

**b. Definitions**

**Premium:**

Means the total initial basic premium and subsequent premiums due and payable under the Policy towards the Main Account.

**Basic Sum Assured:**

Means the risk cover (as given in the Schedule) guaranteed on death of the Life Insured.

**Top-Up Premiums:**

Means additional sums paid towards the Top-Up Accounts.

**Main Account:**

Consists of units purchased through Premiums.

**Top-Up Accounts:**

Consists of units purchased through individually allocated Top-Up Premiums, if any.

**Top-Up Sum Assured:**

Means the risk cover in respect of Top-Up Premiums, if any paid and guaranteed on death of the Life Insured.

**Benefits:**

Benefits available under the Policy contract shall be in the event of death of the Life Insured or upon maturity or on discontinuance of this Policy contract. Details of these are mentioned under the "Benefits Payable" clause, to be read with the Terms & Conditions under this contract.

**Survival Units:**

Means the additional units credited to the Main Account at the end of the 10th policy year and every 5th policy anniversary thereafter subject to the policy being in force. The additions will be equal to 2% of the average value of Funds in the Main Account in the three years immediately preceding the benefit payment.

**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.

**Notice Period:**

The period of 30 days after the date of receipt by the Policyholder of the notice that premiums have not been paid and that the policy will be discontinued.

**Discontinued Policy Fund:**

Means the fund of the Company that is set aside and is constituted by the Fund Value less Discontinuance Charges and outstanding Loan, if any of all discontinued policies determined in accordance with Insurance Regulatory and Development Authority (Treatment of Discontinued Linked Insurance Policies) Regulations, 2010 as amended from time to time.

**Date of Discontinuance of the Policy:**

Means the date on which the Notice Period expires or the date on which the Company receives intimation from the Policyholder requesting, discontinuance of the policy; whichever is earlier.

**Discontinuance:**

Means the state of a policy that could arise on account of non-payment of the contracted premium due before the expiry of the Notice Period.

Provided that no policy shall be treated as discontinued if, before the expiry of the Notice Period, the premium has not been paid due to the death of the policyholder or the insured or both or upon the happening of any other contingency covered under the policy.

**Lock-in-period:**

Means the period of five consecutive years from the date of commencement of the policy, during which period the proceeds of the discontinued policies cannot be paid by the Company to the Policyholder or the insured, as the case may be, except in the case of death or upon the happening of any other contingency covered under the policy.

**Unit:**

Unit means the interest of the unit holders in a fund, which consists of each unit representing one undivided share in the assets of a fund.

**Appropriation Price:**

This shall apply in a situation when the Company is required to purchase the assets to allocate the units at the valuation date. This shall be the amount of money that the Company should put into the fund in respect of each unit it allocates in order to preserve the interests of the existing Policyholders.

**Expropriation Price:**

This shall apply in a situation when the Company is required to sell assets to redeem the units at the valuation date. This shall be the amount of money that the Company should take out of the fund in respect of each unit it cancels in order to preserve the interests of the continuing Policyholders.

**Net Asset Value (NAV):**

The Unit price (NAV) will be calculated on each business day.

The Net Asset Value will be calculated as:

$$\frac{\text{Market Value of investment held by the fund +/- the expenses incurred in the purchase/sale of assets} + \text{Value of Current Assets} + \text{any accrued income net of fund management charges} - \text{Value of Current Liabilities} - \text{Provisions}}{\text{Number of units existing at the valuation date}}$$

Number of units existing at the valuation date

Unit prices will be available from the Company on request and/or on the website of the Company.

Unit price will be Appropriation or Expropriation Price (whichever prevails on the date concerned) which will be used for portfolio valuations for Policyholders and for calculating benefits on Partial Withdrawal, Discontinuance, Maturity and Death.

Appropriate adjustments to unit prices may be made by the Company to give effect to any changes in the prevailing tax laws or other legislation.

**Fund Value:**

Fund Value is the product of the total number of units under a policy and the NAV. Wherever monies are invested in several funds, the Fund Value will be the aggregate of the values computed separately for each fund.

The Unit Balance in respect of a particular Fund is the aggregate of the units bought (available monies allocated to this Fund, including money available on switching from another Fund at the Policyholder's request, divided by the prevailing Unit Price) minus the units sold (amounts withdrawn by the Policyholder's request, divided by the prevailing Unit Price), or amounts switched out of this Fund at the Policyholder's request, divided by the prevailing Unit Price).

In determining the value of the Fund(s), the investments and other assets of the Fund(s) shall be valued at such values in accordance with the IRDA Regulations/ Directions prevailing at that time. Due allowance shall be made for the expenses of the Fund(s), specified hereunder, and for any liability of the Fund(s) such as capital gains tax, capital levy or any other taxes.

### **C. Benefits Payable**

The following benefits are payable provided all the due Premiums have been paid up to date.

#### **I. Maturity Benefit:**

On survival of the Life Insured to the end of the Policy Term, the benefit available on maturity will be:

- Fund Value in the Main Account; plus
- Fund Value in the Top-Up Account(s), if any,

The above benefit will be reduced to account for current outstanding loans (including interest), if any.

#### **Distribution of Maturity Benefit/Settlement Option:**

The Policyholder has the option to take his/her Maturity Benefit either in lump sum or part in lump sum with balance in instalments, or otherwise the whole Maturity Benefit can be taken in instalments. These instalments can be taken over a maximum period of five years. At the end of Settlement Period, the balance in the Main Account and Top-Up Account(s), if any will be paid out as one lump sum and the policy will cease thereafter.

The Settlement Option will be subject to the following conditions:

1. To exercise this Settlement Option at the time of maturity, the Policyholder will need to inform the Company within a period of 3 months preceding the maturity of the policy.
2. The Policyholder should specify the choice of funds into which maturity amounts are to be maintained with the Company. Such selection of funds should be specified at the point of pre-settlement notification.
3. The Policyholder needs to pre-specify the mode (i.e. yearly, half yearly or quarterly) in which he wishes to receive the instalments.
4. The number of units to be liquidated will depend on the number of units and the respective fund NAVs as on the date of each payment.
5. Partial Withdrawals, Top-Up Premiums and switches are not allowed during the settlement period.
6. During the settlement period, the investment risk in the investment portfolio is borne by the Policyholder.
7. If the Policyholder requests for pre-closure or if the number of units are insufficient (due to volatility in the Market) to pay the desired amount of instalment, then the balance Fund Value will be payable and the policy will be terminated.
8. Life cover and other benefits are not provided during the settlement period. In case of death of Life Insured during Settlement Period, the balance Fund Value shall be paid immediately as a lump sum.
9. No other charges except Fund Management Charge and the applicable taxes (currently Service Tax) are levied during this period. The Fund Management Charge will be adjusted in the NAV.

The Company may from time to time prescribe certain norms pertaining to minimum withdrawals/balance etc., to enable the Policyholder to maintain such balance subject to IRDA approval.

#### **Note:**

The Fund Value will be computed based on the closing Net Asset Value (NAV) on:

- i. the business day coinciding with the date of maturity if it is a business day; or
- ii. the next business day if the date of maturity falls on a holiday.

## II. Basic Death Benefit:

If all the due Premiums are paid upto date, the benefits available on the death of Life Insured will be

Highest of:

- The Basic Sum Assured;
- 105% of the Premiums paid up to the time of death;
- Fund Value in the Main Account, as on the date of intimation of the death claim of the Life Insured.

PLUS

If any Top-up premium has been paid, the following benefit will be payable with respect to each of the Top-Up Premiums paid:

Highest of

- Top-Up Sum Assured;
- Fund Value of the Top-Up Account as on the date of intimation of the death claim of the Life Insured;
- 105% of the Top-Up Premium paid.

On the death of Life Insured from the start of the Grace Period until the end of Notice Period, the benefit payable will be:

Highest of:

- Basic Sum Assured less due unpaid premiums;
- 105% of the Premiums paid up to the time of death;
- Fund Value in Main Account as on the date of intimation of the death claim of the Life Insured

PLUS

If any Top-up premium has been paid, the following benefit will be payable with respect to each of the Top-Up Premiums paid:

Highest of:

- Top-Up Sum Assured;
- Fund Value of Top-Up Account as on the date of intimation of the death claim of the Life Insured;
- 105% of the Top-Up Premium paid.

In case of any Partial Withdrawals made by the Policyholder, the Basic Sum Assured, Top-Up Sum Assured as well as 105% of Basic and Top-Up Premiums paid up to the time of death, will be adjusted by the amount of Applicable Partial Withdrawals as mentioned in Clause on Partial Withdrawals.

The Death Benefit will be reduced to account for outstanding loans (including interest), if any.

### Distribution of Basic Death Benefit:

Basic Death Benefit is payable as a lump sum and no settlement option is available. Once this benefit is paid the Policy terminates and no further benefits are payable.

## III. Benefit on Discontinuance of the Policy:

Upon discontinuance of the Policy following benefits are available:.

### Benefits payable on discontinuance during the lock-in period of first 5 (five) years:

The Fund Value (Main Account plus Top-Up Accounts, if any) of the policy will be credited to the Discontinued Policy Fund after deduction of Discontinuance Charges and deduction of any outstanding loans (including interest) if any, as on the Date of Discontinuance. The proceeds of the discontinued policy will be payable to Policyholder only upon the completion of the lock-in period of

five years. This will be subject to minimum of the initial amount transferred to Discontinued Policy Fund plus interest at the rate prescribed in the regulations, compounded annually.

In the event of death during the Lock in Period of first 5 years, refer to Clause on Discontinuance of Policy.

**Benefits payable on Discontinuance after the lock-in period of 5 (five) years will be:**

- Fund Value in the Main Account; plus
- Fund Value in the Top-Up Account(s), if any

The above benefit will be reduced by the amount of any outstanding loans (including interest) as on the Date of Discontinuance.

Discontinuance applies to the whole policy and Main and Top-Up Accounts will have to be discontinued together at one time. The benefit will be payable immediately. Once the benefit on discontinuance is paid, the policy stands terminated.

**IV. Rider Benefits:**

These benefits are only payable subject to the terms and conditions, if the Policyholder had opted for riders.

**A. Rider benefits payable on the Life Insured suffering from total and permanent disability:**

If the Life Insured becomes totally and permanently disabled as a result of an accident, the following Benefit is payable:

Product	Benefit Amount (Rs.)	Date Up To
Rider - Permanent Disability Benefit (PDB) (\$)	N.A.	N.A.

**B. Rider benefits payable on the death of the Life Insured:**

(i) If the Life Insured dies due to accident, the following Benefit is payable:

Product	Benefit Amount (Rs.)	Date Up To
Rider - Accidental Death Benefit (ADB) (*)	N.A.	N.A.

(ii) If the Life Insured dies due to any cause (including accidents), the following Benefit is payable:

Product	Benefit Amount (Rs.)	Date Up To

(\$) See Annexure (PDB) for specific terms and conditions.

(\*) See Annexure (ADB) for specific terms and conditions.

(++) See Annexure (KTB) for specific terms and conditions.

(%) See Annexure (KPTB) for specific terms and conditions.

**d. Beneficiary**

The benefits under this policy are payable to:

- i. the beneficiary(ies) as identified by the Policyholder and recorded in this policy; or
- ii. the Assignee (in accordance with Section 38 of the Insurance Act, 1938); or
- iii. the Policyholder (as defined in Section 2(2) of the Insurance Act, 1938), where beneficiaries and/or assignees have not been elected previously by the Policyholder; or
- iv. the Nominee(s) (in accordance with Section 39 of the Insurance Act, 1938); or
- v. in the event of the death of the Policyholder without identifying a beneficiary or making a valid nomination; the executors, administrators or other legal representatives of the Policyholder; or
- vi. to such person as directed by a court of competent jurisdiction in India.

The benefits shall be limited at all times to the monies payable under this policy.

**e. Premiums Payable**

Mode of premium Payment :

Due date(s) of Future Premium Payments :

Benefit	Regular Premium(Rs.)	Extra Premium (Rs.)	Date of Commencement	Date Last Premium Due
Basic Benefit				

Total Premium Payable is the Premium for Basic Benefit and Premiums for Rider Benefit(s): Rider Premiums (including extra Premium, if any) are explicitly charged for in addition to the Basic Premiums, as part of the Total Premium.

Service Tax and Education Cess along with Secondary and Higher Education Cess at prevailing applicable rate will be collected together with the Premiums/adjusted from the Fund Value.

Special Conditions, if any:

Name of the Beneficiary [ies] as identified by the Policyholder pursuant to condition i. of the Section titled Beneficiary

OR

Name of Nominee(s) under Section 39 of the Insurance Act, 1938:

Name of the Nominee (s)/ Beneficiary	Name of the Appointee where Nominee is minor	Entitlement (%)	Relationship with the Life Insured

Signed for and on behalf of Kotak Mahindra Old Mutual Life Insurance Limited at Mumbai on

Authorised Signatory

## II. TERMS & CONDITIONS

### 1. Proof of Age

The Premiums/Charges have been calculated on the basis of the age(s) of the Life Insured and/or the Policyholder as declared by him/her/them in the proposal form. If at a future date, the age(s) of the Life Insured and/or the Policyholder is/are found to be different from the age(s) declared, without prejudice to the Company's other rights and remedies including those under the Insurance Act, 1938, and any other laws then prevailing, the benefits will be calculated based on:

- the correct age(s) at entry;
- the premium rates/mortality charges then in force;
- the Premium paid on the policy;
- eligibility criteria

subject to any additional underwriting required, the other terms and conditions of the contract remaining the same.

If this is not possible, the policy shall be cancelled from the date of commencement and the current Fund Value shall be refunded to the Policyholder.

### 2. Payment of Premiums

The Premiums, as aforesaid are payable in advance on the anniversary of the date of commencement of the policy. With the consent of the Company, the Premiums can also be paid by half-yearly, quarterly or monthly instalments.

In case of annual, half-yearly and quarterly instalments a grace period of 30 days and in case of monthly mode a grace period of 15 days from the due date of premium payment will be allowed. Thereafter from the end of Grace Period until the expiry of the Notice Period the Policyholder can either revive or completely withdraw his policy without any risk cover. Fund switch is not allowed during the Notice Period.

The Fund Value of the policy shall remain invested in the Fund(s) chosen; till the Policyholder exercises his/her option or till the expiry of Notice Period whichever ever is earlier. During this period, the policy shall be deemed to be in force with risk cover as per terms and conditions of the policy. However, the Rider Cover(s) shall cease at the end of the Grace Period.

Premiums/Charges may be revised by the Company to give effect to any changes in the prevailing tax laws or other legislation. In the event of death of the Life Insured during the grace period and/or before the payment of the premium then due, and if the claim is admitted, the Basic Sum Assured will be subject to deduction of due outstanding Premium at the time of death.

If all the due Basic Premiums are paid till date, the Policyholder has an option to make additional Top-Up Premium during the term of the Policy, being not less than an amount as shall be fixed by the Company from time to time. Currently, the minimum Top-Up Premium for this policy is Rs.10,000/-. The aggregate of all Top-Up premiums paid during the Policy Term however can not exceed 10 times the Annualized Premium. No Top-Up Premiums will be allowed in the last five years of the Policy Term.

A lock in period of five years from the date of payment of Top-Up Premium shall apply. For each Top-Up Premium, following Top-Up Sum Assured will be applicable:

- Life Insured's age below 45 years at the time of payment of Top-Up Premium: 1.25 X Top-Up Premium
- Life Insured's age 45 years and above at the time of payment of Top-Up Premium : 1.10 X Top-Up Premium

Each Top-Up Premium will be held in a separate Top-Up Account after deducting the relevant charges (refer Clause on Charges). However, any Top-Up Premiums paid shall first be adjusted towards outstanding loan (including interest), if any, and the balance available shall be invested in the existing funds chosen by the Policyholder. After completion of lock in period of five years, Top-Up Account can be utilised for payment of regular Basic Premium.

As a gesture of goodwill, the Company may by way of written intimation remind the Policyholder when the premium is due and payable under this Policy. However, it shall be the sole responsibility of the Policyholder, at all times, to discharge the premium payment obligations.

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.

### **3. Allocation of Available Monies to Fund(s)**

Available Monies means the Premium(s) paid after deducting Premium Allocation Charges (please refer Clause on Charges for details of these and other charge), applicable taxes/levies etc. Available Monies will be used to buy units of the Funds that the Policyholder has elected to invest in.

The Policyholder must inform the Company of the percentage allocation to each Fund. Separate allocations should be given for the Main Account and each of the Top-Up Account(s). The allocation percentages, subject to IRDA Guidelines / Directions, mentioned in the Schedule will apply to Available Monies. As a result of differences in the performance of the selected Funds, the apportionment of the realizable value between these Funds will differ from the allocation percentages originally selected.

The Policyholder may elect to amend the allocation of Available Monies (premium redirection) in future. This will be effective from the Premium due date and will not affect the existing Fund Value.

Any change in the allocation percentages mentioned in the Schedule must be in writing and communicated to the Company and will be subject to premium redirection charge.

The Policyholder has the option to switch all or part of his/her holding from one Fund to another at any time subject to minimum switch amounts prescribed by the Company, from time to time. Switching shall be done by liquidating the units of one Fund at its prevailing Unit Price, and converting the money so realized into units of the desired Fund at its prevailing unit price.

It is clarified that switching between the Funds of Main Account and the Top-Up Account, or vice versa is not permitted.

Each Fund will be valued at the prevailing market price of the assets in that Fund.

The Company has the right to close any Fund at any time and can ask the Policyholder to select another Fund at that time. The Fund may be closed due to commercial reasons such as non-performance, non-availability of suitable assets, Regulatory restrictions etc. Further the Company may add more funds to those listed above or modify the existing funds from time to time, subject to the approval of IRDA. The Company will periodically liquidate such number of units as are necessary to meet certain charges referred to in Clause on Charges.

The allotment of units will be done only after the receipt of the premium. The premium will be treated as received the day on which the local cheque or the demand draft payable at par is received. In respect of premiums received with outstation cheques / demand drafts at the place where the premium is received, the closing NAV of the day on which cheque / demand draft is realized shall be applicable.

The premium/Top-Up Premium will be treated as received on the day of realization of the outstation cheque/demand draft not payable at par. For allocation of units in case of Top-Up, the Top-Up Premium shall be treated as New Business Premium i.e. the NAV will be allocated of the day on which underwriting decision is taken or the premium amount is realized, whichever is later.

In respect of premiums/switch request received before 3 pm the closing unit price of the day on which the premium/switch request is received will be applicable. In respect of premium/switch request received after 3 pm the closing unit price of the next business day will be applicable. For written requests received for redemption of units by way of switch etc. before 3 pm the same day's closing unit price will be applicable. For such requests received after 3 pm, next business day's unit price will be applicable.

### **4. Discontinuance of Policy**

Discontinuance of the Policy means the state of a policy that could arise on account of non-payment of the contracted premium due before the expiry of the Notice Period. However, the policy will not be treated as discontinued if, before the expiry of the Notice period, the premium has not been paid due to the death of the Policyholder or the Life Insured or both or upon the happening of any other contingency covered under the policy.

The Policyholder will have the following option upon discontinuance of the policy:

- Revival of the policy; or
- Complete withdrawal from the policy without any risk cover.

The Company within 15 days from the Date of Discontinuance of the policy shall send a notice to the Policyholder asking him/her to exercise the aforesaid option within a period of 30 days from the date of receipt

of the notice. However, if the Policyholder fails to exercise the option of revival of the policy within the stipulated Notice Period, the Policyholder shall be deemed to have exercised the option of complete withdrawal from the policy without any risk cover with effect from the end of the Notice Period.

From the start of the Grace Period until the end of Notice Period, the Fund Value will remain invested in the existing funds; till the Policyholder exercises the options as mentioned aforesaid or till the expiry of the Notice Period, whichever is earlier. During this period, the policy shall be deemed to be in force with risk cover as per terms and conditions of the policy and applicable charges shall be deducted. However riders will fall off at the end of the grace period. The investment risk during this time shall be borne by the Policyholder. After expiry of Grace Period, Top-Up Premiums, Loan, Fund Switching and fresh Assignment and Nomination shall not be allowed. After the expiry of the Notice Period, all benefits shall permanently cease to apply.

Benefits payable on discontinuance of the policy (due to non-payment of premium or when the Policyholder requests discontinuance of his/her policy) are stated below :

**During the Lock in period of first five years:**

**(a) Where the Life Insured survives till the end of the lock-in period:** The Fund Value of the policy (Fund Value in Main Account and Fund Value in Top-Up Account(s), if any) shall be credited to the Discontinued Policy Fund after deduction of Discontinuance Charges and deduction of any outstanding loans (including interest) if any, on the Date of Discontinuance. The proceeds of the discontinued policy will be payable to Policyholder only upon the completion of the lock-in period of five years. This will be subject to minimum of the initial amount transferred to Discontinued Policy Fund plus interest at the rate prescribed in the regulations, compounded annually.

**(b) On the death of the Life Insured during the lock-in period:** The Fund Value of the policy (Fund Value in Main Account and Fund Value in Top-Up Account(s), if any) shall be credited to the Discontinued Policy Fund after deduction of Discontinuance Charges and deduction of any outstanding loans (including interest) if any, on the Date of Discontinuance. The proceeds of the discontinued policy subject to a minimum interest at the rate prescribed in the regulations, compounded annually, till the date of intimation of death, will be paid immediately.

**After the Lock-in period of 5 years:**

The Fund Value will be payable immediately on the Date of Discontinuance without deduction of any Discontinuance Charges, but after deduction of any current outstanding loans (including interest).

Once the benefit on discontinuance is paid, the policy terminates.

**5. Revival**

The Policyholder can revive the Policy with or without rider(s) until the expiry of aforementioned Notice Period. Upon revival of the policy the risk cover and investment in the respective funds will continue and there would be no revival charge.

The available monies on revival will be used to purchase units at the unit price prevailing on the date of revival of the policy. All the benefits, except Rider benefits, will be reinstated subject to realization of due payment of premium(s). Rider benefit will be reinstated subject to underwriting and after realization of payment of due premiums. The revival of the policy will be effective after the Company's approval is communicated in writing to the Policyholder.

The Company may, accept or decline the request for revival (made by the Policyholder in writing) 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 Policyholder.

**6. Partial Withdrawals**

The Partial Withdrawals are allowed only after completion of five policy years and premiums for five policy years have been paid in full. Partial Withdrawal will only be allowed if the Life Insured has attained 18 years of age. The Partial Withdrawal from Main Account will be allowed only if there is insufficient amount in the Top-Up Account(s) (if any) or the relevant Top-Up Account(s) are still in their lock-in periods of five years.

Premium payment from Top-Up Account to the Main Account will be treated as Partial Withdrawal from Top-Up Account.

The minimum amount of Partial Withdrawal is Rs.10,000. Currently, the minimum amount required to be maintained in the Main Account after Partial Withdrawal is one annual Premium. Further, Partial Withdrawals that result in Fund Value in the Main Account being less than one annual premium will not be allowed. If the Fund Value in the Main Account (after Partial Withdrawal) falls below one annual premium, either because of a charge or due to a fall in NAV, the policy will continue whilst the Fund Value in the Main Account remains positive.

The Company may at any time, change such limits on Partial Withdrawal and minimum balance to be maintained in the Main Account, after Partial Withdrawal. Any such limits will be subject to approval by IRDA.

In case of Partial Withdrawal from the Main Account, the Basic Sum Assured and Minimum Death Benefit of 105% of total Basic Premiums paid will be reduced, by the amount of Partial Withdrawals made during the two years preceding the date of death (the Applicable Partial Withdrawals). However, once the Life Insured attains the age of 60 years, all the Partial Withdrawals made from age 58 years onwards will be set off against the Basic Sum Assured and Minimum Death Benefit of 105% of total Basic Premiums paid (the Applicable Partial Withdrawals).

Similarly, Top-Up Sum Assured and Minimum Death Benefit of 105% of Top-Up Premium will be reduced in case of Partial Withdrawals from the Top-Up Account, by the amount of Partial Withdrawals made during the two years preceding the date of death (the Applicable Partial Withdrawals). However, once the Life Insured attains the age of 60 years, all the Partial Withdrawals made from age 58 years onwards will be set off against the Top-Up Sum Assured and Minimum Death Benefit of 105% of Top-Up Premium (the Applicable Partial Withdrawals).

Where any loan is outstanding (including interest) against the policy, the amount of Partial Withdrawal will first be used to repay the outstanding loans (including interest), and the balance shall be paid to the Policyholder.

#### **7. Reduced Paid-Up Option**

No reduced paid up option will be available under this policy.

#### **8. Suicide Exclusion**

If within one year of the date of issue of this policy or increase in the Sum Assured, the Life Insured commits suicide, whether being sane or insane at the time of committing suicide, the policy shall cease to exist and only the Fund Value in Main Account shall be payable. In the event of the Life Insured committing suicide within one year of the date of payment of a Top-Up Premium, only the Fund Value of that Top-Up Account is payable. Top-Up Sum Assured of that Top-Up Account shall not be payable in this case.

#### **9. Forfeiture of Policy**

The policy will be forfeited if,

- the Fund Value in the Main Account is not sufficient to cover the Mortality, Extra Premium (if any) and Policy Administration Charges; or
- the Policy is discontinued; or
- any condition herein contained or endorsed hereon is contravened; or
- the Fund Value (Fund Value in Main Account and Fund Value in Top-Up Account(s), (if any) net of Discontinuance Charges is equal to the monies due to the Company for any outstanding loans (including interest), provided the Policy has completed lock-in period of five years; or
- it is found that a statement made:
  - in the proposal for insurance, or
  - in any report of a medical officer, or
  - in any other document leading to the issue of the policywas inaccurate, or false, or not made in good faith or any material matter or fact was suppressed,

then, and in every such case but subject to the provisions of Section 45\* of the Insurance Act, 1938 the policy shall be void, and all claims to any benefit under this policy shall cease and all monies that have been paid in consequence of this policy shall belong to the Company, excepting in so far as whatever relief may be granted as per the law.

\*[Section 45 states "No policy of life insurance effected before the commencement of this Act shall after the expiry of two years from the date of commencement of this Act and no policy of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Policyholder and that the Policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose: Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the Life Insured was incorrectly stated in the proposal"]

## **10. Loans**

Loans shall be granted against the policy once two years' Premiums have been paid, subject to the following terms and conditions, for such amounts and on such further terms and conditions as the Company may specify from time to time.

- a) The Policyholder shall duly execute a loan document.
- b) The policy shall be assigned absolutely to and kept with the Company as security for the repayment of the loan, interest on the loan and expenses incurred in connection with the loan.
- c) The minimum loan value will be Rs.10, 000.
- d) The maximum loan value is 40% of the Fund Value (Fund Value in Main Account and Fund Value in Top-Up Account(s), if any) of the policy at that time.
- e) The initial rate of interest will be specified by the Company in respect of each loan when the same is sanctioned. The interest rate on the loan shall be floating. The first payment of the interest will be on the date specified by the Company and every 6 months thereafter. The Company has the right to change the interest rate during the currency of the loan, after giving a month's notice to the Policyholder.
- f) The Policyholder is advised to pay interest when due, to reduce the risk of Forfeiture of Policy (see Clause on Forfeiture of Policy).
- g) The Company shall not be bound to accept repayment of the loan unless tendered in full.
- h) The outstanding loan amount (including interest) shall be deducted from:
  - Partial Withdrawals made after the lock-in period, or
  - Benefits paid on Maturity and Death of the Life Insured, or
  - The monies transferred to the Discontinued Policy Fund, after deduction of Discontinuance Charges (if any), or
  - Payments made for Top-Up Premium, or
  - Any benefit that is payable on the policy

In the unlikely event that the loan plus accumulated interest thereon equals the sum of the Fund Values in the Main Account and Top-Up Account(s), (if any), net of Discontinuance Charges, the policy will be forfeited and nothing shall be payable to the Life Insured under this policy. The policy proceeds will be used to service the loan. However, within the lock-in-period of first five years, the Policy will not be automatically forfeited.

## **11. Nomination and Assignment**

Nomination and Assignment facilities are available.

An Assignment of this policy may be made by an endorsement upon the policy itself or by a separate instrument signed in either case by the assignor specifically stating the fact of Assignment and duly attested. Such Assignment shall be operative as against the Company effective from the date that the Company receives a written notice of the Assignment and on confirmation of record of such Assignment. Partial assignment of policy is not allowed.

In case of discontinuance of the policy, fresh Nomination and Assignment will not be allowed. If the policy is already assigned, the status of the policy should be informed to the Assignee.

The Policyholder may at any time before the date of maturity of policy, make or change a Nomination for the purpose of payment of the monies secured by the policy in the event of a death claim. Where the nominee is a minor, the Policyholder may appoint a person to receive the money during the minority of the nominee. Nomination shall be made or changed by an endorsement on the policy and by communicating the same in writing to the Company.

By recording the Assignment or registering the Nomination or change in Nomination, the Company does not express any opinion upon the validity nor accepts any responsibility on the Assignment or Nomination.

In case of Assignment the benefits of the Policyholder will be paid to the Assignee.

Endorsing of an Assignment shall cancel any existing Nomination.

## **12. Charges**

### **Premium Allocation Charge**

In respect of the Main Account:

This is a percentage of the basic premium appropriated towards charges from the basic premium received. This is a charge levied at the time of receipt of Premiums. The balance known as allocation rate constitutes that part of premium, which is utilized to purchase units for the policy.

The Premium Allocation Charges is as follows:

Annualized Premium Bands	Policy Year		
	Policy Year 1	Policy Year 2 to 5	Policy Year 6 and onwards
Rs. 99, 000 to Rs. 4, 99, 999	5%	3%	1.5%
Rs. 5, 00, 000 to Rs. 24, 99, 999	4%	3%	1.5%
Rs. 25, 00, 000 and above	2%	2%	1.5%

In respect of the Top-Up Account(s):

This is a percentage of the Top-Up Premium appropriated towards charges from the Top-Up Premiums received. This is a charge levied at the time of receipt of each Top-Up Premium. The balance known as allocation rate constitutes that part of the Top-Up Premium, which is utilized to purchase units for the policy in Top-Up Account. Top-Up Premium Allocation Charge is 2%.

### **Policy Administration Charges**

Policy Administration Charge represents the charges other than those covered by the Premium Allocation Charges and the Fund Management Charge. This charge is met by liquidating units at the beginning of each policy month from the Fund(s) invested in the Main Account. The administration charge is a percentage of the Basic Annualized Premium paid and will be recovered through monthly cancellation of units throughout the policy term:

Annualized Premium Bands	Policy Administration Charge
Rs. 99,000 to Rs. 4, 99, 999	0.20% p.m. of Annualized Premium, subject to maximum of Rs. 500 per month
Rs. 5, 00, 000 to Rs. 9, 99, 999	0.10% p.m. of Annualized Premium, subject to maximum of Rs. 500 per month
Rs. 10,00,000 and above	NIL

### **Fund Management Charge**

This is a charge levied as a percentage of the value of assets and shall be appropriated by adjusting the Net Asset Value. This is a charge levied at the time of computation of Net Asset Value. The Fund Management Charge is as follows:

<b>Sr. No.</b>	<b>Fund</b>	<b>Charges as a % of the value of the assets in each fund of the Main / Top-Up Account</b>
1	Classic Opportunities Fund	1.35 % per annum
2	Frontline Equity Fund	1.35 % per annum
3	Balanced Fund	1.35 % per annum
4	Dynamic Floor Fund II	1.35 % per annum
5	Bond Fund	1.35 % per annum
6	Floating Rate Fund	1.35% per annum
7	Gilt Fund	1.35% per annum
8	Money Market Fund	1.35% per annum

### **Mortality Charges**

Mortality charge is required to meet the benefits payable on death of Life Insured during each year. The Mortality charges, along with Extra Premium (if any) shall be met by liquidating units at the beginning of each policy month from the Fund(s) in the Main Account and Top-Up Account.

The annual mortality charge will be equal to Sum at Risk multiplied by the mortality rate (as shown in the table below).

### **Sum at Risk**

The Sum At Risk (subject to minimum of zero) in case of the Main Account is equal to the highest of (Basic Sum Assured - due unpaid instalment premium or 105% of the regular premiums paid or Fund Value in Main Account)- Fund Value in Main Account.

The Sum At Risk (subject to minimum of zero) in case of the Top-Up Account is equal to the highest of (Top-Up Sum Assured or 105% of the Top-Up premium paid or Fund Value in Top-Up Account)- Fund Value in Top-Up Account

The mortality rates per unit of Sum at Risk are set out in the table below and are guaranteed throughout the Policy Term.

**Mortality Rates (per unit Sum at Risk)**

Age	Mortality Rates (per unit Sum at Risk)	Age	Mortality Rates (per unit Sum at Risk)	Age	Mortality Rates (per unit Sum at Risk)	Age	Mortality Rates (per unit Sum at Risk)
0	0.001630	23	0.001255	46	0.003548	69	0.032372
1	0.000960	24	0.001333	47	0.003899	70	0.036294
2	0.000670	25	0.001407	48	0.004298	71	0.040623
3	0.000620	26	0.001422	49	0.004747	72	0.045392
4	0.000470	27	0.001434	50	0.005244	73	0.050639
5	0.000420	28	0.001441	51	0.005819	74	0.056404
6	0.000380	29	0.001445	52	0.006443	75	0.062728
7	0.000400	30	0.001445	53	0.007116		
8	0.000400	31	0.001446	54	0.007839		
9	0.000400	32	0.001476	55	0.008611		
10	0.000380	33	0.001521	56	0.009433		
11	0.000450	34	0.001583	57	0.010294		
12	0.000530	35	0.001662	58	0.011025		
13	0.000650	36	0.001757	59	0.011951		
14	0.000713	37	0.001868	60	0.013073		
15	0.000770	38	0.001996	61	0.014391		
16	0.000823	39	0.002140	62	0.015904		
17	0.000873	40	0.002328	63	0.017612		
18	0.000919	41	0.002495	64	0.019516		
19	0.000961	42	0.002638	65	0.021615		
20	0.000999	43	0.002795	66	0.022724		
21	0.001088	44	0.002997	67	0.025617		
22	0.001173	45	0.003248	68	0.028823		

### **Partial Withdrawal Charge**

For each Partial Withdrawal from the Main Account in any policy year Rs.500 will be charged. This charge may be increased to a maximum of Rs.2,000 subject to IRDA approval.

Partial Withdrawal Charge will not be levied for withdrawals made from the Top-Up Account.

### **Discontinuance Charges**

The discontinuance charges will be applicable on Main Account only and not on Top-Up Accounts. The Discontinuance charge applicable on the Main Account will be:

<b>Year during which policy is discontinued</b>	<b>Policy Year 1</b>	<b>Policy Year 2</b>	<b>Policy Year 3</b>	<b>Policy Year 4</b>	<b>Policy Year 5 &amp; Onwards</b>
<b>For all Premiums</b>	Lowest of : <ul style="list-style-type: none"><li>▪ 6% of AP,</li><li>▪ 6% of FV,</li><li>▪ Rs. 6000/-</li></ul>	Lowest of : <ul style="list-style-type: none"><li>▪ 4% of AP,</li><li>▪ 4% of FV,</li><li>▪ Rs. 5000/-</li></ul>	Lowest of : <ul style="list-style-type: none"><li>▪ 3% of AP,</li><li>▪ 3% of FV,</li><li>▪ Rs. 4000/-</li></ul>	Lowest of : <ul style="list-style-type: none"><li>▪ 2% of AP</li><li>▪ 2% of FV</li><li>▪ Rs. 2000/-</li></ul>	Nil

Note: AP represents Annual Premium and FV represents Fund value on the Date of Discontinuance. After Lock-in-period of five years no discontinuance charge will be levied.

### **Switching Charge**

This is a charge levied on switching of monies from one fund to another within the policy. This charge will be levied at the time of effecting switch and is a flat amount per switch. First twelve switches are free in any policy year. For every additional switch thereafter, there is a charge of Rs. 500 per switch. This may be increased to a maximum of Rs. 2000, with the approval from the IRDA.

### **Miscellaneous Charge**

This is a charge levied for any alterations within the contract, such as, increase/decrease in Basic Sum Assured (without change in Premium), rider alteration, replacement of policy document etc. Currently for any such alteration request, the charge is Rs.500. For premium redirection, the charge is Rs.100. These charges may be increased to a maximum of Rs.2,000, with the approval from the IRDA.

### **Statutory Taxes/Levies**

The Fund Management Charges and Mortality Charges (including extra mortality charges, if any), are subject to Service Tax (including Education Cess and Secondary and Higher Education Cess on the same) and any other statutory levies as may be applicable from time to time. This may change as per Government Laws. Currently the service tax rate is 10.00% and education cess is 3% of service tax.

### **13. 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 Old Mutual Life Insurance Limited  
Kotak Towers,5th Floor,Zone II  
Building No.21, Infinity Park, Off Western Express Highway,  
Goregaon Mulund Link Road, Malad East, Mumbai-400097  
Toll Free:1800-209-8800  
Fax No. 022-67257452  
E-mail : clientservicedesk@kotak.com**

Any such notice, information and instruction shall be deemed to be served 7 days after the posting, or immediately upon receipt by the Company in the case of recorded hand delivery or courier.

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.

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.

### **14. Claims**

All claims payable will be subject to production of proof of the claim event satisfactory to the Company, such other requirements as stipulated by the Company and the legal title of the claimant, satisfactory to the Company.

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. This intimation shall mention the following:
  - A statement that the claim event (i.e. death) has occurred along with the Death Certificate.
  - Details of the policy under which the insured is covered
  - Date of the claim event
  - Place of occurrence of claim event (i.e. residence/ hospital etc.) and the address of such place
  - Bank Account Details
- Cause of claim event with supporting documents.
- Proof of claim event with supporting documents (e.g. original death certificate in the case of a death claim/hospital reports in the case of a critical illness claim etc.)
- Original policy document.
- Proof of age of the Life Insured / Policyholder, if this has not been previously admitted by the Company (e.g. birth certificate, school leaving certificate etc.).
- Recent photograph of the beneficiary, as mentioned above.
- Current residential and permanent address proof and identity proof of beneficiary, as mentioned above.
- Photocopy of Bank Pass Book / Bank Statement of beneficiary, as mentioned above showing name of Bank, location of Bank Branch, Name of Account Holder and Account No.
- Documents relied on for taking the said Policy.

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 amount due under this policy is payable at the office of the Company situated at Mumbai, but the Company may fix an alternative place of payment for the claim at any time before or after the policy has become a claim.

#### **15. Free Look Provision**

In case you are not agreeable to any of the provisions stated in the policy, then you have the option of returning the policy to us stating the reasons thereof within 15 days from the date of the receipt of the policy. The cancellation request should be submitted to your nearest Kotak Life Insurance Branch or sent directly to our Head Office. On receipt of your letter along with the original policy document we shall arrange to refund the Premium paid by you after deducting the proportionate risk premium, medical charges and stamp duty. A policy once returned shall not be revived, reinstated or restored at any point of time and a new proposal will have to be made for a new policy.

#### **16. Vesting on attaining majority**

Where the policy has been issued on the life of a minor, the policy shall automatically vest on him/her with effect from the date of completion of 18 years of age and the Life Insured would be the holder of the Policy from such date. The Company shall thereafter enter into all correspondence directly with him/her. Any assignment or nomination of the policy contrary to this provision would be null and void as against the Company.

In case of a policy held by a minor, the Company shall till the date of his/her attaining majority seek instructions from and enter into all correspondence directly with the Legal Guardian whose details are made available to the Company. The Company shall not be held responsible vis-à-vis the Policyholder for any acts executed by it, based on any instructions issued to it by such a Guardian.

### III. ANNEXURES

#### **Annexure : FD**

Allocation of monies to funds is subject to IRDA guidelines / directions

**Note: When markets are turbulent, the asset allocation percentages indicated below may be changed in the interest of the Policyholder, in all funds, subject to prior approval from IRDA.**

#### **Fund Descriptions**

**A) Money Market Fund:** The portfolio will consist of money market investments such as treasury bills, commercial paper, certificates of deposit, short-term deposits, debentures, bonds and Government securities etc.

	Minimum	Maximum
Short term Investments such as money market instruments, short term bank deposits, call money and cash	100%	100%

**B) Floating Rate Fund:** The portfolio will consist of high quality floating rate debt instruments including corporate debt and infrastructure debt assets as defined in IRDA regulations, Government securities and short term investments.

	Minimum	Maximum
Investment in Government / Government guaranteed securities	0%	75%
Investment in floating rate debt instruments	25%	100%
Short term Investments such as money market instruments, short term bank deposits, call money and cash	0%	40%

**C) Gilt Fund:** The portfolio will primarily consist of Government securities.

	Minimum	Maximum
Investment in Government / Government guaranteed securities	80%	100%
Short term Investments such as money market instruments, short term bank deposits, call money and cash	0%	20%

**D) Bond Fund:** The portfolio will consist of high quality debt instruments including corporate debt and infrastructure debt assets as defined in the IRDA regulations, Government securities and short term investments.

	Minimum	Maximum
Investment in Government / Government guaranteed securities	0%	75%
Investment in other debt securities	25%	100%
Short term Investments such as money market instruments, short term bank deposits, call money and cash	0%	40%

**E) Balanced Fund:** The portfolio will consist of listed Indian equity shares, debt instruments including corporate debt, Government securities and short term investments to provide moderate capital appreciation whilst avoiding excessive risk.

	Minimum	Maximum
Investment in listed equity shares	30%	60%
Investment in Government / Government guaranteed securities and other debt securities and infrastructure assets	20%	70%
Short term Investments such as money market instruments, short term bank deposits, call money and cash	0%	40%

**F) Dynamic Floor Fund II:** The portfolio will aim to generate stable, inflation beating returns over the medium to long term by maximizing equity exposure when markets are strong. It will aim to reduce volatility and protect 90% of capital in the shorter term by cutting back equity exposure either to lock in returns earned in strong markets, or to limit downside risk when markets are falling.

The portfolio will consist of listed Indian equity shares, debt instruments including corporate debt, Government securities and short-term investments. The portfolio manager will make active asset allocation decisions required to support the portfolio objectives

	Minimum	Maximum
Investment in equity shares / equity related instruments	0%	75%
Investment in Government / Government guaranteed securities and other debt securities and infrastructure assets	0%	100%
Investment in Floating Rate Debt Instruments	0%	100%
Short term Investments such as money market instruments, short term bank deposits, call money and cash	0%	40%

**G) Frontline Equity Fund:** The portfolio will be professionally managed and primarily invested in listed equity and equity related investments. This will be a high risk portfolio with potential to earn high returns but coupled with high volatility of returns, which means that there can be negative returns in some year(s).

	Minimum	Maximum
Investment in equity shares / equity related instruments	60%	100%
Debt instrument (including money market instruments)	0%	40%

**H) Classic Opportunities Fund:** The portfolio will be professionally managed and primarily invested in listed equity and equity-related investments. The equity investments will comprise a flexible mix of large-cap companies and mid-cap companies.

The high equity exposure in particular to mid-cap companies, offers investors the potential to earn superior returns in the longer term, but exposes the investor to increased volatility of returns and capital values in the short to medium term.

	Minimum	Maximum
Investment in equity shares / equity related instruments	75%	100%
Debt instrument (including money market instruments)	0%	25%

Note: The various fund names offered under this contract do not in any way indicate the quality of these plans, their future prospects and returns.

## **Annexure - Query/Complaint Resolution**

1. In case you have any query or complaint/grievance, you may approach our office at the following address:

### **Customer Care,**

Kotak Mahindra Old Mutual Life Insurance Limited  
Kotak Towers,5th Floor,Zone II  
Building No.21, Infinity Park, Off Western Express Highway,  
Goregaon Mulund Link Road, Malad East, Mumbai-400097  
Toll Free:1800-209-8800  
Fax No. 022-67257452  
E-mail : clientservicedesk@kotak.com

2. In case you are not satisfied with the decision of the above office, or have not received any response within 10 days, you may contact the following official for resolution:

### **The Grievance Redressal Officer**

Kotak Mahindra Old Mutual Life Insurance Limited  
Kotak Towers,5th Floor,Zone II  
Building No.21, Infinity Park, Off Western Express Highway,  
Goregaon Mulund Link Road, Malad East, Mumbai-400097  
Toll Free:1800-209-8800  
Fax No. 022-67257452  
E-mail : clientservicedesk@kotak.com

3. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman at the address given below if your grievance pertains to:

- Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
- Delay in settlement of claim
- Dispute with regard to premium
- Non-receipt of your insurance document

**List of Insurance Ombudsman**

Insurance Ombudsman Contact Details	Areas of Jurisdiction	Insurance Ombudsman Contact Details	Areas of Jurisdiction
Ahmedabad Insurance Ombudsman Office of the Insurance Ombudsman 2 nd floor, Ambica House Nr. C.U.Shah College 5, Navyug Colony, Ashram Road, AHMEDABAD - 380 014 F-mail: insombahd@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu	HYDERABAD Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool HYDERABAD - 500 004 Tel. 040 23326326 Fax: 040-23376599 E-mail: insombud@hd2.vsnl.net.in	Andhra Pradesh, Karnataka and UT of Yanam - a part of the UT of Pondicherry
BHOPAL Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor Malviya Nagar, BHOPAL Tel. 0755-2769201/02 Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh	ERNAKULAM Insurance Ombudsman Office of the Insurance Ombudsman 2 ND Floor, CC 27/2603, Pulinat Building , Opp. Cochin Shipyard, M.G. Road , ERNAKULAM - 682 015 Tel: 0484-2358734 Fax:0484-2359336 E-mail: iokochi@asianetglobal.com	Kerala , UT of (a) Lakshadweep , (b) Mahe - a part of UT of Pondicherry
BHUBANESHWAR Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park BHUBANESHWAR - 751 009 Tel.0674-2596461(Direct) Secretary No.:0674-2596455 Tele Fax - 0674-2596429 E-mail: iobbsr@dataone.in	Orissa	KOLKATA Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road , 3 rd floor, KOLKATA - 700 001 Tel.:033-22134869 Fax: 033-22134868 E-mail : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
CHANDIGARH Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103 2 nd floor, Batra Building Sector 17-D CHANDIGARH - 160 017 Tel.: 0172-2706196 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh	LUCKNOW Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW - 226 001 Tel.:0522-2201188 Fax: 0522-2231310 E-mail: ioblko@sancharnet.in	Uttar Pradesh and Uttaranchal
CHENNAI Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI - 600 018 Tel. 044-24333678 Fax: 044-24333664 E-mail: insombud@md4.vsnl.net.in	Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry)	MUMBAI Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI - 400 054 PBX: 022-26106928 Fax: 022-26106052 E-mail: ombudsman@vsnl.net	Maharashtra , Goa
NEW DELHI Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road NEW DELHI - 110 002 Tel. 011-23239611 Fax: 011-23230858 E-mail: iobdelraj@rediffmail.com	Delhi & Rajasthan	GUWAHATI Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road GUWAHATI - 781 001 Tel. : 0361-2131307 Fax:0361-2732937 E-mail: omb_ghy@sify.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

4. The complaint should be made in writing duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.

- As per provision 13(3) of the Redressal of Public Grievances Rules 1998,

5. The complaint to the Ombudsman can be made

- Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
- Within a period of one year from the date of rejection by the Insurer
- If it is not simultaneously under any litigation.