

## FREQUENTLY ASKED QUESTIONS ON THE EXIDE LIFE DEAL

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- **Is Exide Life now a part of HDFC Life?**

Yes, we are happy to inform you that Exide Life is now a wholly-owned subsidiary of HDFC Life, effective 1<sup>st</sup> January 2022. It's business as usual, and nothing changes in any manner whatsoever.

- **I am an HDFC Life customer. Can I service my policy from an Exide Life touch-point like a branch, call centre, website, etc.?**

No, as an HDFC Life customer, all your servicing needs will be taken care of only at HDFC Life touch-points. There are no changes in any manner whatsoever.

- **I am an Exide Life Customer. Can I service my policy from an HDFC Life touch-point like a branch, call centre, website, etc.?**

No, as an Exide Life customer, all your servicing needs will be taken care of only at Exide Life touch-points. There are no changes in any manner whatsoever.

- **Will the Exide Life brand merge with HDFC Life?**

Currently, both HDFC Life and Exide Life, as a wholly owned subsidiary of HDFC Life, will continue to operate independently, and it will be business-as-usual for both entities.

The merger of Exide Life brand into HDFC Life brand will occur at an appropriate time post regulatory and other approvals. We will keep you informed as and when it happens.

- **How will the transaction benefit an Exide Life customer?**

As a subsidiary of HDFC Life, an Exide Life customer will continue to be supported by Exide Life. It's business-as-usual, and nothing changes in any manner whatsoever.

Once the merger of two entities is complete, HDFC Life will continue to service the existing Exide Life policies. At this stage, existing Exide Life customers will get access to HDFC Life's:

- 24X7 service through bots
- Digital platforms with integrated journeys
- Access to a wide range of products

- **Would there be any change in the terms and conditions of an Exide Life policy?**

The Exide Life policy terms and conditions will not change. Once the merger is complete, HDFC Life will honour all the commitments/clauses, as per the policy terms and conditions.

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- **Will the continuity benefits on the existing Exide Life policy (Cumulative Bonus, Pre-Existing Diseases cover, etc.) be impacted due to this transaction?**

The policy terms and conditions of an Exide Life customer will not change. Once the merger is complete, HDFC Life will honour all the commitments/clauses as per the policy terms and conditions. In case, despite our best efforts, you aren't happy with us, you may reach out to IRDAI Grievance Cell/Ombudsman.

- **When the name of the Company changes from Exide Life to HDFC Life at the time of the merger, will the existing policy document under the acquired company name remain valid, or will the Exide Life customer receive a new policy document?**

For now, the existing policy document will continue to be valid. HDFC Life will not issue new policy documents. The company will maintain a separate structure within HDFC Life to service Exide Life policies. Even after the merger is complete, HDFC Life will honour all the commitments/clauses as per the policy terms and conditions.

- **Will an existing Exide Life policy document remain valid, or will a new policy be issued?**

Yes, the existing policy document will remain valid. HDFC Life will honour all the commitments/clauses as per the policy terms and conditions.

- **I have recently made a payment to Exide Life to purchase an insurance policy and am awaiting the issuance of my policy. Will I be required to provide any new documentation?**

No, you will not be required to provide any additional documents for now. If the underwriting team finds your medical/financial profile suitable and documents as per requirement - then your policy will be issued.

In the normal process, based on regulatory requirements, we may seek KYC documents from time to time. It's business-as-usual.

- **As an Exide Life customer, where can I register or intimate the claim?**

Until the merger is complete both the entities will continue to operate independently. You need to register/intimate a claim with Exide Life. We will let you know once the merger is complete, post which you can intimate about your claim to the merged entity.

- **I have already lodged a claim. Will my claim be impacted as a result of this transaction?**

No, this deal will not impact your claim. The policy terms and conditions will not change. Both the entities will continue to honour all the commitments/clauses on your policy terms and conditions.

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- **Who should I approach for any policy queries?**

Until the merger is complete both the entities will continue to operate independently. You need to register your queries/complaints/suggestions with the relevant entities. We will let you know once the merger is complete, post which you can log your request with the merged entity.

- **How should I renew my policy?**

Until the merger is complete both the entities will continue to operate independently. Please pay the renewal premium as you currently do. We will inform you once the merger is done and if something needs to change.

- **Will I be able to renew my previous Exide Life policy, or will I have to buy a new policy from HDFC Life?**

Until the merger is complete both the entities will continue to operate independently. You may continue with your existing policy, and there's absolutely no change required. Even when the merger is complete, we will honour all commitments as per the terms and conditions laid out in your policy.

- **Can I pay premium online through Exide Life's website?**

Yes, an Exide Life customer should continue to use the website of Exide Life to pay the online premium. We will intimate you in due course if you need to change anything.

- **For renewing my policy, in whose favour should the cheque be issued?**

Until the merger is complete both the entities will continue to operate independently. Please pay the renewal premium as you currently do. We will inform you once the deal is done and if something needs to change.

- **Will I be able to make any changes in my policy issued by Exide Life previously?**

No, you will not be able to change the terms and conditions of the policy even after completion of the merger. Please note that under no circumstances, policy terms and conditions can be altered / changed.

- **Do I have to pay any additional charge on account of this transaction?**

No, nothing whatsoever.

- **Do I again have to undergo any additional medical tests?**

No, you will not be required to undergo any medical tests just because of this transaction. Once the deal is complete, and in the future, if needed and deemed suitable by the merged

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entity, and of course as laid out in your policy terms and conditions - we may ask you to go for medical tests. Not otherwise.

- **Would the name of the policy be the same?**

Yes, the name of the policy will remain the same.

- **What about the agent/intermediary servicing my policy? Will that change?**

It's business-as-usual. For e.g., in case you have bought the current policy from an agent, and if that agent happens to discontinue their association with the merged entity, then it will change. Otherwise, there will not be any change. Even if there's a change, we assure you that all terms and conditions of your policy will remain as is, and you will continue to enjoy the best-in-class service from the merged entity.

- **Is there a change in the Grievance management process? Who should I, as the customer, approach for the grievance?**

The grievance redressal mechanism will remain independent until the merger is complete. Once complete, the merged entity will address the grievances. If you are not satisfied, you may reach out to the insurance ombudsman.