

Promise2Protect

your family's dreams against life's surprises

Assure your family's tomorrow with a zero cost life insurance[^]



100% Coverage
Boost your sum assured under increasing cover

Up to 80 YEARS
Life cover up to 80 years

Death benefits payable as lump sum or installments

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

Canara HSBC Life Insurance | Promises Ka Partner

[^]At the end of the Policy Term, Total Premiums Paid, excluding the underwriting extra premiums, if any, will be returned to the policyholder under 'Life Secure with Return of Premium' option, provided applicable conditions are met.

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS / FRAUDULENT OFFERS

IRDAI or its officials do not involve 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 hereinafter referred to as "Insurer" is used under license with Canara Bank and HSBC Group Management Services Limited. The insurance products are offered and underwritten by the Insurer (**IRDAI Regn. No. 136**) having its head office at 139 P, Sector 44, Gurugram – 122003, Haryana (India). For more details on risk factors, terms and conditions please read the sales brochure carefully before concluding a sale. Corporate Identity No.: L66010DL2007PLC248825. Website: www.canarahsbclife.com Call: 1800-103-0003/1800-891-0003. SMS: 7039004411. Missed Call: 8071262709. Email: customerservice@canarahsbclife.in

UIN:136N091V01

PDNJP2PCHLFEB25 ENG

PART A

Date: {{DD/MM/YYYY}}

WELCOME LETTER

{{ POLICY_OWNER_NAME }}
 {{ FATHERS_NAME/HUSBAND NAME }}
 {{ PO_M_ADD_1 }}
 {{ PO_M_ADD_2 }}
 {{ PO_M_ADD_3 }}
 {{ PO_M_ADD_CITY }} -
 {{ PO_M_ADD_STATE }} {{ PO_M_ADD_PINCODE }}
 {{ PO_M_ADD_COUNTRY }}
 Contact No.: {{ OWNER_CONTACT }}

Your Policy Details:

Your Representative Details:

Client ID.	{{ POLICY_OWNER_CLIENT_ID }}	Name	{{ AGENT_NAME }}
Policy No.	{{ POLICY_NUMBER }}	Code	{{ AGENT_CODE }}
Proposal No.	{{ PROPOSAL_NUMBER }}	Contact No.	{{ AGENT_CONTACT }}

Dear {{Policy Owner_name}},

Welcome to the Canara HSBC Life Insurance family. We would like to congratulate You on purchasing **Canara HSBC Life Insurance Promise2Protect**.

This document is Your Policy Document and We recommend that You read it. If You wish to rectify any of the details provided by You, please get in touch with our **Resolution center: 1800-103-0003 / 1800-891-0003** 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.

If You do not agree with the terms and conditions of the Policy or otherwise and have not made any claim, You can opt for cancellation of the Policy by returning the Policy Document (if issued physically upon request) along with a written request stating the reasons for non-acceptance to the Company within the Free-Look period of 30 days from the date of receipt of the Policy Document, whether received electronically or otherwise (whichever is earlier). In case You opt for cancellation within the said period, We shall refund the Premium received by Us subject only to deduction of the proportionate risk Premium for the period of insurance cover, stamp duty charges and medical expenses (if any). This facility can be availed only on receipt of the first Policy Document and not on receipt of subsequent Policy Document issued by the Company on your request.

We also 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 or other 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 // 1800-891-0003 or SMS Us at 7039004411 or write to Us at customerservice@canarahsbclife.in

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

Yours Sincerely,

Chief Operating Officer

Canara HSBC Life Insurance Company Limited

POLICY SCHEDULE

Canara HSBC Life Insurance Promise2Protect is a Non-Linked, Non-Participating, Individual, Pure Risk Premium Life Insurance Plan

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

	Life Assured Details	Spouse Details	Policyholder Details
Name	{{ASSURED_NAME}}	{{SPOUSE_NAME}}	{{PROPOSER_NAME}}
Date of Birth	{{ASSURED_BIRTH_DATE}} {{DD/MM/YYYY}}	{{SPOUSE_BIRTH_DATE}} {{DD/MM/YYYY}}	{{PROPOSER_BIRTH_DATE}} {{DD/MM/YYYY}}
Age	{{ASSURED_AGE}}	{{SPOUSE_AGE}}	{{PROPOSER_AGE}}
Gender	{{ASSURED_GENDER}}	{{SPOUSE_GENDER}}	{{PROPOSER_GENDER}}
Working Status*	-	{{SPOUSE_WORKING_STATUS}}	WORKING

*Non-Working Spouse is entitled only for a fixed Sum Assured as opted at Policy inception under Life Secure Plan Option.

Policy Schedule Details

Policy Number	{{POLICY_NUMBER}}
Plan Name	{{PLAN_NAME}}
Plan Type	Life/Individual/ Non-Linked/ Non-Par
Plan Option	{{PLAN_OPTION}}
Policy Term (Years)	{{POLICY_TERM}}
Premium Payment Term (Years)	{{PREMIUM_PAYMENT_TERM}}
Installment Premium (Life Assured/ Spouse)	{{LIFE_ASSURED_INSTALLMENT_PREMIUM}}/ {{SPOUSE_INSTALLMENT_PREMIUM}}
Total Instalment Premium¹ (₹)	{{INSTALLMENT_PREMIUM}}
Age Admitted (Life Assured/ Spouse)	{{AGE_ADMITTED (LIFE_ASSURED)}}/{{AGE_ADMITTED (SPOUSE)}}
Risk Commencement Date	{{SAME AS POLICY_COMMENCEMENT_DATE}} {{DD/MM/YYYY}}
Policy Commencement Date	{{POLICY_COMMENCEMENT_DATE}} {{DD/MM/YYYY}}
Maturity Date	{{MATURITY_DATE}} {{DD/MM/YYYY}}
Premium Payment Mode	{{POLICY_PAYMENT_FREQUENCY}}
Next Premium Due Date	{{NEXT_PREMIUM_DUE_DATE}} {{DD/MM/YYYY}}
Last Premium Due Date	{{LAST_PREMIUM_DUE_DATE}} {{DD/MM/YYYY}}
Coverage Option	{{LEVEL/ INCREASING}}
Death Benefit Payout Option (Life Assured/ Spouse)	{{LIFE_ASSURED - Lump Sum or 25%/ 50%/ 75%/ 100% in equal/increasing (5% /10% simple interest p.a) monthly instalments over 60 months and balance, if any, in lump sum}}/ {{SPOUSE - Lump Sum or 25%/ 50%/ 75%/ 100% in equal/increasing (5% /10% simple interest p.a) monthly instalments over 60 months and balance, if any, in lump sum}}

Benefit Coverage Details

	Life Assured	Spouse
Sum Assured (₹)	<Sum Assured>	<Sum Assured>
Death Benefit Payout Option	<Lumpsum/ Monthly Income/ Monthly Income+ Lumpsum (if any)>	<Lumpsum/ Monthly Income/ Monthly Income + Lumpsum (if any)>

Fixed proportion	<25%/50%/75%/100%>	<25%/50%/75%/100%>
Balance (if any)	<Equal/Increasing> Monthly instalments	<Equal/Increasing> Monthly instalments
Death Benefit* (₹)	<p><Lumpsum - <Sum Assured on Death at inception></p> <p><25%/ 50%/ 75%/ 100% in equal/increasing (5% p.a./10% p.a.) monthly instalment over 60 months and balance if any in lumpsum< < >% of Sum Assured on Death at inception> as Lumpsum/ Monthly Income of ₹ < Monthly Income at inception > paid over 60 months</p> <p><Equal/Increasing (5% p.a./10% p.a.) monthly instalment over 60 months - Monthly Income of ₹ < Monthly Income at inception > paid over 60 months></p>	<p><Lumpsum - <Sum Assured on Death at inception></p> <p><25%/ 50%/ 75%/ 100% in equal/increasing (5% p.a./10% p.a.) monthly instalment over 60 months and balance if any in lumpsum< < >% of Sum Assured on Death at inception> as Lumpsum/ Monthly Income of ₹ < Monthly Income at inception > paid over 60 months</p> <p><Equal/Increasing (5% p.a./10% p.a.) monthly instalment over 60 months - Monthly Income of ₹ < Monthly Income at inception > paid over 60 months></p>
Maturity Benefit (₹)	<Sum Assured on Maturity>	<Not Applicable>

* These figures are assuming happening of event at policy inception.

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, will be charged over and above this Premium and will be borne by the Policyholder.

Nominee Details*

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

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

Appointee Name (in case Nominee is Minor)	{{APPOINTEE_NAME}}
Appointee Gender	{{APPOINTEE_GENDER}}
Appointee Relationship with Nominee	{{APPOINTEE_RELATIONSHIP}}

Canara HSBC Life Insurance Company Limited, IRDAI Registration no: 136

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

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

FIRST PREMIUM RECEIPT

Receipt Number:

Date of Issue:

Name of the Company	{{NAME OF THE COMPANY}}
Hub Address	{{HUB ADDRESS}}
Goods and Services Tax Identification Number	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER Of HUB}}
HSN Code	{{ACCOUNTING SERVICE CODE}}
Plan Name	{{PLAN_NAME}}
Policy Number	{{POLICY_NUMBER}}
Policyholder Name	{{Name of the Policyholder}}
Policyholder Current Residential Address	{{POLICY HOLDER CURRENT RESIDENTIAL ADDRESS}}
Policyholder State/ Union Territory & Code	{{POLICY HOLDER STATE & CODE}}
Goods and Services Tax Identification Number	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER}}
Life Assured Name	{{Name of Life Assured}}
Spouse Name (where applicable)	{{Name of Spouse}}
Premium Payment Mode	{{Premium payment frequency}}
Sum Assured (Life Assured/ Spouse)	{{Sum Assured (Life Assured)}}/ {{Sum Assured (Spouse)}}

Payment Related Information

Base Premium Payable (₹)	
Underwriting Extra Premiums, if any (₹)	
Goods and Services Tax * (₹)	
Total Amount Payable (₹)	
Total Amount Received (₹)	
Balance Amount (₹) (if any)	
Next Premium Due Date	{{DD/MM/YYYY}}

*Break-up of Goods and Services Tax on Base Premium and Underwriting Extra Premiums , If any	(%) Rate	(₹) Amount
Central Goods and Services Tax		
State Goods and Services Tax/ Union Territory Goods and Services Tax		
Integrated Goods and Services Tax		
Cess (es)/Other levy		

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

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

"Goods and Services Tax as above is not payable on reverse charge basis" "Address of Delivery is same as that of place of supply"

Company's Permanent Account Number AADCC1881F

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

<Digital Signature>

Chief Operating Officer

ENDORSEMENTS

Total Stamp Value (₹) / {{STAMP_DUTY}}

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

Terms and Conditions

Preamble: This Policy evidences a contract between the Policyholder and the Company which has been issued on the basis of Your statements and declarations in the Proposal Form and other documents evidencing insurability of the Life Assured. This is a non-linked, non-participating, individual, pure risk premium, life insurance plan which enables the Beneficiary/Claimant to receive benefits subject to the terms and conditions stated herein. This Policy Document is divided into numbered clauses for ease of reference and reading. The Clause headings do not limit the Policy or its interpretation in any way. Reference to any legislation, Act, regulation, guideline, etc includes subsequent changes or amendments to the same. The terms 'You', 'Your' used in this document refer to the Policyholder and 'We', 'Us', 'Company', 'Our' refer to Canara HSBC Life Insurance Company Limited. The word "Authority" refers to the Insurance Regulatory and Development Authority of India.

PART B

Glossary of Important Terms

Age means Life Assured's / Spouse's (as applicable) completed age at his / her last birthday, as on the Policy Commencement Date.

Annualized Premium means the Premium amount payable in a year for Life Assured/Spouse, excluding taxes, rider premiums, underwriting extra premiums and loadings for modal premiums.

Appointee means the person named in the Policy Schedule, to receive the benefit and give a valid discharge to Us on behalf of the minor Nominee, in the event of death of the Life Assured / Spouse (as applicable).

Assignee means the person to whom the rights and benefits of the Policy are transferred/assigned by You.

Beneficiary/Claimant means the Policyholder, Assignee or Nominee for the purposes of payment of benefit applicable as per the terms and conditions of the Policy. However for the purposes of payment of benefit upon the death of the Life Assured/ Spouse (as applicable), Beneficiary/Claimant means the following person(s):

- i. Where the Policyholder and Life Assured/Spouse (as applicable) are different, Beneficiary/ Claimant will be the Policyholder;
- ii. Where Policyholder and Life Assured are same, Beneficiary/Claimant will 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.

Death Benefit Payout Option means the payout option opted by the Policyholder/ Working Spouse (as applicable) at inception of the Policy and as specified in the Policy Schedule. The Death Benefit Payout Option once opted for a particular life cannot be subsequently changed during the Policy Term. The applicable Death Benefit Payout Options are given below:

- i. Lumpsum: The Death Benefit will be payable as a lumpsum.
- ii. Monthly Income plus balance if any, in Lumpsum: Monthly instalments (25% / 50% / 75% / 100% as per the proportion chosen) + balance if any, in lumpsum. Under this option, a fixed portion of the Death Benefit will be payable in equal/increasing monthly instalments and balance, if any, in lumpsum, as specified in the Policy Schedule commencing from the Monthly Policy Anniversary immediately succeeding the date of death of the Life Assured/Working Spouse and shall be payable over 60 months. The monthly instalment for 60 months will be based on the following conversion factors:

Death Benefit Monthly Income Payout option chosen	Conversion factors Expressed as per Rs 1,000 of Sum Assured on Death
Equal	18.38
Increasing annually @ 5% p.a. simple interest	16.77
Increasing annually @ 10% p.a. simple interest	15.42

Effective Date of Conversion shall be the Policy Anniversary coinciding with or following the date on which the Policyholder's request to change the Premium Payment Term (PPT) Option has been accepted by the Company.

Financial Year means a period of 12 months commencing from April 1st every year.

Grace Period means the time granted by Us (more specifically defined in Part C) from the due date for payment of Premium without any penalty / late fee, during which time the Policy is considered to be in-force with risk cover without any interruption as per the terms and conditions of the Policy.

Lapsed State means the state of the Policy where You fail to pay due Premium within the Grace Period and as set out under Clause 2.4 under Part C

Life Assured means the person named in the Policy Schedule whose life is insured under the Policy and also includes Spouse (if opted) as mentioned in the Policy Schedule.

Limited Premium: Limited Premium means the option where the Premium Payment Term is lower than the Policy Term as mentioned in the Policy Schedule.

Maturity Age is Age on the Maturity Date.

Maturity Date means the end of the Policy Term on the date as specified in the Policy Schedule.

Minor means a person who has not completed the age of eighteen (18) years.

Monthly Policy Anniversary means the date corresponding to the Policy Commencement Date occurring after the completion of every Policy month.

Nominee(s) means the person(s) named in the Policy Schedule who is/are entitled to receive the benefits upon the death of the Life Assured / Spouse.

Non-Working Spouse means the Spouse of the Life Assured, whose life is covered under this Policy, as named in the Policy Schedule, who is not a Working Spouse.

Paid-Up State means the state of the Policy where You fail to pay due Premiums within the Grace Period after payment of Premiums for at least first Policy Year (applicable only under Life Secure with Return of Premium Option).

Paid-up Sum Assured on Death is defined as Reduced Paid-up Factor *multiplied by the* higher of (11 times the Annualized Premium or Sum Assured *as on the date the Policy becomes Paid-up*).

Paid-up Sum Assured on Maturity is defined as Reduced Paid-up Factor *multiplied by the* Sum Assured on Maturity.

Policyholder means the person named in the Policy Schedule who is the owner of the Policy.

Policy Anniversary means the date corresponding to the Policy Commencement Date occurring after the completion of every Policy Year.

Policy Document means and includes terms and conditions, the Policy Schedule, the Proposal Form and all endorsements issued by Us from time to time.

Policy Schedule means the schedule to this Policy Document and any endorsements forming part of this Policy and if any updated Policy Schedule is issued, the Policy Schedule latest in time.

Policy Year means a period of 12 consecutive months commencing from the Policy Commencement Date and each subsequent period of 12 consecutive months thereafter during the Policy Term, which may be different from the calendar year/ Financial Year.

Premium means the amount payable by You to Us, as specified in the Policy Schedule under “Total Instalment Premium” comprising of the respective installment Premium(s) for Life Assured and Spouse (if applicable), in exchange for Our obligation to pay the respective benefits under the Policy. Premium excludes any applicable Goods and Services Tax or any other levy by whatever name called under the applicable Goods and Services Tax laws .

Proposal Form means an application form along with any other statements or declarations required by Us which is duly completed and submitted to Us by the proposer for issuance of the Policy.

Reduced Paid-up Factor means the Total period for which Premiums have already been paid *divided by* Total period for which Premiums are payable during the Policy Term.

Revival means restoration of a Policy in Lapsed State/Paid-Up State to in-force status subject to terms and conditions of the Policy.

Revival Period means a period of 5 consecutive complete years from the date of first unpaid Premium.

Spouse means the legally married wife or husband of the Life Assured whose life is covered under the Policy (in case of Plan Option “Life Secure”) subject to the Board Approved Underwriting Policy of the Company.

Sum Assured is the amount of insurance cover chosen at inception of the policy for the Life Assured / Spouse and the same may vary over the Policy Term as per the Coverage Option chosen by You.

Sum Assured on Death means an absolute amount of benefit which is guaranteed to become payable on the death of the Life Assured in accordance with the terms and conditions of the Policy. Sum Assured on Death is calculated as the highest of:

- 11 times the Annualized Premium;
- 105% of Total Premiums Paid as on date of death
- Sum Assured, where the same varies over the Policy Term as per the Coverage Option chosen.

Sum Assured on Maturity means the absolute amount of benefit which is guaranteed to become payable at the Maturity Date in accordance with the terms and conditions of the Policy and is equal to 100% of the total Premiums payable, excluding underwriting extra premiums, if any, rider premiums and taxes.

Surrender Value means the amount payable to You in the event of surrender of the Policy and as set out under Clause 5.

Total Premiums Paid means total of all the Premiums paid, excluding any extra premiums and taxes, if collected explicitly.

Underwriting means the process of evaluating risks for insurance and determining on what terms We will accept the risk as per the Company's Board Approved Underwriting Policy (BAUP).

Working Spouse means the Spouse of the Life Assured covered under this Policy as named in the Policy Schedule, who satisfies the specific eligibility/ conditions in relation to his/ her employment, etc, as determined by the Company's Board Approved Underwriting Policy.

The terms "**Policy Commencement Date**", "**Maturity Date**", "**Policy Term**", "**Premium Payment Term**" and "**Risk Commencement Date**" will derive their meaning from the Policy Schedule.

"**UIN**" means Unique Identification Number of the Policy.

PART C

1.BENEFITS

Subject to terms and conditions herein, We agree to pay to the Claimant, the following benefits based upon the Plan Option, Coverage Option and Death Benefit Payout Option chosen by You and/or the Spouse (if applicable) at Policy inception. These options, once chosen at proposal stage and specified in the Policy Schedule, cannot be changed during the Policy Term.

There are two Plan Options available under this Policy:

- i. Life Secure
- ii. Life Secure with Return of Premium

A. Death Benefit

Plan Option	Events	When Benefits are payable	Size of such Benefits / Policy Monies
Life Secure	Death	<p>On death of the Life Assured during the Policy Term, where the Life Assured's insurance coverage is in-force at time of death.</p>	<p>We shall pay the Sum Assured on Death, in accordance with the Death Benefit Payout Option opted at inception of the Policy and as specified below and in the Policy Schedule.</p> <ul style="list-style-type: none"> ▪ Lump sum ▪ 25% / 50% / 75% / 100% (proportion to be chosen at Point of Sale) payable in equal / increasing monthly instalments over 60 months and balance, if any, payable in lump sum <p>Where Spouse Coverage is opted and the Spouse is still alive at the occurrence of the above event, the insurance coverage for the Spouse will continue, subject to the receipt of Premiums in respect of the Spouse. The Policy will terminate on earlier of the following:</p> <ol style="list-style-type: none"> a. Date of death of the Spouse; b. End of the Policy Term. <p>In case death of Life Assured occurs post the death of Spouse, where Spouse coverage has been opted for, the Policy will terminate immediately.</p>
		<p>On death of the Spouse during the Policy Term, where the Spouse's insurance coverage and the Policy is in-force at the time of death.</p>	<p><u>Working Spouse:</u> We shall pay the Sum Assured on Death, in respect of the Spouse in accordance with the Benefit Payout Option opted at the Policy and as specified in the Policy Schedule.</p> <p><u>Non-Working Spouse:</u> We shall pay Sum Assured on Death as lump sum as specified in the Policy Schedule.</p> <p>Where the Life Assured is still alive at the occurrence of the above event, the insurance coverage for the Life Assured will continue, subject to the receipt of Premiums in respect of the Life Assured.. The Policy will terminate on earlier of the following:</p> <ol style="list-style-type: none"> a. Date of death of the Life Assured; b. End of the Policy Term. <p>In case death of Spouse occurs post the death of the Life Assured, the Policy will terminate immediately.</p>
Life Secure with Return of Premium	Death	<p>On death of the Life Assured during the Policy Term, where the Policy is in-force at the time of death.</p>	<p>We shall pay the Sum Assured on Death, in accordance with the Death Benefit Payout Option opted at inception of the Policy and as specified below and in the Policy Schedule, and the insurance coverage in respect of the Life Assured under the Policy will immediately and automatically terminate.</p> <ul style="list-style-type: none"> ▪ Lump sum ▪ 25% / 50% / 75% / 100% (proportion to be chosen at Point of Sale) in equal / increasing monthly instalments over 60 months and balance, if any, in lump sum

		On death of the Life Assured during the Policy Term, where the Policy is in Paid-Up State at the time of death.	We shall pay the Paid-Up Sum Assured on Death as a lumpsum irrespective of selection of a different Benefit Payout Option at inception of Policy. Upon payment of this benefit, the Policy will immediately and automatically terminate, and no other benefits will be payable under the Policy.
--	--	-----------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Maturity Benefit

Upon survival of the Life Assured till the end of the Policy Term, the following benefits will be payable. Maturity Benefit is not payable under Life Secure Plan Option.

Plan Option	Events	When Benefits are payable	Size of such Benefits / Policy Monies
Life Secure with Return of Premium	Maturity	Upon survival of the Life Assured till the end of Policy Term, where the Policy is in-force.	We shall pay the Sum Assured on Maturity. Upon payment of this benefit, the Policy will immediately and automatically terminate and no other benefits will be payable under the Policy.
		Upon survival of the Life Assured till the end of Policy Term, where the Policy is in Paid-Up State.	We shall pay the Paid-Up Sum Assured on Maturity. Upon payment of this benefit, the Policy will immediately and automatically terminate and no other benefits will be payable under the Policy.

1.1. Coverage Options

Coverage Options (as mentioned below) can be chosen only at the inception of the Policy. Once opted and as specified in the Policy Schedule, the Coverage Option cannot be subsequently altered during the Policy Term.

A. Level Cover

Under this option, the Sum Assured remains constant throughout the Policy Term. However, Life Assured/Working Spouse can opt for Life Stage Enhancement option where they can increase their respective Sums Assured upto three times during the Policy Term on the occurrence of any of the below listed life events, subject to additional Underwriting. The request for increase in Sum Assured along with targeted increase should be made within one year of the occurrence of the event with the increase in Sum Assured being applicable from the next Policy Anniversary following the acceptance of the request by the Company for the same:

- On marriage
- On birth/legal adoption of a child
- On house purchase

The Sum Assured may be increased subject to the following conditions-

- The increase in the Sum Assured can be requested only after the first Policy Anniversary and before the Policy Anniversary on which the Life Assured attains Age of 46 years (last birthday).
- This option is only available if Plan Option “Life Secure” and Regular Premium payment option has been chosen and specified in the Policy Schedule.
- The increase in Sum Assured can be requested only if Life Assured’s/Working Spouse insurance coverage is in-force.
- The maximum increase in Sum Assured during the entire Policy Term shall not exceed the Base Sum Assured at the policy inception or ₹1 Crore whichever is less on per life basis.
- The increase in Sum Assured at the time of exercising Life Stage Enhancement option shall be subject to medical and financial underwriting.
- Premium payable with respect to the increase in Sum Assured shall correspond to the Age and outstanding Policy Term at the Policy Anniversary of the increase becoming effective using the same premium rate table applicable at inception (as used for calculating the Premium) of the Policy. The Premium shall be payable for the outstanding Policy Term.
- The acceptance of the request by the Company will be subject to validation of relevant information / documents as requested by the Company and at the sole discretion of the Company.

B. Increasing Cover

Under this option, the Sum Assured contingent on the Life Assured / Working Spouse (where applicable) uniformly increases by 10% (simple interest) after completion of every Policy Year, provided the Policy is in-force subject to a maximum of 100% of the original Sum Assured (i.e. the last increase in Sum Assured would be effected on completion of 10th Policy Year) and the Sum Assured thereafter would remain the same for the remaining Policy Term.

The option to increase the Sum Assured is not applicable for a Non-Working Spouse.

2.Premiums –

2.1 Payment of Premiums: The premium payment modes allowed are annual, half-yearly, quarterly and monthly. For administrative purposes, in case of monthly mode policies, the Company may accept/collect three months’ Premiums in advance at Policy inception within the same Financial Year for the Premium due in that Financial Year. However, where the Premium due in one Financial Year is being collected in advance in earlier Financial Year, the Company may collect the same for a maximum period of three months in advance of the due date of the Premium. The Premium so collected in advance shall only be adjusted on the due date of the Premium.

2.2 Change in Premium Payment Mode: The Policyholder may change the Premium payment mode anytime during the PPT, however, the same shall be effective from the subsequent Policy Anniversary date, subject to application of modal factors. The request should be made at least 60 days prior to the Policy Anniversary, from which the change will be effective. There is no fee for such an alteration. The option to change the Premium payment mode is only available under Plan Option “Life Secure”.

2.3 Non-payment of Premium under both the Plan Options:

a. Plan Option: Life Secure:

For Regular/Limited Premium policies, a Policy shall acquire Lapsed State at the expiry of Grace Period

if the Policyholder fails to pay due Premiums within the Grace Period.

In case of Regular Premium policies, no coverage will be provided once the Policy is in Lapsed State in respect of a life insured for whom Premiums have not been received in full. Further, once the insurance coverage is lapsed for a life insured under the Policy, no benefit shall be payable upon request for termination of insurance coverage, or on the expiry of the Revival Period. If a Policy is in Lapsed State and the insurance coverage is not revived within the Revival Period, the insurance coverage shall terminate upon expiry of the Revival Period.

However, in case of a Limited Premium Policy, once the Policy is in Lapsed State (after having paid all the Premiums due for the first 2 consecutive Policy Years), an Early Exit Value shall be payable on the earliest of the following terminations respectively:

- Request for termination of lapsed Policy/insurance coverage; or
- Death of the Life Assured / Spouse; or
- End of Revival Period for the lapsed Policy/ insurance coverage.

Under this Option, Early Exit Values shall also be payable upon receiving a request for termination of an in-force Policy before all due Premiums have been received as per the chosen Premium Payment Term specified in the Policy Schedule (however, after having received the Premiums due for the first 2 consecutive Policy Years).

The Early Exit Value payable for each life, shall be calculated separately as follows –
 $A * \text{Premiums paid} * [\text{Unexpired Term/Policy Term}]$

Where:

- Premiums Paid, Unexpired Term and Policy Term shall be as applicable for a given life.
- Factor “A” is detailed in **Annexure 5**. Factor “A” may be revised in future with the prior approval of the Authority.
- Unexpired Term is the Policy Term *less* complete number of Policy Years, as applicable (in respect of a given life) for which Premiums have been received in full.
- Premiums Paid shall be the total of all the Premiums received (in respect of a given life), excluding the corresponding underwriting extra premiums and taxes.

Early Exit Value will be applicable under the Policy except in the following cases:

In case the Spouse of the Life Assured is covered and they are subsequently divorced and the Policyholder chooses to stop the benefits contingent on the life of the Spouse, subject to submission of adequate documentation of divorce requested by the Company, the Premium payable in respect of Spouse benefit would stop, any cover pertaining to the life of the Spouse will cease to exist and the corresponding Early Exit Value, if any, would be payable to the Policyholder. The benefits available on the life of the Life Assured will continue, provided due Premiums applicable for Life Assured are received by the Company. Early Exit Values are not available for Regular Premium Policy.

Upon payment of Early Exit Value in respect of a life, all benefits for that life under this Policy will cease.

b. Plan Option: Life Secure with Return of Premium:

Policy shall acquire Lapsed State at the expiry of Grace Period if the Policyholder fails to pay due Premiums within the Grace Period in the first Policy Year. Once the Policy is in Lapsed State, no benefit shall be payable upon death or upon request for termination of the Policy by the Policyholder or on the expiry of the Revival Period. If a Policy in Lapsed State is not revived within the Revival Period, it shall terminate upon expiry of the Revival Period.

Special Exit Value

a. Life Secure

Under “Life Secure” Plan Option, a Special Exit Value benefit is available wherein the Total Premiums Paid, will be returned to the Policyholder, if the Policyholder surrenders his/her Policy at the earlier of the following:

- the Policy Year when the attained Age of the Life Assured on Policy Anniversary is 65 years (*Age last birthday*); or
- ‘x’ Policy Year (where x is defined as the 25th Policy Year for Policy Term from 40 years to 44 years and the 30th Policy Year for Policy Terms greater than 44 years).

The following Conditions are applicable for Special Exit Value benefit:

- The Policy has to be in-force at the time of availing this benefit.
- This benefit is not available for Policy Terms less than 40 years
- This benefit is not available on the Policy where Spouse cover is applicable.
- The Policy will terminate after payment of this benefit.

b. Life Secure with Return of Premium

No Special Exit Value is available under this Plan Option.

3. Grace Period: You are required to pay Premium on or before the Premium payment due date. However, You are provided with a Grace Period, which is 30 days (15 days if You have opted to pay Premium monthly) from Premium due date to pay due Premium. During the Grace Period, You will be entitled to all benefit under the Policy. In the event of claim during the Grace Period, the Company will deduct any due unpaid Premium(s), along with applicable Goods and Services Tax or any other levy by whatever name called under the applicable Goods and Services Tax laws before paying the benefits to the Claimant subject to the terms and conditions mentioned herein. During the Grace Period, the Policy is considered to be in-force.

PART D

4. Paid-Up

A. Plan Options: Life Secure

This Plan Option does not offer any Paid-Up value as this is a pure protection Plan Option.

B. Plan Option: Life Secure with Return of Premium

After payment of at least first Policy Year' Premium, if any subsequent due Premium is not paid within the Grace Period, the Policy shall acquire a Paid-Up State. Once the Policy is in Paid-Up State and provided the Policy is not surrendered, the Policyholder will receive the Benefit as applicable in the contingent event covered, survival or maturity corresponding to the Paid-Up State, as defined in Benefit section above.

5. Surrender:

A. Plan Option: Life Secure

In case of Limited Premium policies, the surrender benefit will be available after payment of all Premiums due under the Policy as per the chosen PPT. No Surrender Value is payable in case of Regular Premium policies.

The Surrender Value payable shall be calculated as below:

PPT Option	Surrender Value Payable
Limited Premium	$A \times \text{Premiums paid} \times [\text{Unexpired Term} / \text{Policy Term}]$
Regular Premium	Not Applicable

Where:

- The Surrender Value shall be calculated individually for each benefit surrender under the Policy separately for each life that is insured under the Policy.
- Factor "A" varies by PPT and the Policy Year of Surrender as detailed in **Annexure 5**. Factor A may be revised in future with the prior approval of the Authority.
- Premiums Paid, Unexpired Term and Policy Term shall be as applicable for a given life.
- Further, Unexpired Term is the complete number of outstanding Policy Years as applicable, (in respect of a given life).
- Premiums Paid shall be the total of all the Premiums received in respect of a given life, excluding the corresponding underwriting extra premiums and taxes.

In case the Spouse of the Life Assured is covered and they are subsequently divorced, the Policyholder can choose to stop the benefits contingent on the life of the Spouse (by providing adequate documentation of divorce as requested by the Company) in which case, any cover pertaining to the life of the Spouse will cease to exist and the corresponding Surrender Value, if any, would be payable to the Policyholder. However, benefits available on the life of the Life Assured will continue, provided due Premiums applicable for Life Assured are paid.

Upon payment of Surrender Value in respect of a life, all benefits attaching to that life under this Policy will cease.

B. Plan Option: Life Secure with Return of Premium

The Policy acquires Guaranteed Surrender Value (as defined below) after receipt of at least first 2 consecutive Policy Years' Premiums in full. The Special Surrender Value (SSV) shall become payable after completion of first Policy Year provided one full Policy Year's Premium has been received by Us. The Surrender Value payable shall be higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV).

Guaranteed Surrender Value (GSV) = B * Total Premiums Paid.

Where Factor B is as provided in **Annexure 6** and is guaranteed for the entire Policy Term.

Special Surrender Value (SSV) = Minimum of ((C * Paid-up Sum Assured on Maturity + D * Paid-up Sum Assured on Death), Maturity Benefit)

Where factors C and D, are as provided in **Annexure 6** and shall be revised in future as per the annual review of the prevailing yield on 10 Year G Sec and the underlying experience.

Surrender Value

Surrender Value is defined as the higher of {Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV)}.

6. Revival

You may revive the Policy in Lapsed State or Paid-Up State by giving Us a request and paying all due unpaid installments of Premium with interest at the rate specified by Us subject to completing other requirements as may be stipulated by Us, within the Revival Period of five (5) years and during the Policy Term provided no claim has arisen under the Policy due to the death of the Life Assured/ Spouse. You shall provide the evidence of insurability and health of the Life Assured/ Spouse to Our satisfaction. We reserve the right to Revive the Policy either on its original terms or on modified terms as per Board Approved Underwriting Policy, which decision will be final and binding on You. The Revival will be effective from the date when We communicate the same to You. In case the request for Revival is rejected, the Premium including interest paid for the Revival would be refunded to You. On Revival, the benefits under the Policy would be reinstated as per the terms & conditions of the Policy.

The basis for determining the interest rate, on simple interest basis, is the average of the daily rates of 10-Year G-Sec rate over the last five calendar years ending 31st December every year rounded to the nearest 50 bps plus a margin of 100 bps, where 1 bps is equal to 0.01%. Any change in the basis of this interest rate will be subject to appropriate approvals. The applicable interest rate for the Financial Year 2024-25 is 8.50% per annum. The Company undertakes the review of the interest rates for revivals on 31st December every year. Any changes resulting from the review shall be effective from 1st of April of the following year.

7. Policy Loan

There are no loans available in this Policy.

8. Termination of Policy - The Policy will be terminated:

- In case Premiums due have not been paid during Revival Period.
- Upon payment of Death Benefit
- In case the Policy includes/ covers Spouse life, upon payment of Death Benefit for the surviving Life Assured.
- In case of misstatement of Age, fraud, misrepresentation or forfeiture.
- On maturity of the Policy.
- On payment of Surrender Value/ Early Exit Value/Special Exit Value.
- On the date when the Company receives a valid free-look cancellation request.
- On the date of intimation of repudiation of the death claim in accordance with the terms and conditions of the Policy.

9. Ownership

All options, rights and obligations under the Policy vest with You and will be discharged by You. Where Spouse cover is opted:

- (i) You will get the Spouse cover benefit on the death of the Spouse during the Policy Term.
- (ii) If You die during the Policy Term, when the Spouse is alive, then the benefit shall be as detailed in Part C.
- (iii) If both You and Spouse die simultaneously, payment shall be made to the Claimant.

10. Free-look period: If You do not agree with the terms and conditions of the Policy or otherwise and have not made any claim, You can opt for cancellation of the Policy by returning the Policy Document (if issued physically upon request) along with a written request stating the reasons for non-acceptance to the Company within the Free-Look period of 30 days from the date of receipt of the Policy Document, whether received electronically or otherwise (whichever is earlier). You shall be entitled to a refund of the Premium paid subject only to a deduction of proportionate risk Premium for the period of cover, the expenses, if any, incurred on the medical examination and the stamp duty charges, irrespective of the reasons mentioned. Please note that this facility is available only on receipt of the first Policy Document and will not apply to subsequent Policy Document (issued by the Company on Your request) either physically or electronically. No charges/ fee will be levied for issuance of the subsequent Policy Document.

PART E

11. Charges: There are no explicit charges under this Policy.

PART F- General Conditions

- 12. 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 2**.
- 13. 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 3**.
- 14. Amendment:** We reserve the right to alter or delete amend the terms and conditions of the Policy, including the benefits with appropriate approval. The terms of the Policy will also stand modified from time to time, to the extent of changes in applicable laws or regulations affecting the terms and conditions of the Policy.
- 15. Policy Currency:** All Premiums and benefits payable shall be paid in Indian Rupees only.
- 16. Misstatement of Age:** The Age of the Life Assured and/or Spouse has been admitted on the basis of the Proposal Form and/or in any statement, supporting document/proof provided in this regard. If the date of birth of the Life Assured and/or Spouse has been misstated and as a result if You have paid less Premium(s) than what would have been payable for the correct Age, We will be entitled to charge and You will be obliged to pay for such Premium difference since the Risk Commencement Date without interest. In case of termination of the Policy any unpaid balance will be adjusted from the benefit payout. If the date of birth of the Life Assured has been misstated and as a result if You have paid higher Premium(s) than what would have been payable for the correct Age, We will refund the excess Premiums without any interest. If at the correct Age, the Life Assured was not insurable according to our requirements, We reserve the right to pay the Premiums paid till date post deduction of any relevant cost, expenses or charges as applicable and terminate the Policy in accordance with Section 45 of the Insurance Act, 1938, as amended from time to time.
- 17. Compliance with Laws:** It will be Your sole responsibility to ensure compliance with all applicable laws including regulations or taxation laws and payment of all applicable taxes in respect of the Premium, charges and benefits or other payouts made or received under the Policy. We are entitled to make such deductions and/or levy such charges, present and/or future which in Our opinion are necessary and appropriate, from and/or on the Premium(s) payable or charges or benefits under the Policy on account of any income tax, withholding tax, Goods and Services Tax or other tax, cess, duty or other levy which is or may be imposed in relation to the Policy under any applicable law, order, regulation or otherwise upon Us, You or the Claimant. We will not be liable for any taxes on any of Your or Claimant's personal income. You are solely responsible for complying with Your tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes in all jurisdictions in which Your tax obligations arise and relating to the services provided by Us). We do not provide any tax related advice, and You are advised to seek a legal and/or taxation advice.
- 18. Policy issuance and Communication:** We will issue the Policy Document in accordance with the applicable laws and regulations. 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 contact details or communication address such as registered address/ email or registered mobile number of Policyholder or Claimant must be notified to Us immediately via any communication mode mentioned in the Policy.
- 19. Exclusions:**
- A. Suicide Clause:** In case of death of Life Assured / Spouse due to suicide within 12 months from the Risk Commencement Date under the Policy or from the date of Revival of the Policy, as applicable, the Claimant shall be entitled to at least 80% of the Total Premiums Paid till the date of death for their respective cover or their respective Early Exit Value/Surrender Value available as on the date of death, whichever is higher, provided the Policy is in-force / Paid -

up.

Claim Procedures:

A. Death Benefit Claim Procedure:

In the event of death of the Life Assured/Spouse, other than due to Accident, to register the claim, the Claimant shall endeavor to inform in writing immediately within a period of 90 days of such death through the Claim Form along with the following documents:

- Death certificate issued by Government authority;
- Attested copy of photo identity and address proof of the Claimant and Life Assured;
- Company Specific Claim formats duly completed and signed – Claim Form, Physician's Statement, Treating Hospital Certificate in case of hospitalization, Employer Certificate;
- Hospital records/other medical records in case of hospitalization;
- Cancelled cheque/ Bank Passbook (Bank Account details) of Nominee/ Beneficiary;
- Post-mortem/ chemical viscera report (if conducted);
- Police Records - First Information Report, Panchnama, Police Investigation Report, and Final Police Report (if conducted).

In case of Death outside India aside above mentioned documents We would also require death certificate verified by Indian Embassy (Located in the country of death) and Embalming certificate.

B. Maturity Benefit Claim Procedure:

In case of Maturity Benefit payout, following documents are required by us to process the claim:

- a) Bank account details for money transfer (in case the same are not updated),
- b) With respect to NRI/NR customers, documentation on FEMA compliance or such applicable law,
- c) Any other documents including KYC as may be required.

If We do not receive the notification of the above – mentioned claim category(s) within 90 days, We may condone the delay if We are satisfied that the delay was for reasons beyond the Claimant's control and pay the claim specified under the Policy to the Claimant.

We reserve the right to call for such additional documents or information, including documents/ information concerning the title of the Claimant, to Our satisfaction for processing the claim.

Any claim intimation to Us must be made in writing and delivered to the nearest bank branch/ hub office or head office address, which is currently as follows: **Claims Unit:** Canara HSBC Life Insurance Company Limited, 139 P, Sector 44, Gurugram – 122003, Haryana, India; **Resolution Centre:** 1800-103-0003 / 11800-891-0003 **Email id:** claims.unit@canarahsbclife.in.

Any change in the address or details above will be communicated by Us to You in writing. For further details on the process, please visit our claims section on our website www.canarahsbclife.com. Our liability under the Policy will be automatically discharged on payment to the Claimant as per the terms and conditions of the Policy.

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

21. Governing Law and Jurisdiction: The Policy and all disputes arising under or in relation to the Policy will be governed by and interpreted in accordance with Indian law and by the Indian courts.

22. Fraud and Mis-statement: Fraud and mis-statement 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 4**.

- 23. Travel And Occupation:** There are no restrictions on travel or occupation under this Policy.
- 24. Policy Servicing:** We endeavor to ensure that You receive Our best service in relation to the Policy. If You wish to avail any support or assistance in relation to the Policy, please get in touch with our **Resolution center: 1800-103-0003 / 1800-891-0003** or **SMS Us at 7039004411** or write to Us at customerservice@canarahsbclife.in and Our representative will contact You at Your convenience.
- 25. Confidentiality:** All information collected in relation to this Policy during solicitation or subsequently shall be kept confidential in accordance with applicable data protection laws and shall not be shared with any third party without Your consent except where such information/documentation is required to be shared with statutory authorities or for underwriting/claims/reinsurance, or with any IRDAI authorized institutions.

PART G

27. Grievance Redressal Procedure

- 1 In case You wish to register a complaint with Us, You may visit our website, approach our resolution centre, Grievance Officers at Hub locations, or may write to Us at: Complaint Redressal Unit: Canara HSBC Life Insurance Company Limited; 139 P, Sector-44, Gurugram 122003, Haryana, India. Toll Free: 1800-103-0003 / 1800-891-0003, Email: cru@canarahsbclife.in / Website Link: <https://www.canarahsbclife.com/customer-service/grievance-redressal#registerComplaint>
We will respond to You within 2 weeks from the date of 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.
2. In case you are not satisfied with Our response, or have not received any response, 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 / 1800-891-0003 or Email: gro@canarahsbclife.in.
3. If You are not satisfied with Our response/ decision or do not receive a response from Us within 2 weeks, 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>; Policyholder Protection & Grievance Redressal Department (PPGR) - Insurance Regulatory and Development Authority of India ; Survey no.115/1, Financial District, Nanakramguda, Gachibowali, Hyderabad Telangana, PIN– 500032
4. Kindly note that You may approach the Insurance Ombudsman, if You do not receive response from Us within 30 days from the date of filing of the complaint or if Your complaint is rejected or if You are not satisfied with Our response. You/ complainant may approach the Insurance Ombudsman for Your State at the address mentioned in Annexure 1 below or the Insurance Ombudsman website: <https://cioins.co.in/Ombudsman> for updated list and details of Ombudsman offices. The Ombudsman may receive complaints under Rule 13 of Insurance Ombudsman Rules, 2017 (amended from time to time): 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 14(3) of the Insurance 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 Insurance Ombudsman Rules, 2017:- 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.

<p>BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/ FRAUDULENT OFFERS! IRDAI or its officials do not involve in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a</p>

police complaint.

Annexure 1

LIST OF INSURANCE OMBUDSMAN*

1. Ahmedabad: Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@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, Ist 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, Jeevan Shikha, 60-B, Hoshangabad Road, (Opp Gayatri Mandir) Bhopal 462011. Tel.: 0755-2769201 / 2769202, 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, Jeevan Deep Building SCO,20-27,Ground Floor Sector-17A, Chandigarh–160017.Tel.: 0172 - 4646394 / 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-600018. Tel.: 044-24333668/24333678 , 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 Tel.: 011-23237539 Email: bimalokpal.delhi@cioins.co.in Jurisdiction: Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh;
8. Guwahati: Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Near Panbazar Overbridge, S.S. Road, Guwahati-781001(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 - 500004. 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 /2740798, Email: bimalokpal.jaipur@cioins.co.in . Jurisdiction: Rajasthan;
11. Kochi: Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi-682011. Tel.: 0484-2358759, Email: bimalokpal.ernakulam@cioins.co.in Jurisdiction : Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
12. Kolkata: Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, Kolkata – 700072. Tel: 033 22124339/ 221224341 Email: bimalokpal.kolkata@cioins.co.in Jurisdiction: West Bengal, Sikkim, Andaman & Nicobar Islands;
13. Lucknow: Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow-226001. Tel: 0522 -4002082 /3500613 , 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, Raebareli, 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- 400054. Tel: 022-69038800/27//29//31/32/33 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 – 411030. Tel.:020 – 24471175 ; 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- 201301 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, Bulandshehar, 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, Kanshiramnagar, Saharanpur;

17. Patna: Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800001. Tel.: 0612-2547068 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/Ombudsman>

Annexure 2

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 3

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 4

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 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 assured was incorrectly stated in the proposal.

