to Pension Discontinued Policy Fund

During the Grace Period all Benefits under this Policy shall continue to apply and all the Charges shall continue to be deducted. If the Policy is discontinued during the Lock-in Period, then the Company shall transfer the Fund Value subject to deduction of Discontinuance Charges (as applicable) into the Pension Discontinued Policy Fund.

3. Premium mode Change (not applicable for single premium policy)

You may change Your Premium payment mode anytime during the Policy Term, by submitting a request to Us, subject to Your giving Us a request at least 60 days before the end of Policy Year from which it will become effective, provided Your Annualized Premium is equal to or more than minimum Annualized Premium applicable for proposed mode of Premium payment.

4. Investment strategy

There are three investment funds available in this Policy viz. Pension Growth Fund, Pension Balanced Fund and Pension Debt Fund. Details for each fund are provided in Part E. As per the investment strategy of the funds, Policyholder's monies (including Top-Up premium) shall be invested in Pension Growth Fund only up to "Policy Term (PT) minus 6" years. PT minus

5 is a transition year during which Funds will be transferred from Pension Growth Fund to Pension Balanced Fund in a systematic manner. There will be a gradual shift in 5 quarterly tranches during PT minus 5 year such that at the beginning of PT minus 4 years, 100% of the fund would have been moved to Pension Balanced Fund.

During (PT-5) th policy year, at beginning of quarter	Proportion of Fund transferred from Pension Growth Fund to Pension Balanced Fund
1	1/5 of Fund Value in Pension Growth Fund
2	1/4 of remaining Fund Value in Pension Growth Fund
3	1/3 of remaining Fund Value in Pension Growth Fund
4	1/2 of remaining Fund Value in Pension Growth Fund

At the beginning of (PT minus 4)th Policy Year, the entire balance remaining in Pension Growth Fund will be transferred to Pension Balanced Fund.

You have the option to switch any proportion of funds from Pension Balanced Fund to Pension Debt Fund only in the last 5 Policy Years. However, switching from Pension Debt Fund to any other Fund is not allowed. Renewal Premiums and Top-up Premium in last 5 years shall be invested in Pension Balanced Fund. In last 5 Policy years, You can choose premium re-direction option through which You can select Pension Debt fund for investment of renewal Premiums / top-up Premium.

PART D

5. Special Features of the Plan

5.1 Partial Withdrawals

This product allows the Policyholder to make partial withdrawals from 6th policy year onwards provided all due Premiums for first 5 policy years have been paid subject to following conditions:

- Partial withdrawals can be made in multiple of ₹1,000. The minimum partial withdrawal amount allowed is ₹10,000.
- Partial withdrawal shall not exceed 25% of the Fund Value at the time of partial withdrawal.
- The Fund Value immediately after the partial withdrawal shall be at least 120% of the Annualized Premium in case of Regular/Limited Premium payment policies and at least 25% of the Single Premium in case of Single Premium payment policies. The cap on maximum partial withdrawal amount has been kept in view to avoid immediate foreclosure of the Policy after the partial withdrawal has been made i.e. the partial withdrawal shall not result in immediate Policy termination.
- The request for partial withdrawal can only be made 3 times during the entire term of the Policy (including extension of the accumulation period or deferment period).
- Partial withdrawals shall only be allowed against the below stipulated reasons (subject to submission of valid documents as requested by the Company):
 - Higher education of children
 - Marriage of children
 - For the purpose or construction of residential house
 - For the treatment of critical illnesses of self or spouse
- Partial withdrawals made shall be allowed from the fund built up from the top-up premiums, if any, as long as such fund supports the partial withdrawal and subsequently, the partial withdrawals may be allowed from the fund built up from the base premium.
- For policy sourced under QROPS, partial withdrawals are not allowed as per prevailing Her Majesty's Revenue and Customs requirements

5.2 Premium Redirection

Premium Redirection is allowed only during last five Policy Years. During last five Policy Years, You can also opt to change the allocation of Your renewal premiums / top-ups to Pension Debt Fund as per Your needs. Redirection of Premiums shall be allowed only once a Policy Year, which shall be free of cost. In case this option is not availed in a particular Policy Year, it cannot be carried forward to the next Policy Year. Redirection will be effected on the date of receipt of a request from the Policyholder by the Company. The revised allocation will apply to Your subsequent Premiums.

5.3 Switching

Switching is allowed only during last five policy years. During last five policy years, You can opt to switch Your Units from Pension Balanced Fund to Pension Debt Fund. You can either switch a percentage of Your investments or an absolute amount. The minimum amount that You can switch is ₹10,000. Please note that switching of funds is not allowed from Pension Growth Fund and Pension Debt Fund to any other Fund. Requests for switching may indicate the percentage of Units in the respective funds to be switched or the amount representing the value of Units to be switched. There is no limit on maximum number of Switches. Switching attracts charges mentioned in Part

E. Any request for Switching received before 3:00 pm will be processed at the closing Net Asset Value ("NAV") of the same business day. Otherwise, closing

- NAV of the next Business day will be used.
- 5.4 **Revival of Policy** (not applicable for single premium policy)
- In case due Premiums are not paid before end of the Grace Period as per clause 2.2, You can apply for revival of the Policy by submitting a application along with all due Premiums, during the period provided in the notice issued by Us or within the Revival Period. Acceptance of the application for revival shall be subject to underwriting by Us. We reserve the right to revive the policy either on its original terms and conditions or on such other or modified terms and conditions as per our underwriting decision. The revival shall be effective from the date when We communicate the same in writing to You. Units against premium received for revival shall be allocated on the basis of the NAV applicable on the later of the following two dates (i) date of acceptance of the revival application by Us; or (ii) date of realization of all the due Premiums for revival. The Policy shall be revived subject to the conditions mentioned below:
- (i) A policy can be revived any time before the end of the Policy Term and within the Revival Period;
 - (ii) Revival shall be subject to the underwriting as per the Company's Board approved underwriting guidelines;
 - (iii) The revival of the Policy will be effective after Company's approval is communicated.
 - (iv) On revival of this Policy, loyalty additions for any previous Policy Years (if applicable) shall also be credited as on the date of revival of this Policy
- 5.4.1 **Revival of a policy discontinued during the Lock-in Period:**
- The Policy can be revived by restoring the risk cover along with the investments made in the segregated funds, out of the Pension Discontinued Policy Fund, less the applicable charges in accordance with the terms and conditions of the Policy. At the time of revival the Company shall:
- (i) Collect all due and unpaid Premiums without charging any interest or fee;
 - (ii) Levy policy administration charge and premium allocation charge as applicable during the discontinuance period. No other charges shall be levied;
 - (iii) Add back to the Fund Value, the discontinuance charges deducted at the time of discontinuance of the Policy;
- 5.4.2 **Revival of a policy discontinued after the Lock- in Period:**
- Where the Policyholder exercises the option to revive the discontinued policy, the Policy can be revived restoring the original benefits in accordance with the terms and conditions of the Policy. At the time of revival, the company shall:
- (i) Collect all due and unpaid Premiums without charging any interest or fee;
 - (ii) Levy premium allocation charge as applicable during the discontinuance period. No other charges shall be levied;
6. **Surrender, Termination and Loan:**
- 6.1 You can surrender this Policy at anytime. On surrender, the life cover under the policy shall expire. The Policy shall terminate on payment of surrender value and cannot be revived thereafter. If the Policy is surrendered before completion of the Lock-in Period, the Fund Value under the Policy will be transferred to the Pension Discontinued Policy Fund subject to deduction of applicable Surrender Charges as provided in Part E.
- Where the request for surrender is given before the lock in period, the proceeds of the Pension Discontinued Policy Fund at the end of the Lock-in-Period can be utilized by You in accordance with 2.2.1.(i).(a) or 2.2.1.(i).(b).
- In case of a surrender request received by Us after the Lock-in Period, the Fund Value can be utilized by You in accordance with 2.2.1.(i).(a) or 2.2.1.(i).(b).
- 6.2 **Auto termination of Policy**
- Notwithstanding any other clause in this Policy and after completion of Lock in Period (provided due premiums for the first five Policy Years have been paid) , if at any time during the Policy Term the Fund Value is insufficient to deduct monthly charges due to cancellation of units, or becomes equal to zero, then this Policy shall terminate automatically. The remaining Fund Value (if any) in Your unit account as on the date of such termination shall be payable to You in such circumstance.
- 6.3 **Loan**
- There are no loans available in this Policy.
7. **Unit Account:**
- For the purpose of this Policy, We will maintain an account called the Unit Account, to which the premiums received under this Policy, shall be credited, net of applicable Charges in the respective unit linked funds. The amount credited shall be utilized for purchase of Units at the applicable NAV in the unit linked fund offered by Us in respect of this Policy.

PART E

8. Charges

We shall levy the Charges as detailed below (Clause 8.1 and 8.2) during the term of this Policy. We reserve the right to revise the Charges, with the prior approval of the Authority, up to the maximum limits mentioned against each charge. All Charges are subject to applicable taxes and levies (present or future), including Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme, if any, which shall be borne by You.

8.1 Charges

(i) Premium Allocation Charge is a percentage of the Premium received and is charged at the time of receipt of the Premium.

Premium Allocation Charge is as follows, which shall remain unchanged during the entire premium payment term:

Policy Year	Regular / Limited premium		Single premium
	Premium Allocation Charge as a percentage of the annualized premium	Premium Allocation Charge as a percentage of the monthly premium	
1st Policy Year	8.4%	7.25%	2%
2nd to 3rd Policy Year	6.4%	5.0%	Not applicable
4th to 10th Policy Year or Premium payment term, whichever is lower	5.4%	5.0%	Not applicable

For Top-up Premium, Allocation Charge is 2% of top-up premium paid.

For Regular / Limited premium policies issued to Staff, premium allocation charge shall be 4.2% of the Annualized Premium and 3.625% of the monthly premium. Premium allocation charges from second year onwards for policies issued to Staff remains same as per the table above.

For Single premium policies issued to Staff, premium allocation charge shall be reduced by 1%.

For policies issued to Staff, premium allocation charge on top-up premium shall be 1%.

The discount on Premium allocation charge will be available only if the Policy is purchased by Staff through our corporate agents.

In the event the Company decides to sell the Plan directly through its website, the first year premium allocation charges shall be reduced by 0.5% of the above table for Policyholders buying through online mode.

Staff members can also buy the policy online. However, in case staff purchases the policy online, first year premium allocation charge will be 7.9% for annual mode and 6.75% for monthly mode and no further discount shall be available. Staff includes employees, their spouse, children and dependent parents of the Company and three shareholders/ distributor Banks (Canara Bank, HSBC Bank, and Punjab National Bank) and their group/associate companies. Definition of staff can be enlarged to all subsidiaries and/or joint ventures of HSBC, Canara Bank and Punjab National Bank with prior approval of the Authority.

(ii) Mortality Charges shall be levied on a monthly basis by way of cancellation of Units at the beginning of each month. The Mortality Charge shall apply on the sum at risk which shall be computed as follows:

105% of the total premiums paid (including top-up premiums) less Fund Value as on that date, subject to a minimum value of zero. For female lives, mortality charges will be 3 years rated down as compared to male's mortality charges.

Mortality Charge per annum per ₹ 1000 Sum at Risk

Age	Males	Females	Age	Males	Females
25	1.082	1.082	62	14.755	11.780
26	1.093	1.082	63	15.946	12.687
27	1.104	1.082	64	17.260	13.674
28	1.118	1.082	65	18.709	14.755
29	1.137	1.093	66	20.308	15.946
30	1.161	1.104	67	22.067	17.260
31	1.192	1.118	68	24.000	18.709
32	1.231	1.137	69	26.120	20.308
33	1.280	1.161	70	28.440	22.067
34	1.339	1.192	71	30.975	24.000
35	1.410	1.231	72	33.740	26.120
36	1.494	1.280	73	36.753	28.440
37	1.591	1.339	74	40.033	30.975
38	1.704	1.410	75	43.601	33.740
39	1.834	1.494	76	47.478	36.753
40	1.983	1.591	77	51.690	40.033
41	2.155	1.704	78	56.263	43.601
42	2.354	1.834	79	61.228	47.478
43	2.584	1.983	80	66.614	51.690
44	2.852	2.155			
45	3.161	2.354			
46	3.517	2.584			
47	3.923	2.852			
48	4.381	3.161			
49	4.888	3.517			
50	5.440	3.923			
51	6.031	4.381			
52	6.656	4.888			
53	7.307	5.440			
54	7.981	6.031			
55	8.677	6.656			
56	9.397	7.307			
57	10.148	7.981			
58	10.938	8.677			
59	11.780	9.397			
60	12.687	10.148			
61	13.674	10.938			

(iii) Fund Management Charge and Investment Guarantee Charge is expressed as a percentage of Fund Value and is levied at the time of computation of the NAV by adjusting the Unit Price. Mentioned below are the current rates of Fund Management Charge and Investment Guarantee Charge for each of the Fund(s):

Funds	Fund Management Charge (per annum)	Investment Guarantee Charge (per annum)
Pension Growth Fund	1.35%	0.25%
Pension Balanced Fund	1.35%	0.10%
Pension Debt Fund	1.00%	Nil

Fund Management Charge for Pension Discontinued Policy Fund shall be 0.50% per annum. There is no Investment Guarantee Charge on Pension Discontinued Policy Fund.

(iv) Policy Administration Charge for Regular / Limited premium policies, is expressed as a percentage of Annualized Premiums and shall be charged on a monthly basis during the Policy Term by cancellation of Units. For the first 5 Policy Years, the Policy Administration Charge is 0.05% of the Annualized Premium chargeable on monthly basis or 0.60% per annum of Annualized Premium. Policy Administration Charge shall be increased at the rate of twenty percent on the Policy anniversary after every five years starting from the 6th Policy Year. Policy Administration Charge mentioned above at all points in time shall be subject to a maximum of Rs. 500/- per month.

For Single premium policies, Policy Administration Charge shall be 0.05% of Single Premium (for Single premium < Rs. 3,00,000) and 0.03% of Single Premium (for Single Premium >= Rs. 3,00,000),

chargeable on monthly basis during first five Policy Years, subject to cap of ₹500 per month. Post five Policy Years, there will be no Policy Administration Charges in Single premium policies.

- (v) Switching Charge is levied on switching of Units from Pension Balanced Fund to Pension Debt Fund in last five Policy Years. The current rate of Switching Charge levied by the Company is as follows:

Number of Switches	Charge per Switch
1 to 6 in a Policy Year	Nil
Above 6 in a Policy Year	₹250/- per switch

The Company may revise the aforementioned charges with prior approval of IRDAI, subject to a maximum of Rs. 500/- per switch. Any unutilized free Switch cannot be carried forward.

- (vi) Surrender/Discontinuance Charge is expressed as a percentage of the Fund Value/ Annualized Premium/ Single Premium. Surrender Charge applicable to this Policy is as follows (for this Policy Surrender Charge and Discontinuance Charge are the same):

For Regular / Limited premium policies:

Policy is surrendered / discontinued during the Policy Year	Surrender / discontinuance charges with Annualized Premium up to ₹25,000/-	Surrender / discontinuance charges with Annualized Premium above ₹25,000/-
01	Lower of 20% of (AP or FV) subject to a maximum of ₹3000/-	Lower of 6% of (AP or FV) subject to maximum of ₹6,000/-
02	Lower of 15% of (AP or FV) subject to a maximum of ₹2,000/-	Lower of 4% of (AP or FV) subject to maximum of ₹5,000/-
03	Lower of 10% of (AP or FV) subject to maximum of ₹1500/-	Lower of 3% of (AP or FV) subject to maximum of ₹4,000/-
04	Lower of 5% of (AP or FV) subject to maximum of ₹1,000/-	Lower of 2% of (AP or FV) subject to maximum of ₹2,000/-
05 and onwards	NIL	NIL

For Single Premium policies:

Policy is surrendered during the Policy Year	Surrender charges
01	Lower of 1% * (SP or FV) subject to maximum of ₹ 6,000
02	Lower of 0.5% * (SP or FV) subject to maximum of ₹ 5,000
03	Lower of 0.25% * (SP or FV) subject to maximum of ₹ 4,000
04	Lower of 0.1% * (SP or FV) subject to maximum of ₹ 2,000
05 and onwards	NIL

Note: - AP – Annualized Premium, SP – Single Premium, FV- Fund Value Taxes on the above Charges, as applicable from time to time, shall be borne by the Policyholder. Notwithstanding the information provided in the table, there will not be any surrender/discontinuance charges if surrender/discontinuance request is received by the Company after the 5th policy anniversary or policy is discontinued after at least five Policy Years. Under this Policy, no Discontinuance / Surrender charges shall be applicable on top-up premiums, if any.

- (vii) Miscellaneous charges: No miscellaneous charges are applicable under the Policy.

Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme as notified by the Government from time to time on all the applicable charges shall be levied by deduction through cancellation of units from policy unit account.

9. Unit Linked Funds

- 9.1 The Unit Linked Fund(s) offered under this Policy and the indicative portfolio allocations and risk profiles of such Unit Linked Fund(s) are as follows:

Fund Name	Fund Philosophy / Objective	Asset Allocation		Risk Profile
Pension Growth Fund	To achieve capital appreciation through a judicious mix of investments in equities and fixed income securities.	Equity [#]	10%-60%	Medium to High
		Debt Securities	20%-100%	
		Money Market Instruments & Others*	0%-80%	
Pension Balanced Fund [^]	To achieve a balance between capital protection and returns through a judicious mix of investments in equities and fixed income securities.	Equity [#]	0%-30%	Medium
		Debt Securities	20%-100%	
		Money Market Instruments & Others*	0%-80%	
Pension Debt Fund [^]	To provide relatively safe and less volatile investment option mainly through debt instruments and accumulation of income through investment in fixed income securities.	Equity [#]	0%	Low
		Debt Securities	20% -100%	
		Money Market instrument & Others*	0% - 80%	
Pension Discontinued Policy Fund ^{^^}	To generate reasonable returns on funds from discontinued policies determined in accordance with the Regulations	Equity [#]	0%	Low
		Govt. Securities**	60%-100%**	
		Money Market**	0%-40%**	

* Others will include investments in Liquid Mutual Funds, Fixed Deposits and other short term investments. [#]All such equity related securities as may be permitted from IRDAI from time to time. [^]Optional Fund available during last 5 Policy Years.. ^{^^} Only available in case of discontinuance/ surrender of a Policy during the first five policy years.. ** These are subject to revision as guided by IRDAI from time to time. Pension Discontinued Policy Fund cannot be opted by the Policyholder but shall be applicable in accordance with Discontinuance/Surrender of Policy.

- 9.2 We shall have the discretion to select the investments and/or make the investments under each Unit Linked Fund, having regard to the investment objectives of the respective Unit Linked Fund subject to our investment norms and policies.

- 9.3 On the happening of events including but not limited to extreme volatility of markets/Force Majeure conditions, We may close or discontinue one or more of the Unit Linked Funds as per the Company's board approved investment policy and with prior approval from IRDAI. In all such event, We shall give You prior notice of at least three months stating our intention to discontinue or close a Unit Linked Fund except in cases where such closure or discontinuance is on account of unforeseen emergency or force majeure conditions where issuance of such prior notice is not possible. We shall provide You with options of switching free of cost to other applicable Unit Linked fund(s) offered by Us at that time. In such a case, You shall exercise the option within the time limits provided in the notice, failing which We may switch the Funds to any other fund which will be decided as the default fund.

Force Majeure Condition

- (a) We will value the Funds on each day that the financial markets are open. However, We may value the Funds less frequently in extreme circumstances external to the Company, where the value of the assets is too uncertain. In such circumstances, We may defer the valuation of assets for upto 30 days until We feel that certainty as to the value of assets has been resumed. The deferment of the valuation of assets will be with prior consultation with the Authority.

- (b) We will make investments as per clause 9.1 referred above. However, We reserve the right to change the exposure of all/any Fund to money market

instruments to 100% only in extreme situations external to the company, keeping in view market conditions, political situations, economic situations, war/war-like situations, terror situations. The same will be put back as per the base mandate once the situation has corrected.

(c) Some examples of such circumstances [in sub-section (a) & sub-section (b) above] are:

- (i) When one or more stock exchanges which provide a basis for valuation for a substantial portion of the assets of the Fund are closed otherwise than for ordinary holidays.
- (ii) When, as a result of political, economic, monetary or any circumstances out of control of the Company, the disposal of the assets of the Fund are not reasonable or would not reasonably be practicable without being detrimental to the interests of the remaining Policyholders.
- (iii) During periods of extreme market volatility during which Surrenders and Switches would be detrimental to the interests of the remaining Policyholders.
- (iv) In the case of natural calamities, strikes, war, civil unrest or riots etc.
- (v) In the event of any force majeure or disaster that effects the normal functioning of the Company.
- (vi) If so directed by the Authority

(d) The Policyholder shall be notified of such a situation if it arises

9.4 The Company may at a later date subject to prior approval of IRDAI introduce a new Unit Linked Fund under this Policy, apart from those mentioned in Clause 9.1. The Policyholder may be entitled to switch to the said newly introduced Unit Linked Fund subject to such terms and conditions that may be approved by the Authority.

10 Units

10.1 The Units shall be purchased and cancelled at the Unit Price applicable on the date of transaction in accordance with the provisions of this Policy. The Unit Price shall be computed to three decimal points. Units will be allocated up to four decimal points. The Unit Price will be declared as soon as may be possible after close of every Business Day.

10.2 Allocation of Units

- (i) Units against the first premium received by Us shall be allocated on the Policy Commencement Date after deduction of applicable Charges.
- (ii) Allocation of Units against subsequent premiums shall be made on the basis of the closing NAV of the following dates or premium due date whichever is later:
 - a. Closing NAV of the same day in case of payments by local cheques or demand drafts received at the Office of the Company at or before 3.00 PM on any Business Day.
 - b. Closing NAV of the subsequent Business Day in case of payments received by local cheques or demand drafts at the Office of the Company after 3.00 PM on any Business Day.
 - c. Closing NAV of the date of realization by the Company in case of payments made by outstation cheques or through ECS, Standing Instructions and Auto Debits. However, in case the payments made through Credit/ Debit Cards or net banking, the Closing NAV of the date on which the payment is made or the premium due date, whichever is later, will be considered for allocating the Units. However, in case the transaction is made after 3:00 PM then the closing NAV of the next working date or the premium due date, whichever is later, will be considered for allocation of Units. In case of intimation of death claim or a request for switch or surrender received at the Company's Office prior to 3.00 PM on any Business Day, the same would be processed based on the closing NAV of that day. The closing NAV of the next Business Day would be applied in case of all requests received at the Company's Offices after 3.00 PM on any Business Day.
- (iii) The above cut-off timings are as per regulations prevailing on the Policy Commencement Date, which can change from time to time with change in regulations.

10.3 Computation of Net Asset Value ("NAV")

Net Asset Value shall be calculated on all Business Days in accordance with the IRDAI's guidelines in force from time to time.

11 Valuation of Unit Linked Funds

The calculation made by Us in regard to the valuation of its Unit Linked Funds is final and binding for all purposes except in case of manifest error. The valuation of assets of the Unit Linked Funds shall be made as per the applicable Regulations and valuation norms of the Company in effect from time to time.

PART F

General Conditions:

All options, rights and obligations under this policy vest with the Policyholder, and shall be discharged by the Policyholder/Claimant as the case may be.

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**.

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**.

Discretion:

We reserve the right to review, revise, delete and / or alter any of the terms and conditions of this policy, including without limitation the Benefits, the Charges other than those charges which are specifically stated to remain unchanged in this policy, the method, manner and timing of levy or recovery of the Charges or valuation of the investments and / or assets of the Unit Linked Fund and / or determination of the Unit Price, with the prior approval of Authority. The terms of this policy shall also stand modified from time to time, to the extent of changes to the Regulations affecting the terms and conditions of this policy.

Policy Currency:

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

Misstatement of Age:

The Age of the Policyholder/Life Assured has been admitted on the basis of the declaration made in the Proposal and/or in any statement, supporting document/proof provided in this regard. If the date of birth of the Life Assured has been misstated and as a result if the Policyholder has paid less Premium/Charges than what would have been payable for the correct age, the Company would be entitled to charge and the Policyholder would be obliged to pay for such Premium/Charges difference through Units/ adjustment of Fund Value, since commencement of the policy without interest.

If the date of birth of the Life Assured has been misstated and the Policyholder has paid higher Premium/Charges than what would have been payable for the correct age, the Company shall refund the excess Premiums/Charges through Units/ adjustment of Fund Value, without any interest. In case of termination of the policy any unpaid balance will be adjusted from the benefit payout.

If at the correct age, the Life Assured was not insurable under this policy 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.

Reference to Grievance Mechanism:

The contact details and procedure to be followed in case of any grievance in respect of this policy is provided in the document titled as "Grievance Redressal" as provided in Part G.

Compliance with statutes & Taxation:

It shall be solely Your responsibility to ensure compliance with all applicable provisions of the Regulations, including taxation laws, and payment of all applicable taxes in respect of the premium and Benefits or other payouts made or received under this policy. We are entitled to make such deductions and/or levy such charges, present and future which in Our opinion are necessary and appropriate, from and/or on the Premium(s) payable or Benefit amounts receivable 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 by any legislation, order, regulation or otherwise upon Us, You or the Claimant. It is agreed and understood that We shall not be liable for any taxes on any personal income of You or the Claimant. You acknowledge that You are solely responsible for understanding and 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 advice. You are advised to seek independent legal and/or tax advice. We have no responsibility in respect of Your tax obligations in any jurisdiction including but not limited to those that relate specifically to the Services provided by Us.

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.

Free-look period:

In case the policy terms and conditions are not agreeable to You then You can opt for a cancellation of Your policy. If You decide to opt for cancellation, We would request You to send back this policy document along with the reason for non-acceptance within 15 days from receipt of this document or 30 days in case the policy is sourced through Distance Marketing mode. In case You opt for cancellation within the said period, You will receive the Fund Value and any unallocated premium along with the charges deducted by cancellation of units. This amount will be paid subject only to deduction of the expenses incurred by Us if any, on medical examination of the Life Assured, and stamp duty charges, as per applicable regulatory guidelines.. For a Policy issued under QROPS by transferring of pension funds from a United

Kingdom (UK) registered pension scheme, the proceeds of free-look cancellation as defined above shall, notwithstanding anything to the contrary stated elsewhere in this Policy, be transferred back to the United Kingdom (UK) Pension fund administrator who had transferred the accumulated pension funds of the Policyholder to Us.

Replacement of Policy Document:

We will replace a lost Policy Document if We are satisfied that it is lost, but We reserve the right to make investigations and to call for evidence of the loss of the Policy document. If We issue a Policy document to replace the lost Policy document, then:

- i. The original Policy document shall 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 shall not be entitled to any free look period on the duplicate Policy document issued. However the Company may permit free look cancellation in such cases where after investigation, it is evident that the customer has not received the original policy bond.
- iii. No charge/fee will be levied for replacement of Policy document.

Grace Period:

Policyholder is required to pay premium on or before the premium payment due dates. However the Policyholder is also provided with a Grace Period, which is 30 days from premium due date in case of annual premium mode and 15 days from premium due date in case of monthly premium mode. During the Grace Period the Policyholder will be entitled to all benefits including death benefits under the Policy.

Suicide Clause

- (i) In case of death due to suicide within 12 months from the date of commencement of the Policy, or from the date of the revival of the Policy, the Claimant shall be entitled to Fund Value, as available on the date of intimation of death.
- (ii) Any charges other than Fund Management Charges and Investment Guarantee Charges recovered subsequent to the date of death of Life Assured shall be added back to Fund Value as available on the date of intimation of death. The Policy will terminate upon payment of such benefit amount.

The proceeds shall be utilized by claimant as mentioned in clause 1.1.1.

Claim Procedures

In case of payment of policy benefits when the Life Assured is alive, the Claimant shall be the Policyholder. The Policyholder will have to contact the Company and submit the original Policy documents and any other documents as may be required by the Company.

In the event of death of the Life Assured, to register the claim under this policy, the Claimant shall endeavor to tell Us in writing immediately within a period of 90 days of such death through the Claim Form along with the following documents:

- Original policy document
- Death certificate
- Attested copy of photo identity and address proof of the Claimant
- Company Specific Claim formats duly completed and signed – Claim Form, Physician's Statement, Treating Hospital Certificate,

Employer Certificate

- Hospital records/other medical records
- Post-mortem/ chemical viscera report, wherever conducted
- Police Records - First Information Report, Panchnama, Police Investigation Report, Final Police Report only in case of unnatural or accidental deaths.

If We do not receive notification of the death within 90 days, We may condone the delay if We are satisfied that the delay was for reasons beyond the Claimant's control. The claim shall be paid to the Claimant specified under the Policy. The Company reserves the right to call for such documents or information, including documents/ information concerning the title of the Claimant, to the satisfaction of the Company for processing the claim.

For the Purposes of payment of death benefit, Claimant shall mean the following person(s)

- (i) Where the Policyholder and Life Assured are different, Claimant shall be the Policyholder
- (ii) Where Policyholder and Life Assured are same, Claimant shall 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.

Any claim intimation to the Company must be made in writing and delivered to the address, which is currently:

Claims Unit

Canara HSBC Life Insurance Company Limited, , 139 P, Sector 44, Gurugram – 122003, Haryana, India.

Resolution Centre: 1800-103-0003 / 1800-180-0003/ 1800-891-0003

Email id: claims.unit@canarahlife.com

Any change in the address or details above will be communicated by the Company to the Policyholder.

For further details on the process, please visit our claims section on our website www.canarahlife.com

Electronic transactions:

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

Governing Law & Jurisdiction:

This Policy and all disputes arising under or in relation to the Policy shall be governed by and interpreted in accordance with Indian law and by the Indian courts

Mis-Statement or Suppression of material facts and Fraud:

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Section 45 of the Insurance Act 1938 as amended from time to time. The entire Section 45 is reproduced and enclosed in **Annexure 5**.

PART G

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@canarahlife.com.

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; 139 P, Sector-44, Gurugram 122003, Haryana, India Toll Free: 1800-103-0003 / 1800-180-0003 / 1800-891-0003 Email: gro@canarahlife.com.

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)-** Bima Bharosa Shikayat Nivaran Kendra, Toll Free No: 18004254732/155255 Email ID: complaints@irdai.gov.in. Website Address for registering the complaint online: <https://bimabharosa.irdai.gov.in> Address for communication for complaints by fax/paper:

Consumer Affairs Department- Insurance Regulatory and Development Authority of India ; Survey no.115/1, Financial District, Nanakramguda, Gachibowali, Telangana, PIN– 500032

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.irdai.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 website at <http://www.cioins.co.in> for updated list of Ombudsman. The Ombudsman may receive complaints under Rule 13 of Insurance Ombudsman Rules, 2017 ("Rules"); **a)** for any partial or total repudiation of claim by Us; **b)** for any dispute in regard to Premium paid or payable; **c)** for any dispute on the legal construction of the Policy in so far as such dispute relate to claim; **d)** for delay in settlement of claim; **e)** for non-issue of any insurance document after receipt of Premium; **f)** misrepresentation of policy terms and conditions; **g)** policy servicing related grievances against Company and their agents and intermediaries; **h)** issuance of policy which is not in conformity with the proposal form submitted by proposer; and **i)** any other matter resulting from the violation of provisions of Insurance Act, 1938 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.

5 As per provision of Rule 14(3) of the Ombudsman Rules, 2017:- 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 provision 14(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.

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@cioins.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@cioins.co.in **Jurisdiction:** Karnataka.; **3. Bhopal:** Office of the Insurance Ombudsman, 1st Floor of LIC Zonal Office Building, Jeevan Shikha, 60-B, Hoshangabad Road, (Opp Gayatri Mandir) Bhopal 462011. Tel.: 0755-2769201 / 2769202 Fax : 0755-2769203 Email: bimalokpal.bhopal@cioins.co.in **Jurisdiction:** Madhya Pradesh & Chhattisgarh; **4. Bhubaneswar:** Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneswar-751 009. Tel.: 0674-2596461/2596455 Email: bimalokpal.bhubaneswar@cioins.co.in **Jurisdiction:** Odisha; **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 Email: bimalokpal.chandigarh@cioins.co.in **Jurisdiction:** Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh and Chandigarh; **6. Chennai:** Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai-600 018. Tel.: 044-24333668/24335284 Email: bimalokpal.chennai@cioins.co.in **Jurisdiction:** Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry); **7. New Delhi:** Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi-110002 & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh; Tel.: 011-23232481/ 23213504 Email: bimalokpal.delhi@cioins.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@cioins.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 - 23312122 Email: bimalokpal.hyderabad@cioins.co.in **Jurisdiction:** Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry **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@cioins.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 Email: bimalokpal.ernakulam@cioins.co.in **Jurisdiction:** Kerala, Lakshadweep, Mahe – a part of Union Territory of Puducherry ; **12. Kolkata:** Office of the Insurance Ombudsman, 4th Floor, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata – 700 072. Tel: 033 22124339/22124340 Email: bimalokpal.kolkata@cioins.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 Email: bimalokpal.lucknow@cioins.co.in **Jurisdiction:** Districts of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar; **14. Mumbai:** Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), Mumbai-400 054. Tel: 022-69038821/23/24/25/26/27/28/29/30/31 Email: bimalokpal.mumbai@cioins.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@cioins.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.: 0120-2514252/53 Email: bimalokpal.noida@cioins.co.in **Jurisdiction:** State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Budh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshirammagar, Saharanpur; **17. Patna:** Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in **Jurisdiction:** Bihar, Jharkhand

*For updated list of Ombudsman please refer to the website at <http://www.cioins.co.in>

Annexure 2

Canara HSBC Life Insurance Company Limited

Office: 8th Floor, Unit No. 808 - 814, Ambadeep Building, Plot No.14, Kasturba Gandhi Marg, New Delhi - 110001
Head Office: 139 P, Sector 44, Gurugram – 122003, Haryana, India.
For the latest hub list please refer to our website at www.canarahsbclife.com. You can also get in touch with us on (1800-103-0003 /1800-180-0003 /1800-891-0003) or SMS us at 7039004411 or write to us at customerservice@canarahsbclife.in

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.

Section 38 of Insurance Act, 1938 (as amended from time to time) “Assignment and Transfer of Insurance Policies” is reproduced below

38. (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 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 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 of Insurance Act, 1938 (as amended from time to time) “Nomination by Policyholder” is reproduced below

39. (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 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 of Insurance Act, 1938 (as amended from time to time) "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 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 sections 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.