

Kotak Assured Pension
A Non-Participating, Non-Linked, General Annuity Product
PART A

Date: _____

To,

Mr _____



BDBL1SOT00309055

Dear _____

We welcome you to Kotak Life Insurance family.

We view insurance as being much more than a cover; it is about saving and protection; about being carefree, about living life to the fullest. It is indeed heartening to know that you share our sentiments.

Please be rest assured, the faith and confidence that you have placed in us would certainly be a rewarding and wholesome experience.

Your Policy details:

Name of Plan	Policy No	Client Id
Kotak Assured Pension (UIN-107N123V11)	_____	_____

Life Advisor Details:

KLI Servicing Branch Address:	<<_____>>
Name of the Life Advisor	<<_____>>
Life Advisor Code	<<_____>>
Life Advisor Tel No.	
Life Advisor Mob No.	<<_____>>
Address of the Life Advisor	<<_____>>
PIN Code	<<_____>>
Email ID	<<_____>>

Your enclosed Policy document is an important legal document and should be kept in a safe place. This Policy is subject to tax laws prevailing in India. You are kindly advised to consult your Tax Advisor for the tax benefits available under this Policy.

Free Look Period

The Policyholder is offered a 30 days' free look period to review the terms and conditions of the Policy (except for policies having a policy term of less than a year) beginning from the date of receiving the Policy Document in electronic form. In case the Policyholder is not agreeable to any terms and conditions of the Policy or otherwise, the Policyholder may choose to return the Policy to the Insurer for cancellation, stating the reasons thereof within the aforesaid free look period.

Should the Policyholder choose to return the Policy, the Policyholder shall be entitled to a refund of the Premium paid after deducting the stamp duty charges. However, in case the Policy has been issued (a)

Kotak Mahindra Life Insurance Company Limited
IRDAI Registration No. 107

under Qualifying Recognised Overseas Pension Scheme (QROPS) through transfer of UK tax relieved assets, then the Insurer shall refund the said amount directly to the pension fund administrator in the United Kingdom from which the accumulated pension amount was remitted to the Insurer; (b) with the proceeds of the National Pension Scheme (NPS) or a pension plan from another insurance company, then the Insurer shall refund the said amount to the source (in case of NPS) or to the other insurance company from whom the accumulated pension amount was remitted to the Insurer.

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. Where Rider(s) are available under the base Policy and so opted by the Policyholder, the same would also stand cancelled when the free look provision of the base Policy is exercised. Free look period shall not be available in case of existing customers where it is compulsory to purchase annuity from the Insurer.

Customer Information Sheet (CIS):

You are kindly requested to go through the CIS provided along with your Policy for knowing the key information of your Policy.

Contact us

If you notice any discrepancy with respect to your name, personal details or other information relating to the Policy please return the Policy documents to the Company immediately along with a letter stating the discrepancies. In case of claim or any service requests, please contact your Life Advisor or the nearest Kotak Life Insurance Branch. You may also write to us at kli.in/WECARE or call our Customer Service Officers at 1800 209 8800. Please quote your Policy number and client id number in all your correspondence with us.

We hope this Policy meets your expectations and this is the beginning of a long relationship with you. It will be our pleasure to serve you, protect you and be with you; assuring you of our best services at all times.

Best wishes,

Authorized Signatory

Kotak Mahindra Life Insurance Company Limited

CIN: U66030MH2000PLC128503, IRDAI Registration No. 107, Regd. Office: 8th Floor, Plot # C- 12, G-Block, BKC, Bandra (E), Mumbai- 400051, Website: <https://www.kotaklife.com>, kli.in/WECARE, WhatsApp: 9321003007, Toll Free No.: 18002098800

First Premium Certificate

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I. AGREEMENT

Kotak Mahindra Life Insurance Company Limited, is registered with the Insurance Regulatory & Development Authority of India (hereinafter referred to as “**IRDAI**”) under the Insurance Act, 1938 (4 of 1938) (hereinafter referred to as the “**Act**”) as a life Insurer having Registration No. 107, and accordingly is engaged in the business of life insurance, which includes its assigns and successors (hereinafter called “the **Company**” or “**Insurer**”). The Company has received a Proposal and Declaration together with the Premium for insurance from the Policyholder named in the Schedule hereto, and it has been agreed to by the Policyholder that the proposal, declaration and statements contained and referred to therein are declared to be the basis of this contract of insurance for the benefits and on the terms stated in the Schedule.

The Company agrees that, subject to realization of Premium, received and due receipt of the subsequent Premiums, if any, as set out in the Schedule, and subject to the terms and conditions set forth in this Policy Contract, it will pay the benefits as mentioned in the Schedule, to the Policyholder/Primary Annuitant/Secondary Annuitant /Nominee/Legal Heir/Assignee as mentioned in the Schedule, on proof

- of the benefits having become payable as set out in the said Schedule,
- of the title of the said person(s) claiming payment,
- of the correctness of the Age of the Policyholder/Primary Annuitant/Secondary Annuitant stated in the proposal form and the proof of Age submitted to the Company,
- of the correctness of all the statements stated in the proposal form and during the telephonic interview of the Policyholder/ Primary Annuitant/Secondary Annuitant and any documents submitted to the Company, viz., health, family medical history, occupation, income, personal medical history, existing insurance details etc.

It is hereby declared that this Policy Contract of insurance shall be subject to the conditions and privileges as hereinafter stated and that the following Schedule and every endorsement incorporated in this Policy by the Company shall be deemed to be part of the Policy.

In this Policy, unless the context specifies otherwise, references to the Recitals, Clauses, Schedules and Annexures, if any, shall be deemed to be a reference to the Recitals, Clauses, Schedules and Annexures of this Policy.

Words and expressions used in this Policy but not defined herein shall, unless the context specifies otherwise, have the same meaning as defined in the Insurance Act, 1938 and/or any Rules/Regulations made thereunder.

This Policy is subject to the Tax Laws* and other legislations prevailing in India. In the event of any amendments, or change (prospective and retrospective) to any of the provisions of the said Tax Laws and/or legislations and /or in the event any interpretation adopted by the Company is held contrary to the position adopted by the government authorities, impacting cash flows, charges, revenue and remuneration accruing from this contract, the Company reserves the right to revise the Premium(s), charges or the benefit(s) under this Policy and/or modify the terms and conditions entailed in this contract with the prior approval of IRDAI. Any change, modification, or reversal of the Premium, charges or the benefit by the Company shall be informed to the Policyholders and cannot be disputed or contested by the Policyholders. References to any enactment are to be construed as referring to any amendment, re-enactment (whether before or after the date of signing of the Policy) or enactment that has replaced the first mentioned enactment (with or without amendment) and to any regulation or order made under it.

*“Tax Laws” means all laws, regulations, legislations including any amendments made in relation to taxes, levies, imposts, cesses, duties and other forms of taxation, including (but without limitation) Goods and Services Tax, cess any other taxes which are applicable or may be applicable on any future date, corresponding to the Premium(s), charges or benefits under this Policy and includes any interest, surcharge, penalty or fine in connection therewith which may be payable.

Tax Deducted at Source

This Policy is subject to Tax deducted at source at the applicable rates, in accordance with the prevailing Tax Laws.

Exemptions/ Concessions

Where the Company is entitled to an exemption or concession concerning any Tax to be levied in India in respect of the Policy, the Policyholder shall use reasonable endeavors to enable the Company to claim such concession or exemption.

Collection of Taxes

The Policyholder/ customer/ Claimant shall be liable for any tax amount which is payable under the applicable Tax Laws to any competent governmental authority in India on the premium, charges or any benefits/ claims payable to such Policyholder/ customer/ Claimant by the Company.

In the event that any term, condition or provision of this Policy is held to be in violation of any applicable Law, Statute or Regulation or if for any reason a court of competent jurisdiction finds any provision of the Policy or portion thereof, to be unenforceable, that provision shall be enforced to the maximum extent permissible so as to give effect to the intent of the Policy, and the remainder of this Policy shall continue in full force and effect. The Policyholder/Legal Heir/Nominee shall be liable for any amount which is payable under the applicable Tax Laws to any competent governmental authority in India on the Premium amount or any benefit payable to such Policyholder /Legal Heir/Nominee by the Company.

Any dispute under this Policy shall be subject to the laws prevailing in India.

<<Space for stamp duty endorsement>>

Signed for and on behalf of Kotak Mahindra Life Insurance Company Limited at Mumbai on <<date>>.

Authorized Signatory

II. SCHEDULE

a) Policy Details

Policy No.:	
Plan Name:	Kotak Assured Pension
Unique Identification Number(UIN):	(UIN-107N123V11)
Plan Description:	A Non-Participating, Non-Linked, General Annuity Product
Participating:	No
Name of the Policyholder in full:	
Date of Birth of the Policyholder:	
Gender of the Policyholder:	<<Male/ Female/ Transgender>>
Policyholder's Age at Commencement:	
Whether Age of the Policyholder at Commencement Admitted:	
Client ID of Policyholder:	
Name of the Primary Annuitant in full:	
Date of Birth of the Primary Annuitant:	
Gender of the Primary Annuitant:	<<Male/ Female/ Transgender>>
Address of the Primary Annuitant:	
Primary Annuitant's Age at Commencement:	
Whether the Primary Annuitant's Age at Commencement Admitted:	
Client ID of Primary Annuitant:	
Date of Commencement of Policy:	
Date of Commencement of Risk:	
Type of Annuity	<<Immediate/ Deferred>> Annuity
Premium Payment Option	<<Single / Regular / Limited>> Premium
<<Premium Payment Term>>	<<5-10>> Years
<<Premium Payment Frequency>>	<<Monthly/ Quarterly/ Half Yearly/ Yearly>>
<<Due Date for Payment of Premium>>	<<DD/MM/YYYY>>
Annuity Option Chosen:	<<1/2/3/4/5/6a/6b/7/8a/8b/9a/9b/10a/10b>>
<<Option 2 (Guarantee Period):>>	<<5/10/15/20>> years
<<Option 3 (Escalation Percentage):>>	<<3/5>> %
<<Option 7/10 (Deferment Period):>>	<<1-10>> years
Premium (Incl. of Goods and Services Tax and cess as mentioned in the First Premium Certificate):	
<<Additional Premium (Incl. of Goods and Services Tax and cess)>>	
<<Total Premium (Incl. of Goods and Services Tax and cess)>>	
Amount of 1 st Annuity Payment:	
Amount of 2 nd Annuity Payment and onwards:	

Frequency of Annuity Payments:	
Date of 1 st Annuity Payment:	
<<If Annuity Option chosen is :	<<Option 8a/Option 8b/ Option 9a/ Option 9b /Option 10a/ Option 10b>>
<<Name of the Secondary Annuitant :>>	
<<Relationship with Primary Annuitant:>>	
<<Secondary Annuitant's Age at Commencement:>>	<< >>
<<Date of Birth of Secondary Annuitant:>>	<<DD/MM/YYYY>>
<<Gender of Secondary Annuitant:>>	<<Male/ Female/ Transgender>>
<<Address of Secondary Annuitant:>>	<< >>
<<Annuity % to Secondary Annuitant after death of Primary Annuitant:>>	<<50/100%>>
<<Annuity Amount for Secondary Annuitant after death of Primary Annuitant:>>	
<<Family Lifetime Income Option Chosen:>>	<<Yes/No>>

b) Rider Details

Please note currently there are no riders available under the Plan.

c) Nominee Details

Name of the Nominee(s)	Age of Nominee	Gender of the Nominee(s)	Name of the Appointee where Nominee is minor	Entitlement (%)	Relationship with the Primary Annuitant

d) Special Conditions, if any: <<Special Conditions/ N.A.>>

PART B

DEFINITIONS

- i. Act:**
Means Insurance Act, 1938, as amended from time-to-time.
- ii. Additional Premium:**
Means the additional price (excluding Goods and Service tax and cess) paid for the additional Annuity purchased by the Policyholder under the Policy.
- iii. Age:**
Means the age of the Policyholder/Primary Annuitant/Secondary Annuitant on the last birthday (as per the English calendar)
- iv. Annuity:**
Means regular series of fixed income payments to be made by the insurance company to the Primary Annuitant/ Secondary Annuitant at specified intervals purchased by a premium payment known as Total Premium.
- v. Annualized Premium:**
Means the premium amount payable in a year chosen by the policyholder, excluding taxes, rider premiums, underwriting extra premiums and loadings for modal premiums (if any).
- vi. Annuitant:**
Primary Annuitant means a person who is entitled to receive Annuity under the Policy.
Secondary Annuitant means the person whose name is mentioned in the schedule as Secondary Annuitant and is entitled to receive Annuity during his/her life time, in case of death of the Primary Annuitant under Option 8, Option 9 or Option 10. The maximum age difference between the Primary Annuitant and the Secondary Annuitant shall not exceed 30 years.
- vii. Assignee:**
Means the person to whom the Policy is assigned and the notice of which is endorsed on the Policy by the Insurer.
- viii. Assignor:**
Means the person who assigns/ transfers the rights under the Policy to the Assignee.
- ix. Assignment:**
Means the process of transferring the rights and benefits to an "Assignee". Assignment should be in accordance with the provisions of Section 38 of Insurance Act, 1938 as amended from time to time.
- x. Assignee:**
Means the person to whom the rights and benefits are transferred by virtue of an "Assignment".
- xi. Benefit(s):**
Means the respective benefit(s) of this Policy as enumerated under Part C of this Policy Document which the Insurer shall provide to the Policyholder; subject to the terms and conditions set forth in this Policy.

xii. Claimant:

Means the assignee; or the Primary Annuitant; or the Secondary Annuitant; or the nominee; or the legal heir of the Policyholder or the nominee, as the case may be in the order of preference.

xiii. Critical Illness:

Means any of the following illnesses:

1. CANCER OF SPECIFIED SEVERITY

I. A malignant tumor characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukemia, lymphoma and sarcoma.

II. The following are excluded –

- All tumors which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3
- Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
- Malignant melanoma that has not caused invasion beyond the epidermis;
- All tumors of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
- All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- Chronic lymphocytic leukaemia less than RAI stage 3
- Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
- All Gastro-Intestinal Stromal Tumors histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;

2. OPEN CHEST CABG

I. The actual undergoing of heart surgery to correct blockage or narrowing in one or more coronary artery(s), by coronary artery bypass grafting done via a sternotomy (cutting through the breast bone) or minimally invasive keyhole coronary artery bypass procedures. The diagnosis must be supported by a coronary angiography and the realization of surgery has to be confirmed by a cardiologist.

II. The following are excluded:

- Angioplasty and/or any other intra-arterial procedures

3. MYOCARDIAL INFARCTION (First Heart Attack of specific severity)

I. The first occurrence of heart attack or myocardial infarction, which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be evidenced by all of the following criteria:

- A history of typical clinical symptoms consistent with the diagnosis of acute myocardial infarction (For e.g. typical chest pain)
- New characteristic electrocardiogram changes

- Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.

II. The following are excluded:

- Other acute Coronary Syndromes
- Any type of angina pectoris
- A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.

4. KIDNEY FAILURE REQUIRING REGULAR DIALYSIS

End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

5. STROKE RESULTING IN PERMANENT SYMPTOMS

I. Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source. Diagnosis has to be confirmed by a specialist medical practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence of permanent neurological deficit lasting for at least 3 months has to be produced.

II. The following are excluded:

- Transient ischemic attacks (TIA)
- Traumatic injury of the brain
- Vascular disease affecting only the eye or optic nerve or vestibular functions.

6. MAJOR ORGAN /BONE MARROW TRANSPLANT

I. The actual undergoing of a transplant of:

- One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ, or
- Human bone marrow using haematopoietic stem cells. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.

II. The following are excluded:

- Other stem-cell transplants
- Where only islets of langerhans are transplanted

xiv. Date of Commencement of Policy:

Means the date when the Policy is deemed to have commenced as mentioned in Schedule above as Date of Commencement of Policy.

xv. Date of Commencement of Risk:

Means the date from which the risk is assumed by the Insurer.

- xvi. Deferment Period:**
Means the period mentioned in the Schedule (applicable for option 7 & 10). The Deferment Period shall be in years and not months. If this Policy is to be purchased under QROPS, through transfer of UK tax relieved assets, the benefits shall be payable to the Policyholder post attaining 55 years of age or above (as on last birthday). The deferment period shall be chosen by the policyholder at inception and cannot be changed thereafter.
- xvii. Grace Period:**
Means the time granted by the Company i.e. 30 days from the due date for the payment of premium for annual, half-yearly and quarterly mode and 15 days for monthly mode, without levy of any interest or penalty during which time the Policy is considered to be in-force with the risk cover without any interruption as per the terms of the Policy. If the death occurs during Grace Period, the due unpaid premium (if any) till the date of death will be deducted from the Death Benefit payable. Grace Period is applicable only for Regular & Limited Pay Deferred Annuity.
- xviii. Guarantee Period:**
Means the period mentioned in the Schedule (applicable only for option 2), it is the guaranteed period during which the Annuity is to be received under the Policy subject to terms and conditions of this Policy Document.
- xix. Insurer/ Company/us:** means Kotak Mahindra Life Insurance Company Limited.
- xx. Lapse:**
Means cessation of the benefits under the Policy upon non-payment of the due premiums within the Grace Period, as per the terms and conditions of this Policy Document. Such cessation shall be effective from the date of the first unpaid premium. A Policy under lapsed status shall not be considered to be in-force.
- xxi. Nomination:**
Means the process of nominating a person(s) in accordance with provisions of Section 39 of the Insurance Act, 1938 as amended from time to time.
- xxii. Nominee:**
Means the person(s) nominated by the Policyholder (who is also the Annuitant) under this Policy and who is (are) authorized to receive the claim benefit payable under this Policy on the death of the Annuitant / Primary Annuitant / Secondary Annuitant, wherever applicable as per the annuity option chosen.
- xxiii. Policy:**
Means the contract of insurance entered into between the Policyholder and the Company as evidenced by Policy Document.
- xxiv. Policy Document:**
Means the present contract of insurance which has been issued on the basis of the proposal, other representations and documents submitted by the Policyholder and/or the Annuitant(s).
- xxv. Proposal Form:**
Means a form to be filled in by the prospect in written or electronic or any other format as approved by the Authority, for furnishing all material information as required by the insurer in respect of a

risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.

Explanation: “Material Information” for the purpose of this regulation shall mean all important, essential and relevant information sought by the insurer in the Proposal Form and other connected documents to enable him to take informed decision in the context of underwriting the risk.

xxvi. Qualifying Recognised Overseas Pension Scheme (QROPS):

Means the overseas pension scheme recognized by Her Majesty's Revenue and Customs (HMRC) of United Kingdom (UK) under which the corpus of the pension accumulated in UK can be transferred to other countries, including India.

xxvii. Revival:

Means reinstatement of the Lapsed or Reduced Paid-Up policy in accordance with the provisions of the Policy Document.

xxviii. Surrender:

Means the termination of the Policy by the Policyholder, in accordance with the provisions of the Policy Document.

xxix. Total Premium:

Means the total of all the premiums received (including additional premium), but excluding any extra premium, any rider premium and taxes.

xxx. UIN:

Means the unique identification number of this product that is allotted by IRDAI; and is mentioned in the Schedule.

xxxi. Words importing the masculine gender shall be taken to include females and transgenders.

xxxii. Words in the singular shall include the plural and vice versa

PART C

1. BENEFITS PAYABLE

i. Annuity:

Subject to the terms and conditions under the Policy Document, the death benefit (if applicable) and Annuity amount stated in the Policy Schedule will be paid to the Annuitant periodically on the relevant date of Annuity payment, depending on the option chosen.

The following Annuity options are offered under this Policy:

- i. Option 1: Lifetime Income
- ii. Option 2: Lifetime Income with term guarantee of 5/10/15/20 years
- iii. Option 3: Lifetime Income with annual increase of 3% or 5%
- iv. Option 4: Lifetime Income with Balance Cash-Back
- v. Option 5: Lifetime Income with Cash-Back in parts
- vi. Option 6: Lifetime Income with Cash Back
 - 6a.** Lifetime Income with Cash Back on Death
 - 6b.** Lifetime Income with Cash-Back on Death or Critical Illness
- vii. Option 7: Deferred Income with Cash-Back
- viii. Option 8: Last survivor Lifetime Income with 100%/50% annuity to the Secondary annuitant
 - 8a.** Last survivor Lifetime Income with 100% Annuity to the Secondary Annuitant
 - 8b.** Last survivor Lifetime Income with 50% Annuity to the Secondary Annuitant
- ix. Option 9: Last survivor Lifetime Income with 100%/50% Annuity to the Secondary Annuitant and cash-back on death of the surviving annuitant
 - 9a.** Last survivor Lifetime Income with 100% Annuity to the Secondary Annuitant and cash-back on death of the surviving annuitant
 - 9b.** Last survivor Lifetime Income with 50% annuity to the Secondary Annuitant and cash-back on death of surviving annuitant.
- x. Option 10: Deferred Income with 100%/50% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant
 - 10a.** Deferred Income with 100% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant
 - 10b.** Deferred Income with 50% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant

Annuity Options	Description	Plan Benefit on Death
Option 1	Annuity will be paid to the Primary Annuitant throughout his/her lifetime. However, in case of death of the Primary Annuitant, the Annuity payments will cease immediately.	No death benefit is payable.
Option 2	The Annuity will be paid throughout the Guarantee Period or till the death of the Primary Annuitant, whichever is later. In the event of death of the Primary Annuitant during the Guarantee Period, the Annuity shall continue to be paid to the Nominee till the end of the Guarantee Period and the Policy shall end with the termination of the Guarantee Period. However, if the Primary Annuitant survives beyond the Guarantee Period, the Annuity shall continue to be payable till the time of his/her death. The Guarantee Periods available under this option are 5, 10, 15 or 20 years.	No death benefit is payable.
Option 3	Under this Option, Annuity will be paid to the Primary Annuitant throughout his/ her lifetime. The Annuity payout shall increase either by 3% or 5% p.a. (simple interest) as chosen by the Policyholder at the end of each year. In case of death of the Primary Annuitant, the Annuity payments will cease immediately.	No death benefit is payable.
Option 4	Under this option, Annuity will be paid to the Primary Annuitant throughout his/ her lifetime. Moreover, in case of death of the Primary Annuitant, the Annuity payments will cease immediately after payment of the death benefit	On death of the Primary Annuitant, lump sum amount equal to the Total Premium paid less the Annuity already paid shall be payable to the Nominee. In case the total Annuity payments exceed the Total Premium paid, no death benefit shall be payable.
Option 5	Under this option, Annuity will be paid to the Primary Annuitant throughout his/ her lifetime. In the event where Annuity has been paid for the first 7 years, 30% of the Total Premium paid shall be payable to the Primary Annuitant in lump sum at the end of 7 th year. On death of the Primary Annuitant, the Annuity payments will cease immediately and after death benefit payment, the policy shall be terminated.	On death of the Primary Annuitant, the following benefit shall be payable to the Claimant: • Death within 7 years from the Date of Commencement of the Policy: 100% of Total

		<p>Premium paid shall be payable to the Nominee.</p> <ul style="list-style-type: none"> • Death after 7 years from the Date of Commencement of the Policy: 70% of Total Premium paid shall be payable to the Nominee.
Option 6	<p>a. Lifetime Income with Cash Back on Death: The Annuity will be paid to the Primary Annuitant throughout his/her lifetime. Moreover, in case of death of the Primary Annuitant, the Annuity payments will cease immediately after payment of the death benefit and the policy shall terminate.</p> <p>b. Lifetime Income with Cash-Back on Death or Critical Illness: Under this option, the annuity will be paid to the Primary Annuitant throughout his/her lifetime.</p> <p>Moreover, in case of death of the Primary Annuitant or diagnosis of any one of 6 Critical Illnesses, whichever is earlier, the Annuity payments will cease immediately after payment of the benefit and the policy shall terminate.</p>	<p>a. On death of the Primary Annuitant, lump sum amount equal to the Total Premium paid will be paid to the Nominee.</p> <p>b. In case the Primary Annuitant is diagnosed with any of the specified 6 Critical Illnesses before attainment of 86 years or on Death of the Primary Annuitant whichever is earlier, the annuity payments will cease immediately and the Total Premium paid shall be payable to the Primary Annuitant / Nominee.</p>
Option 7	<p>Under this option, Annuity shall be paid to the Primary Annuitant throughout his/her lifetime, post completion of Deferment Period.</p> <p><u>Under Single Pay Policy:</u></p> <p>Guaranteed Additions shall accrue during the Deferment Period. In the event of death of the Primary Annuitant, within or post Deferment Period, the Annuity Payout (if any) shall cease immediately and the Death Benefit shall be payable to the Nominee and the Policy shall terminate.</p> <p><u>Under Regular / Limited Pay Policy:</u></p> <p>Guaranteed Additions shall accrue during the Deferment Period, as long as the due Premiums are paid. In case the due Premiums are not received for a</p>	<p>Death benefit payable to the Nominee shall be calculated as higher of -</p> <p>Total Premiums paid (excluding modal loading) + Accrued Guaranteed Additions(GA) - Total Annuity Payout till date of Death (if any)</p> <p>OR</p> <p>110 % of Total Premiums paid (including modal loading)</p>

	<p>continuous period of 2 full Policy years, the Policy shall lapse at the end of Grace Period and no further Guaranteed Additions shall accumulate under the Policy.</p> <p>In the event of death of the Primary Annuitant, within or post Deferment Period, the Annuity payout (if any) shall cease immediately and the Death Benefit shall be payable to the Nominee and the Policy shall terminate.</p>	<p>In case of death of the Primary Annuitant during the deferment period, refer clause “Annuitisation of benefits”.</p>
Option 8	<p>a. Last survivor Lifetime Income with 100% annuity to Secondary Annuitant:</p> <p>This is a joint life annuity option. Under this option, the Annuity payments will continue until the death of surviving Annuitant. On death of the Primary Annuitant, 100% of the Annuity amount shall be payable to the Secondary Annuitant throughout his/her lifetime. The Annuity payment shall end with death of the Secondary Annuitant.</p> <p>In case the Secondary Annuitant predeceases the Primary Annuitant, the 100% Annuity amount shall continue until death of the Primary Annuitant. The Annuity payment shall end with death of the Primary Annuitant.</p> <p>Moreover, in case of death of the Surviving Annuitant, the Annuity payments will cease immediately and the policy shall terminate.</p> <p>b. Last survivor Lifetime Income with 50% annuity to Secondary Annuitant:</p> <p>This is a joint life annuity option. Under this option, the Annuity payments will continue until the death of surviving Annuitant. On death of the Primary Annuitant, 50% of the Annuity amount shall be payable to the Secondary Annuitant throughout his/ her lifetime. The Annuity payment shall end with death of the Secondary Annuitant.</p> <p>In case the Secondary Annuitant, predeceases the Primary Annuitant, the 100% Annuity shall continue until the death of the Primary Annuitant. The Annuity payment shall end with death of the Primary Annuitant.</p> <p>Moreover, in case of death of the Surviving Annuitant, the Annuity payments will cease immediately and the policy shall terminate.</p>	<p>No death benefit is payable.</p>

Option 9	<p>a. Last survivor Lifetime Income with 100% annuity to the Secondary Annuitant and cash-back on death of Surviving Annuitant</p> <p>Under this joint life annuity option, the Annuity payments will continue until the death of the surviving Annuitant. On death of the Primary Annuitant, 100% of original Annuity amount shall be payable to the Secondary Annuitant throughout his/ her lifetime and the Annuity payment shall end with death of the Secondary Annuitant after payment of death benefit and the policy shall terminate.</p> <p>In case the Secondary Annuitant predeceases the Primary Annuitant, 100% Annuity amount shall be payable to the Primary Annuitant throughout his/her lifetime and shall end with the death of the Primary Annuitant after payment of the death benefit and the policy shall terminate.</p> <p>b. Last survivor Lifetime Income with 50% annuity to the Secondary Annuitant and cash-back on death of Surviving Annuitant</p> <p>Under this joint life annuity option, the Annuity payments will continue until the death of surviving Annuitant. On death of the Primary Annuitant, the Secondary Annuitant will receive 50% of the Annuity throughout his/ her lifetime and the Annuity payment shall end with death of the Secondary Annuitant after payment of death benefit and the policy shall terminate.</p> <p>In case the Secondary Annuitant predeceases the Primary Annuitant, 100% Annuity shall continue until death of the Primary Annuitant and shall end with the death of the Primary Annuitant after payment of the death benefit and the policy shall terminate.</p>	Upon death of the surviving Annuitant, lump sum amount equal to the Total Premium paid shall be payable to the Nominee.
Option 10:	<p>a. Deferred Income with 100% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant:</p> <p>Under this option, Annuity shall be paid to the Primary Annuitant throughout his/ her lifetime, post completion of the Deferment Period.</p> <ul style="list-style-type: none"> • Guaranteed Additions shall accrue during the Deferment Period. • On death of the Primary Annuitant within or post Deferment Period, 100% of the Annuity shall be paid, post completion of Deferment Period, to the Secondary Annuitant. The Annuity payment shall cease on death of the Secondary Annuitant after 	<p><u>Within Deferment Period:</u> On death of Surviving Annuitant, higher of: Total Premium paid (excluding modal loading) + Accrued Guaranteed Additions (GA) OR 110% of Total Premium paid (including modal loading) shall be payable to Nominee.</p> <p><u>Post Deferment Period:</u></p>

	<p>payment of death benefit to the Nominee and the policy shall terminate.</p> <ul style="list-style-type: none"> • In case the Secondary Annuitant predeceases the Primary Annuitant within or post Deferment Period, the Annuity payouts shall be paid, post completion of Deferment Period. The Annuity payment shall cease on death of the Primary Annuitant after payment of death benefit to the Nominee and the policy shall terminate. <p>b. Deferred Income with 50% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant</p> <p>Under this option, Annuity shall be paid to the Primary Annuitant throughout his/ her lifetime post the Deferment Period.</p> <ul style="list-style-type: none"> ○ Guaranteed Additions shall accrue during the Deferment Period. • On death of the Primary Annuitant within or post Deferment Period, 50% of the Annuity shall be paid to the Secondary Annuitant, post completion of Deferment Period. The Annuity payment shall cease on death of the Secondary Annuitant after payment of death benefit to the Nominee and the policy shall terminate. • In case the Secondary Annuitant predeceases the Primary Annuitant within or post Deferment Period, the 100% of Annuity shall be paid post completion of Deferment Period. The Annuity payment shall cease on death of the Secondary Annuitant after payment of death benefit to the Nominee and the policy shall terminate. 	<p>On death of Surviving Annuitant, higher of:</p> <p>Total Premium paid (excluding modal loading) + Accrued Guaranteed Additions (GA) – Total Annuity paid</p> <p>OR</p> <p>110% of Total Premium paid (including modal loading) shall be payable to Nominee.</p> <p>In case of death of the surviving Annuitant during the Deferment Period refer clause “Annuitisation of benefits”.</p>
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Guaranteed Additions:

- Guaranteed Additions are applicable only for Deferred Annuity options (Option 7 and 10).
- Guaranteed Additions are not applicable for any Immediate Annuity options.
- Guaranteed Additions shall only accrue during Deferment Period, on a monthly basis under Option 7 and 10. The method of calculating the Guaranteed Addition is mentioned below:

For Single Pay Policies:

Guaranteed Additions = Total Premium paid * (Annuity Rate[#] /12)

Guaranteed Addition shall accrue at the end of every policy month until the end of Deferment Period.

For Regular / Limited Pay Policies:

- **During the Premium Payment Term;**
Guaranteed Addition is calculated as:

Annualized Premium * Policy year * (Annuity Rate[#] /12)

Guaranteed Addition shall accrue at the end of every policy month.

- **After the Premium Payment Term;**
Guaranteed Addition is calculated as:

Annualized Premium * Premium Payment Term * (Annuity Rate[#] /12)

Guaranteed Addition shall accrue at the end of every policy month.

#Annuity Rate is defined as

Annuity payable per annum

Total Premiums payable (excluding Modal Loading, Extra Premium and Goods and Services Tax and Cess)

- Guaranteed Addition shall be applicable only during the Deferment Period in respect of premium paying policies that are in-force and for fully paid policies.
- Under Single Pay Policies, Guaranteed Addition shall continue to be accrued on a monthly basis under Option 10, even on unfortunate demise of the Primary Annuitant or Secondary Annuitant during the Deferment Period. In such case, the Annuity will be payable to the surviving Annuitant post completion of Deferment Period.
- Future Guaranteed Additions shall not accrue for a Lapsed or Reduced Paid Up Policy.

Additional Annuity:

The Policyholder can subsequently pay Additional Premium to purchase Additional Annuity to increase the Annuity pay out under the Policy. The request can be made at any time during the term of the Policy. There is no limit to the number of purchases allowed under the Policy. However, the Additional Annuity shall be paid on the same day as is being done for the Primary Annuitant. The annuity option shall be same as selected at inception. The frequency of Annuity payout and Additional Annuity payout shall always be the same. This frequency may be changed on the Policy Anniversary. The Additional Premium for such additional annuity, would be as per the then prevailing terms and conditions. This feature is available with Option 1, 6, 8 and 9.

Proof of Existence:

Proof of existence has to be provided by the Primary Annuitant (the Secondary Annuitant in case of death of the Primary Annuitant under Option 8 or Option 9) 15 days prior to the Policy anniversary and, in case of Options 7 and 10, upon completion of Deferment Period, as specified by Company or through Govt. site Jeevan Pramaan etc.

In case the proof of existence is not received by the Company, the Annuity payment shall cease except in case of Option 2 where Annuity will continue to be paid until the end of the Guarantee Period. In case of all other options and post-expiry of Guarantee Period under Option 2, the Annuity payment shall resume on receipt of the proof of existence subject to satisfaction of the Company and all arrears will be settled immediately.

Modal Factors:

Modal factors shall be applicable on payment of Annuity as per the frequency selected:
Annuity Installment as per frequency:

Mode	Annuity Installment (per frequency)
Yearly	100% of Yearly Annuity
Half-yearly	98% of Yearly Annuity x 1/2
Quarterly	97% of Yearly Annuity x 1/4
Monthly	96% of Yearly Annuity x 1/12

Payment Date of Annuities:

Payment of Annuity will be made in arrears on the **last day of a month depending upon the frequency of payment chosen**. In the event, the payment due date is a non-working day, payment will be made on the next working day.

Proportionate payment of Annuity will be made for the first Policy month.

First Policy month will be the month of Policy issuance if Policy is issued on or before 15th of a month. However, in the event the Policy is issued after 15th of a month, the month following the month of Policy issuance, will be considered as the first Policy month.

If this Policy is purchased as QROPS through transfer of UK tax relieved assets, access to benefits from Policy proceeds would be restricted till the Policyholder attains 55 years of age.

ii. Maturity Benefit:

No maturity benefit is applicable under this policy.

iii. Benefit for NPS Subscribers:

- NPS Subscribers include government employees, employees of private companies, and subscribers of NPS Lite and Swavalamban.
- Minimum Annuity Payout of Rs 1000 / month is not applicable for NPS Subscribers.
- Family Lifetime Income shall be the default annuity option for NPS Subscribers if no other Annuity Option has been selected by them.
- Further, the existing default annuity option under Family Lifetime Income shall be:

For Single Life Policy:

The Policy shall be issued under Option 6a: “Lifetime Income with Cash-Back on Death” in the name of the Primary Annuitant. Under this option, 100% of the annuity shall be payable to the Primary Annuitant and upon his/ her death, the Total Premium paid shall be used to purchase a new annuity policy with the Annuity Option 6a: “Lifetime Income with Cash-Back on Death” at the then prevailing annuity rates. Such policy shall be issued in the name of the Primary Annuitant’s dependent mother or, if the mother is not alive, then in the name of Primary Annuitant’s dependent father. If neither the mother nor the father is alive on the date of death of the Primary Annuitant, the Total Premium paid under this Policy shall be payable to the surviving children of the NPS Subscriber. If there is no surviving child of the NPS Subscriber, then the Total Premium paid under this Policy shall be payable to the legal heir of the NPS Subscriber.

Note: The default option applicable under this option shall be as per Pension Fund Regulatory and Development Authority (Exits and Withdrawals under the National Pension System), Regulations 2015 as amended from time to time.

For Joint Life Policy:

The Policy shall be issued in the name of the Primary Annuitant under Option 9a: - Last survivor Lifetime Income with 100% annuity to Secondary Annuitant and cash-back on death of Surviving Annuitant. However, the Secondary Annuitant for NPS Subscribers can only be the Spouse.

- Under this option, 100% of the annuity shall be payable to the Primary Annuitant and upon his/ her death, the same annuity payout shall continue to be paid to the Secondary Annuitant. Upon death of the Secondary Annuitant, the Total Premium paid shall be used to purchase a new annuity policy at the then prevailing annuity rates. Such policy shall be issued in the name of the Primary Annuitant’s dependent mother or, if the mother is not alive, then in the name of Primary Annuitant’s dependent father. If neither the Primary Annuitant’s dependent mother nor the dependent father is alive on the date of death of the Primary Annuitant, the Total Premium paid under this Policy shall be payable to the surviving children of the NPS Subscriber. If there is no surviving child of the NPS Subscriber, then the Total Premium paid under this Policy shall be payable to the legal heir of the NPS Subscriber.

iv. Annuitisation of Benefits

If the Primary Annuitant (in case of option 7) and surviving Annuitant (in case of option 10) die during the Deferment Period, the Nominee shall exercise one of the following options:

- a) To utilize the entire proceeds of the Policy or part thereof for purchasing an immediate annuity or deferred annuity at the then prevailing rate from Kotak Mahindra Life Insurance Company Limited. However, the nominee shall be given an option to purchase an immediate annuity or deferred annuity from another insurer at the then prevailing rate to the extent of percentage, as stipulated by the Authority, currently 50%, of the entire proceeds of the Policy net of commutation. If the Annuity amount falls below the minimum amount prescribed by IRDAI from time to time as per regulation 5 contained in Schedule I of IRDAI (Insurance Products) Regulations, 2024, then the proceeds of the Policy would be paid in lump sum; or
- b) Withdraw the entire proceeds of the Policy

Note: Minimum annuity payable of Rs 1000 per month shall not be applicable for NPS subscribers, Additional Premium or proceeds that are of any Kotak Life’s pension plans/ superannuation fund.

2. PREMIUMS PAYABLE

Likewise, it shall not be obligatory on the Company to issue any communication to a Policyholder conveying that his/her Premium paying instrument (including those for any other payments under the Policy) has bounced and/or any standing instructions by the Policyholder to a bank has not been honoured, thereby resulting in non-payment/non-receipt of the Premium(s)/payments under the Policy. As mentioned above it shall be the sole responsibility of the Policyholder, to ensure that the Premiums as mentioned herein (including for any other payments under the Policy) are duly and properly discharged.

Mode of Premium payment: As mentioned in the Schedule under this Policy.

Goods and Services Tax, Cess, and any other tax, as applicable at prevailing applicable rate will be collected together with the Premium.

The below mentioned modal loading will be applicable when the Policyholder has opted for any Premium Payment Frequency other than Yearly.

Premium Payment Frequency	Modal Loading
Yearly	100% of Yearly Premium
Half Yearly	51% of Yearly Premium
Quarterly	26% of Yearly Premium
Monthly	8.8% of Yearly Premium

Special Conditions, if any: Refer the Schedule under this Policy.

PART D

1. Lapse:

- i. This section is not applicable for Single Premium Policies.
- ii. For Regular/ Limited Premium Policies, if the due premiums are not received within the first Policy year, the Policy shall lapse on the expiry of the Grace Period.
- iii. In case a lapsed policy is not revived by the end of revival period or end of Premium Payment Term (whichever is earlier) as per the terms and conditions for revival as stated in the 'Revival' clause mentioned below, the policy shall stand terminated and no benefits shall be payable under the policy.
- iv. Fresh nomination or change of nomination shall not be allowed during lapse mode.
- v. Assignment is not allowed during lapse mode.

2. Revival:

- i. Revival is applicable for Limited/ Regular Premium Policies only.
 - a. Under Regular Premium Policy, the Policyholder can revive a Lapsed/ Reduced Paid Up policy by making an application to the Company within a maximum period of 5 (Five) Policy years or the outstanding Premium Payment Term (whichever is lower); from the due date of the first unpaid premium and by paying the outstanding premiums along with interest.
 - b. Under Limited Premium Policy, the Policyholder can revive a Lapsed/ Reduced Paid Up policy by making an application to the Company within a maximum period of 5 (Five) Policy years or till the end of Deferment Period (whichever is earlier); from the due date of the first unpaid premium and by paying the outstanding premiums along with interest.
- ii. On revival, all benefits including the Annuity Benefit, Survival Benefit and Death Benefit, as applicable under the Policy shall be reinstated.
- iii. If a lapsed policy is not revived within the revival period, the policy shall be terminated without any benefits becoming payable. If a Reduced Paid Up policy is not revived within the revival period, the policy will continue with Reduced Paid Up Annuity being payable, at the completion of Deferment Period.
- iv. The Company may, at its absolute discretion, accept or decline the request for revival (made by the Annuitant in writing) of a Lapsed/ Reduced Paid Up Policy, or accept the request for revival on such terms and conditions as it deems fit. The revival of the policy will be effective after the Company's approval is communicated in writing to the Annuitant. Revival shall be based on the Board Approved Underwriting Policy (BAUP) of the Company. The rate of interest is 9% p.a. of outstanding premiums which may be revised from time to time with prior approval from IRDAI.

3. Reduced Paid Up:

- i. This section is applicable for Regular/ Limited Premium policies only.

- ii. Once the Policy acquires Surrender Value, and if the subsequent Premiums are not paid within the Grace Period, the Policy shall be converted into a Reduced Paid Up policy by default.
- iii. Upon being made Reduced Paid Up, the policy can be revived as per the terms mentioned in the 'Revival' clause. All benefits under the Policy will be reinstated on the revival of the policy. In case a Reduced Paid-Up policy is not revived within the revival period, the policy shall continue with Reduced Paid Up Annuity being payable, at the completion of Deferment Period.
- iv. The Annuitant shall be eligible for a lower benefit payout under a Reduced Paid Up policy:
The Annuity Amount payable under a Reduced Paid Up policy will be calculated as follows:

$$\text{Reduced Paid Up Annuity} = (T / N) * \text{Original Annuity Amount}$$

Where,

T = Total Regular/ Limited Premiums have been paid under the Policy

N = Total Regular/ Limited Premiums originally payable under the Policy

Note: If the Reduced Paid Up Annuity Amount calculated is less than the then prevailing minimum Modal Annuity Amount under the product, then for

- Other than NPS Category, the Surrender Value as a lump sum is payable, at the end of Revival Period and the Policy shall be terminated immediately.

- v. The Reduced Paid Up Death Benefit shall be calculated as the higher of:
 - Total Premiums paid (excluding modal loading) till date; PLUS
 - Accrued Guaranteed Additions till date; LESS
 - Annuity Amount Paid till date of death

OR

- 110% of Total Premiums paid (including modal loading) till date

- vi. Future Guaranteed Additions (GA) will not be applicable to a Reduced Paid Up Policy. The Policy will continue with the already attached Guaranteed Additions.
- vii. If a Reduced Paid Up policy is surrendered, the surrender value (if any) will be calculated as mentioned under the surrender value section.

4. Loans:

Loans may be granted for a minimum amount of Rs. 10,000/- and maximum up to 50% of the surrender value of the Policy and at an interest rate after the Policy acquires surrender value.

The initial rate of interest (currently at 8.95% compounding yearly) will be specified by the Company in respect of each loan when the same is sanctioned. This is applied on a compounding half-yearly basis. The first payment of the interest will be on the date specified by the Company and every 6 months thereafter. The company may revise the interest rate from time to time.

- Loan shall be allowed under Deferred Annuity Options (Option 7 & 10); This is not applicable for Immediate Annuity Options
- Loan shall be allowed only during the Deferment Period and the same needs to be repaid by the policyholder along with interest rate before the end of the Deferment Period;

- Loan can be taken by the policyholder. In case of death of Policyholder, Primary Annuitant can take the loan. In case of death of both the Policyholder and Primary Annuitant; the Secondary Annuitant can take the loan.
- Loan amount will be subject to maximum of 50% of the surrender value at the time of availing loan. Loan shall not be allowed in case the Surrender Value has not been acquired under the Policy.
- At any point of time during the Deferment Period if the outstanding loan amount plus accrued interest is greater than the surrender value then the Policy will be foreclosed.
- At the end of the Deferment Period, if the outstanding loan amount plus accrued interest is not repaid then the Policy shall be terminated by paying the surrender value net of outstanding loan amount plus accrued interest.
- Any benefit payable will be first adjusted against the outstanding loan amount plus accrued interest if not already paid by the policyholder;

Note: Loan shall not be applicable in case the Policy has been purchased under QROPS.

5. Free Look Provision:

The Policyholder is offered a 30 days' free look period to review the terms and conditions of the Policy (except for policies having a policy term of less than a year) beginning from the date of receiving the Policy Document in electronic form. In case the Policyholder is not agreeable to any terms and conditions of the Policy or otherwise, the Policyholder may choose to return the Policy to the Insurer for cancellation, stating the reasons thereof within the aforesaid free look period.

Should the Policyholder choose to return the Policy, the Policyholder shall be entitled to a refund of the Premium paid after deducting the stamp duty charges. However, in case the Policy has been issued (a) under Qualifying Recognised Overseas Pension Scheme (QROPS) through transfer of UK tax relieved assets, then the Insurer shall refund the said amount directly to the pension fund administrator in the United Kingdom from which the accumulated pension amount was remitted to the Insurer; (b) with the proceeds of the National Pension Scheme (NPS) or a pension plan from another insurance company, then the Insurer shall refund the said amount to the source (in case of NPS) or to the other insurance company from whom the accumulated pension amount was remitted to the Insurer.

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. Where Rider(s) are available under the base Policy and so opted by the Policyholder, the same would also stand cancelled when the free look provision of the base Policy is exercised. Free look period shall not be available in case of existing customers where it is compulsory to purchase annuity from the Insurer.

6. Surrender:

In case of Single Pay policies, the Policy shall acquire Surrender Value immediately. In case of Regular and Limited Pay policies, the Policy shall acquire Guaranteed Surrender Value provided Premiums due for at least 2 Policy years have been paid in full; and the Policy acquires Special Surrender Value after completion of first Policy year provided premiums due for at least 1 Policy year have been paid in full.

Surrender is only applicable for the following Annuity Options:

Option 5: Lifetime Income with cash-back in parts

Option 6.a: Lifetime Income with Cash-Back on Death

Option 6.b.: Lifetime Income with Cash-Back on Death or Critical Illness

Option 7: Deferred Income with Cash-Back

Option 9: Last survivor Lifetime Income with 100%/50% annuity to the Secondary Annuitant and cash-back on death of Surviving Annuitant

Option 10: Deferred Income with 100% / 50% Annuity to Secondary Annuitant with Cash-Back on death of Surviving Annuitant

If the annuity option chosen is other than those specified above, the Surrender Value will be nil.

On the payment of the Surrender Value, the Policy shall terminate and all other benefits shall cease.

The Policy can be surrendered anytime provided the Policy is in-force and the surrender benefit shall be as described below:

UNDER SINGLE PAY POLICIES:

During deferment period under Deferred Annuity:

The surrender value shall be equal to higher of Guaranteed Surrender Value (GSV) or Special Surrender Value where;

Guaranteed Surrender Value shall be
= X% of Total Premiums paid

Where X is

Year of Surrender	X
1 – 3	75%
4 – end of Deferment Period	90%

Special Surrender Value shall be

= $F3 * (F1 * \text{Equivalent annuity amount payable for yearly mode} + F2 * 110\% \text{ of Total Premiums paid}) + F2(A) * (100\% \text{ of Total Premiums Paid} + \text{Accrued Guaranteed Additions as at the date of surrender})$.

Where;

F1 is the Annuity factor applicable at the age (last birthday) on the date of vesting

F2 is the Risk factor applicable for age (last birthday) on the date of vesting

F2(A) is the Risk Factor applicable for the outstanding deferment period in complete full years for age as on the date of surrender

F3 is the factor applicable for the outstanding Deferment Period in complete full years for age as on the date of surrender

After Deferment Period under Deferred Annuity:

The surrender value shall be equal to higher of Guaranteed Surrender Value (GSV) or Special Surrender Value where;

Guaranteed Surrender Value shall be

= X% of Total Premium paid less any annuities already paid if any

Where X is

Year of Surrender	X
2 – 3	75%
4 th Year onwards	90%

Special Surrender Value shall be

(F1 * Equivalent annuity amount payable for yearly mode + F2 * 110% of Total Premiums paid) less Annuity installments paid under the Policy during the policy year of surrender up to the date of surrender.

Where;

F1 is the Annuity factor for age (last birthday) at the date of surrender and

F2 is the Risk factor applicable for age (last birthday) on the date of surrender

Under Regular / Limited Pay Policies:

The Policy shall acquire Guaranteed Surrender Value provided Premiums due for at least 2 Policy years have been paid in full; and the Policy acquires Special Surrender Value after completion of first Policy year provided premiums due for at least 1 Policy year have been paid in full.

During Deferment Period under Deferred Annuity:

On surrender of the Policy, the surrender benefit payable shall be higher of

- Guaranteed Surrender Value (GSV) and
- Special Surrender Value (SSV),

Where Guaranteed Surrender Value (GSV) payable shall be:

= X% of Total Premiums paid (including modal loading)

Where X is

Year of Surrender / Deferment Period	X					
	5	6	7	8	9	10
1	0%	0%	0%	0%	0%	0%
2	30%	30%	30%	30%	30%	30%
3	70%	65%	60%	50%	40%	35%
4	90%	80%	70%	60%	50%	50%
5	90%	90%	80%	70%	60%	50%
6		90%	90%	80%	70%	60%
7			90%	90%	80%	70%
8				90%	90%	80%
9					90%	90%
10						90%

Special Surrender Value shall be

= F3 * (F1 * Equivalent Reduced Paid Up Annuity amount payable for yearly mode[#] + F2 * 110% of Total Premiums paid (including modal loading)) + F2(A) * (100% of Total Premiums paid (including modal loading) + Accrued Guaranteed Additions as at the date of surrender).

Where;

F1 is the Annuity factor applicable at the age (last birthday) on the date of vesting

F2 is the Risk factor applicable for age (last birthday) on the date of vesting

F2(A) is the Risk Factor applicable for the outstanding deferment period in complete full years for age as on the date of surrender

F3 is the factor applicable for the outstanding Deferment Period in complete full years for age as on the date of surrender

[#]Reduced Paid Up Annuity = (T / N) * Original Annuity Amount

Where;

T = Total Regular/ Limited Premiums that have been paid under the Policy
N = Total Regular/ Limited Premiums originally payable under the Policy

After Deferment Period under Deferred Annuity:

Guaranteed Surrender Value is not applicable post Deferment Period. Special Surrender Value shall be payable after the Deferment Period.

Special Surrender Value shall be
= (F1 * Equivalent Reduced Paid Up Annuity amount payable for yearly mode[#] + F2 * 110% of Total Premiums paid (including modal loading)) less Annuity installments paid under the Policy during the policy year of surrender up to the date of surrender;

Where

F1 is the Annuity factor for age (last birthday) at the date of surrender

F2 is the Risk factor applicable for age (last birthday) on the date of surrender

[#]Reduced Paid Up Annuity = (T / N) * Original Annuity Amount

Where,

T = Total Regular/ Limited Premiums have been paid under the Policy

N = Total Regular/ Limited Premiums originally payable under the Policy

For Immediate Annuity options (mentioned above) the surrender value shall be calculated as

The surrender value shall be equal to higher of Guaranteed Surrender Value (GSV) or Special Surrender Value where;

Guaranteed Surrender shall be

For Options 6 and 9

10% of Total Premium paid less any annuities already paid if any

For Option 5

- If surrendered within 7 years = 10% of Total Premium paid less any annuities already paid if any.
- If surrendered post completion of 7 years = 7% of Total Premium paid less 30% of Total Premium paid less annuities already paid.

Special Surrender Value shall be

Options 6 and 9

=(F1 * Equivalent annuity amount payable for yearly mode + F2 * 100% of Total Premiums paid) – Annuity installments paid under the Policy during the policy year of surrender up to the date of surrender.

Option 5

- If surrendered within 7 years
=(F1 * Equivalent annuity amount payable for yearly mode + F2 * 100% of Total Premiums paid) – Annuity installments paid under the Policy during the policy year of surrender up to the date of surrender.
- If surrendered post completion of 7 years

=(F1 * Equivalent annuity amount payable for yearly mode + F2 * 70% of Total Premiums paid) less Annuity installments paid under the Policy during the Policy year of surrender up to the date of surrender less (30% of Total Premiums paid).

Where,

F1 is the Annuity factor for age (last birthday) at the date of surrender and

F2 is the Risk factor applicable for age (last birthday) on the date of surrender.

Note:

1. The Total Premium mentioned above excludes GST & Cess.
2. The Annuity mentioned above includes both original Annuity and Additional Annuity if any.
3. In case of joint life option, if only one Annuitant is alive then the factors will be picked based on the surviving Annuitant's age.
4. The Company may change Special Surrender Value with prior approval from the Company's Product Management Committee (PMC).

Once the surrender value is paid the Policy shall be terminated. Surrender value shall be available subject to the superannuation scheme rules and term & conditions of QROPs/NPS

PART E

This part deals with applicable charges to unit linked policies and as this is a non-unit linked policies, this part is not applicable

PART F

1. Misstatement of Age:

Declaration of the correct Age of the Annuitant is important for the underwriting process of the Company and calculation of Total Premium payable under the Policy. If the Age declared by the Policyholder is found to be incorrect at any time while the Policy is in force or at the time of claim, the Company may revise the Total Premium with interest and/ or applicable benefits payable under the Policy in accordance with the Total Premium and benefits that would have been payable, if the correct Age would have made the Annuitant eligible to be covered under the Policy on the Date of Commencement of Policy. If at the correct Age the Annuitant cannot be provided a coverage under this Policy pursuant to the Underwriting Policy of the Company, the Policy shall be void ab-initio and the Company will refund the Total Premium paid without interest after deducting all charges incurred by the Company under the Policy

2. Fraud and Misstatement Provisions:

The provisions of Section 45 of the Insurance Act, 1938 as amended from time to time will be applicable in this contract. [A Leaflet containing the simplified version of the provisions of Section 45 is enclosed in annexure – 3 for reference]

3. Nomination and Assignment:

- i. Assignment will be allowed as per Section 38 of the Insurance Act 1938 as amended from time to time. [A Leaflet containing the simplified version of the provisions of Section 38 is enclosed in Annexure – 1 for reference].
- ii. Nomination is allowed as per Section 39 of the Insurance Act 1938 as amended from time to time. [A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in Annexure – 2 for reference].

4. Issuance of Duplicate Policy Document:

The Policyholder may request for issuance of duplicate Policy Document by making a request to the Company in writing or in the prescribed form as the case may be. Issuance of duplicate Policy Document shall be made subject to the following conditions:

- i. The Policyholder pays the applicable fee as per the prevailing policy servicing manual of the Company.
- ii. The Policyholder submits an affidavit cum indemnity in the format prescribed by the Company.
- iii. Free Look clause shall not be applicable with respect to such duplicate Policy Document.

5. Claims:

The Plan Benefit on Death, if applicable and as mentioned under the “Benefits Payable” Section will be paid upon death of the Primary/ Secondary Annuitant, as the case may be, to the Claimant or to such other person(s) as directed by a Court of competent jurisdiction in India.

The Claimant shall submit the claim intimation form along with the necessary documents at any of the Company’s branches or send the documents directly to the Company’s head office at the below mentioned address:

Claims Department,
Kotak Mahindra Life Insurance Company Limited
IRDAI Registration No. 107

Kotak Mahindra Life Insurance Company Limited,
9th floor, Intellion Square (Bldg No. 4), Infinity IT Park, Gen. AK Vaidya Marg, Malad (E), Mumbai-400 097.

The claim can also be intimated to the Company online from the Company's website; and the Claimant can also write to the Company's claims department at kli.claimsmitra@kotak.com.

The Primary documents normally required for processing a claim are:

- Intimation of the claim event (duly supported by evidence of claim event), in writing and in the Company's format and signed by the Beneficiary / Nominee/ Assignee/ legal heirs as the case may be giving complete details as required in the Claim Intimation Form.
- Cause of claim event with supporting documents eg: documents diagnosing the illness for Critical illness Claim
- Copy of Death certificate
- Original Policy Document.
- Proof of age of the Annuitant / Policyholder, if this has not been previously admitted by the Company (e.g. birth certificate, school leaving certificate etc.).
- Recent photograph of the Claimant, as mentioned above.
- Current residential proof and identity proof of Claimant, as mentioned above.
- Original cancelled cheque showing name of Bank, location of Bank Branch, Name of Account Holder and Account No. In absence of the same the client can even submit Photocopy of Bank Pass Book/Bank Statement of Claimant bearing the afore-referred details duly attested by the concerned bank.

The Company reserves the right to call for any additional information and documents required to satisfy itself as to the validity of a claim. The Company may settle a claim by conducting its own investigation or enquiry to the satisfaction of the Company that the required documents are not available and the claimant approaching the Company is the genuine Claimant

6. Policy Alteration:

- Any annuity option once chosen cannot be changed thereafter.
 - Any annuity mode can be changed on Policy anniversary.
- Premium Payment Option can only be opted on inception and cannot be changed thereafter.
- For option 7 & 10 alteration in annuity frequency will be allowed post deferment period.
- Minor alterations shall be allowed as per prevailing policy servicing manual of the Company.
- The charges for Policy alterations including issue of duplicate policy document shall be as per the prevailing policy servicing manual of the Company.

7. Notice:

Any notice, information or instruction to the Company must be in writing and delivered to the address intimated by the Company to the Policyholder which is currently:

Customer Care,
Kotak Mahindra Life Insurance Company Ltd,
9th Floor, Intellion Square (Building No. 4),
Infinity IT Park, Gen. AK Vaidya Marg,
Malad (E), Mumbai-400 097
Kotak Mahindra Life Insurance Company Limited
IRDAI Registration No. 107

Toll Free: 1800 209 8800
kli.in/WECARE

The Company may change the address stated above and intimate the Policyholder of such change by suitable means.

The Policyholder is also advised to promptly notify the Company of any change in his/her address and/or that of his/her Nominee to ensure timely and effective communication of policy related information to the Policyholder.

Any notice, information or instruction from the Company to the Policyholder shall be mailed to the address specified in the proposal form or to the changed address as intimated to the Company in writing.

8. Electronic Transactions:

The Policyholder will adhere to and comply with all such terms and conditions as prescribed by the Insurer from time to time, and all transactions effected by or through facilities for conducting remote transactions including the internet, world wide web, electronic data interchange, call centers, tele-service operations (whether voice, video, data or any combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by the Insurer or on behalf of the Insurer, for and in respect of this Policy, or in relation to any of the Insurer's products and services, shall constitute legally binding and valid transactions in compliance with the terms and conditions of such facilities, as may be prescribed by the Insurer from time to time.

Similarly, the electronic communication received from the Policyholder /Annuitant /Legal Heir/Nominee (including their digital signature/online consent) with respect to the Policy shall be legally binding, if the same is made in accordance with the terms and conditions of this Policy.

9. Governing Laws:

i. Anti Money Laundering Provisions:

The Prevention of Money Laundering Act, 2002, also applies to insurance transactions. As such the Insurer shall enforce the said legislation to the extent it may be applicable to this Policy.

ii. Miscellaneous:

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

iii. Entire Agreement:

This Policy Document along with the documents and agreements referred to herein, supersedes all prior discussions and agreements (whether oral or written, including all correspondence) with respect to the subject matter of this Policy, and this Policy Document (together with any written and mutually agreed amendments or modifications thereof) contain the sole and entire agreement between the Company and the Policyholder with respect to the subject matter hereof.

iv. Jurisdiction:

Without prejudice to the generality of the aforesaid provisions, this Policy shall be governed by the laws of India.

PART G

Grievance Redressal System:

1. For resolution of grievances:

In case the Policyholder/ complainant has any complaint(s) or grievance(s) against the Insurer, he/ she may approach the Insurer using any of the following modes for resolution:

- visit any of the Insurer's nearest branches;
- write to the Insurer's customer service department at - Customer Care, Kotak Mahindra Life Insurance Company Limited, 9th floor, Intellion Square (Bldg No. 4), Infinity IT Park, Gen. AK Vaidya Marg, Malad (E), Mumbai-400 097;
- call the Insurer's toll free number at 1800 209 8800;
- write to the Insurer at <https://kli.in/WECARE>

Escalation mechanism of the Insurer:

In case the Policyholder/ complainant is not satisfied with the decision provided by the above office(s) or has not received any response within 14 days, he/ she may contact the Grievance Redressal Officer of the Insurer using any of the following modes for resolution:

- write to the Insurer's Grievance Redressal Officer at - The Grievance Redressal Officer, Kotak Mahindra Life Insurance Company Limited, 9th floor, Intellion Square (Bldg No. 4), Infinity IT Park, Gen. AK Vaidya Marg, Malad (E), Mumbai-400 097;
- call the Grievance Redressal Officer at 1800 209 8800;
- write an email to the Grievance Redressal Officer at kli.grievance@kotak.com

2. If the Policyholder/ complainant is not satisfied with the above response or does not receive a response from the Insurer within 14 days, he/ she may approach the grievance cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:

Bima Bharosa Shikayat Nivaran Kendra
TOLL FREE NO: 155255 or 1800 4254 732
Website: <https://bimabharosa.irdai.gov.in/>

Address for communication for complaints:

Policyholder's Protection & Grievance Redressal Department,
Insurance Regulatory and Development Authority of India,
Sy.No.115/1, Financial District, Nanakramguda,
Gachibowli, Hyderabad – 500032.

3. In case the Policyholder/ complainant is not satisfied with the decision/ resolution of the Insurer, he/ she may approach the respective insurance ombudsman at the address given below in accordance with the Insurance Ombudsman Rules, 2017 as amended, if the grievance pertains to:

Kotak Mahindra Life Insurance Company Limited
IRDAI Registration No. 107

- (a) delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999;
- (b) any partial or total repudiation of claims by the Insurer;
- (c) disputes over premium paid or payable in terms of the insurance Policy;
- (d) misrepresentation of Policy terms and conditions at any time in the Policy Document or policy contract;
- (e) legal construction of insurance policies in so far as the dispute relates to claim;
- (f) policy servicing related grievances against the Insurer and their agents and intermediaries;
- (g) issuance of life insurance Policy, including health insurance policy which is not in conformity with the Proposal Form submitted by the proposer;
- (h) non-issuance of insurance Policy after receipt of premium in life insurance including health insurance; and
- (i) any other matter resulting from the violation of provisions of the Insurance Act, 1938 as amended from time to time or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the Policy contract, in so far as they relate to issues mentioned at clauses (a) to (f).

The above information is not exhaustive and is subject to change basis amendments made in the applicable laws, rules, regulations etc. from time to time.

Details of insurance ombudsman:

Ahmedabad:

Office of the Insurance Ombudsman,
 Jeevan Prakash, 6th floor, Near S.V. College, Relief Road, Tilak Marg, Ahmedabad – 380 001.
 Tel.: 079 - 25501201/ 079 - 25501202
 Email: oio.ahmedabad@cioins.co.in

Jurisdiction: Gujarat, Dadra & Nagar Haveli, Daman and Diu.

Bengaluru:

Office of the Insurance Ombudsman,
 Jeevan Soudha Building, PID No. 57-27-N-19
 Ground Floor, No. 19/19, 24th Main Road, 1st Phase, J.P. Nagar, Bengaluru – 560 078.
 Tel.: 080 - 26652048/ 080 - 26652049
 Email: oio.bengaluru@cioins.co.in

Jurisdiction: Karnataka.

Bhopal:

Office of the Insurance Ombudsman,
 LIC of India Zonal Office Bldg., 1st Floor, South Wing, Jeevan Shikha, Opp. Gayatri Mandir, 60-B, Hoshangabad Road, Bhopal - 462011.
 Tel.: 0755 - 2769201 / 0755 - 2769202/ 0755 - 2769203/ 0755 - 2769200
 Email: oio.bhopal@cioins.co.in

Jurisdiction: Madhya Pradesh, Chhattisgarh.

Bhubaneswar:

Office of the Insurance Ombudsman,
62, Forest Park, Bhubaneswar, PIN – 751 009.
Tel.: 0674 - 2596461 / 0674 - 2596455 / 0674 - 2596429/ 0674 - 2596003
Email: oio.bhubaneswar@cioins.co.in

Jurisdiction: Odisha.

Chandigarh:

Office of The Insurance Ombudsman,
Jeevan Deep, Ground Floor, LIC of India Bldg.,
SCO 20-27,
Sector- 17 A,
Chandigarh – 160017.
Tel.: 0172 - 2706468/ 0172 – 2773101/ 0172 – 2990938/ 0172 – 2706196/ 0172 – 2707468/ 0172 – 2772101/ 0172 - 2990942
Email: oio.chandigarh@cioins.co.in

Jurisdiction: Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.

Chennai:

Office of the Insurance Ombudsman,
Fatima Akhtar Court, 4th flr, 453 (old 312), Anna Salai, Teynampet, Chennai – 600 018.
Tel.: 044 - 24333668 / 044 - 24333678
Email: oio.chennai@cioins.co.in

Jurisdiction: Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).

Delhi:

Office of the Insurance Ombudsman,
2/2 A, 1st Floor, Universal Ins. Building, Asaf Ali Road, New Delhi – 110 002.
Tel.: 011 - 46013992
Email: oio.delhi@cioins.co.in

Jurisdiction: Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.

Guwahati:

Office of the Insurance Ombudsman,
Jeevan Nivesh Bldg., 5th Floor, Near Panbazar, S.S. Road,
Guwahati – 781001.
Tel.: 0361 - 2632204 / 0361 - 2632205 / 0361 – 2631307/ 0391 - 2732937
Email: oio.guwahati@cioins.co.in

Jurisdiction: Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.

Hyderabad:

Office of the Insurance Ombudsman,
6-2-46, 1st floor, Moin Court, Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-ka-pool,
Hyderabad - 500 004.

Tel.: 040 - 23312122 / 040 - 23376991 / 040 - 23376599 / 040 - 23328709 / 040 - 23325325

Email: oio.hyderabad@cioins.co.in

Jurisdiction: Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.

Jaipur:

Office of the Insurance Ombudsman,
Jeevan Nidhi – II, Ground Floor, Bhawani Singh Road, Ambedkar Circle, Jaipur - 302 005.

Tel.: 0141 - 2740363

Email: oio.jaipur@cioins.co.in

Jurisdiction: Rajasthan

Kochi:

Office of the Insurance Ombudsman,
10th Floor, LIC Bldg, Jeevan Prakash, Opp. to Maharaj College Ground,
M. G. Road, Ernakulam, Kochi - 682011.

Tel.: 0484 – 2358759/ 0484 – 2358734/ 0484 - 2358336

Email: oio.ernakulam@cioins.co.in

Jurisdiction: Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.

Kolkata:

Office of the Insurance Ombudsman,
7th Floor of Hindustan Building (Annexe),
4, C R Avenue, Kolkata - 700 072.

Tel.: 033 - 22124339 / 033- 22124341

Email: oio.kolkata@cioins.co.in

Jurisdiction: West Bengal, Sikkim, Andaman & Nicobar Islands.

Lucknow:

Office of the Insurance Ombudsman,
Jeevan Bhawan, Phase-II, 6th Floor, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.

Tel.: 0522 – 4002082

Email: oio.lucknow@cioins.co.in

Jurisdiction: Districts of Uttar Pradesh- Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.

Mumbai:

Office of the Insurance Ombudsman,
IIIrd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.
Tel.: 022 - 69038800/ 022- 69038827/ 8829/ 022- 69038831/ 8832/ 022 - 69038833
Email: oio.mumbai@cioins.co.in

Jurisdiction: List of wards under Mumbai Metropolitan Region excluding wards in Mumbai – i.e M/E, M/W, N, S and T covered under Office of Insurance Ombudsman Thane and areas of Navi Mumbai.

Noida:

Office of the Insurance Ombudsman,
Bhagwan Sahai Palace, 4th Flr, Main Road,
Naya Bans, Sector 15, Noida - 201301, Distt: Gautam Buddh Nagar, Uttar Pradesh.
Tel.: 0120-2514252/ 0120 – 2514253/ 0120 - 4027589
Email: oio.noida@cioins.co.in

Jurisdiction: State of Uttarakhand and the following Districts of Uttar Pradesh- Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.

Patna:

Office of the Insurance Ombudsman,
2nd Floor, Lalit Bhawan, Bailey Road,
Patna - 800 001.
Tel.: 061-22547068/ 061 - 22547067
Email: oio.patna@cioins.co.in

Jurisdiction: Bihar, Jharkhand.

Pune:

Office of the Insurance Ombudsman,
3rd Floor, Jeevan Darshan – LIC of India Bldg., N.C. Kelkar Road, Narayan Peth,
Pune – 411 030.
Tel.: 020-24471175
Email: oio.pune@cioins.co.in

Jurisdiction: State of Goa and State of Maharashtra excluding areas of Navi Mumbai, Thane district, Palghar District, Raigad district & Mumbai Metropolitan Region

Thane:

Office of the Insurance Ombudsman,
2nd Floor, Jeevan Chintamani Building, Vasantnao Naik Mahamarg, Thane (West), Thane – 400604.

Tel.: 022-20812868/ 022 - 20812869

Email: oio.thane@cioins.co.in

Jurisdiction: Area of Navi Mumbai, Thane District, Raigad District, Palghar District and wards of Mumbai, M/East, M/West, N, S and T.

The updated details of the Insurance Ombudsman can also be checked at <https://www.cioins.co.in/>.

Annexure 1

Section 38 - Assignment and 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. The extant provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
03. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. 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 receiving the notice.
08. 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.
09. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is
 - a. not bonafide or
 - b. not in the interest of the policyholder or
 - c. 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 policyholder giving a notice of transfer or assignment.
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 assignee or transferee shall be deemed to be 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
 - ii. 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 or assignee and such person
 - a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
 - b. may institute any proceedings in relation to the policy
 - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor 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 transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

[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 2

B. Section 39 - Nomination by policyholder

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

01. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
02. 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.
03. Nomination can be made at any time before the maturity of the policy.
04. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
05. 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.
06. A notice in writing of Change or Cancellation of 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.
07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
08. 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.
09. 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 will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
10. The right of any creditor to be paid out of the proceeds of any policy of 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 or holder of succession certificate.
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).
13. Where the policyholder whose life is insured nominates his
 - a. parents or
 - b. spouse or
 - c. children or
 - d. spouse and children
 - e. or any of them

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.

14. 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).

15. 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.

16. 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.

17. 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 in favour of spouse or children or spouse and 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 3

C. Section 45 – Policy shall not be called in question on the ground of mis-statement after three years

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 are as follows:

01. No Policy of Life Insurance shall be called in question **on any ground whatsoever** after expiry of 3 yrs 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.

02. 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, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.

03. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:

- a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
- b. The active concealment of a fact by the insured having knowledge or belief of the fact;
- c. Any other act fitted to deceive; and
- d. Any such act or omission as the law specifically declares to be fraudulent.

04. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.

05. 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.

06. 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 which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.

07. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.

08. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.

09. The insurer can call 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 of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[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 4 - List of Valid Age Proof

List of valid age proofs:

- Birth Certificate
- School / College Leaving Certificate, provided – it specifies Date of Birth, States that Date of Birth is extracted from School / College Records, Stamped and signed by College / School
- Passport
- Driving license
- PAN Card
- Ration Card, which specifies the Date of Issue of the Ration Card and the Date of Birth or Age of the Life to be Insured
- Election ID card (also called voters ID) issued by the Election Commission of India can be accepted as valid age proof provided it was issued at least 2 years before the date of the insurance proposal.
- Extract from service register in case of:
 - Government and semi-government employees
- In case of defense/central government/ state government personnel, identity card issued respectively by the defense department /central government/ state government to their personnel showing, inter alias, the date of birth or age
- Marriage certificate in the case of Roman Catholics issued by Roman Catholic Church
- Domicile certificate in which the date of birth stated was proved on the strength of the school certificate or birth certificates