

POLICY BOND (Bharti AXA Life Future Secure Pension)

In this Policy, the Investment risk in the investment portfolio is borne by the Policyholder

1. DEFINITIONS

- 1.1 **“Age”** is the Age at last birthday in completed years.
- 1.2 **“Allocation”** means the creation of Units in the applicable Investment Fund/s at the prevailing Unit Price.
- 1.3 **“Annualised Regular Premium”** is the total of the premiums payable by You for the basic plan, as per the mode of payment chosen by You, in a Policy Year.
- 1.4 **“Death Benefit”** is the benefit payable on the death of the Life Insured as per Section 3.1.
- 1.5 **“Investment Fund”** is a specific, separate fund managed for the exclusive interest of all Policyholders sharing the same Investment Fund option. A number of Investment Funds earmarked for their unit linked business, are offered by the Company from time to time. Each of these Investment Funds has an asset Allocation mix consisting of various financial instruments.
- 1.6 **“Investment Fund Allocation Instruction”** is the instruction given by you for the allocation of premiums. This is the amount available after deduction of all relevant Premium Allocation Charges for the purchase of Units in the Investment Fund decided by You.
- 1.7 **“Issue Date”** is the date of commencement of risk under the basic plan. This is specified under Policy Specification. In case of any separate attached supplement or endorsement, the date of issue will be the date of such supplement or endorsement.
- 1.8 **“Life Insured”** is the person named in the Policy Specifications and whose life is covered under the Policy.
- 1.9 **“Vesting Date”** is the date on which the Policy Benefit Period concludes and is shown as such in the Policy Specifications.
- 1.10 **“Maturity Benefit”** is the amount of benefit which is payable on survival of the Life Assured to maturity i.e. at the end of the Policy Benefit Period, as specified in the Policy Specifications.
- 1.11 **“Month Anniversary”** is the date which periodically occurs after every month starting from the Policy Date whilst the Policy is in force. E.g. If your policy is issued on 7th June then 7th of every following month will be your Month Anniversary.
- 1.12 **“Nominee”** is the person nominated to receive the benefits under the Policy in the event of death of the Life Insured.
- 1.13 **“Policy”** means and includes the following:
 - a) Policy Bond,
 - b) A copy of the proposal for insurance submitted by You.
 - c) The Policy specifications.
 - d) The benefit illustration signed by You. Any attached endorsements or supplements together with the addendums provided/issued by the company from time to time at Your request.
 - e) Any other document provided by the company from time to time under notice to You.
 - f) Any other document submitted by You to the company in connection with accepting Your proposal for insurance
- 1.14 **“Policyholder”** Policy holder is the owner of the policy who is mentioned in the proposal form. He/she may be a person other than the life insured.
- 1.15 **“Policy Date”** is the month, day and year the Policy comes into effect and is shown in the Policy Specifications.
- 1.16 **“Policy Year”** is measured from the Policy Date and is a period of twelve consecutive calendar months.
- 1.17 **“Policy Month”** is measured from the Policy Date and is a corresponding date falling in the next calendar month. Example, if the Policy Date is 28 February 2006, the second policy month would be 28 March 2006, third policy month on 28 April 2006 and so on.
- 1.18 **“Policy Anniversary Date”** is the date which periodically falls after every twelve months starting from the Policy Date whilst the Policy is in force.
- 1.19 **“Policy Charges”** are the charges associated with the Policy as detailed in Section 8 of the Policy Bond.
- 1.20 **“Policy Fund Value”** is the value of the aggregate of the number of outstanding units on any day in each Investment Fund allocated under the Policy multiplied by their respective Unit Prices applicable as on that day. For example, if a customer holds 100 units of Grow Money Pension Plus Fund and 50

units of Growth Opportunities Pension Plus Fund, and assuming the NAV of the Grow Money Pension Plus Fund is Rs.11 (assumed) and that of Growth Opportunities Pension Plus Fund is Rs.12 (assumed), the policy fund value of the customer would be calculated as follows:

Grow Money Pension Plus Fund:	100 units x Rs.11	= Rs.1100
Growth Opportunities Pension Plus Fund:	50 units x Rs.12	= Rs.600
Policy Fund Value		= Rs.1700

- 1.21 **“Policy Benefit Period”** is the number of Policy Years for which the Policy continues, starting from the Policy Date and ending on the Vesting Date and is mentioned in the Policy Specifications. (For example: if Policy Date is 21st September 2009 and the maturity date 20th September 2050, the period between the two dates will be the policy benefit period (including those dates)).
- 1.22 **“Policy Specifications”** is the cover page to the Policy containing amongst others, a brief description of the Policy and the Policyholder, and forms part of the Policy Bond.
- 1.23 **“Switch”** is the facility allowing the Policyholder to change the investment pattern by moving from one Investment Fund to another Investment Fund(s) amongst the Investment Fund(s) offered under the Policy. The switch will take place on the policy holder giving the required notice as prescribed in the policy, to the insurance company.
- 1.24 **“The Company”** means Bharti AXA Life Insurance Company Limited.
- 1.25 **“Top Up Premium”** is the additional amount of premium paid by You over and above Annualised Regular Premiums till date.
- 1.26 **“Unit”** is a portion or a part of the underlying Investment Fund purchased from the Premiums under the Policies.
- 1.27 **“Unit Price”** is the value per unit of each Investment Fund calculated in accordance with Section 6.2.
- 1.28 **“Valuation Date”** is the date on which the Unit Price of the Investment Fund is determined in accordance with the Valuation provisions of the Policy as mentioned in Section 6.2
- 1.29 **“You/Your/Yours”** is and refers to the Policyholder as mentioned in the proposal form.

2. GENERAL PROVISIONS

2.1 Product Description

“Bharti AXA Life Future Secure Pension is the name of the unit linked pension product.

This is a Non Participating Policy, i.e.: - the Policy does not provide for participation in the distribution of surplus or profits that may be declared by The Company.

The Benefits payable under the Policy are linked to the Investment Fund/s and the respective Investment Fund performance. Being a unit linked Policy the Policyholder has the option to allocate the Annualised Regular Premium/Top Up Premium, if any, among one or more of the Investment Fund(s) as per the conditions of the Policy. You may choose to allocate (subject to condition mentioned under section 6) the premium, at any time during the Policy Benefit Period, among the various investment funds offered under this product.

Only a duly authorized officer of The Company has the power to change the Policy as per the request of the Policyholder. Neither an agent nor anyone other than a duly authorized officer of The Company has the power to waive any of the rights or requirements of the Policy.

The name of the product/investment fund(s) does not in any way indicate the quality/performance of the product/fund(s), its future prospects or returns.

2.2 Assignment

The Policyholder can assign the Policy to any other person / legal entity and in that event the Policyholder will be referred to as “Assignor” and the person / legal entity to whom the Policy is assigned will be referred to as the “Assignee”. Assignment of the Policy requires satisfactory written notice in the form specified by The Company accompanied by the original Policy Bond to be sent to The Company at its registered office or any of the Company's branches. The assignment would either be endorsed upon the Policy Bond or documented by a separate instrument, signed in either case by the Assignor stating specifically the fact of the assignment. The Company will not express any opinion on the validity or legality of the Assignment. Assignment can be done only for the entire Policy. Any assignment shall automatically cancel a nomination made earlier.

2.3 **Nomination**

Where the Policyholder is also the Life Insured, the Policyholder may at any time before the vesting date, nominate one or more person/(s) as a Nominee to receive the Death Benefits in the event of the death of the Life Insured before vesting date.

If the nominee is below 18 years of Age ("minor"), You shall appoint a person aged above 18 years to receive the Death Benefits during the period when the nominee is minor. The person so appointed shall be referred to as "Appointee".

Policyholder can make a nomination only with regard to the entire Policy. If no Nominee is alive at the time of death of the Life Insured, the legal heirs of the deceased life assured shall be entitled to the death benefits. However, where the Policyholder and Life Insured are different persons, the Policyholder or Policyholder's legal heirs, as the case may be, shall be entitled to receive the Death Benefits in the event of death of the Life Insured.

If you wish to change the nominee, you will have to give notice of such a change, in writing to the Company. Such a change in nomination shall be effective only if the said notice is registered by the Company in its records and endorsed. A written acknowledgement of having registered such a change shall be issued by The Company to You.

2.4 **Validity**

The Policyholder and the Life Insured under the Policy have an obligation to disclose every fact material to assessment of the risk of issuing the Policy. Failure to disclose or misrepresentation of a material fact, will allow The Company to deny any claim, subject to the provisions of Section 45 of the Insurance Act, 1938

As per Section 45, 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 The Company on the ground that the statement made in the proposal or in any report of a medical officer, or referee, or friend of the Life Insured, or in any document leading to the issue of the Policy, was inaccurate or false, unless The Company 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 Life Insured/Policyholder and that the Life Insured/Policyholder knew at the time of making it that the statement was false or that it suppressed facts which was material to disclose.

Provided that nothing in this section shall prevent The Company from calling for proof of Age at any time if it 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.

2.5 **Misstatement of age**

The charges payable under the Policy, more specifically mentioned under Section 8, have been calculated on the basis of the age, if applicable, of the Life Insured as declared in the proposal form.

Without prejudice to The Company's other rights and remedies including those under the Insurance Act, 1938, if the age of the Life Insured has been misstated or incorrectly mentioned, then The Company will determine the Policy Charges as described in Section 8, using the correct age. This may be done in any of the following manner:

- 2.5.1 If the correct age is higher than the age declared in the proposal form, the Policy Charges payable under the Policy shall be altered corresponding to the correct age of the Life Insured from the Policy Date and the Proposer / Life Insured shall pay to The Company, the difference between the Policy Charges charged at such lower rate (more specifically mentioned under Section 8) and such re-calculated higher rate retrospectively from the Policy Date.
- 2.5.2 If the correct age of the Life Insured is lower than the age declared in the proposal form, the Policy Charges payable under the Policy shall be altered corresponding to the correct age of the Life

Insured from the Policy Date and the Company may adjust the difference by adding Units corresponding to the difference between the Policy Charges charged at such higher rate and the Policy Charges chargeable at such re-calculated lower rate retrospectively from the Policy Date.

Notwithstanding the above the Company may terminate the Policy and refund the Surrender Value if the Life Insured's correct date of birth/age is such as would have made him/her uninsurable

2.6 Primary Claim documents

The Company would require the following primary documents in support of a claim to enable processing of the claim under the Policy:

- For Surrender/Vesting Benefit: the original Policy Bond;
- For Death Benefit:
 - Original Policy Bond;
 - Death Certificate of the Life Insured; and
 - Claimant's Statement

The Company is entitled to call for additional documents based on the conditions like the duration of the Policy and the circumstances of the death, accident or illness.

2.7 Notice

Any notice issued to You under the Policy shall be dispatched by post or through electronic mail or telephone facsimile transmission to Your updated address/es in the records of The Company and shall be deemed to have been received by You within three business days after such dissemination. Any such notice will run from the time You are deemed to have received such notice.

2.8 Free look option

If You disagree with any of the terms and conditions of the Policy, You have the option to return the original Policy Bond along with a letter stating reasons for the objection within 15 days of receipt of the Policy Bond ("the free look period"). The Policy will accordingly be cancelled and company shall refund an amount equal to the sum of Premium Allocation Charge, Policy Administration Charge, deducted from the Policy Fund Value and the Policy Fund Value less stamp duty and underwriting expenses incurred by the Company, will be refunded to the Policyholder. All the rights under the Policy shall stand extinguished immediately on the cancellation of the Policy under the Free Look Option.

3. POLICY BENEFITS

3.1 Death Benefit

On admission of claim upon death of the Life Insured, during the Policy Benefit Period, Death Benefit payable to the Nominee will be the Policy Fund Value as on the date of intimation of death received by The Company.

The payment of Death Benefit is made by cancellation of the outstanding Units under the Policy. For the cancellation of Units, the applicable Unit Price would be computed in accordance with the provisions contained in Section 7.2

3.2 Vesting Benefit

Subject to the Policy being in effect, the Policy shall vest on the Vesting Date and the Policyholder shall have the following options:

- 3.2.1 To utilize the entire Policy Fund Value to purchase the then available annuity product of The Company or an annuity product of any other insurer (Open Market Option); or
- 3.2.2 To utilize at least two-thirds of the Policy Fund Value, to purchase the then available annuity product of The Company or an annuity product of any other insurer (Open Market Option) and withdraw the balance amount.

The choice of any of the above options shall be intimated to The Company at least 90 days prior to the Vesting Date by the Policyholder. In the event the Policyholder exercises the option of purchasing an annuity product of another insurer, he/she shall intimate the decision to The Company. The Company shall then directly transfer the Vesting Benefit to the insurer chosen by the Policyholder.

3.3 Modification of the Vesting Date

The Policyholder has the option to modify the Vesting Date ('Modified Vesting Date') during the Policy Benefit Period. However, the Modified Vesting Date should however always fall within the Age of 33 and 90 years of the Policyholder and the Policy should have completed a minimum of fifteen Policy Years as at the Modified Vesting Date.

Any change in the Vesting Date should be intimated by the Policyholder to The Company at least 90 days prior to the proposed Modified Vesting Date.

3.4 Special Additions

Subject to the Policy being in effect, Special Additions will be allocated to the Policy Fund Value at the end of tenth and fifteenth Policy Year. The Special Addition would be as follows:

At the end of policy year	Percentage of Average Policy Fund Value
10 th Year	3.50%
15 th Year	3.50%

The Average Policy Fund Value is equal to the average of the Policy Fund Values as on the last date of each of the preceding 36 months.

3.5 Partial Withdrawal of Units

The Policyholder has the option to apply for Partial Withdrawal of money from the Policy Fund Value in the specified form, at any time after the completion of five Policy Years, provided the Policy is in force.

In a Policy Year You are entitled to make only two Partial Withdrawals, subject to the limit of minimum and maximum Partial Withdrawal amount. These two Partial Withdrawals in a Policy Year are free of charge.

This withdrawal shall be subject to prevalent administrative rules regarding minimum and maximum Partial Withdrawal amounts. The current limit on the minimum withdrawal is Rs.1, 000.

Additionally, the minimum Policy Fund Value after the partial withdrawal should be equal to 120% of the Annualised Regular Premium of the basic policy.

For the Partial Withdrawal, the cancellation of Units shall first be done from the Policy Fund Value corresponding to the Top Up Premiums paid till then subject to the Top Up Premium having been invested for three completed years from the date of payment of such Top Up Premium. However this condition will not apply if the Top Up Premium is paid during the last three years of the Policy Benefit Period.

3.6 Full Withdrawal of Units (Policy Surrender)

The Policyholder has the option to apply for the Surrender of the Policy at any time before the Vesting Date. Surrender of the Policy shall terminate the Policy and extinguish all Your rights, benefits and interests in the Policy.

On seeking surrender of the Policy, the Surrender Value is payable to You. Surrender Value is at all times equal to the Policy Fund Value less Surrender Charge applicable for the Policy Year on the date of request of surrender. Please refer Section 8.5 for Surrender Charges.

If the Policy is surrendered before the completion of three Policy Years then the surrender value calculated as at the date of request of such surrender by the Policyholder shall be frozen and shall become payable after the completion of three Policy Years.

3.7 **Changes in the Investment Fund Allocation (Premium Redirection) only applicable for Self Investment Plan option**

The Investment Fund Allocation as chosen by You at the time of inception of the Policy can be modified only after the first Policy Year by submitting the Investment Fund Allocation Instruction. Units will be created in each of the prevalent Investment Funds for all the future premiums as per the modified Investment Fund Allocation Instruction.

The Investment Fund Allocation Instruction is subject to a minimum Allocation percentage in a chosen Investment Fund/s, which is currently 5%. Currently, the number of Investment Funds for Allocation are six. The change in the Investment Fund Allocation will be effective from the next premium due date.

4. **POLICY PREMIUMS**

4.1 Annualised Regular Premium (as per the applicable payment mode i.e. monthly/ quarterly/ half yearly/ annual) and as mentioned in the Policy Specifications, is payable by the Policyholder on the due dates, which shall in no case be later than 30 days from the due date ('Grace Period').

4.2 Annualised Regular Premium received by The Company (net of the relevant Premium Allocation Charge) will be used to create Units in the relevant Investment Funds for Allocation to the Policy Fund in accordance with the Fund Allocation Instruction then in effect under the Policy. The Units will be created on the Valuation Dates of the relevant Investment Fund/s as per the provisions of the section 6 contained herein.

4.3 Top Up Premium: At any time during the Policy Benefit Period after the completion of first Policy Year, You may in addition to Your Annualised Regular Premium, apply for payment of Top Up Premium, subject to the following conditions:

- The Policy is in effect; and
- Annualised Regular Premium due till the date of the application has been paid in full;

As per the applicable administrative rules of The Company, the minimum amount of Top Up Premium permissible is Rs.1000.

The creation of Units for the Top Up Premium (net of the relevant Premium Allocation Charge) in the relevant Investment Funds will be made in accordance with the Investment Fund Allocation Instructions for that particular Top Up Premium.

In case if You have opted for Age based Asset Allocation (AAA) investment option, the Top Up premium (net of the relevant Premium Allocation Charge) shall be allocated in the investment fund based on Your age as specified under section 6.1.1.

The Units will be created on the Valuation Dates of the relevant Investment Funds as per the provisions mentioned in Section 7 herein.

Top Up Premium is subject to a lock in period of three years from the date of making such a Top Up Premium for Partial Withdrawals. However this condition of the minimum lock in period will not apply if the Top Up Premium is paid during the last three years of the Policy Benefit Period.

5. **DISCONTINUANCE OF PREMIUM**

5.1.1 **Discontinuance of premium within three Policy Years**

If any premium due within the first three Policy Years remains unpaid even after the grace period of 30 days from the date of such unpaid Premium, the benefits of the Policy will cease to exist from the date of such unpaid premium (also termed as 'Lapse Date') and the Policy will lapse.

Death Benefit (as in section 3.1) payable during the grace period will be reduced by the outstanding Policy Charges.

Reinstatement of the Policy: The Policyholder can apply for reinstatement of the lapsed Policy within two years from the date of the first unpaid premium ("Reinstatement Period"). Such

reinstatement shall be subject to payment in full of an amount equal to all the premiums due but unpaid till the Effective Date of reinstatement.

The Effective Date of Reinstatement is the date on which the above requirements are met and approved by The Company. On this date, all outstanding Policy Charges shall be deducted from the above payment for the period between the Lapse Date and the Effective Date of Reinstatement.

In case of surrender of the Policy during the Reinstatement Period, the Policy Fund Value as on the date of Surrender net of Surrender Charge and all relevant outstanding charges applicable on the Lapse Date shall be payable on the date of request of the Surrender or at the completion of the third Policy Year, whichever is later.

In case of death of the Life Insured during the time allowed for Reinstatement of a lapsed Policy, the Policy Fund Value will be paid and the policy will cease to exist.

If the Policy is not reinstated during the Reinstatement Period, the Policy will stand terminated and the Policy Fund Value as at the expiry of Reinstatement Period net of Surrender Charge as on the Lapse Date shall be payable at the completion of the third Policy Year or at the end of the Reinstatement Period, whichever is later.

5.1.2 Discontinuance of premium after three Policy Years

If all the due premiums have been paid for at least three consecutive Policy Years from the Policy Date and subsequent premiums are unpaid, You may reinstate the Policy within two years from the date of first unpaid premium. Such reinstatement can only be made by paying all the unpaid premiums and the appropriate Premium Allocation Charge shall be deducted from the abovementioned payment. During the period allowed for reinstatement, the Policy shall continue to be in effect by levying applicable Policy Charges. At the end of the allowed period for reinstatement, if the Policy is not reinstated the Policy shall be terminated by paying the Surrender Value. In the event of death during the allowed period of reinstatement, the benefits payable shall be as per section 3.1, and the Policy will thereafter cease to exist.

Where the Policy Fund Value falls to the level of an amount equal to the sum of 120% of Annualised Regular Premium of the Basic Plan, the Policy shall stand terminated on such date and only Surrender Value shall be paid.

5.1.3 Discontinuance of premium after Five Policy Years (Policy Continuance option)

After payment of five Annualised Regular Premium, You can opt to discontinue the payment of premium while still keeping the Policy in effect, by submitting a written notice to The Company. In case discontinuance of premium payment has been opted by You, by submitting a written notice to The Company, no further premiums or Top Up Premiums can be paid by You. The Company will continue deduction of applicable Policy Charges and keep the Policy in effect until the Policy Fund Value does not fall below the amount equivalent to 120% of Annualised Regular Premium of the Basic Plan. In the event of death during this period, the benefits payable shall be as per section 3.1, and the Policy will cease to exist.

Where the Policyholder fails to submit the notice to The Company within two years from the date of last unpaid premium, the Policy shall stand terminated and the Surrender Value shall be paid at the end of such period of two years.

Where the Policy Fund Value falls to the level of an amount equal to 120% of Annualised Regular Premium of the Basic Plan or the Policy Fund Value is inadequate for the deduction of the applicable Policy Charges as per Section 8 whichever is earlier, the Policy shall stand terminated and the Surrender Value shall be paid.

6. INVESTMENT OPTIONS AND INVESTMENT FUNDS

6.1 Type of investment Options

This policy offers two investment options viz. Age Based Asset Allocation (AAA) Investment Option and Self Investment (SI) option.

You can choose to move between AAA investment option and Self Investment option any time during the Policy Benefit Period, provided the Policy is in effect, at the time of the request. When You move from Self Investment option to AAA investment option the investment funds (under AAA) will depend on Your Age at the time of request and the corresponding age band. However when You move from AAA investment option to Self Investment option You have to decide your own fund mix, by submitting a written request in the format provided by the Company, among the investment funds available under the self investment option as mentioned in section 6.1.2.

6.1.1 Age Based Asset Allocation Investment Option (AAA) – Under AAA, based on Your age, the Premiums and Top – up Premiums, if any, are allocated into any one of the following three funds,

Age band	Fund option
18-35	Invest 'n' Grow Money Pension Fund
36-55	Save'n'grow Money Pension Fund
56 and above	Protect 'n' Grow Money Pension Fund

Only these funds are available under the AAA option. This is further explained by the examples given below:

- a) If You have opted for AAA and Your age at entry is 25 years, Your premium (net of applicable premium allocation charges) will be invested in the fund corresponding to the age band You belong to.
Here in this case You belong to age band 18 - 35 years, which corresponds to the Invest 'n' Grow Money Pension Fund. All Your renewal premiums and top up premium (if any), net of applicable allocation charge will be invested in the Invest 'n' Grow Money Pension Fund unless You opt out of the AAA or You move to the next age band.
When You move to the next age band i.e. 36 - 55 years, Your monies under the Invest 'n' Grow Money Pension Fund will be automatically switched to the Save'n'grow Money Pension Fund. All Your renewal premiums and top up premium (if any), net of applicable allocation charge will be invested into Save'n'grow Money Pension Fund till the time You move to next age band again or You opt out of AAA investment option. When You move to the next age band i.e. 56 years and above, all Your monies under Save'n'grow Money Pension Fund will be transferred to Protect 'n' Grow Money Pension Fund and will remain invested until the time You opt out of the AAA option.
- b) If You have opted for AAA and your age is 39 years, Your premium (net of applicable premium allocation charges) will be invested to the fund corresponding to the age band You belong to.
Here in this case You will belong to age band 36- 55 years, which corresponds to the Save'n'grow Money Pension Fund. All Your renewal premium/s and top up premium/s (if any) will be invested in the Save'n'grow Money Pension Fund unless You opt out of the AAA or You move to the next age band.
When You move to the next age band i.e. 56 years and above, Your monies under the Save'n'grow Money Pension Fund will be automatically switched to the Protect 'n' Grow Money Pension Fund. All Your renewal premiums and top up premium/s (if any) will be invested into Protect 'n' Grow Money Pension Fund thereafter and will remain invested until the time You opt out of the AAA option.

This option can be chosen at inception or any time during the Policy Benefit Period. You can also opt out of the AAA investment option any time during the Policy Benefit Period by giving us a written request. This written request shall be received by The Company at least 30 days prior to the Policy Anniversary. Any such change shall be effective from the next Policy Anniversary following the date of request.

The investment objective, risk profile and asset allocation range for the various AAA funds are as mentioned below:

Fund Name (Age Band in years)	Investment Objectives	Asset Category	Asset Allocation Range (%)	Intended Target (%)	Risk-Return Potential
Invest 'n' Grow Money Pension Fund (18 – 35)	To provide long term capital appreciation through investing across a diversified high quality equity portfolio, while maintaining the specified target exposure to debt and equity.	Listed Equities	70-90	80	High
		Corporate bonds and bank deposits	5-35	20	
		Government bonds and securities	0-30		
		Cash and Money Market Securities	0-40		
Save'n'grow Money Pension Fund (36 – 55)	To provide steady accumulation of income in medium to long term by investing in high quality debt papers and government securities and a limited opportunity of capital appreciation. This would be more of a defensively managed fund.	Listed Equities	0- 60	45	Moderate
		Corporate bonds and bank deposits	0 - 50	55	
		Government bonds and securities	0 -40		
		Cash & Money Market Securities	0 -40		
Protect 'n' Grow Money Pension (56 and above)	The investment objective of the fund is to provide investment returns that exceed the rate of inflation in the long term, while maintaining the specified target exposure to debt and equity.	Listed Equities	10-30	20	Low
		Corporate bonds and bank deposits	30-70	80	
		Government bonds and securities	10-50		
		Cash and Money Market Securities	0-30		

6.1.2 **Self Investment Option** – Under this option You have the full freedom to decide Your fund mix. – Growth Opportunities Pension Plus Fund, Build India Pension Fund, Grow Money Pension Plus Fund, Save'n'grow Money Pension Fund, Steady Money Pension Fund, Safe Money Pension Fund. All the six funds are available irrespective of attained age.

The investment objective, risk profile and asset allocation range for the various funds is as mentioned below:

Investment Fund	Objective	Asset Category and Asset Allocation	Risk-Return Potential
Growth Opportunities Pension Plus Fund	To provide long term capital appreciation through investing in stocks across all market capitalization ranges (Large, Mid or small)	Listed Equities: 80% - 100%, Cash & Money Market Securities: 0% -40%	High
Grow Money Pension Plus Fund	To provide long term capital appreciation through investing across a diversified high quality equity portfolio	Listed Equities: 80% - 100%, Cash & Money Market Securities: 0% -40%	High
Build India Pension Fund	To provide long term capital appreciation, through exposure to equity investments in Infrastructure and allied sectors, and by diversifying investments across various sub-sectors of the	Listed Equities: 80% - 100%; Corporate Bonds and Bank deposits:0% to 20%; Cash & Money Market Securities: 0% -20%	High

	infrastructure sector		
Save'n'grow Money Pension Fund	To provide steady accumulation of income in medium to long term by investing in high quality debt papers and government securities and a limited opportunity of capital appreciation. This would be more of a defensively managed fund	Listed Equities: 0% - 60%, Corporate bonds and bank deposits: 0% - 50%, Government bonds and securities: 0% -40%, Cash & Money Market Securities: 0% -40%	Moderate
Steady Money Pension Fund	To provide steady accumulation of income in medium to long term by investing in high quality debt papers and government securities	Corporate bonds and bank deposits: 20% - 80%, Government bonds and securities: 20% -80%, Cash & Money Market Securities -0% -40%	Low
Safe Money Pension Fund	To provide capital protection through investments in low-risk money-market & short-term debt instruments with maturity of 1 year or lesser	Corporate bonds and bank deposits: 0% - 60%, Government bonds and securities: 0%-60%, Cash & Money Market Securities -0% -40%	Low

Note:

- Growth Opportunities Pension Plus Fund, Build India Pension Fund, Grow Money Pension Plus Fund, Save'n'grow Money Pension Fund, Steady Money Pension Fund, Safe Money Pension Fund, Invest 'n' Grow Money Pension Fund, Protect 'n' Grow Money Pension Fund are the names of the Investment Funds and do not in any manner indicate the quality of the Investment Funds, their future prospects or returns.
- Investments in the Investment Funds are subject to market and other risks and the achievement of the Objective of any of the Investment Funds cannot be assured.
- The Company may from time to time change the asset portfolio Allocation in the existing Investment Funds with the approval of the Insurance Regulatory and Development Authority.

6.2 Switch amongst Investment Funds

You can apply for Switch of Your Investment Fund/s under Self Investment Option and Systematic Transfer Plan (STP) only. Under STP, manual switching between all other funds except for Safe Money Pension Fund is allowed (i.e. switching among Grow Money Pension Plus, Growth Opportunities Pension Plus, Build India Pension, Save'n'grow Money Pension and Steady Money Pension is allowed).

You can apply for a Switch through a Switch Request Form prescribed by The Company. The facility of Switch would be subject to the administrative rules of The Company, existing at the time of Your Switch request. Switch of funds will be effected at a Unit Price declared on the date Your Switch request is received and accepted by The Company before 3.00 p.m. and on the next day's Unit Price declared if the request is received and accepted at The Company after 3.00 p.m. You are entitled to avail a total of twelve free Switches per Policy Year. Free switches will not be available in case STP option is selected. Every additional Switch in a Policy Year would be subject to a charge as mentioned in Section 8. Unutilised switches of any Policy Year cannot be carried forward to the succeeding Policy Years. The minimum amount of a switch transaction should be Rs.1000. Switch among investment funds is not allowed during the reinstatement period of the policy.

Switching will not be allowed if You have opted for AAA investment option. However once You opt of AAA investment option, You can avail the switching facility.

6.3 Systematic Transfer Plan (STP)

Systematic Transfer Plan is an optional feature, available for annual premium mode policies under Self Investment option only.

Under this plan, Annualised Regular Premium and Top Up premium/s, if any, (net of applicable allocation charges) received after the STP option is chosen, shall be invested into Safe Money Pension Fund irrespective of the Investment Fund Allocation Instruction given by You.

Every month, part of the funds in the Safe Money Pension Fund shall be transferred automatically in to the Grow Money Pension Plus Fund during each Policy Year in the following manner:

STP	STP date	Amount to be switched
1 st STP	Business Day following Policy Date	1/12 of the funds available in Safe Money Pension Fund
2 nd STP	Month Anniversary	1/11 of the funds available in Safe Money Pension Fund
...
6 th STP	Month Anniversary	1/7 of the funds available in Safe Money Pension Fund
...
12 th STP	Month Anniversary	balance fund available in Safe Money Pension Fund

This facility can be opted at inception or any time during the Policy Benefit Period by submitting a written request in the format provided by The Company. This written request shall be received by The Company at least 30 days prior to the Policy Anniversary. Any such change shall be effective from the next Policy Anniversary following the date of request.

Once STP has been opted for, manual switching between all other funds except for Safe Money Pension Fund is allowed (i.e. switching among Grow Money Pension Plus, Growth Opportunities Pension Plus, Build India Pension, Save'n'grow Money Pension and Steady Money Pension is allowed). Every additional manual switch in a Policy Year would be subject to a charge as mentioned in Section 8.

You can opt out of the STP anytime during the Policy Benefit Period and no charges will be levied for the same. This written request shall be received by The Company at least 7 days prior to the scheduled STP date. Any such change shall be effective from the next Month Anniversary following the date of request. Any unutilized free switches after such request will be made available to You during the Policy Year. However, the same cannot be carried forward to the succeeding Policy Years.

All investments through this option are still subject to investment risk, which shall continue to be borne by you.

6.4 Investment Fund Valuation

The valuation of assets under each Investment Fund will be done in accordance with the regulations issued by the Insurance Regulatory and Development Authority ('IRDA') in that regards (and is subject to change in accordance with the changes in regulations) and the internal rules of The Company.

The Unit Price shall be computed based on whether The Company is purchasing (appropriation price) or selling (expropriation price) the assets in order to meet the day to day transactions of Unit Allocations and Unit redemptions i.e. The Company shall be required to sell/purchase the assets if Unit redemptions/Allocations exceed Unit Allocations/redemptions at the Valuation Date.

The Appropriation price 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. The Unit Price will be computed as follows: Market value of investment held by the fund plus the expenses incurred in the purchase of the assets plus the value of any current assets plus any accrued income net of Fund Management Charge less the value of any current liabilities less provisions, if any. This gives the net asset value of the Fund. Dividing it by the number of Units existing at the Valuation Date (before any new Units are allocated), gives the Unit Price of the fund under consideration.

The Expropriation price 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. The Unit Price will be computed as follows: Market Value of investment held by the

Investment Fund less the expenses incurred in the sale of the assets plus the value of any current assets plus any accrued income net of Fund Management Charges less the value of any current liabilities less provisions, if any. This gives the net asset value of the fund. Dividing it by the number of Units existing at the Valuation Date (before any Units are redeemed), gives the Unit Price of the fund under consideration.

The Company is aiming to value the Investment Funds on each day the financial markets are open. The Company however, reserves the right to value less frequently in extreme circumstances, where the value of the assets may be too uncertain. In such circumstances The Company may defer valuation of assets until normalcy returns. Examples of such circumstances are:

- 6.4.1 When one or more stock exchanges which provide a basis for valuation for a substantial portion of the assets of the fund are closed other than for ordinary holidays.
- 6.4.2 When, as a result of political, economic, monetary or any circumstances out of the control of The Company, the disposal of the assets of the Investment Fund is not reasonable or would not reasonably be practicable without being detrimental to the interests of the remaining Policyholders who have invested in the Investment Fund;
- 6.4.3 During periods of extreme volatility of markets during which surrenders and switches would, in the opinion of The Company, be detrimental to the interests of the existing Policyholders invested in the Investment Fund;
- 6.4.4 In case of natural calamities, strikes, war, civil unrest, riots and bandhs;
- 6.4.5 In event of any force majeure or disaster that affects our normal functioning;
- 6.4.6 If so advised by the Insurance Regulatory and Development Authority.

6.5 Investment Fund Addition

The Company may from time to time create and add new Investment Funds with different fees/ charges with the approval of the Insurance Regulatory and Development Authority and consequently, new Investment Funds may be made available to You. All provisions of the Policy will apply to such new Investment Funds unless stated otherwise.

6.6 Investment Fund Closure

The Company reserves the right to close any Investment Fund at any time by giving a three month written notice of its intention to close an Investment Fund and from the date of such closure The Company will cease to create or cancel Units in the said Investment Fund ('Closing Investment Fund').

Closure of an Investment Fund will be on the happening of an event which in the sole opinion of The Company requires the said Investment Fund to be closed and such closure of an Investment Fund shall be subject to prior approval of Insurance Regulatory and Development Authority. The Company will require the Policyholder who has invested in the Closing Investment Fund to replace it with another Investment Fund/s ('Replacing Investment Fund') in the form specified by The Company and before the date specified in the written notice of The Company. Upon receiving Your notification, Units in the Closing Investment Fund allocated to this Policy will be cancelled on the last Valuation Date of the Closing Investment Fund. The Company will replace the Closing Investment Fund with the Replacing Investment Fund/s chosen by You, by creating Units in the Replacing Investment Fund/s, with proceeds from the cancellation of Units in the Closing Investment Fund on the last Valuation Date of the Closing Investment Fund.

If The Company has not received valid notice from You for modification of Your Investment Fund Allocation by the time of closure of the Closing Investment Fund, The Company will:

- switch Your funds from the Closing Investment Fund to the most conservative Investment Fund then available; and
- change Your Investment Fund Allocation in such a way that the percentage allocated to the Closing Investment Fund is added to the percentage allocated to the most conservative Investment Fund option then available. Currently the most conservative Investment Fund option is Safe Money Pension Fund. The Company would however declare the most conservative Investment Fund option from time to time depending upon its then current Investment profile.

6.7 Risks of investments

Investments in any of the Investment Funds are subject to the following:

- The premium paid in Unit Linked Insurance policies are subject to investment risks associated with capital markets and the NAVs (Net Asset Value) of the units may go up or down based on the performance of the fund and factors influencing the capital market and the insured is responsible for his/her decisions.
- The past performance of these or other Investment Funds of The Company do not indicate the future performance of these Investment Funds.
- The investment risk in investment portfolio is borne by the Policyholder.

7. UNITS

7.1 Creation of Units

The Units shall be created based on the Unit Price.

Units will be created in the Investment Fund/s on receipt by The Company of the premium / Top up Premium along with a local cheque/demand draft payable at par at the place where the premium/application for switch is received on the following basis:

- the same day's closing Unit Price shall be applicable if received by 3.00 p.m.
- the next day's closing Unit Price shall be applicable if received after 3.00 p.m.

In respect of premiums received with outstation cheques/demand drafts at the place where the premium is received, the closing Unit Price of the day on which cheques/demand draft is realised shall be applicable.

In case the premium is paid in advance, Units will be created only on the due date. No interest shall be payable on premium paid in advance.

7.2 Cancellation of Units

Units will be cancelled from the Investment Funds, wherein an application (including claims, surrender, Free-Look option, Policy closure, switch request, partial withdrawal) is received by The Company:

- By 3.00 p.m.: the same day's closing Unit Price shall be applicable.
- After 3.00 p.m.: the next day's closing Unit Price shall be applicable.

Under extraordinary circumstances, such as extreme volatility of the value of the investments of the Investment Funds The Company may delay cancellation of Units from an Investment Fund if it is necessary to do so in order to maintain fairness and equity between Policyholders remaining in that Investment Fund and the Policyholders leaving that Investment Fund. Where this applies, The Company may delay cancellation of all or part of the Investment Funds for upto 30 days. If The Company delays the cancellation, The Company will use the Unit Prices that apply on the day on which the cancellation actually takes place.

8. POLICY CHARGES

8.1 Premium Allocation Charge

This charge is recovered as a percentage of the Annualised Regular Premium, pertaining to the respective policy years, received by The Company. The balance, known as Allocation amount, is utilized to purchase Units for the Policy in accordance with the Investment Fund Allocation mentioned by You or in the pre-specified fund under Age based Asset allocation Plan Option, if chosen.

8.1.1 Annualised Regular Premium

Premium Allocation Charge shall be applied as per the following matrix:

Policy Year	Premium Allocation Charge
1 – 4	6%
5 onwards	0%

8.1.2 Top Up Premium Allocation Charge: 1.50%.

Service tax including cess and surcharge will be applicable on all Premium Allocation Charges as per the prevailing rates and will be deducted from the Annualised Regular Premium/ Top Up Premium.

8.2 Policy Administration Charge

The Policy Administration Charge will be deducted by cancellation of Units at the prevailing Unit Price on the corresponding Policy Date in each Policy Month as a percentage of Annualised Regular Premium as given in the table below:

Policy Year	Annualised Regular Premium <100,000	Annualised Regular Premium >=100,000
1 - 4	1%	0.6%
5 – 10	0.5%	0.5%
11 – 15	0.25%	0.25%
16+	0%	0%

Service tax including cess and surcharge will be applicable on the Policy Administration Charge as per the prevailing rates and will be deducted by cancellation of Units from the Policy Fund Value.

8.3 Fund Management Charge

The Fund Management Charge is levied at the time of computation of Unit Price and is levied at the rate as mentioned in the table below:

Fund Name	Annual Rate
Growth Opportunities Pension Plus	1.35%
Grow Money Pension Plus Fund	1.35%
Build India Pension Fund	1.35%
Save'n'grow Money Pension Fund	1.25%
Steady Money Pension Fund	1.00%
Safe Money Pension Fund	1.00%
Invest 'n' Grow Money Pension Fund	1.35%
Protect 'n' Grow Money Pension Fund	1.25%

The Fund Management Charge will be charged by adjustment of the Units Prices on each Valuation Date.

Service tax including cess and surcharge will be applicable on the Fund Management charge as per the prevailing rates and will be levied at the time of computation of Unit Price and adjusted in the Unit Price calculation.

8.4 Surrender Charge

The Surrender Charge to be levied may vary based on the duration of the Policy and is levied as a percentage of the Policy Fund Value, at the time of surrender. The Surrender Charges are as follows:

Policy Year	Surrender Charge (% of the Policy Fund Value)
1 st year	91%
2 nd year	60%
3 rd year	40%
4 th year	25%
5 th year	15%
6 th year onwards	NIL (Policy Fund Value is the surrender value)

Service tax including cess and surcharge will be applicable on the Surrender Charge as per the

prevailing rates (only at the time of surrender of the Policy) and will be deducted from the Policy Fund Value on the date when Surrender Value is paid

8.5 Switch Charge

A total of twelve Switches amongst Investment Funds are free of charge per Policy Year. Every additional Switch in a Policy Year would be subject to a charge which is currently at Rs.100/per switch. Service tax including cess and surcharge will be applicable on the Switch Charge as per the prevailing rates.

9. TERMINATION OF THE POLICY

The Policy will terminate on the earliest of the following:

- The date The Company receives Your application for Surrender of the Policy;
- The Vesting Date of the Policy as per Section 3.2;
- The date of intimation of the death of the Life Insured;
- The date of happening of the event/s as mentioned in Section 5;
- The date on which the Policy Fund Value becomes inadequate for the deduction of the relevant Policy Charges or becomes equal to 120% of Annualised Regular Premium of the basic plan, whichever happens earlier.

10. OTHER PROVISIONS

10.1 Taxation

The tax benefits on the Policy would be as per the prevailing tax law provisions in India. If required by the relevant legislations prevailing from time to time, The Company will withhold taxes from the benefits payable under the Policy.

The Company reserves the right to recover statutory levies including service tax by way of adjustment of the premiums paid by You or make necessary recoveries from the Policy Fund Value. As per the current laws, Service Tax including cess and surcharge at prevailing rates will be levied on all charges and any amount that is not allocated to Investment Funds in this Policy.

10.2 Revision of Charges:

The Company may at anytime revise any/all of the below mentioned charges to the maximum limits as indicated, subject to prior approval from Insurance Regulatory and Development Authority of India (IRDA):

- Policy Administration Charge: This charge will not exceed more than 2% per month.
- Fund Management Charge: The maximum charge will be the minimum of 2% for each of the investment funds, subject to IRDA approval or the cap prescribed by IRDA.
- Switch charge: This charge shall not exceed Rs.300 per switch.

10.3 Currency and Place of Payment

All payments to or by The Company will be in Indian rupees and shall be in accordance with the prevailing Exchange Control regulations and other relevant laws of India.

10.4 Unit Statement

Unit Statement is a statement of Units held under the Policy and shall be issued as on every Policy Anniversary Date and as and when transactions such as switch of Investment Funds, Top Up Premium or Partial Withdrawal are affected.

10.5 Customer Service

You can seek clarification or assistance on the Policy from the following:

- The Agent from whom the Policy was bought
- The Customer Service Representative of The Company at toll free no. 1800 102 4444
- SMS "SERVICE" to 56677

- Email: service@bharti-axalife.com
- Mail to: Customer Service
Bharti AXA Life Insurance Company Ltd.
Unit no 601 & 602, 6th floor Raheja Titanium,
Off Western Express Highway,
Goregaon (E), Mumbai-400 063

10.6 Grievance Redressal

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

Bharti AXA Life Insurance Company Ltd.
Unit No. 601 & 602, 6th floor, Raheja Titanium,
Off Western Express Highway,
Goregaon (E), Mumbai-400 063

Contact No: Toll Free no.: 1800 102 4444
Email ID: complaints.unit@bharti-axalife.com
www.bharti-axalife.com

10.6.2 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:

Complaint Redressal Officer

Contact No: Toll Free no.: 1800 102 4444
Email ID: cro@bharti-axalife.com

10.6.3 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

Address of the Insurance Ombudsmen:

Office of the Ombudsman	Name of the Ombudsmen	Contact Details	Areas of Jurisdiction
AHMEDABAD	Shri Amitabh	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 Tel.079- 27546150 Fax:079-27546142 E-mail:insombahd@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Shri N.A.Khan	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

BHUBANESHWAR	Shri S.K.Dhal	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: ioobbsr@dataone.in	Orissa
CHANDIGARH	Shri K.M.Chadha	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
CHENNAI	Shri K.Sridhar	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4th 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)
NEW DELHI	Sri P.K.Mishra	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 & Rajashtan
GUWAHATI	Shri Sarat Chandra Sarma	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5th 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
HYDERABAD	Shri P.A.Chowdary	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. 040-23325325 Fax: 040-23376599 E-mail: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
ERNAKULAM	Shri James Muricken	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

KOLKATA	Shri K.Rangabhashyam	Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road , 3rd floor, KOLKATA – 700 001 Tel.:033-22134869 Fax: 033-22134868 E-mail : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andeman & Nicobar Islands , Sikkim
LUCKNOW	Shri M.S.Pratap	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
MUMBAI	Shri R.K.Vashishtha	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3rd floor, S.V.Road, Santacruz(W), MUMBAI – 400 054 PBX: 022-26106928 Fax: 022-26106052 E-mail: ombudsman@vsnl.net	Maharashtra , Goa

10.6.4 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.

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