

Annexure III (b) – Policy Document with changes highlighted

Policy Document

1. Benefits payable:

i) Death Benefit:

First Policy Year

On the death of the life assured during the first policy year due to accident an amount equal to 10% of the sum assured shall be payable.

The conditions under which the benefits payable on death due to accident are:

- (a) the death due to accident must be caused by violent, external and visible means;
- (b) the death due to accident is not caused -
 - i) by attempted suicide or self inflicted injuries while sane or insane, or whilst the Life Assured is under the influence of any narcotic substance or drug or intoxicating liquor; or
 - ii) by engaging in aerial flights (including parachuting and skydiving) other than as a fare paying passenger on a licensed passenger-carrying commercial aircraft (being a multi-engined aircraft) operating on a regular scheduled route; or
 - iii) by the Life Assured committing any breach of law; or
 - iv) due to war, whether declared or not or civil commotion; or
 - v) by engaging in hazardous sports / pastimes, i.e. taking part in (or practising for) boxing, caving, climbing, horse racing, jet skiing, martial arts, mountaineering, off piste skiing, pot holing, power boat racing, underwater diving, yatch racing or any race, trial or timed motor sport.
- (c) the accident shall result in bodily injury or injuries to the Life Assured independently of any other means and
- (d) such injury or injuries shall, within 180 days of it's occurrence, directly and independently of any other means cause the death of the Life Assured.

Subsequent Policy Year

On the death of the life assured after the first policy year but before the date of maturity of the policy an amount equal to 10% of the Sum Assured shall be payable.

- ii) On the date of maturity of the policy:

The Sum Assured as specified in the policy certificate together with Guaranteed Additions compounding annually at the rate expressed as a percentage of the Sum

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Assured as given in the Policy Certificate shall be payable on the date of maturity of the Policy.

However, in the event of the death of the Life Assured before the date of maturity, the beneficiary named in the Policy Certificate or his assignee, may choose to take, a cash value of this amount immediately along with the benefits payable on death. Such cash value will be quoted by the Company on application.

~~Supplementary Benefits: As specified in the Annexure and are applicable if opted for.~~

2. Guaranteed Surrender Value:

On the expiry of a period of one year from the date of commencement of policy, this policy acquires a Guaranteed Surrender Value. The Guaranteed Surrender Value will be equal to 75% of the single premium at the end of first year, 80% of the single premium at the end of second year and 85% of the single premium at the end of third year and thereafter. In addition to this, a Cash Value of the attached Guaranteed Additions shall be payable.

3. General Provisions:

Where the policy has been issued on the life of a minor, the policy will automatically vest on him on his attaining majority. The Policy will continue to vest on the proposer, if the policy is proposed by HUF on the life of a minor.

GENERAL CONDITIONS

1 Age:

If the correct age is found to be such as would have made the Life Assured uninsurable under the plan of assurance specified in the Policy Certificate, the plan of assurance shall stand altered to such plan of assurance as is generally granted by the Company for the correct age of the Life Assured, subject to the terms and conditions as are applicable to that plan of assurance. If it is not possible to grant any other plan of assurance or the life assured does not desire to have any other plan of assurance, the policy shall stand cancelled from the date of issue of the policy and the premium paid shall be refunded subject to the deduction of the expenses incurred by the Company on the policy.

2. Assignment and nomination:

(i) 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. The first assignment may be only made by the Life Assured or the Proposer. Such assignment shall be effective, as against the Company, from and upon the service of a written notice upon the Company and the Company recording the assignment in its books. Assignment will not be permitted where the policy is under the Married Women's Property Act, 1874, except where the assignment is in favour of the Company for availing a loan.

(ii) The Life Assured, where he is the holder of the policy, may, at any time before the Termination Date of policy, make a nomination for the purpose of payment of the moneys secured by the policy in the event of his death. Where the nominee is a minor, he may also appoint a person to receive the money during the minority of the nominee. Nomination may be made by an endorsement on the policy and by communicating the same in writing to the Company. Any change of nomination, which may be effected before the Termination Date of policy shall also be communicated to the Company.

The Company does not express itself upon the validity or accept any responsibility on the assignment or nomination in recording the assignment or registering the nomination or change in nomination.

3. Special Provisions:

Any special provisions subject to which this Policy has been entered into and endorsed in the Policy or in any separate instrument shall be deemed to be part of this Policy and shall have effect accordingly.

4. Incontestability:

In accordance to the Section 45 of the Insurance Act, 1938, no Policy of life insurance shall after the expiry of two years from the date on which it was effected, be called in

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question by an insurer on the ground that a statement made in the proposal of insurance or any report of a medical officer, or a 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 statements were on 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 the 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.

~~In case it is found that any untrue or incorrect statement is contained in the proposal/ personal statement, declaration and connected documents or any material information has been withheld then, but subject to the provision of Sec.45 of the Insurance Act, 1938, the policy shall be void and no benefit shall be payable thereunder.~~

5. Loan:

Within the Guaranteed Surrender Value acquired by this Policy, loans may be granted subject to the following terms and conditions:

- (i) Loan may be granted on proof of title to the Policy;
- (ii) The Policy shall be assigned absolutely to and be held by the Company as security for repayment of the loan and the interest thereon;
- (iii) The loan shall carry interest at the rate specified by the Company at the time when the loan is advanced and shall be compounded half yearly;
- (iv) The loan amount may be repaid at any time before a claim arises. However, interest shall be charged for a minimum period of 6 months;
- (v) The first payment of interest shall fall due on the half-yearly Policy anniversary following the date on which the loan is advanced and thereafter on every half-yearly Policy anniversary.
- (vi) In case the Policy results in claim by maturity or otherwise before the repayment of the loan in full with interest the Company shall be entitled to recover the outstanding loan and interest from any moneys payable under the Policy.

6. Notices

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, facsimile or e-mail to

In case of the Policyholder/ Life Assured/ Nominee:

As per the details specified by the Policyholder / Life Assured / Nominee in the proposal form / change of address intimation submitted by him.

In case of the Company:

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Address : Customer Service Desk
ICICI Prudential Life Insurance Company Limited
ICICI PruLife Towers,
1089, Appasaheb Marathe Marg, Prabhadevi,
Mumbai- 400 025

Facsimile: 022 24376727

E-mail: lifeline@iciciprulife.com

Notice and instructions will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

7. Payment of Claim

Before payment of any death claim under the Policy, the Company shall require the delivery to it of the original of this Policy document and the following documents establishing the right of the claimant or claimants to receive payment.

Documentation for claim

The following documents would be required to be submitted to the Company at the time of claim.

1. Original Insurance Policy
2. Claimant's statement
3. Death certificate issued by the local and medical authority in case of death claim
4. Medical evidence in case of health and disability rider claims.
5. Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the claim.

8. Legislative Changes

The term and conditions including premium and the benefits payable under this Policy are subject to variation in accordance with the relevant legislation.

9. Electronic Transactions

The Customer shall adhere to and comply with all such terms and conditions as the Company may prescribe 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 centres, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

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10. Customer Service

- (a) For any clarification or assistance, the policyholder may contact our agent or call our Customer Service Representative at the Telephone Numbers given below during office hours (9.00 a.m. hours to 9.00 p.m.)

You may communicate with us on the following numbers:

| State | Number | State | Number |
|---|--------------|--|---------------|
| Andhra Pradesh | 9849577766 | MadhyaPradesh | 9893127766 |
| Bihar | 1600-22-2020 | Maharashtra (Mumbai) | 9892577766 |
| Chattisgarh | 9893127766 | Maharashtra (Rest) | 9890447766 |
| Delhi(Gurgaon, Noida, Rest) | 98181777666 | Orissa | 1600-22-2020 |
| Goa | 9890447766 | Punjab | 9815977766 |
| Gujarat (Jamnagar) | 1600-22-2020 | Rajasthan (Kota) | 1600-22-2020 |
| Gujarat(Rest) | 9898277766 | Rajasthan(Rest) | 9829277766 |
| Haryana | 9896177766 | Tamil Nadu (Chennai) | 9840877766 |
| Himachal Pradesh(Simla) | 1600-22-2020 | Tamil Nadu (Rest) | 9894477766 |
| Jharkhand | 1600-22-2020 | Uttar Pradesh (Varanasi) | 95522-2294555 |
| Karnataka | 9845577766 | Uttar Pradesh (Agra, Bareilly, Meerut) | 9897307766 |
| Kerala | 9895477766 | Uttar Pradesh (Kanpur, Lucknow) | 9935277766 |
| Kolkatta | 9831377766 | Uttaranchal | 9897307766 |
| In Other Cities, You Can Dial Our Toll Free Number 1600-22-2020 | | | |

Alternatively you may communicate with us:

By mail at:

Customer Service Desk
ICICI Prudential Life Insurance Company Limited
ICICI PruLife Towers,
1089, Appasaheb Marathe Marg, Prabhadevi,
Mumbai- 400 025

Facsimile: 022 24376727

E-mail: lifeline@iciciprulife.com

(b) Grievance Redressal Committee

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The Company has a grievance redressal mechanism for resolution of any dispute and any grievance or complaint in respect of this policy may be addressed to:-

Grievance Redressal Committee,
ICICI Prudential Life Insurance Company Limited
ICICI PruLife Towers,
1089, Appasaheb Marathe Marg, Prabhadevi,
Mumbai- 400 025

(c) Ombudsman

The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies. For details of the Ombudsman log on to our website www.iciciprulife.com or contact our Customer Service Desk.

"The policy shall be subject to and be governed by this policy document and the terms and conditions of the schedule enclosed herewith including every endorsement by the Company and shall together form a single contract" (SAI: 3)