Dear <<Policyholder’s Name>>,

Sub: Your Policy no. <<Policy Number>> - HDFC SL ProGrowth Maximiser

We are glad to inform you that your proposal has been accepted and the HDFC SL ProGrowth Maximiser Policy (“Policy”) has been issued. We have made every effort to design your Policy document in a simple format. We have highlighted important terms and conditions so that you may recognise them easily.

Policy document:
As an evidence of the insurance contract between HDFC Standard Life Insurance Company Limited and you, the Policy is enclosed herewith. Please preserve this document safely and also inform your nominee(s), if any, about the same. We are also enclosing alongside a copy of your proposal form and other relevant documents submitted by you for your information and records.

Cancellation in the Free-Look Period:
In case you are not agreeable to any of the provisions stated in the Policy, you have the option of returning the Policy to us stating the reasons thereof, within 15 days from the date of receipt of the Policy. If you have purchased your Policy through Distance Marketing this period will be 30 days. On receipt of your letter along with the original Policy documents, we shall arrange to refund the value of Units allocated to you on the date of receipt of request plus the unallocated part of the premium plus charges levied by cancellation of Units, subject to deduction of the proportionate risk Premium for the period on cover, the expenses incurred by us on medical examination (if any) and stamp duty. A Policy once returned shall not be revived, reinstated or restored at any point of time and a new proposal will have to be made for a new Policy.

Contacting us:
The address for communication is specified below. To enable us to serve you better, you are requested to quote your Policy number in all correspondences. In case you are keen on knowing more about our products and services, we would request you to talk to your Certified Financial Consultant (Insurance Agent) who has advised you while taking this Policy. The details of your Certified Financial Consultant including contact details are listed below.

To contact us in case of any grievance, please refer to “Grievance Redressal – Contact Details Annexure”. In case you are not satisfied with our response, you can also approach the Insurance Ombudsman in your region whose address is available on our website www.hdfclife.com.

Thanking you once again for choosing HDFC Standard Life Insurance Company Limited and looking forward to serving you in the years ahead.

Yours sincerely,

<<Designation of the Authorised Signatory >>
Branch Address: <<Branch Address>>
Agency Code: <<Agency Code>>
Agency Name: <<Agency Name>>
Agency Telephone Number: <<Agency mobile & landline number>>
Agency Contact Details: <<Agency address>>

Address for Correspondence: HDFC Standard Life Insurance Company Limited, 11th Floor Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai-400011.
Registered Office: HDFC Standard Life Insurance Company Limited, Lodha Excelus, 13th Floor, Apollo Mills Compound, Mahalaxmi, Mumbai- 400 011. CIN: U99999MH2000PLC128245; website: www.hdfclife.com; Email ID: service@hdfclife.com
Helpline number: 18602679999 (Local charges apply)
This Policy is the evidence of a contract between HDFC Standard Life Insurance Company Limited (‘We’, or ‘the Company’) and the Policyholder (‘You’, or ‘Policyholder’) as described in the Policy Schedule. This Policy is based on the Proposal made by the within named Policyholder and submitted to the Company along with the required documents, declarations, statements, any response given to the Short Medical Questionnaire (SMQ) by the Life Assured, applicable medical information and documents and other information received by the Company from the Policyholder, Life Assured or on behalf of the Policyholder. This Policy is effective subject to receipt and realisation, by the Company, of the consideration payable as Single Premium under the Policy. This Policy is written under and will be governed by the applicable laws in force in India and all Premium and benefits are expressed and payable in Indian Rupees.

### POLICY SCHEDULE

**Policy number:** << >>

**Client ID:** << >>

<table>
<thead>
<tr>
<th>Policyholder Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>&lt;&lt; &gt;&gt;</td>
</tr>
<tr>
<td><strong>Address</strong></td>
<td>&lt;&lt; &gt;&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Life Assured Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name</strong></td>
<td>&lt;&lt; &gt;&gt;</td>
</tr>
<tr>
<td><strong>Date of Birth</strong></td>
<td>&lt;&lt; dd/mm/yyyy &gt;&gt;</td>
</tr>
<tr>
<td><strong>Age on the Date of Risk Commencement</strong></td>
<td>&lt;&lt; &gt;&gt; years</td>
</tr>
<tr>
<td><strong>Age Admitted</strong></td>
<td>&lt;&lt;Yes/No&gt;&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Policy Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Risk Commencement</strong></td>
<td>&lt;&lt; Risk Commencement Date &gt;&gt;</td>
</tr>
<tr>
<td><strong>Date of Issue</strong></td>
<td>&lt;&lt; Issue Date&gt;&gt;</td>
</tr>
<tr>
<td><strong>Sum Assured</strong></td>
<td>Rs. &lt;&lt; &gt;&gt;</td>
</tr>
<tr>
<td><strong>Single Premium</strong></td>
<td>Rs. &lt;&lt; &gt;&gt;</td>
</tr>
<tr>
<td><strong>Policy Term</strong></td>
<td>10 years</td>
</tr>
<tr>
<td><strong>Frequency</strong></td>
<td>Single</td>
</tr>
<tr>
<td><strong>Fund</strong></td>
<td>&lt;&lt; Fund Name 1 - % Allocation&gt;&gt; &lt;&lt; Fund Name 2 - % Allocation &gt;&gt; &lt;&lt; Fund Name 3 - % Allocation &gt;&gt;</td>
</tr>
<tr>
<td><strong>Expiry Date of Lock-in Period</strong></td>
<td>&lt;&lt; 5 years from RCD &gt;&gt;</td>
</tr>
<tr>
<td><strong>Maturity Date</strong></td>
<td>&lt;&lt; dd/mm/yyyy &gt;&gt;</td>
</tr>
<tr>
<td>Policy issued on the basis of Short Medical Questionnaire (SMQ)</td>
<td>&lt;&lt; Yes/No &gt;&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Minimum Values Required#</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Partial Withdrawal Amount</strong></td>
<td>Rs. 10,000</td>
</tr>
<tr>
<td><strong>Single Premium Top-Up Amount</strong></td>
<td>Rs. 10,000</td>
</tr>
</tbody>
</table>

# To be read in conjunction with the terms & conditions in Standard Policy Provisions.

**NOMINATION SCHEDULE**

<table>
<thead>
<tr>
<th>Nominee’s Name</th>
<th>&lt;&lt;Nominee-1&gt;&gt;</th>
<th>&lt;&lt;Nominee-2&gt;&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Date of Birth of Nominee</strong></td>
<td>&lt;&lt; dd/mm/yyyy &gt;&gt;</td>
<td>&lt;&lt; dd/mm/yyyy &gt;&gt;</td>
</tr>
<tr>
<td><strong>Nomination Percentage</strong></td>
<td>&lt;&lt; &gt;&gt; %</td>
<td>&lt;&lt; &gt;&gt; %</td>
</tr>
<tr>
<td><strong>Nominee’s Address</strong></td>
<td>&lt;&lt; &gt;&gt;</td>
<td>&lt;&lt; &gt;&gt;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Appointee’s Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Applicable where the nominee is a minor)</td>
<td>&lt;&lt; &gt;&gt;</td>
</tr>
</tbody>
</table>

| **Date of Birth of Appointee** | << dd/mm/yyyy >> |
| **Appointee’s Address** | << >> |
# SCHEDULE OF CHARGES

<table>
<thead>
<tr>
<th>Particulars</th>
<th>Premium Allocation Rate</th>
<th>Premium Allocation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Single Premium</td>
<td>97.5%</td>
<td>2.5%</td>
</tr>
<tr>
<td>Single Premium Top-Up</td>
<td>99%</td>
<td>1%</td>
</tr>
</tbody>
</table>

A proportion of the Premium (Premium Allocation Rate) will be used to buy Units in the Funds of your choice. The balance Premium that is not allocated is the Premium Allocation Charge. This charge is guaranteed.

- **Policy Administration Charge** – 0.13% of total Premiums paid will be deducted monthly by cancellation of Units subject to a maximum of Rs. 500 per month and is guaranteed for the duration of the Policy.

- **Fund Management Charge** - 1.35% p.a. will be taken daily and is incorporated into the Unit Prices for each Fund. This charge can be changed by Us subject to the maximum cap allowed by IRDAI.

- **Mortality Charge** - This charge is calculated as the Sum at Risk for the Benefits chosen multiplied by the respective charge rate based on the age of the Life Assured on the date of deduction of the charge and is deducted monthly by cancellation of Units. The Sum at Risk for the Mortality Charge is the Death Benefit less Fund Value. This charge is specified in the Appendix-1 to Schedule of Charges. This charge is guaranteed for the duration of the Policy.

- **Discontinuance Charge** - Nil

**Statutory Charges**

| Service Tax, Swachh Bharat Cess and any other statutory tax, duty or levy on or in respect of this Policy | The tax will be taken at the same time and the same method as the charge on which the tax is being levied or as required by legislation. This tax will be determined by the Government of India in accordance with legislation applicable at the time of providing service. |

**Premium Redirection Charges**

- Not Applicable

**Switching Charge**

- A fund switch request from the Policyholder will attract a charge of Rs 250 per request. However, if the request is executed through the Company’s web portal the Policyholder will be charged Rs 25 per request.

**Partial withdrawal Charge**

- A partial withdrawal request from the Policyholder will attract a charge of Rs 250 per request. However, if the request is executed through the Company’s web portal the Policyholder will be charged Rs 25 per request.

**Miscellaneous Charges**

- Any Policy alteration request initiated by the Policyholder will attract a charge of Rs. 250 per request.
- Any administrative servicing that we may introduce at a later date would be chargeable subject to IRDAI’s approval.

- Not Applicable

Signed << at Mumbai>> <<on>> <<01 September 2005>>

For HDFC Standard Life Insurance Company Limited

Authorised Signatory

In case you notice any mistake, you may return the Policy document to us for necessary correction.
STANDARD POLICY PROVISIONS

Unique Identification Number: 101L067V02

ALL UNIT LINKED POLICIES ARE DIFFERENT FROM TRADITIONAL INSURANCE POLICIES AND ARE SUBJECT TO DIFFERENT RISK FACTORS. IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER.

1. General
Your Policy is a Single Premium, non participating Unit Linked Endowment Life Insurance Policy.

2. Definitions
(1) Authority/IRDAI – means Insurance Regulatory and Development Authority of India;
(2) Charges - means or refers Premium Allocation Charge, Policy Administration Charge, Fund Management Charge, Mortality Charge, Service Tax and Swachh Bharat Cess Charge, Premium Redirection Charge, Switching Charge, Partial Withdrawal Charge, Investment Guarantee Charge, Miscellaneous charges and Discontinuance Charge;
(3) Company, company, Insurer, Us, we, Our – means or refers to HDFC Standard Life Insurance Company Limited.
(4) Cut-off time – Is the time by which we must have accepted your instructions to invest in, or encash Units from a Fund, for us to invest in or encash Units at the associated valuation time. As per Regulations, the current cut-off time is 3.00pm.
(5) Fund – means each of the Funds earmarked by the Company for Unit Linked business and available to this product.
(6) Life Assured - The Life Assured is the person on whose life the contingent events has to occur for the Benefits to be payable. The Life Assured may be different from the Policyholder.
(7) Policyholder, You, you, your – means or refers to the Policyholder stated in the Policy Schedule.
(8) Sum Assured – means the absolute amount of benefit which is guaranteed to become payable on death of the Life Assured in accordance with terms and conditions of the Policy.
(9) Units – means a specific portion or a part of the underlying segregated unit linked fund which is representative of the Policyholder’s entitlement in such funds i.e. the number of Units that are allocated basis applicable Unit Price and amount of Premium net of Charges.
(10) Unit Fund Value - means the value obtained by multiplying the number of Units allocated to your Policy by the corresponding price of the Units.
(11) Unit Price – means the Net Asset Value (NAV) per Unit of the Invested Fund Linked.

3. Benefits
(1) Maturity Benefit – Upon survival of the Life Assured and subject to the Policy being in-force on the Maturity Date of this benefit, risk cover ceases and the Unit Fund Value is payable.
(2) The Policyholder has the following options in respect of Maturity Benefit: 
   • to receive the entire Unit Fund Value as a lump sum amount; or
   • to receive the Unit Fund Value by way of sentimental Option as specified in Clause 10 (4) (Settlement Option).
(3) Death Benefit - If the Life Assured dies during the Policy Term (subject to Policy being in force), the Death Benefit payable shall be the higher of the following:
   • Sum Assured less any Partial Withdrawals (as defined in Clause 6.6); or
   • Unit Fund Value
(4) The Death Benefit payable shall be as least equal to 105% of the total premium (including any single Premium Top-Up premium) paid till the date of death.
(5) The Death Benefit is subject to the exclusions set out in Clause 16 (Exclusions).
(6) The “Sum Assured less any Partial Withdrawals” will be calculated as follows:
   • For death before attainment of age 60 of Life Assured - Sum Assured less all Partial Withdrawals (except from the Single Premium Top-Up Fund Value), mad during the two year period immediately preceding the date of intimation of death of the Life Assured.
   • For death on or after attainment of age 60 of Life Assured - Sum Assured less all Partial Withdrawals (except from the Single Premium Top-Up Fund Value) made after attainment of age 58.
(7) Upon payment of Death Benefit or the Maturity benefit, the Policy terminates and no further benefits are payable.
(8) The recipients of Benefits under this policy shall be as specified below:
   • Death Benefit shall be payable to the nominee(s), if the Policyholder and the Life Assured are the same; or to the Policyholder if the Life Assured is other than the Policyholder.
   • All other Benefits shall be payable to the Policyholder.
   • In case of any unique situation or doubt the Company’s decision will be final and binding.

4. Pre-requisites for payment of Benefits:
(1) Maturity Benefit: The Maturity Benefit will be paid if and only if
   ○ The Policy has matured and the Life Assured is alive on the Maturity Date,
   ○ No claim has been made on the Policy,
   ○ The Policy has not been surrendered, cancelled or terminated; and
   ○ All relevant documents including the original Policy document in support of your claim have been provided to the Company.
(2) Death Benefit: The Death Benefit will be paid if and only if
   • The death of the Life Assured has occurred before the Maturity Date,
   • The Standard Policy Provisions specified in Clause 16 (Exclusions) and Clause 17 (Incorrect Information and Non Disclosure) are not attracted,
   • The Policy has not been surrendered or cancelled or terminated, and
   • All relevant documents in support of the claim have been provided to the Company. These would normally include the following: o fully completed claim form; and

5. Premiums
(1) The Single Premium must be paid along with the submission of your completed application/Proposal.
(2) Where the Premium has been remitted otherwise than in cash, the application of the Premium received is conditional upon the realization of the proceeds of the instrument of payment, including electronic mode.
(3) If you have chosen more than one Fund, we will split the allocation in accordance with your instructions before we allocate Units in each Fund.

6. Policy Discontinuance and Revival
Not Applicable as this is a Single Premium Policy.

7. Surrender
(1) Policy may be surrendered at any time. The amount payable on surrender will be the Unit Fund Value on surrender less the Discontinuance Charge as specified in the Schedule of Charges.
(2) If the Policy is surrendered before the completion of five Policy years, the amount will be moved to the ‘Discontinued Policy Fund’ which will earn a minimum guaranteed interest rate as specified by the IRDAI. The current minimum guaranteed rate of interest specified by the IRDAI is 4% p.a. A Fund Management Charge at the rate of 0.50% p.a., charged daily, will be levied on the ‘Discontinued Policy Fund’. This may be subject to change as notified by IRDAI from time to time.
(3) The amount allocated to the Discontinued Policy Fund; with accrued interest, will be paid out on completion of the Lock-in Period.
(4) If the Policy is surrendered on or after the completion of the five Policy years, the surrender value will be paid to You.
(5) If You die before the surrender payment has been made, We will make the surrender payment immediately on receipt of all relevant documents in support of the claim.
(6) Once any surrender payment has been made, the Policy terminates and no further Benefits are payable.

8. Investment Linked Funds
(1) Fund descriptions of the Funds currently available under this Policy and investment pattern are listed below, the same may be revised in future.
   ○ Income Fund - The Income Fund aims to provide superior returns through investments in high credit quality Debt instruments while maintaining an optimal level of interest rate risk.
   ○ Balanced Fund - The Balanced Fund aims to generate high returns through a dynamic allocation of investments in Debt and Equity Instruments so as to combine the stability of Debt instruments with the long term capital appreciation potential of Equities.
   ○ Blue Chip Fund: The Blue Chip Fund aims to provide medium to long term capital appreciation by investing in a portfolio of predominantly large cap companies which can perform through economic and market cycles.
   ○ Opportunities Fund - The Fund aims to generate long term capital appreciation by investing predominantly in mid cap stocks which are likely to be the blue chips of tomorrow.

FUND OBJECTIVES

<table>
<thead>
<tr>
<th>FUND</th>
<th>MONEY MARKET INSTRUMENTS</th>
<th>GOVT. SECURITIES &amp; FIXED INCOME</th>
<th>EQUITY</th>
<th>RISK &amp; RETURN RATING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Fund SFIN: ULIP0340101/01TopUpFund101</td>
<td>Higher potential returns due to higher duration and credit exposure.</td>
<td>0 to 20%</td>
<td>80 to 100%</td>
<td>--</td>
</tr>
<tr>
<td>Balanced Fund SFIN: ULIP0900109/01/01BalancedFund101</td>
<td>Dynamic Equity exposure to enhance the returns while the Debt allocation reduces the volatility of returns</td>
<td>0 to 20%</td>
<td>0 to 60%</td>
<td>40 to 80%</td>
</tr>
<tr>
<td>Blue Chip Fund SFIN: ULIP0550101/01/01BlueChipFund101</td>
<td>Exposure to large cap Equities &amp; Equity related securities.</td>
<td>0 to 20%</td>
<td>--</td>
<td>80 to 100%</td>
</tr>
<tr>
<td>Opportunities Fund SFIN: ULIP0560101/01/01OpportunitiesFund101</td>
<td>Exposure to mid cap Equities &amp; Equity related securities.</td>
<td>0 to 20%</td>
<td>--</td>
<td>80 to 100%</td>
</tr>
</tbody>
</table>

* The investment in Liquid Mutual Funds will always be within the Mutual Fund limits as prescribed by IRDAI regulations and guidelines – IRDAI (Investment)Fourth Amendment Regulations, 2008. Annexure I. The current limit of approved investments in Liquid Mutual Funds is 5% of the fund.

[1] The investment in Liquid Mutual Funds will always be within the Mutual Fund limits as prescribed by IRDAI regulations and guidelines – IRDAI (Investment)Fourth Amendment Regulations, 2008. Annexure I. The current limit of approved investments in Liquid Mutual Funds is 5% of the fund.
The asset allocation for the Discontinued Policy Fund (SFN/ULIP0511003/11/DiscontDP101) shall be as per the prevailing regulatory requirements. Currently, the asset allocation is as follows:

(i) Money Market Instruments – 0% to 40%
(ii) Government securities: 60% to 100%

(2) Unit Prices will be published on our Company’s website, on the Life Insurance Council’s Website and in leading national dailies.

(3) The Unit Price of a unit linked fund shall be computed as:

- Market Value of investment held by the Fund plus the value of any current assets less the value of any current liabilities & provisions, if any
- Divided by the number of Units existing at the valuation date (before any Units are redeemed or created)

The resulting price will be rounded to the nearest Re. 0.0001.

(4) Your instruction for allocation of Premium net of all the relevant allocation Charges is utilised to purchase Units of investment linked Funds for the Policy. In any investment linked Fund, all Units are of equal value. You will not hold the Units directly and the assets of each Fund will belong to us.

(5) The assets that the Funds invest in will be selected by us at our sole discretion at all times.

We may close, withdraw, modify, split or combine Funds or introduce new Funds with prior approval from the IRDAI, if required. ‘Withdraw’ means no further payments will be accepted into the Fund, while any existing Units held in the Fund will continue to be allocated. ‘Close’ means We will encash all the Units, which exist for a Fund and terminate the Fund.

Where We close or withdraw a Fund, We will notify You, three months in advance that, We will switch any existing units in that Fund (‘original fund’) / or apply any future Premium which would have been applied to that original Fund to another Fund that has, in our opinion, the closest investment objectives to the original Fund. During the three month notice period, You can switch to any other available Fund.

We will not allocate Units in any investment-linked Fund unless assets equivalent to those Units are added at the same time to the Fund. We will also not withdraw assets from any such Fund (except to meet the deductions described below in this Clause) unless units equivalent to those assets are cancelled at the same time. Units will only be cancelled in any such Fund under the terms as specified in Schedule of Charges, and assets equivalent to the cancelled units will be withdrawn from the same Fund at the same time.

We will add the income from the assets of an investment linked Fund to that Fund.

(10) We can deduct from the assets of an investment linked Fund the amounts that are required to cover:
- o expenses, taxes and statutory duties in respect of or due to the buying and selling of assets
- o part or all of any tax, statutory levy or other statutory/regulatory charge on us allocated to the Fund; and
- o the Fund Management Charges described in the Schedule of Charges

(11) Risks of Investment in the Funds:
- o The Premium paid in the Linked Insurance Policies is subject to investment risks associated with capital markets and the Unit Prices may go up or down based on the performance of the Fund and factors influencing the capital market and You are responsible for the decisions made.
- o HDFC Standard Life Insurance Company Limited is only the name of the Insurance Company and HDFC SL ProGrowth Maximizer is only the name of the linked insurance product and does not, in any way, indicate the quality of the product or its future prospects or the returns.
- o The various Funds offered under this Policy are the names of the Funds and do not in any way indicate the quality of the Funds, their future prospects or the returns.
- o There is no assurance that the objectives of any of the Funds will be achieved.
- o The past performance of any of the Funds does not indicate the future performance of these Funds.

9. Applicability of Unit Prices

(1) The allocation and redemptions of Units for various transactions would be at the Unit Prices as described below:

<table>
<thead>
<tr>
<th>Type of Transaction</th>
<th>Applicable Unit Prices (Where transaction is received before Cut-off time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Premium deposited received by way of local cheque or pay order or demand drafts payable at par</td>
<td>Unit Price of the date of commencement of the Policy</td>
</tr>
<tr>
<td>Single Premium deposit received by way of outstation cheque</td>
<td>Unit Price of the date of commencement of the Policy or date of realisation of the amount by the Company, whichever is later</td>
</tr>
<tr>
<td>Partial Withdrawal (if applicable)</td>
<td>Unit Price of the date of receipt of the request</td>
</tr>
<tr>
<td></td>
<td>Fund Switch (if applicable)</td>
</tr>
<tr>
<td>Free Look Cancellation</td>
<td>Unit Price of the date of receipt of the request or intimation of claim. (Intimation for the purpose of claim must be in writing or any other manner as decided by the Company from time to time).</td>
</tr>
<tr>
<td>Death Claim</td>
<td></td>
</tr>
<tr>
<td>Surrender</td>
<td>Unit Price of date of receipt of the request.</td>
</tr>
<tr>
<td>Single Premium Top-Up (if applicable)</td>
<td>Unit Price of date of realisation of monies.</td>
</tr>
<tr>
<td>Transfer to the Discontinued Policy Fund</td>
<td>Unit Price of the date of Policy discontinuance.</td>
</tr>
<tr>
<td>Charges</td>
<td>Unit Price of the effective date the Charges are deducted</td>
</tr>
</tbody>
</table>

(2) If the transaction request is received after the Cut-off time, then Unit Prices of the next date, shall be applicable

(3) If the same day or the next day or the transaction due date is not a valuation date, then we shall apply the Unit Price of the next immediate valuation date

(4) In the event of the new application or proposal received on the last day of the financial year, the Unit Price of that day would be applicable. The Cut-off time shall not be applicable for such transactions.

(5) The Units allocated shall be reversed in case of the non-realisation of the Premium paid.

(6) We shall follow norms stated above for any transactions which are not specifically mentioned herein but involve allocation and redemption of Units.

10. Miscellaneous

(1) Fund Switches:

a. You can ask us to switch the Funds in which your Units are held. To do this, we will first cancel all of your existing Units. We will then use the proceeds from the cancelled Units, after deducting the applicable charge, to buy Units in your chosen Fund or Funds.

b. You may choose any investment linked Fund which is available to this product and which we have not withdrawn or closed.

c. We may levy a Charge as specified in the Schedule of Charges, for any Fund Switch request.

d. We may delay switching Funds in line with Clause 15 (Force Majeure).

(2) Partial Withdrawal:

a) You have the option of making Partial Withdrawals at any time after the first 5 years, subject to the following conditions:
   - o The Life Assured is at least 18 years of age.
   - o The Partial Withdrawal amount is not less than the minimum amount specified in the Policy Schedule.
   - o The Unit Fund Value after the Partial Withdrawal, the Partial Withdrawal Charge and any applicable Service Tax and Swachh Bharat cess is not less than the total amount of Single Premium Top- Ups paid during the 5 years preceding the date of Partial Withdrawal.
   - o The maximum Partial Withdrawal that can be done throughout the Policy Term is 50% of the total Premium paid.

b) When we determine the eligibility of a Partial Withdrawal or determine the maximum Partial Withdrawal Amount, we will use the latest known Unit Price. As this price is not known in the time of the estimate of Partial Withdrawal eligibility or the Partial Withdrawal request, a small margin over and above the minimum Fund Value is kept to ensure that the Unit Fund Value requirement after the Partial Withdrawal is not violated. Currently this margin is 5% of your Fund Value on the date of the Partial Withdrawal request or calculation. We may change this margin at any time after prior notification or approval from you.

c) Following a Partial Withdrawal, the Policy continues to be in-force and all benefits under Clause 3 and conditions remain in place.

d) We will deduct any tax and/or levies from payments if we are required to do so by the relevant authorities.

e) We may levy a Charge as specified in the Schedule of Charges, for any Partial Withdrawal request.

f) We may delay making a payment from the Funds in line with Clause 15 (Force Majeure).

(3) Single Premium Top-Up:

a) You can pay any amount of Single Premium Top-Ups any time during the Policy Term, subject to minimum Single Premium Top-Up amount as specified in the Policy Schedule.

b) The total Single Premium Top-Up amount that can be paid shall not exceed the initial single Premium paid at the inception of the Policy.

c) All Single Premium Top-Ups paid during the term of the Policy shall have insurance cover treating it as a Single Premium Policy. The minimum sum assured on the Single Premium Top-Up shall be based on the age of the Life Assured at the payment of the Single Premium Top-Ups and not on entry age.

d) The Single Premium Top-Up cannot be paid in the last 5 years before the Maturity Date.

e) The Single Premium Top-Up once paid cannot be withdrawn for a period of 5 years from the date of payment of the Single Premium Top-Ups, except in case of the complete surrender on the Policy.

(4) Settlement Option:

This is an option available to the Policyholder to receive the Maturity Benefit in periodical installments over a period which may extend to 5 years after the Maturity Date.

a) The Policyholder may exercise the Settlement Option before the Maturity Date of the Policy. The Settlement Option is subject to any terms and conditions we may specify from time to time. These terms will include a minimum installment amount, which may be determined by us at our sole discretion from time to time. The current minimum installment amount is specified in the Policy Schedule.

b) The risk cover ceases and the Fund continues to be invested during the settlement period. The continuing investment risk on the Unit Fund will be borne by the Policyholder.

c) We shall levy only Fund Management Charge during the settlement period and no other charges will be levied.

d) No Fund Switch or Partial Withdrawal will be allowed during the settlement period. However, the Policyholder may anytime during the settlement period withdraw the entire Unit Fund Value.

e) Any Unit Fund Value remaining after 5 years from the Maturity Date will be payable immediately.

f) No further benefits will be payable after this payment.

11. Alterations

The level of Policy Term and Sum Assured cannot be altered at any time during the Policy Term.

In case You have not provided proof of age of the Life Assured with the Proposal, You will be required to furnish such proof of age of the Life Assured as is acceptable to us and have the age admitted. In the event the age so admitted (“Correct Age”) during the
Policy term is found to be different from the age declared in the Proposal, without prejudice to our rights and remedies including those under the Insurance Act, 1938, we shall take any of the actions (i) if the Correct Age makes the Life Assured ineligible for this Policy, we will offer him suitable plan as per our underwriting norms. If you do not wish to opt for the alternative plan or if it is not possible for us to grant any other plan, the Policy will stand cancelled from the date of issuance and the Fund Value will be returned to the Policyholder. Where this applies, we may delay switching Funds as per the Correct Age will be recoverable. There could be a revision in the Sum Assured also depending on the Correct Age of the Life Assured. The provisions of Section 45 of the Insurance Act, 1938 shall be applicable.

12. Loans

There is no facility of loan available from us under this Policy.

13. Nomination

The Policyholder can nominate a person/persons in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time. Simplified version of the provisions of Section 39 is enclosed in Annexure I for reference.

14. Assignment

The Policyholder can assign or transfer a policy of assurance in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time. Simplified version of the provisions of Section 38 is enclosed in Annexure II for reference.

15. Force Majeure

(1) We may delay switching Funds/making a payment from the Funds if it is necessary to do so in order to maintain fairness and equity between Unit holders remaining in, and Unit holders leaving a Fund. Where this applies, we may delay switching/encashing all or part of your Funds for up to 30 days. If we delay the switch/encashing, we will use the Unit Prices that apply on the day on which the switch/encashing of Units actually takes place.

(2) We may defer the valuation of assets until normal returns or delay switches/encashment of Units in the following circumstances:

- When one or more stock exchanges which provide a basis for valuation for a substantial portion of the assets of the Fund are closed other than for ordinary holidays.
- When, as a result of political, economic, monetary or any circumstances out of our control, the disposal or valuation of the assets of the Unit Holders Fund are not reasonable or would not reasonably be practicable without being detrimental to the interests of the remaining Unit holders.
- During periods of extreme volatility of markets during which surrenders and switches and encashment would, in our opinion, be detrimental to the interests of the existing/remaining Unit holders of the Fund.
- In the case of natural calamities, strikes, war, civil unrest, riots and bands.
- In the event of any force majeure or disaster that affects our normal functioning.
- If so directed by the IRDAI.

16. Exclusions

In case of death of Life Assured due to suicide within 12 months from the Date of Risk Commencement of the Policy, the Death Benefit shall be equal to the Unit Fund Value as available on the date of intimation of death. Any Charges recovered subsequent to the date of death shall be paid back to the nominee along with the Death Benefit.

17. Incorrect information and non-disclosure

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. Simplified version of the provisions of Section 45 is enclosed in Annexure III for reference.

18. Non-negative Claw-back Additions

Upon the exit from a Policy at any time on or after the completion of five Policy years, we will calculate the gross yield, the net yield and the reduction in yield based on the actual returns. If the reduction in yield is greater than or required under the regulations, we will add non-negative Claw-back Additions to the Fund before payment of Benefits to ensure compliance with the reduction in yield requirements as specified in Regulation 37(d) of IRDAI (Linked Insurance Products) Regulations, 2013.

Exit from the Policy would mean Death or Surrender or Maturity, whichever is earliest.

19. Modification, Amendment, Re-enactment of or to the Insurance laws and rules, regulations, guidelines, clarifications, circulars etc thereunder

(1) This Policy is subject to:

- Amendments, modifications (including re-enactment) as may be made from time to time.
- Other such relevant Regulations, Rules, Laws, Guidelines, Circulars, Enactments etc as may be introduced thereunder from time to time. We reserve the right to change any of these Policy Provisions / terms and conditions in accordance with changes in applicable Regulations or Laws or if it becomes impossible or impractical to enact the provision / terms and conditions.

(3) We are required to obtain prior approval from the IRDAI or any successor body before making any material changes to these Provisions, except for changes of rate / statutory nature.

(4) We reserve the right to require submission of such documents and proof at all life stages of the Policy including at the time of payment of Benefits as may be necessary to meet the requirements under Anti- money Laundering/Know Your Customer norms and as may be laid down by IRDAI and other regulators from time to time.

20. Notices

Any notice, direction or instruction given to Us, under the Policy, shall be in writing and delivered by hand, post, facsimile or from registered electronic mail ID to: HDFC Standard Life Insurance Company Limited, 11th Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400011.

Registered Office: Lodha Excelus, 13th Floor, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400011.

Helpline number: 18002679999 (Local charges apply)
E-mail: service@hdclife.com

Or such other address as may be informed by Us. Similarly, any notice, direction or instruction to be given by Us, under the Policy, shall be in writing and delivered by hand, post, courier, facsimile or registered electronic mail ID to the updated address in the records of the Company.

You are requested to communicate any change in address, to the Company supported by the required address proofs to enable the Company to carry out the change of address in your record. The onus of intimation of change of address lies with the Policyholder. An updated contact detail of the Policyholder will ensure that correspondences from the Company are correctly addressed to the Policyholder at the latest updated address.

---

**APPENDIX 1 TO THE SCHEDULE OF CHARGES**

**Mortality Charges**

Mortality Charges are calculated every month based on the Benefits Insured and the age of the Life Assured, on the date the charge is due. These charges are calculated as specified in Schedule of Charges

**Current Annual Mortality Charge Rates**

All rates are per Rs. 1,000 of Benefits Insured

<table>
<thead>
<tr>
<th>Age</th>
<th>Mortality Charge Rate</th>
<th>Age</th>
<th>Mortality Charge Rate</th>
<th>Age</th>
<th>Mortality Charge Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>1.5847</td>
<td>30</td>
<td>1.9017</td>
<td>46</td>
<td>3.6513</td>
</tr>
<tr>
<td>15</td>
<td>1.5847</td>
<td>31</td>
<td>1.9270</td>
<td>47</td>
<td>3.9556</td>
</tr>
<tr>
<td>16</td>
<td>1.5847</td>
<td>32</td>
<td>1.9524</td>
<td>48</td>
<td>4.3106</td>
</tr>
<tr>
<td>17</td>
<td>1.5847</td>
<td>33</td>
<td>1.9904</td>
<td>49</td>
<td>4.7290</td>
</tr>
<tr>
<td>18</td>
<td>1.5847</td>
<td>34</td>
<td>2.0411</td>
<td>50</td>
<td>5.1855</td>
</tr>
<tr>
<td>19</td>
<td>1.5974</td>
<td>35</td>
<td>2.0919</td>
<td>51</td>
<td>5.6799</td>
</tr>
<tr>
<td>20</td>
<td>1.6227</td>
<td>36</td>
<td>2.1552</td>
<td>52</td>
<td>6.2505</td>
</tr>
<tr>
<td>21</td>
<td>1.6481</td>
<td>37</td>
<td>2.2312</td>
<td>53</td>
<td>6.8844</td>
</tr>
<tr>
<td>22</td>
<td>1.6734</td>
<td>38</td>
<td>2.3200</td>
<td>54</td>
<td>7.5691</td>
</tr>
<tr>
<td>23</td>
<td>1.7114</td>
<td>39</td>
<td>2.4215</td>
<td>55</td>
<td>8.3425</td>
</tr>
<tr>
<td>24</td>
<td>1.7369</td>
<td>40</td>
<td>2.5483</td>
<td>56</td>
<td>9.1920</td>
</tr>
<tr>
<td>25</td>
<td>1.7748</td>
<td>41</td>
<td>2.6877</td>
<td>57</td>
<td>10.0287</td>
</tr>
<tr>
<td>26</td>
<td>1.8129</td>
<td>42</td>
<td>2.8019</td>
<td>58</td>
<td>10.9416</td>
</tr>
<tr>
<td>27</td>
<td>1.8509</td>
<td>43</td>
<td>2.9245</td>
<td>59</td>
<td>12.0447</td>
</tr>
<tr>
<td>28</td>
<td>1.8762</td>
<td>44</td>
<td>3.1441</td>
<td>60</td>
<td>13.5306</td>
</tr>
<tr>
<td>29</td>
<td>1.8990</td>
<td>45</td>
<td>3.3850</td>
<td>61</td>
<td>14.8847</td>
</tr>
</tbody>
</table>

**Maximum Mortality Charge Rates**

Mortality Charge Rates stated above are guaranteed for the term of your Policy.

The applicable rate for the current age of the Life Assured will be used at the time of each charge deduction for each of the risk benefit charges.
Annexure I

Section 39 - Nomination by policyholder
Nomination of a life insurance policy as is below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 dated 23.03.2015. The extant provisions in this regard are as follows:

(1) The policyholder of a life insurance policy on his own life may nominate a person or persons to whom or in whose favour a policy shall be paid in the event of his death.
(2) Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder’s death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
(3) Nomination can be made at any time before the maturity of the policy.
(4) Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insuree and can be registered by the insurer in the records relating to the policy.
(5) Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
(6) A notice in writing of change in nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
(7) Fee for transferring or regenerating change or cancellation of a nomination can be specified by the Authority through Regulations.
(8) On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.
(9) A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination shall get cancelled to the extent of insurer’s or transferor’s or assignee’s interest in the policy. The nomination will getrevived on repayment of the loan.
(10) The right of any creditor to be paid out of the proceeds of any policy or life insurance shall not be affected by the nomination.
(11) In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives.
(12) In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s):
   a. Where the policyholder whose life is insured nominees his a, parents or b. spouse or c. children or d. spouse and children or e. any of them
   b. The nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.
(13) If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
(14) The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Laws (Amendment) Act, 2015 i.e. 23.03.2015
(15) If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
(16) The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women’s Property Act, 1874 applies or has at any time applied except where before or after Insurance Laws (Amendment) Act, 2015; a nomination is made by the insurer in writing on the spouse or child or children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details.

Annexure II

Section 38 - Assignment or Transfer of Insurance Policies
Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015 dated 23.03.2015. The extant provisions in this regard are as follows:

1. This policy may be transferred, assigned, wholly or in part, with or without consideration.
2. An Assignment may be effected by a policy in accordance with the policy itself or by an endorsement or a further endorsement or a will as the case may be.
3. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignor and terms on which assignment is made.
4. The assignment must be signed by the transferee or assignor or duly authorized agent and attested by at least one witness.
5. The transfer or assignment shall not be operative as against an insurer until a notice in writing is given in the manner and either the said endorsement or instrument itself or copy there of certified to be correct by both transferee and transfferor or their duly authorized agents have been delivered to the insurer.
6. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
7. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly registered assignment.
8. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.

9. The insurer may accept or decline to act upon any transfer or assignment, if it has sufficient reasons to believe that it is a. not bona fide b. or not in the interest of the policyholder or c. or not in public interest or d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of assignment or transfer.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the proceeds or transfer or assignment of the absolute assignee or transferee, except:
   a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR b. where the transfer or assignment is made upon condition that i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR b. the insured surviving the term of the policy.
   Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.
14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee of assignee and such transferee or assignee will be subject to all liabilities and equity, to which the transferee or assignor was subject at to the date of transfer or assignment and b. may institute any proceeding in relation to the policy c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferee or assignor or making him a party to the proceedings.
15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transferred effected before commencement of the Insurance Laws (Amendment) Act, 2015 specified in this section shall be governed by the law which is contrary to the above position.

Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details.

Annexure III

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended by Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 are as follows:

1. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 years from a. the date of issuance of policy or b. the date of commencement of risk or c. the date of revival of policy or d. the date of rider to the policy whichever is later.
2. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from a. the date of issuance of policy or b. the date of commencement of risk or c. the date of revival of policy or d. the date of rider to the policy whichever is later. For this purpose, insurer should record in writing to the effect that the insurer is convinced that the act of fraud has been committed by any person or that there was no deliberate intention to suppress the fact; or that such misstatement or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
3. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis whatever law or custom having force of law is incorrectly made in the proposal or other document basis.
4. In case of misrepresentation or suppression of material fact are within the knowledge of the insurer, the insurer can call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so.
5. No insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
6. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis whatever law or custom having force of law is incorrectly made in the proposal or other document basis.
7. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis.
8. In case of misrepresentation or suppression of material fact are within the knowledge of the insurer, the insurer can call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so.
9. The insurer can call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so and the insurer is entitled to call for proof of age at any time if he is entitled to do so.
10. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.

Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Insurance Laws (Amendment) Act, 2015 dated 23.03.2015 for complete and accurate details.
Grievance Redress Mechanism

1. Complaint Resolution Process
   (i) The customer can contact us on the below mentioned address in case of any complaint / grievance. Resolution Redress Office, HDFC Life Insurance Company Limited, 11th Floor, Lodha Excello, Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi, Mumbai, Maharashtra - 400011, Helpline number: 18602679999 (Local charges apply). E-mail: service@hdfclife.com (ii) All grievances (Service and sales) received by the Company will be acknowledged in writing by means of an acknowledgement letter to the customer within 3 working days of the receipt of the complaint. (iii) Written request or email from the registered email id is mandatory. (iv) If required, we will investigate the complaints by taking inputs from the customer over the telephone or through email or at subsequent meetings. We will issue an acknowledgement letter to the customer within 3 working days of the receipt of the complaint. (v) The acknowledgement that is sent to the customer has the details of the complaint no., the Policy no. and the Grievance Redress Officer’s name who will be handling the complaint of the customer. (vi) If the customer’s complaint is addressed within 3 days, the resolution communication will also act as the acknowledgement of the complaint. (vii) The final letter of resolution will offer redressal or rejection of the complaint with the reason for doing the same. (viii) In case the customer is not satisfied with the decision sent to him or her, he or she can contact our Grievance Redress Officer within 8 weeks of the receipt of the communication at any of the touch points mentioned in the document, failing which, we will consider the complaint to be satisfactorily resolved.
   (x) The following is the escalation matrix in case there is no response within the prescribed timelines or if you are not satisfied with the response. The number of days specified in the below-mentioned escalation matrix will be applicable from the date of escalation.

<table>
<thead>
<tr>
<th>Level</th>
<th>Designation</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Level</td>
<td>Sr. Manager - Customer Relations</td>
<td>10 working days</td>
</tr>
<tr>
<td>2nd Level</td>
<td>Vice President - Customer Relations</td>
<td>10 working days</td>
</tr>
</tbody>
</table>

2. In the event you are dissatisfied with the response provided by us, you may approach the Insurance Ombudsman in your region. The contact details of the Insurance Ombudsmans are provided below:
   a. Details and addresses of Insurance Ombudsmans
      1. Ahmedabad Office: Address of the Insurance Ombudsmans, 2nd Floor, Ambica House, Nr. C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad - 380 014. Tel.- 079-27566150/27566139 Email: bimalokpal.ahmedabad@gbic.co.in
   2. Bhopal Office: Address of the Insurance Ombudsmans, Janak Vikar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal - 462 003 Tel.- 0755-2769201/2769202 Email: bimalokpal.bhopal@gbic.co.in
   3. Bhubneshwar Office: Address of the Insurance Ombudsmans, 62, Forest Park, Bhubneshwar -751 001 Tel.- 0674-2596461/2596455 Fax: 0674-2596429 Email: bimalokpal.bhubaneshwar@gbic.co.in
   4. Bengaluru Office: Address of the Insurance Ombudsmans, Jeevan Seva Bhavan, IV Phase, Yelahanka, Bengaluru - 560037 Tel. No: 080-25665346/25665349 Email: bimalokpal.bangalore@gbic.co.in
   5. Chandigarh Office: Address of the Insurance Ombudsmans, S.C.O.No.101, 102 & 103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh-160 017. Tel.: 0172- 2706856 / 2706868 / 2706468 Email: bimalokpal.chandigarh@gbic.co.in
   6. Chennai Centre: Address of the Insurance Ombudsmans, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet,CHENNAI-600 018 Tel.: 044-22363668 Fax: 044-22363584 Email: bimalokpal.chennai@gbic.co.in
   7. New Delhi Office: Address of the Insurance Ombudsmans,22 A, Universal Insurance Bldg.,Asaf Ali Road,NEW DELHI-110 002 Tel.: 011- 23229633 / 23227352 Fax: 011-23227352 Email: bimalokpal.newdelhi@gbic.co.in
   8. Guwahati Office: Address of the Insurance Ombudsmans,”Teven Nivesh”, 5th Floor,Near Panbarzer Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM)Tel.: 0361-2122945 Fax : 0361-2732937 Email: bimalokpal.guwahati@gbic.co.in
   9. Hyderabad Office: Address of the Insurance Ombudsmans,2-6,4-26, 1st Floor, Moin Town, Near Secunderabad Clock, Hyderabad-500 004 Tel.: 040-65054123/2331212 Fax: 040-23367599 Email: bimalokpal.hyderabad@gbic.co.in
   10. Jaipur Centre: Address of the Insurance Ombudsmans, Jeevan Nidhi II Bldg., Ground Floor, Bhawani Singh Marg, Jaipur – 302005 Tel.: 0141-2740363 Email: bimalokpal.jaipur@gbic.co.in
   11. Ernakulam Office: Address of the Insurance Ombudsmans, 2nd Floor, Pulnit Bldg., Opp. Cochin Shipyard, M.G.Road, Ernakulam - 682 015. Tel.: 0484-2358759/2359338 Fax : 0484-2359336 Email: bimalokpal.ekalukulam@gbic.co.in

3. You are requested to follow the aforementioned matrix to receive satisfactory response from us. (a) If you are not satisfied with the response or do not receive a response from us within 14 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:
   IRDAI Grievance Call Centre (IGCC) TOLL FREE NO:15525
   Email ID: compliance@irda.gov.in
   (b) Online: You can register your complaint online at http://www.igms.irda.gov.in/
   Address for communication for complaints by fax/paper:

4. Complaints to the Ombudsman shall be in writing or electronic document to customers after receipt of Premium. (ii) Any complaint to the Ombudsman shall lie unless - (a) The complaint has been made within one year after the Company had rejected the representation or sent its final response to the customer; and (b) The final letter of resolution sent to the customer has the details of the complaint no., the Policy no. and the Grievance Redress Officer’s name who will be handling the complaint of the customer. (c) The grievance complaint shall be in writing duly signed by the complainant or through his legal heirs make a complaint in writing to the Ombudsman within whose jurisdiction the branch or office of the Company against which the complaint is made is located. (d) The complaint shall be in writing duly signed by the complainant or through his legal heirs and shall state clearly the name and address of the complainant, the name of the branch or office of the Company against which the complaint is made, the fact giving rise to complaint supported by documents, if any, relied on by the complainant, the nature and extent of the loss caused to the complainant and the relief sought from the Ombudsmans. (iii) No complaint to the Ombudsman shall lie unless - (a) The complaintant had before making a complaint to the Ombudsman made a written representation to the Onus named in the complaint and the other had rejected the complaint or the complainant had not received any reply within a period of one month after the Company received his representation or the complaint is not satisfied with the reply given to him by the Company. (b) The complaint is made not later than one year after the Company had rejected the representation or sent its final reply on the representation of the complainant; (c) The complaint is not on the same subject-matter, for which any proceedings before any court, or Consumer Forum or arbitrator is pending or were so earlier.