

HDFC SL GROUP CONVENTIONAL PLAN

This group policy is granted by HDFC Standard Life Insurance Company Limited having its Registered Office at Ramon House, H.T Parekh Marg, 169, Backbay Reclamation, Churchgate, Mumbai – 400 020 (hereinafter called “ the Insurer”) to the Policyholder identified in the Schedule hereto who shall hold the same and all benefits payable thereunder upon Trust for the benefit of the persons to whom the said benefits are payable in accordance with the Rules of the Scheme identified in the Schedule hereto, as furnished to the Insurer by the Policyholder.

The Policy is numbered as shown in the Schedule and consists of this page, the Schedule, the Policy Provisions referred to in the Schedule, and any pages issued by the Insurer to amend the policy.

The policy is issued pursuant to a Proposal made to the Insurer by the Policyholder on the date shown in the Schedule. The policy witnesses a contract between the Policyholder and the Insurer.

Upon receipt of Premium by the Insurer from the Policyholder, the Insurer shall pay to the Policyholder, the benefits described in the policy, subject only to the terms of the policy.

All monies payable under the policy to or by the Insurer shall be payable in Indian Rupees at the office of the Insurer identified in the Schedule.

Notwithstanding the date of the Proposal and the date on which the policy is signed, the policy shall have effect or be deemed to have had effect from the date shown in the Schedule as the Effective Date.

In witness whereof, this policy is signed at the end of the Schedule by a person duly authorised by the Insurer to sign any policy issued in connection with the Insurer’s Business.

HDFC SL GROUP CONVENTIONAL PLAN

STANDARD POLICY PROVISIONS

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This booklet is numbered GCP (1)

L1 Definitions

In this booklet unless the context otherwise requires:-

1. **“Insurer”, “Us”, “We”** – Means HDFC Standard Life Insurance Company Limited
2. **“Effective Date”** is the date when a premium is paid.
3. **“Entry Date”** shall mean (a) The Effective Date, or (b) the actual date on which an Eligible Person is admitted as a Scheme Member, whichever is later.
4. **“Eligible Person”** means any person who satisfies all of the following conditions to participate in the Scheme:
 - person not older than maximum age as specified in the schedule, as on the Entry Date; and
 - person not younger than minimum age as specified in the schedule, as on the Entry Date; and
 - Member of the policyholder’s scheme.
5. **“Policyholder”, “You”** – Means the Trustees of the Scheme or if no trust exists, the sponsor of the scheme as listed on the Policy Schedule.
6. **“Rules”** - means the Rules of the Scheme as set-up and as amended from time to time.
7. **“Scheme”** – Means the scheme listed in the Policy Schedule
8. **“Sum Assured”** has the meaning given to it in Provision L5.
9. **“Period of Insurance”** means the period for which insurance cover is provided to each Scheme Member at the Entry Date.
10. **“Sponsor”** – Means the person / body sponsoring the Scheme and is listed on the Policy Schedule.
11. **“Trustees”** – Means the Trustees, if applicable, of the scheme.
12. **“Register”** – Means the list of Members of the scheme.
13. **“Accumulation Account”** – are separately held for the Accumulation of Premiums for each member or at the scheme level as per your instructions. You will instruct us to apply Premiums to and remove encashments from these accounts.
14. **“Initial Lump-sum Contribution”** – The premium(s) paid within the first year of the policy.
15. **“He”** - Words importing the masculine gender shall include the feminine gender and vice versa.
16. Words in the singular shall include the plural and vice versa.
17. Any reference to a Provision or Provisions shall be construed as a reference to a Provision or Provisions of this booklet.

18. **“Gross Bonus Interest Credit Rate”** – The gross normal rate of interest declared from time to time by us and used as a basis to calculate, for each individual scheme, the Adjusted Annualised Bonus Interest Rate that will be used to accumulate the face value in that scheme’s Accumulation Account (s).
19. **“Immediate Bonus Interest Credit Rate”** – it is the bonus rate, which may be zero, used to calculate the increase in the face value of the Accumulation Account after receipt of any relevant premium(s). The rate depends upon the option you have chosen at the outset, as specified in the policy schedule under Table 3, and is applied to the face value of the relevant premium(s).
20. **“Large Scheme Bonus Interest Rate”**- is an interest rate by which the Gross Bonus Interest Credit Rate is adjusted upwards or downwards depending upon the face value of the Accumulation Account. The rate is specified in the policy schedule under Table 2.
21. **“Adjusted Annualised Bonus Interest Rate”** – The Gross Bonus Interest Credit Rate, adjusted for (a) the recovery of any Immediate Bonus Interest Credit and (b) Large Scheme Bonus Interest credits. This is the ultimate annualised interest rate used to accumulate the face value in that scheme’s Accumulation Account(s).

L2 Commencement of Insurance

The Insurer shall grant Insurance in accordance with these Provisions in respect of each person who is accepted by the Insurer as a Scheme Member.

The Insurer at his sole discretion may require the Policyholder to furnish the proofs of eligibilities of the Scheme Member so as to administer the policy properly.

L3 Register of Members

1. You will maintain a “Register of Members” which includes those persons who are members of the scheme. The Register is part of the policy.
2. You will also be required to hold nomination details for each member.
3. A person must be a Member of the scheme to be included in the Register.
4. We may at any time conduct an inspection of the register without notice and may from time to time ask for the records or / and ask for an auditor’s certificate.
5. You may remove a person from the Register at any time. If we discover a person included in the Register who is not a Member of the Scheme, or has ceased to be a member of the scheme, we will ask you to remove the person from the Register.
6. The minimum number of Members is stated on the Policy Schedule.

L4 Provision of information

1. Before assuring any benefits to the member of the scheme under these Provisions and to determine the rights and obligations of the Insurer under these Provisions, the Policyholder must provide the Insurer with such information, data and evidence as the Insurer considers necessary in such form as the Insurer instructs.
2. In the event of a Scheme Member dying, the Policyholder must inform the Insurer of that event within 30 days of being informed of the same by a representative of the said Scheme Member.
3. Subject to Section 45 of the Insurance Act 1938, if in respect of a Scheme Member any information, data or evidence given to the Insurer proves to be incorrect, the particular Insurance in respect of such Scheme Member shall be rendered void, at the instance of the Insurer.
4. The Insurer shall not be liable for any loss of benefit resulting from errors in or omissions from any information, data or evidence given to the Insurer.
5. The Insurer shall not admit a claim in respect of a Scheme Member under this policy unless it is satisfied that the Member has died, was eligible for the benefit and died during the period the assurance was in place.

L5 Death Benefits

1. The Sum Assured as specified in the Policy Schedule will be insured for each Member of the Scheme who is listed on the Register, who is 16 years old or above, and has not yet achieved the age of 75 years, or the age at which his membership to the scheme ends if earlier. If a person ceases to be a Member of the Scheme, he will no longer be eligible for the lump sum Death Benefit, even if he remains on the Register.
2. In addition to the Sum Assured as mentioned above, any amount requested by you, subject to a maximum of the accumulated face value in the Accumulation Account(s) will also be paid at death claim. For schemes where individual member Accumulation Accounts are maintained, this maximum is subject to the amount held in the deceased member's Accumulation Account.
3. The Sum Assured will be paid to you provided we are satisfied that the Member has died, was eligible for the benefit and died during the period the assurance was in place.

We will require a statement from the sponsor that the Member is dead and a death certificate of the Member issued by a body recognised by us as competent to issue death certificates (or other satisfactory proof of death), as evidence that a Member is dead.

We will not pay any death benefit under this policy until we receive the above at our Corporate Office.

L6 Cash Benefit Payments from the Policy

1. If you request us in writing to make a sum of money available from an Accumulation Account, then we will pay the required sum provided that the face value in that Accumulation Account is sufficient to meet the payment and any applicable charge.
2. We will deduct any tax from payments if we are required to do so by the tax authorities.
3. All payments from the policy will be made to the policyholder.
4. The balance in the Accumulation Account(s) on the day of withdrawal will be reduced by the amount withdrawn and the charges applicable as described in Provision L10.
5. Our liability under the policy lies only to you and is limited to the extent of the face value of the Accumulation Account(s) of your policy less any charges due to us. We are not liable to meet the scheme's financial obligations to the members of the scheme

L7 Premiums

1. Premiums can be paid into the policy by you, the policyholder. Premiums can be paid by any method agreed by us.
2. On your request, if agreed by us, separate member Accumulation Accounts may be maintained into which Premiums may be paid and from which redemptions may be made.
3. If you have chosen more than one Accumulation Account, we will split the Premium between Accumulation Accounts in accordance with your instructions. The Premium will be allocated to the Accumulation Account at its face value.
4. The policy will not come into force until the first Premium is accepted by us.
5. All payments will be accepted subject to realisation of funds. We will not make cash benefit payments from the policy, as described in Provision L6 (Cash Benefit Payments from the policy) in respect of a Premium until the funds in respect of that Premium have been realised by us.
6. There is no specific maximum premium amount per scheme or per member. However, the company may choose to not accept premiums larger than Rs.50 crore if this were not in the wider interests of the with profit fund receiving the investment at that time.
7. Premiums received before the specified cut-off time shall be deemed to have been received on that day. Premiums received after the specified cut-off time shall be deemed to have been received on the next day. The cut-off time may vary from time to time and is subject to regulatory provisions and internal guidelines without notice.

L8 How We Accumulate Premiums and make Encashments of Funds

How We Accumulate Premiums in your Policy

1. Premiums will be allocated to an Accumulation Account at its face value.
2. An Immediate Bonus Interest Credit, depending upon the options chosen by you, will also be credited on the day your premium is allocated to the Accumulation Account(s). The Immediate Bonus Interest Credit Rate chosen by you has been shown in your Policy schedule and may be zero.
3. On receipt of the initial premium, the face value of the Accumulation Account will be the initial premium plus any Immediate Bonus Interest Credit, if applicable, allocated to your Accumulation Account.
4. The face value derived as mentioned above will be recalculated each day as the previous day's face value
 - plus any additional premium paid and any further Immediate Bonus Interest Credit applicable to these premium(s)
 - less any withdrawals made
 - less any charges due (as described in Provision L10)
 - plus any relevant bonus interest accruals due as per provision L8 (5).
5. The face value will then accumulate on a daily basis at the rate mentioned in provision L9 (The Adjusted Annualised Bonus Interest Rate), converted to a daily rate.
6. The amount invested will be rounded to the nearest paisa. We will retain any money left over after rounding.
7. Only Premiums paid in the first policy year will be considered eligible for the Immediate Bonus Interest Credit.

How we will encash funds from your Policy

1. The face value in the Accumulation Account will get reduced by the amount of charges taken as per the provision L10 (Charges), any withdrawals or any claim made from the accumulation account.
2. The amount to be deducted from the Accumulation Account will be rounded to the nearest paisa. We will retain any money left over after rounding.

L9 The Adjusted Annualised Bonus Interest Rate

1. At the beginning of each quarter we will announce a Gross Bonus Interest Credit Rate as described in Provision L1(18).
2. The Gross Bonus Interest Credit Rate will be adjusted during the period mentioned in your policy schedule for the recovery of any Immediate Bonus Credit allocated to any premiums in your policy as per Provision L8 (2). The annual rate of deduction from the Gross Bonus Interest Credit Rate is mentioned in the Policy Schedule under Table 4.
3. The adjusted bonus interest credit rate will be adjusted further by increasing or decreasing it by the Large Scheme Bonus Interest Rate applicable to your scheme. The Large Scheme Bonus Interest Rate applicable at any point in time depends upon the total face value of the Accumulation Account(s) of the scheme. The rates for all premium slabs and premium types, from which the applicable rate for your scheme will be selected, are shown in your policy schedule under Table 2
4. The Adjusted Annualised Bonus Interest Rate so obtained will be used to accumulate the face value of the Accumulation Account(s) as described in Provision L8.

L10 Charges

1. The following Miscellaneous Charges as described in sections 1 to 6 of this provision will be taken.
2. The charges described in Table 1 in the policy schedule will be levied for each policy year specified in the table, where applicable, under Provisions L6 (Cash Benefit Payments from the Policy) and L11 (Discontinuance of the Policy).
3. Withdrawals will be permitted to meet the Scheme liabilities without penalty. Additional withdrawals will also be permitted up to 10% of premiums paid without penalty. Any further withdrawals in any one policy year, during the period specified in Table 1, will incur surrender / withdrawal charge as mentioned in the Policy Schedule under Table 1.
4. Where the policy is cancelled by you at any time during the period specified in Table 1, a Surrender Charge, as mentioned in Table 1 of the Policy Schedule will be levied. The amount of the Surrender Charge due will be taken from the policy when we receive written notification of the cancellation.
5. Where an Accumulation Account held in the name of an individual member is withdrawn or surrendered leading to a charge, the charge will be levied on that member's Accumulation Account as far as possible and the balance paid to the policyholder. If that member's Accumulation Account is insufficient to meet the charge then the balance will be allocated to all remaining members in proportion to the face value of their Accumulation Accounts.
6. Any statutory levy or charges including any tax may be charged to you either now or in future by the Company and such amount so charged shall become due and payable in addition to the Premium and such charge shall be subject to the same terms and conditions as applicable to payment of Premium.

L11 Discontinuance of the Policy

1. The policy can be terminated at any time, provided three months written notice of the request has been provided by you to us, or by us to you, or a shorter period if mutually agreed. The terms surrender and cancellation are deemed to have the same meaning as termination.
2. The value of the policy will be paid to you after the policy has ended. The value of the policy is equal to the face value of the Accumulation Account(s) as outlined in Provision L6 (Cash Benefit Payments from the policy), less any charges in respect of cancellation as outlined in Provision L10 (Charges).
3. On discontinuance of the policy, our maximum liability under the policy will be the face value of the Accumulation Account(s) less any charges applicable to the policy as per provision L10 as mentioned in Table 1.

L12 Annuity Purchase

If your scheme requires you to provide an annuity to the member or his nominated dependents and if you specify the necessary details, we will quote rates for the provision of an annuity at our then current rates.

An annuity may be purchased from any provider.

L13 Insurance legislation

This policy is subject to the Insurance Act 1938, as amended by the Insurance Regulatory and Development Authority Act, 1999, such amendments, modifications as may be made from time to time and such other relevant regulations as may be introduced thereunder from time to time by that Authority.

It is required to obtain prior approval from the Insurance Regulatory and Development Authority or any successor body before making any material changes to these Provisions.

L14 Breach of Provisions

1. If at any time the Policyholder is in breach of any of its obligations under these Provisions and the Insurer has not exercised its right under Provision L12 to deem these Provisions to have lapsed, the Insurer may, within one year of its discovery of the breach, amend these Provisions and any related documents supplied to the Policyholder by the Insurer in such a way as it considers necessary to compensate for the breach.
2. Before making any such amendment, the Insurer shall inform the Policyholder of the amendment it intends to make.

L15 Policy based on the Rules of the Scheme

The Insurer shall issue the policy in accordance with the Rules. On the Rules being amended, the amendments to the extent that they may affect the Policy Provisions or the Insurance granted, shall become effective only if such amendments are approved by the Insurer and carried out in the policy and / or the Policy Provisions.

L16 Duties of the Policyholder and the Insurer

The Policyholder and the Insurer would be required to perform duties as set out in the Policy Schedule.

L17 Variation of Terms and Conditions

The Insurer has the right to vary the Policy Provisions and the Schedule after giving the Policyholder 30 days (or such shorter period as mutually agreed) notice of its intention to do so in writing.

The Insurer has the right to vary the Policy Provisions and the Schedule due to legal or regulatory changes.

L18 General

1. You must provide any information or evidence which we need to administer the policy.
2. Your Policy is based on the information provided by you in the Application Form and other information which you have supplied to us, however, if any of the information which you provided is incorrect, we reserve the right to vary the benefits which may be payable and, further, if there has been non-disclosure of a material fact then we may treat your Policy as void.
3. We reserve the right to change any of these policy provisions if it becomes impossible or impractical to enact the provision.
4. You will be responsible and liable for making payment in the appropriate form to the scheme member or to the nominated dependant or to another scheme as transfer value or to any annuity provider, as applicable.
5. We may at any time, check that the benefit has been paid to the correct person.
6. In the case of non-employer-employee schemes, the claim amount will be paid in the name of the member.
7. In case of non-employer-employee schemes, you will be responsible for ensuring that you have the authority from a majority of the members to arrange insurance on their behalf.
8. Where you issue certificates of insurance to the members, we reserve the right to check, examine, ask for modifications to the certificates of insurance.
9. Loans are not available for the product.

L19 Incorrect information and non-disclosure

- (i) Your Policy is based on the application and declaration, which you have made to us, and other information provided by you/on your behalf. However, if any of the information provided is incomplete or incorrect, notwithstanding any other Provisions under the Policy, we reserve the right to vary the benefits, which may be payable and, further, if there has been non-disclosure of a material fact then we may treat your Policy as void from commencement.
- (ii) For your benefit, Section 45 of the Insurance Act, 1938 is reproduced below:

No policy of life insurance effected before the commencement of this Act shall after the expiry of two years from the date of commencement of this Act and no policy of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the policy-holder and that the policy-holder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:

Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

L20 Anti Money Laundering Provisions

The Prevention of Money Laundering Act, 2002, has been made applicable to Insurance Companies. Accordingly HDFC Standard Life Insurance Company Limited shall enforce the Rules as and when the same are notified by the Authorities.

L21 Cancellation in the Look-in period:

In case you are not agreeable to the general policy terms and conditions, 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. On receipt of your letter along with the original policy documents, we shall arrange to refund you the premium subject to deduction of charges, if any. A policy once returned shall not be revived, reinstated or restored at any point of time.

L22 Section 41 of the Insurance Act, 1938 states:

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.

Provided that acceptance by an insurance agent of commission in connection with a policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a *bona fide* insurance agent employed by the insurer.

Any person making default in complying with the provisions of this section shall be punishable with fine, which may extend to five hundred rupees.

SAMPLE

HDFC STANDARD LIFE INSURANCE COMPANY LIMITED
HDFC SL GROUP CONVENTIONAL PLAN
POLICY SCHEDULE

Master Policy Number:

Policyholder:

Name of the Scheme:

Sponsor of the scheme:

Scheme Trustees: (Yes/No)

Employer-Employee Scheme: (Yes/No)

Tax Approval required for the scheme: (Yes/No)

Scheme to provide Annuities: (Yes/No)

Scheme for Gratuity or Superannuation Benefits: (Yes/No)

Start Date of Policy:

Policy Anniversary:

HDFC Group Conventional Plan Policy Provisions: Booklet Number

Sum Assured payable for each member =

Minimum Number of Members: <10>

Charges:

Other Charges:

< These tables will be dynamically selected on system to display only the columns/or sum of columns relevant for the options chosen >

Surrender / Withdrawal Charge:

Table 1

The table below sets out a summary of Withdrawal/surrender charges in the first 5 policy years as a percentage of the Face Value of the sum of the accumulation accounts from which a withdrawal is being made.

HDFC Standard Life Insurance Company Limited
HDFC SL Group Conventional Plan

Policy Year	Basic Surrender charge (a)	Additional Surrender charge for Commission (b)		Additional Surrender charge depending on Immediate Bonus Interest Credit Rate (c)			Total Applicable Surrender Charge
		Commission Rate		Immediate Bonus Interest Credit Rate			
		0%	2%	1%	2%	3%	
							<i>This is a dynamic field depending upon the options selected by the policyholder (a)+(b)+(c)</i>
1	5%	NIL	2.00%	1.00%	2.00%	3.00%	
2	5%	NIL	1.50%	0.67%	1.34%	2.00%	
3	5%	NIL	1.00%	0.33%	0.66%	1.00%	
4	5%	NIL	0.50%	0.00%	0.00%	0.00%	
5	5%	NIL	0.00%	0.00%	0.00%	0.00%	

Additional Benefit for Large Schemes

Table 2 (Please Refer to Provision L9)

< These tables will be dynamically selected on system to display only the columns/or sum of columns relevant for the options chosen >

	Commission (as % Premium)	
	0%	=2%
Accumulation Account Face Value	Addition to Bonus Interest Rate	
0-3 Cr	0.00%	-0.40%
3-5 Cr	0.10%	-0.30%
5-10 Cr	0.25%	-0.15%
10-20 Cr	0.35%	-0.05%
>20Cr	0.50%	0.10%

Immediate Bonus Interest Credit Rates:

Table 3 (please refer to Provision L8):

	Rate of immediate bonus interest credit
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HDFC Standard Life Insurance Company Limited
HDFC SL Group Conventional Plan

Immediate Bonus Interest Credit (as % of applicable premium)	1%	2%	3%
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Table 4 (please refer to Provision L9):

Rate of Bonus Interest Rate recovery for immediate bonus interest credit Schemes

	Rate of immediate bonus interest credit		
	1%	2%	3%
Recovery Period (years)	Deduction from Bonus Interest Rate		
3	0.33%	0.67%	1.00%

These are the current charges but are subject to change by us at any time and with prior approval from the Insurance Regulatory and Development Authority.

SAMPLE

Additional Provisions:

1. Duties of the Policyholder

Policyholder shall perform the following:

- a. Provide fair and accurate information as may be desired by the Scheme Members, and as they may rightfully be entitled to receive from the Insurer, within the time stipulated by the Insurer from the date of request.
- b. Provide the Scheme Members with their certificate of insurance, if supplied, using facilities provided by the Insurer.
- c. Collect, compile, maintain and store original documents and records related to each Scheme Member under the Scheme for such period as may be required by the Insurer and furnish the same to the Insurer within a specified time.
- d. Take all reasonable steps to ensure that the data and information provided to the Insurer fairly and accurately sets down the data and information as provided by the Scheme Members.
- e. Provide all or any part of the said data so compiled, as well as data generated, to the Insurer in the format, in the manner and at such times as specified by the Insurer.
- f. To keep proper and accurate accounts of the premiums, including service tax and other levies, paid by the Scheme Members and other financial transactions relating to the Policy and the Scheme.
- g. Store information related to Scheme Members and all other related data as may be deemed necessary from time to time by the Insurer.
- h. Forward to the Insurer, the data and any changes therein, relating to the Scheme Members in a format specified by the Insurer.
- i. Co-ordinate with the Insurer to ensure that the information available with the Insurer relating to Scheme Members covered is the same as the information available with the Policyholder at all times. In case of any discrepancy, the policyholder shall revert to the Insurer immediately.
- j. Upon receiving the information from the Insurer of an Eligible Person who is not eligible to be covered, communicate the same to the Eligible Person immediately.
- k. Process the documents related to claims, received from the nominee(s) or representatives of the estate of the Scheme Member; ensure that the claim form and the stipulated documents have been submitted by the Nominee(s) or representatives of the Scheme Member's estate and the same are in order and thereafter forward the claims and documents, duly processed to the Insurer within a specified time.
- l. Pay to the scheme member or the nominee of the scheme member, the claim amount paid by the insurer in respect of a valid claim at maturity or on death of a scheme member.
- m. Provide access and support and furnish all necessary documents and records as may be required by the Insurer for audit of the Policyholder's records.
- n. To take all steps for the effective and efficient management of the Policy as may be required by the Insurer from time to time.

2. Duties of the Insurer

- a. The Insurer shall review all literature that the Policyholder designs for prospective Scheme Members to ensure it complies with the Regulations on Insurance Advertisements and Disclosures and on Protection of Policyholders Interests.
- b. Specify the premium to be received from the Policyholder for the commencement of risk on each of the Scheme Members.
- c. Upon receiving the information relating to new Scheme Members from the Policyholder, verify the same and revert to the Policyholder with a list of Scheme Members covered, Eligible Persons not covered and other discrepancies within a time as specified by the Insurer.
- d. Upon receiving information regarding a claim, guide the Policyholder with the process of the claim and the documents required.
- e. Process the claim and carry out the investigations where necessary within the time specified under the IRDA (Protection of Policyholder) Regulations, 2002.
- f. Where the claim is accepted, remit the claim amount to the Policyholder within the time specified under the IRDA (Protection of Policyholder) Regulations, 2002. The Insurer will require proof from the Policyholder that the Beneficiary has received any claim amount.
- g. Where the claim is required to be repudiated, intimate the Policyholder about the repudiation of the claim to enable the Policyholder pass on the information to the Beneficiaries.

3. Office at which Monies are payable:

The Principal Office of the Insurer and/or such other Office(s) as mutually agreed between the Insurer and the Policyholder from time to time.

Place of signing	Date of signing	Signature of person signing for and on behalf of the Insurer
Mumbai	
Examined		issued by

HDFC STANDARD LIFE INSURANCE COMPANY LIMITED
HDFC SL GROUP CONVENTIONAL PLAN
POLICY SCHEDULE

Space for Endorsements:

SAMPLE