



Shriram Life Insurance Company Limited

**Shriram New Shri Vidya: (UIN: 128N051 V01)
A Non Linked Participating Insurance Plan**

Annexure IX

PART A: FORWARDING LETTER & POLICY SCHEDULE

Date: ___/___/_____

Agency Details

Agency Category

Agent Name

Agent (cy) Code

Agent Contact No

Policy No. _____

Mr/Mrs/Ms. _____

Address:

Landmark:

Mobile No.:

Dear Mr/Mrs/Miss. _____,

Greetings from Shriram Life!!

We are pleased to inform you that your proposal has been accepted and we thank you for preferring us as your life insurance partner. We appreciate your decision to provide security to yourself and your loved ones. We also thank you for joining us on this journey to create prosperity and to help you in your financial well-being and urge you to continue for the full policy term of ___ **years** to maximize your benefits.

We enclose the following documents

1. Policy bond
2. Copy of your proposal form
3. First premium receipt
4. Benefit Illustration

If you require clarification on any point, please feel free to contact us on customercare@shriramlife.in or on our toll free number **1800-3000-6116**. Kindly quote your Policy No. _____ in all correspondences.

Free-look Cancellation

You have a free look period of 15 days (30days in case of business sourced through distance marketing) from the date of receipt of the policy document to review the terms and conditions of the policy and where you disagree to any of these terms or conditions, you have the option to return the policy to the Company for cancellation, stating the reasons for your objection. You shall be entitled to a refund of the premium paid, subject only to a deduction of a proportionate risk premium for the period on cover and the expenses incurred by the Company on medical examination of the proposer, if any and stamp duty charges. Distance Marketing entails any sale through e-mails, telephonic calls and any other mode except through personal interaction

A request received by the Company for free look cancellation of the policy shall be processed and premium shall be refunded within 15 days of receipt of the request.

For any delay, the Company shall pay penal interest at a rate, which is 2% above bank rate from the date of request or last necessary document if any whichever is later, from the insured/claimant as stated above.

We assure you the best of our services and look forward to the pleasure of partnering with you for many years to come.

Kind Regards,

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(Atul Sharma)
Vice president - Operations

Shriram Life Insurance Company Limited hereinafter called “the Company”, having received a proposal and declaration with the statements contained and referred to therein, and the first premium from the proposer / life assured named in the schedule hereunder, and the said proposal, declaration and the statements thereto having been agreed to by the proposer / life assured and the company as basis of this assurance, do by this policy agree, in consideration and subject to the due receipt of premiums on the days stipulated in the schedule annexed, to pay the sum as defined under this policy, to the person’s to whom the same is payable as per the schedule, on submitting that the said sum becomes payable as set out in the schedule, together with the proof of the claimant’s right to the policy moneys, and acceptable proof of age of the policy holder, if age is not admitted earlier.

Further, it is hereby declared that this policy of assurance shall be subject to the conditions and privileges printed in the policy document and that the following schedule and any endorsement placed by the Company shall be deemed part of the policy.

For Shriram Life Insurance Company Limited

Authorized Signatory



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Policy Schedule

Divisional Office		Customer I.D		Plan UIN	
Agent Location		Policy Type	Own/Other's/HUF	Policy No:	
Agent(cy) Code		Premium Type	Regular	Plan Name	
Agent No:		Proposal No:			
Agency Category				Is Backdating Opted	Yes / No
Agent(cy) Name					

Proposer Details

Insurance Details

Name and Address of Proposer				Proposal No:	
				Date of Commencement of Policy	
				Date of Commencement of Risk	
				Type of Premium (RP/LP/SP)	
				Premium Amount	
				Policy Term	
D.O.B		Age (last Birthday)		Premium Payment Term	
Occupation		Sex		Premium Payment frequency	Yearly



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Relationship with Life Assured				Premium Due Dates			
				Last Premium - Due Date	N/A (or) _____		
Life Assured Details				Maturity Date			
				Sum Assured			
Name				Sum Assured on Maturity	Nil		
Occupation				Sum Assured on Death			
Sex							
D.O.B				Base Premium Amount			
Age Admitted	Yes/No						
Age (last Birthday)							
Health Extra	Yes / No	Other Extra's	Yes / No				
Communication Address of Life Assured:							
				GST on Premium			
				Total Instalment Premium			
Survival Benefits#:	S. No	Survival Benefit Date	Amount	S. No	Survival Benefit Date	Amount	
	1			4			
	2			5			
	3			6			

(#)Note: If more than six survival benefits are there then a separate annexure shall be attached wherein all the survival benefits shall be described. It forms part of the policy schedule. The same should be maintained till the maturity or foreclosure/surrender of the policy.

Nomination Details (Under Sec 39 of Insurance Act 1938 as amended from time to time)**
[A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in annexure - () for reference]

Name of the Nominee	Age	Relationship with Life Assured	Percent age share %	Appointee Name (If the Nominee is minor)	Relationship with Nominee	Age
Name 1						
Name 2						
Name 3						



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Name 4						
Name 5						

(**) **Note:** If more than 5 Nominees are proposed, the remaining nominee details will be printed in a separate annexure and it forms part of the policy schedule. The same should be maintained till the maturity or foreclosure/surrender of the policy.

Note:

- All premiums and benefits as disclosed under this Insurance policy are payable in Indian Rupees.
- This schedule forms an integral part of the policy document and should be read in conjunction.
- On examining the Policy document, if you notice any mistakes/errors, please return the policy bond to Company for correction.

SIGNED ON BEHALF OF THE COMPANY AT THE ABOVE MENTIONED DIVISIONAL OFFICE.

Date:
Seal:

Authorized Signatory

D.O Name
Shriram Life - Policy No:

PART B: Definitions

- B1.Age:** Age of Life assured as on last birthday (in completed years)
- B2. Annualised premium:** shall be the premium payable in a policy year chosen by the policy holder excluding the underwriting extra premium, rider premium, and loading for modal premiums, if any.
- B3. Authority:** means the Insurance Regulatory and Development Authority of India established under the provisions of section 3 of the Insurance Regulatory and development Authority Act, 1999 (41 of 1999)
- B4. Bank rate:** means "Bank rate fixed by the Reserve Bank of India (RBI) at the beginning of the



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financial year in which claim has fallen due”

- B5. Complaint/Grievance:** means written expression (includes communication in the form of electronic mail or other electronic scripts) of dissatisfaction by a complainant with insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities about an action or lack of action about the standard of service or deficiency of service of such insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities
- B6. Complainant:** means a policyholder or prospect or any beneficiary of an insurance policy who has filed a complaint or grievance against an insurer or a distribution channel
- B7. Cover:** means an insurance contract either in the form of a policy or a cover note or a Certificate of insurance or any other form as approved by the Authority to evidence the existence of an insurance contract.
- B8. Death Benefit:** Shall mean benefit agreed at the inception of the contract, which is payable on death as specified in the policy document.
- B9. Distribution channels:** means persons and entities authorized by the Authority to involve in sale and service of insurance products
- a. **Grace period.** The time granted by the insurer from the due date for the payment of premium without any penalty/late fee 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
- B10. You, or Your:** The Policyholder as mentioned in the Policy Schedule. The Policyholder may or may not be the life Assured.
- B11. Lapsed/ Discontinued Policies:** If the renewal premium is unpaid at the end of the grace period, and the policy has not attained a surrender value, the policy status will be changed to lapse and benefits are not payable.
- B12. Life Assured:** The person on whose life death risk is covered.
- B13. Maturity Benefit:** means the benefit payable on maturity as specified in the policy document.
- B14. Policyholder:** Person who has proposed to purchase the policy and pays the premium under the policy.
- B15. Policy Schedule:** Document featuring the main details and benefits of the policy.
- B16. Proposal form:** means a form to be filled in by the prospect in written or electronic or any other format as approved by the Authority , for furnishing all material information as required by the insurer in respect of a risk, in order to enable the insurer to take informed decision in the context of underwriting the risk, and in the event of acceptance of the risk, to determine the rates, advantages, terms and conditions of the cover to be granted.
- B17. Proposer:** Person proposing insurance on own life or on the life of another person.
- B18. Prospect:** means any person who is a potential customer of an insurance and likely to enter into an insurance contract either directly with the insurer or through a distribution channel.
- B19. Prospectus:** means a document either in physical or electronic or any other format issued by the insurer to sell or promote the insurance products.
- B20. Revival:** Restoration of policy which was discontinued due to non-payment of premiums.
- B21. Rider benefits:** An amount of benefit payable on a specified event offered under the rider and is allowed as an add on benefit.
- B22. Sum Assured on death (Death sum assured):** Absolute amount which is guaranteed to



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become payable on death of the life assured in accordance with the terms & conditions of the policy

- B23. Sum Assured on maturity (Guaranteed maturity sum assured):** Absolute amount of benefit which is guaranteed to become payable on maturity of the policy. This is equal to the sum assured chosen by the policyholder at inception of the policy.
- B24. Sum Assured:**
Absolute amount chosen by the policyholder at the time of proposal in accordance with the terms & conditions of the policy
- B25. Surrender:** Option exercised by the policy holder for complete withdrawal/termination of the entire policy.
- B26. Surrender Value:** An amount if any, that becomes payable in case of surrender in accordance with the terms and conditions of the policy.
- B27. We, Us , Our, Insurer or The Company:** Shriram Life Insurance Co. Ltd.
- B28. Date of commencement of risk:** The date from which the insurance cover under the policy starts.
- B29. Date of commencement of the policy:** Date on which the policy commences.
- B30. Date of inception:** Date of issuance of the policy or date of effecting the policy.
- B31. Nominee:** Nominee is the person/persons appointed by the life assured to receive the death benefit herein upon his/her death.
- B32. IRDAI:** Insurance Regulatory and Development Authority of India.



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PART C: Product description & its benefits

C1. Plan Description

Shriram New Shri Vidya is a non linked participating endowment plan. The policyholder has to pay contractual premiums as and when due. The plan has both regular and limited premium pay options. The plan provides for double insurance cover, with one sum assured payable immediately on death and one more in equal installments at the end of each of the last four years of the policy. In addition a stream of monthly income starts immediately from the end of next month following the date of death till the end of the policy term but not less than 36 monthly payments. The plan also provides for survival benefits and accrued Bonuses at maturity.

Policies will share in the experience of the Company's participating business through the declaration of simple reversionary bonuses, if any, including Interim Bonuses attached to the policies to date. Reversionary bonus rates may vary from year to year and will depend on actual experience and prevailing and expected economic conditions. Future bonuses are not guaranteed and will depend upon future experience and the then prevailing and expected economic conditions

C2. Benefits under the Plan

Sum assured on death shall be higher of

- 10 times the annual premium if age is less than 45 years and 7 times the annual premium if age is 45 years and above.
- basic sum assured plus additional death benefit

[Where additional death benefit is the discounted value at the end of the year of death (@ 7.5% p.a) of

- a) 25% of basic sum assured paid at the end of each of the last four years of the policy and
- b) Family income benefit ie the monthly income benefit of 1% of the basic sum assured at the end of every month following the date of death till the end of the policy term but not less than 36 monthly payments. The benefit payment may extend beyond the term in case of death during the last 3 years]

The additional death benefit can be taken in any one of the following options.

1. Lump sum at the time of death, or
2. 25% of basic sum assured paid at the end of each of the last four years of the policy and Family income benefit ie the monthly income benefit of 1% of the basic sum assured at the end of every month following the date of death till the end of the policy term but not less than 36 monthly payments.

The above option can be exercised any time during the policy term by the policy holder or by the nominee at the time of death. The additional death benefit in case of lump sum option per 1000 sum assured are given in **Annexure**

Death Benefit: In case of death of the life assured during the policy term, provided all the due
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premiums have been paid, the following benefits are paid to the nominee or beneficiary.

- Sum assured on death
- Accrued Reversionary Bonuses plus Terminal Bonus, if any, immediately on death.

However the death benefit will be at least 105% of all premiums paid till the date of death excluding any extra and rider premiums and taxes. The policy will not accrue any future bonuses after death.

Survival Benefit: In case of survival of the life assured up to the end of each of the last four years of the policy and provided all the due premiums have been paid, 25% of the basic sum assured will be paid.

Maturity Benefit: Accrued Reversionary Bonuses and Terminal Bonus, if any, will be paid at maturity.

Rider Benefit: Rider Benefits will be available based on rider opted at the time of the purchase of policy. Please refer rider endorsement for rider benefits and other details.

If the rider term is less than the policy term, then the rider premium ceases at the end of rider term and the premium payable thereafter will be the base plan installment premium.

C3.Keep making renewal payments

You have to pay premiums on due dates for the premium paying term of the policy as specified in the policy schedule to avail complete policy benefits.

Service tax and any other tax applicable shall be levied as per the tax laws on premiums.

C4.Grace period available after due date

If the premiums are not paid on or before due date then a grace period of 30 days is available for payment of premiums for all modes. Life insurance cover will continue during the grace period. At the end of grace period policy will lapse if premium is not paid.

C5.Premium not paid after grace period

Insurance is a long term contract, so to enjoy the policy benefits; you should continue your policy by paying premiums regularly. However if you do not pay the premium then following would be applicable.

No benefits will be payable if

- At least two full years' premiums have not been paid if the premium paying term is 7 years
- At least three full years' premiums have been not paid if the premium paying term is 10 years or more.

Policies will continue on paid up basis if

- At least two full years' premiums have been paid if the premium paying term is 7 years
- At least three full years' premiums have been paid if the premium paying term is 10 years or more.

Reduced paid up sum assured = Basic Sum Assured x No. of Premiums paid / Total No. of Premiums payable



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Reduced paid up sum assured on death = $\frac{\text{Sum Assured on death} \times \text{No. of Premiums paid}}{\text{Total No. of Premiums payable}}$ Premiums are excluding extra, rider premiums and taxes.

- A paid up policy will not accrue any future bonuses. Any Bonus payable in the year of premium discontinuance shall be reduced proportionately to the unpaid premiums in that policy year. Paid up value will be paid on maturity or on death if it occurs earlier.
- A paid-up policy will not accrue any future bonuses.

The benefits payable under a paid up policy are as mentioned below:-

Death Benefit: In case of death of the life assured during the policy term, reduced paid up sum assured on death and accrued Reversionary Bonuses will be paid to the nominee or beneficiary.

Survival Benefit: In case of survival of the life assured up to the end of each of the last four years of the policy, 25% of the reduced paid up sum assured will be paid. In case the policy becomes paid up after the start of survival benefits, 25% of the reduced paid up sum assured will be paid for the remaining installments.

Maturity Benefit: In case of survival of the life assured up to the end of the policy term, accrued Reversionary Bonuses till the policy becomes paid up will be payable to the policy holder.

PART D: Non-forfeiture Benefits & Policy Servicing

D1. Revival of lapsed/paid-up policy

You can revive your lapsed /paid up policy within two years from the date of first unpaid installment premium by paying the total premium dues with interest along with the revival requirements as per the Board approved underwriting policy. Once the policy is revived it is entitled to original and accrued benefits.

D2. Liquidity options available under the plan

Surrender of the policy

While we do not encourage the surrender of a policy as you will be left without a life insurance protection, we do understand the importance of needing cash at a short notice in the case of an emergency. To support you in such circumstances, we provide you the option to surrender your policy and receive the surrender value. The guaranteed surrender value is available under this



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policy provided that the policy has acquired a paid up value.

The policy will acquire Surrender Value provided

- Two full years' premiums have been paid if the premium paying term is 7 years
- Three full years' premiums have been paid if the premium paying term is 10 years or more.

The guaranteed surrender values payable expressed as a percentage of premium paid is as per the table below:

Year/ Policy term	10 yea rs	15 yea rs	20 yea rs	25 yea rs
1	0%	0%	0%	0%
2*	30%	30%	30%	30%
3	30%	30%	30%	30%
4	50%	50%	50%	50%
5	50%	50%	50%	50%
6	50%	50%	50%	50%
7	50%	50%	50%	50%
8	63%	55%	53%	52%
9	76%	60%	56%	54%
10	90%	65%	59%	56%
11		70%	62%	58%
12		75%	65%	60%
13		80%	68%	62%
14		85%	71%	64%
15		90%	74%	66%
16			77%	68%
17			80%	70%
18			83%	72%



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Year	10 years	15 years	20 years	25 years	86%	74%
1	0%	0%	0%	0%		
2*	6.0%	5.3%	5.0%	4.8%	90%	76%
3	9.0%	8.0%	7.5%	7.2%		78%
4	12.0%	10.7%	10.0%	9.6%		80%
5	15.0%	13.3%	12.5%	12.0%		82%
6	18.0%	16.0%	15.0%	14.4%		84%
7	21.0%	18.7%	17.5%	16.8%		90%
8	24.0%	21.3%	20.0%	19.2%		
9	27.0%	24.0%	22.5%	21.6%		
10	30.0%	26.7%	25.0%	24.0%		
11		29.3%	27.5%	26.4%		
12		32.0%	30.0%	28.8%		
13		34.7%	32.5%	31.2%		
14		37.3%	35.0%	33.6%		
15		40.0%	37.5%	36.0%		
16			40.0%	38.4%		
17			42.5%	40.8%		
18			45.0%	43.2%		
19			47.5%	45.6%		
20			50.0%	48.0%		
21				50.4%		
22				52.8%		
23				55.2%		
24				57.6%		
25				60.0%		

*The guaranteed surrender value in second year is applicable only for policies with premium paying term less than 10 years.

In addition, guaranteed surrender value of bonus, which is a percentage of accrued bonuses is also payable once the policy has acquired surrender value.

The guaranteed surrender value of bonus payable expressed is as per the table below:



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*The guaranteed surrender value in second year is applicable only for policies with premium paying term less than 10 years.

Special surrender value (Non Guaranteed)

Special Surrender Value which may be higher than the guaranteed surrender value may be paid depending on the experience of the fund. The special surrender values are non-guaranteed.

Note: The surrender value will be paid after deducting the survival benefits already paid, if any.

The policy will terminate once the surrender value is paid.

D3. Loans: Facility of policy loan up to 90% of the surrender value is available for you to meet your immediate cash requirements. Interest will accrue on the outstanding loan balance at a rate declared by the Company from time to time based on the then prevailing market conditions. Any outstanding loan balance will be recovered from policy proceeds before any benefit is paid on the policy. The policy will terminate without value if the outstanding loan balance reaches the Surrender Value.

D4. Reversionary Bonuses: The policy will share in the experience of the Company's participating business through the declaration simple reversionary bonuses, if any, including Interim Bonuses attached to the policy to date. Reversionary Bonus rates may vary from year to year and will depend on actual experience and prevailing and expected economic conditions. Future Bonuses are not guaranteed and will depend upon future experience and expected economic conditions.

D5. Terminal Bonus: The Company may pay Terminal Bonus on death or maturity. The Terminal Bonus is discretionary and will depend on actual experience of the participating business and prevailing economic conditions.

To enjoy maximum benefits and receive all the bonuses it is advisable to pay all the premiums for the full premium paying term.

D6. Advance Premiums: We provide you with an option of paying your premiums in advance. The premiums within the same financial year can be paid in advance at a discount as approved by IRDA.

D7. Alterations allowed under the policy

The following alterations are allowed as approved by IRDAI

- 1 Reduction of sum assured
- 2 Change of premium payment mode



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However, as the premium chosen at the inception of the policy shall not vary during the policy term, the reduction of sum assured will be allowed only together with appropriate reduction in premium paying term/policy term. The Company shall not accept any amount less than the stipulated due premium as stated in the policy schedule

The sum assured post alteration will be compliant with minimum sum assured on death mandated by IRDA.

D8. Free Look Period:

The policy holder has a period 15 days (30days in case of business sourced through distance marketing) from the date of receipt of the policy document to review the terms and conditions of the policy and where the policy holder disagrees to any of those terms or conditions, he has the option to return the policy to the insurer for cancellation stating the reasons for his objection, when he shall be entitled to a refund of the premium paid, subject only to a deduction of a proportionate risk premium for the period on cover and the expenses incurred by the Company on medical examination of the proposer, if any, and stamp duty charges. Distance Marketing entails any sale through e-mails, telephonic calls and any other mode except through personal interaction

A request received by the Company for free look cancellation of the policy shall be processed and premium shall be refunded within 15 days of receipt of the request

For any delay, the Company shall pay penal interest at a rate, which is 2% above bank rate from the date of request or last necessary document if any whichever is later, from the insured/claimant as stated above

PART E: Charges under the Plan

Not applicable.

PART F: Terms & Conditions

F1. Change of your communication Address

For all future communication we require the correct contact details of policy holder. If there is any change in your contact details after issuance of the policy, then you shall submit your new contact details along with address proof to our nearest branch /divisional office or to our customer care executive at customercare@shriamlife.in or can call on our toll free no: 1800 3000 6116

Our Head Office address for your communication:

Shriram Life Insurance Company Limited,
Ramky selenium,
Beside Andhra Bank Training Centre
Financial District
Hyderabad
e-mail: customercare@shriramlife.in
Phone: 040-2300 9400



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F2. Correct age disclosure is important

Proof of age: : The minimum and maximum age entry eligible under this plan is 18 years and 50 years age last birthday respectively. The maximum maturity age is 70 years

We have calculated premium based on life assureds' age, sum assured and some other risk factors. Age is most important criteria for calculating premium. If, at any time (including at claim stage) age is found to be different from what is stated in proposal form then following would be applicable:

- If the age is proved to be higher than the age declared in the proposal, the premium will be revised effective from the date of commencement provided it meets terms and conditions of the product. Total difference amount between the revised premium and original premium with interest rate determined at the time of revision will be collected from policyholder or deducted from the claim amount whichever is applicable.
- If the age is proved to be lower than declared in the proposal, the premium under the policy will be revised effective from the date of commencement. The difference between the revised premium and the original premium will be refunded to the policyholder without interest.
- However, if the correct age at entry is such that the policy cannot be offered or would have made the life assured ineligible, the policy contract will be terminated by paying the surrender value, if any.

F3. Payment of Premium:

The schedule of the policy clearly specifies the due dates for payment of premium. In view of this, it is not obligatory for the insurer to issue a reminder in this respect. The Life Assured/ Proposer should pay premiums as and when they fall due. The premium shall be adjusted on the due date even if it has been paid in advance

F4. Termination of the policy:

The policy will be terminated on earliest of the following events:

- a. Payment of death benefit
- b. Completion of the policy term
- c. At the end of revival period if the policy is not revived
- d. Payment of surrender value
- e. On Free look cancellation

F5. Nomination under the Policy:

Nominee is the person who can receive the Death benefit under the policy. It is insisted that nomination should be made in proposal form as per Section 39 of The Insurance Act, 1938 as amended from time to time. If the nomination has not been made at the time of taking the policy in the proposal form, then it is advised to do so at the earliest.

[A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in annexure - II for reference]

F6. Assignments under the Policy:



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Assignment is transferring the title and rights of policy either absolutely or conditionally. Assignment can be made as per section 38 of The Insurance Act, 1938 as amended from time to time:-

[A Leaflet containing the simplified version of the provisions of Section 38 is enclosed in Annexure - II for reference]

Nomination, assignment or change of nomination can be done through the Divisional Office of the Company (please check the policy document) where the policy is being serviced. Nomination or assignment will be effective only after it is recorded /registered with us.

In accepting the nomination/assignment or change of nomination/assignment we do not take any responsibility or express any opinion as to its validity or legality / legal effect.

Policies purchased under the Married Women's Property Act, 1874 cannot be assigned

F7. Issuance of duplicate Policy:

In case of loss of the policy document, an indemnity bond duly notarized must be submitted. A processing fee of Rs.100 and stamp duty of Rs. 0.2 per thousand sum assured will be payable by the policy holder.

F8. Currency:

All monies payable under the Policy to or by the Insurer shall be payable in Indian Rupees only.

F9. Variation of Terms and Conditions:

The Company reserves the right to change any of these Policy Provisions / terms and conditions in accordance with changes in applicable regulations or laws or if it becomes impossible or impractical to enact the provision / terms and conditions.

Variations of the Terms & Conditions shall be with prior approval from the Authority.

F10. Documents required for making a death claim:

- i. Original policy document
- ii. Proof of death/ Death certificate
- iii. Identity proof of Nominee
- iv. FIR, post mortem, charge-sheet, in case of death due to accident/accidental death.
- v. Any other document depending on the cause of death and nature of claim.

F11. Delay in claim intimation:

Please communicate to us about the death claim ~~without any delay~~ within 90 days. However, if there is any delay in death claim intimation due to reasons that are beyond the control of claimant then the claim would be considered for processing.

F12. Timelines and Delay in settlement of claims:

The following are the timelines stipulated for settlement of claims/requests as per the Board approved policy for Protection of Interests of Policy holders:



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- i. The death claims will be paid or rejected or repudiated giving relevant reasons, within 30 days from the date of receipt of all relevant papers and required clarifications. . However where the circumstances of a claim warrant an investigation in the opinion of the insurer, it shall initiate the same at the earliest and complete the such investigation expeditiously, in any case not later than 90 days from the date of receipt of claim intimation and the claim shall be settled within 30 days thereafter
If there is any delay on the part of the Company for the timelines mentioned in (i) above , the Company shall pay interest at a rate, which is 2% above bank rate from the date of receipt of last necessary document
- ii. In respect of maturity, survival benefits and annuities, the payments will be made on or before the due date.
- iii. In respect of free look cancellation, surrender, withdrawal, request for refund of proposal deposit, refund of outstanding proposal deposit, the payments will be paid within 15 days of receipt of request or last necessary document failing which the Company shall pay penal interest at a rate, which is 2% above Bank rate from the date of request or receipt of last necessary document if any whichever is later, from the insured/claimant.

F13. Taxes

Premiums are exclusive of taxes.

All Premiums are subject to applicable taxes, cesses and levies which shall be paid by you along with the Premium. If any additional Taxes /Cesses /Levies are imposed by any statutory or administrative body of this country under this Policy, the Company reserves the right to claim the same from policyholder”.

F14. Fraud or misrepresentation:

In case of fraud or misrepresentation, any monies payable under the policy shall be in accordance with Section 45 of The Insurance Act, 1938 as amended from time to time.

F15. Suicide Clause

If the Life Assured commits suicide for any reason, while sane or insane, within one year from the date of inception of the policy, 80% of the premiums paid shall be paid to the nominee or beneficiary.

If the Life Assured commits suicide for any reason, while sane or insane, within one year from the date of revival of the policy, an amount which is higher of 80% of the premiums paid less any survival benefits paid, (excluding extra, rider premium and taxes) till the date of death or the surrender value shall be paid to the nominee or beneficiary.

F16. Section 45 of the insurance Act, 1938 as amended from time to time

- (1) No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e. from the date of issuance of the policy or the



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date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.

- (2) A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud:

Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.

- (3) Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the mis-statement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policy holder is not alive.

- (4) A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued:

Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based:

Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.

- (5) 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.



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PART G: Complaints and grievances

Complaints and grievances

In case you have any Query, Complaint or Grievances

First Step:

You can also contact our Customer care on our Toll free no: 1800 3000 6116 & through email id: customercare@shriramlife.in

You may also approach our office at the following address:

Divisional In charge

Shriram Life Insurance Company Limited,
Divisional Office,

Address:

Second Step

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:

Grievance Redressal Officer, Shriram Life Insurance Company Limited,

Regd Office: Plot no 31-
32, Ramky Selenium
Financial district,
Gachibowli
Hyderabad,
Telangana - 500032
Contact No: 040-23009400
Email Id: grievance.redressal@shriramlife.in

If you are not satisfied with the response or do not receive a response from us within 14 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI). The contact details are as follows

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO:155255

Email ID: complaints@irda.gov.in

You can also register your complaint online at <http://www.igms.irda.gov.in/>

Address for communication for complaints by fax/paper:



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Consumer Affairs Department
Insurance Regulatory and Development Authority of India ,9th floor, United India Towers,
Basheerbagh
Hyderabad - 500 029, Telangana Fax No: 91- 40 - 6678 9768

Third Step

In case you are not satisfied with the decision or resolution of the company, you may approach the Insurance Ombudsman at the address given overleaf, if your grievance pertains to:

-
- a) delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999;
- b) any partial or total repudiation of claims by the life insurer;
- c) disputes over premium paid or payable in terms of insurance policy;
- d) misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
- e) legal construction of insurance policies in so far as the dispute relates to claim;
- f) policy servicing related grievances against insurers and their agents and intermediaries;
- g) issuance of life insurance policy, which is not in conformity with the proposal form submitted by the proposer;
- h) non-issuance of insurance policy after receipt of premium in life insurance

any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f)

Manner in which complaint to be made

, As per provisions 14(2) and 14(3) of Ombudsman rules 2017

The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman

No complaint to the Insurance Ombudsman shall lie unless—

- a) the complainant makes a written representation to the insurer named in the complaint and—



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- i. either the insurer had rejected the complaint; or
 - ii. the complainant had not received any reply within a period of one month after the insurer received his representation; or
 - iii. the complainant is not satisfied with the reply given to him by the insurer;
- b) The complaint is made within one year—
- i. after the order of the insurer rejecting the representation is received; or
 - ii. after receipt of decision of the insurer which is not to the satisfaction of the complainant;
 - iii. after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant

All communication in relation to this policy shall be addressed to:

SHRIRAM LIFE INSURANCE CO LTD.

Plot no. 31-32, Ramky Selenium,
Financial District
Gachibowli, Hyderabad,
Telangana -500032

In case of any grievance under the policy, the address of the Insurance Ombudsman is as under:-

Office of the Insurance Ombudsman

6-2-46, 1st Floor, Main Court Lane
Opp. Saleem Function Palace, AC Guards
Lakdi-ka-pool, HYDERABAD -500 004

Addresses and contact details of the Insurance Ombudsman along with its area of jurisdiction is mentioned in enclosed **Annexure**. The Policy Holder may approach the concerned Insurance Ombudsman.

(Appointed Actuary)

(Legal Officer)

**(Chief
Executive Officer
& Full time
Director)**

Annexure

List of Ombudsman

CONTACT DETAILS

JURISDICTION



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<p>AHMEDABAD Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad - 380 014 Tel.:- 079-27546150/139 Fax:- 079-27546142 Email:- bimalokpal.ahmedabad@gbic.co.in</p>	<p>State of Gujarat and Union Territories of Dadra & Nagar Haveli and Daman and Diu.</p>
<p>BENGALURU Office of the Insurance Ombudsman, JeevanSoudha Building, PID No.57-27- N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru-560 078. Tel.:- 080-26652048 / 26652049 Email:- bimalokpal.bengaluru@gbic.co.in</p>	<p>Karnataka.</p>
<p>BHOPAL Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp.Airtel Office, Near New Market, Bhopal - 462 033. Tel.:- 0755-2769200/201/202 Fax:- 0755-2769203 Email:- bimalokpalbhupal@gbic.co.in</p>	<p>States of Madhya Pradesh and Chattisgarh.</p>
<p>BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar - 751 009. Tel.:- 0674-2596461 / 2596455 Fax:- 0674-2596429 Email:- bimalokpal.bhubaneswar@gbic.co.in</p>	<p>State of Orissa.</p>
<p>CHANDIGARH Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 - D, Chandigarh - 160 017. Tel.:- 0172-2706196/5861 / 2706468 Fax:- 0172-2708274 Email:- bimalokpal.chandigarh@gbic.co.in</p>	<p>States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union territory of Chandigarh.</p>



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<p>CHENNAI Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI - 600 018. Tel.:- 044-24333668 / 24335284 Fax:- 044-24333664 Email:- bimalokpal.chennai@gbic.co.in</p>	<p>State of Tamil Nadu and Union Territories - Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry).</p>
<p>DELHI Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.:- 011-23239611/7539/7532 Fax:- 011-23230858 Email:- bimalokpal.delhi@gbic.co.in</p>	<p>State of Delhi</p>
<p>ERNAKULAM Office of the Insurance Ombudsman, 2nd floor, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, Ernakulum - 682 015. Tel.:- 0484-2358759/2359338 Fax:- 0484-2359336 Email:- bimalokpal.ernakulum@gbic.co.in</p>	<p>Kerala, Lakshadweep, Mahe-a part of Pondicherry</p>
<p>GUWAHATI Office of the Insurance Ombudsman, 'Jeevan Nivesh', 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM). Tel.:- 0361- 2132204 / 2132205 Fax:- 0361-2732937 Email:- bimalokpal.guwahati@gbic.co.in</p>	<p>States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.</p>
<p>HYDERABAD Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court" Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.:- 040-65504123/23312122 Fax:- 040-23376599</p>	<p>States of Andhra Pradesh, Telangana and Union Territory of Yanam - a part of the Union Territory of Pondicherry.</p>



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Email:- bimalokpal.hyderabad@gbic.co.in	
JAIPUR Office of the Insurance Ombudsman, Jeevan Nidhi-II Bldg., Ground Floor, Bhawani Singh Marg, Jaipur - 302005. Tel.:- 0141-2740363 Email:- bimalokpal.jaipur@gbic.co.in	State of Rajasthan.
KOLKATA Office of the Insurance Ombudsman, Hindustan Building Annexe, 4th floor, 4, CR Avenue, Kolkata - 700 072. Tel.:- 033-22124339 / 22124340 Fax:- 033-22124341 Email:- bimalokpal.kolkata@gbic.co.in	States of West Bengal, Bihar, Sikkim and Union Territories of Andaman and Nicobar Islands.
LUCKNOW Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow-226 001. Tel.:- 0522-2231330 / 2231331 Fax:- 0522-2231310. Email:- bimalokpal.lucknow@gbic.co.in	District of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varansi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sulanpur, Maharajganj, Santkabirnagar, Azamgarh, Kaushinagar, Gorkhpur, Deoria, Mau, Chandauli, Ballia, Sidharathnagar.
MUMBAI Office of the Insurance Ombudsman, 3rd Floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.:- 022-26106928/360/889 Fax:- 022-26106052 Email:- bimalokpal.mumbai@gbic.co.in	States of Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
NOIDA Office of the Insurance Ombudsman, BhagwanSahai Palace, 4th Floor, Main Road, Naya Bans, Sector-15, GautamBudh Nagar, Noida Email:- bimalokpal.noida@gbic.co.in	States of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozabad, GautamBudh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA Office of the Insurance Ombudsman,	States of Bihar and Jharkhand.



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1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006. Email:- bimalokpal.patna@gbic.co.in	
PUNE Office of the Insurance Ombudsman, JeevanDarshan Building, 3rd Floor, CTS Nos. 195 to 198, NC Kelkar Road, Narayan Peth, Pune - 411 030 Tel: 020 -32341320 Email:- bimalokpal.pune@gbic.co.in	States of Maharashtra, Area of Navi Mumbai and andhraThane excluding Mumbai Metropolitan Region.

Annexure II

Simplified version of provisions of Section 38 & 39 of Insurance Act 1938 as amended from time to time.

A. Section 38 - Assignment and Transfer of Insurance Policies as amended from time to time

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

1. This policy may be transferred/assigned, wholly or in part, with or without consideration.
2. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
3. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
4. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
5. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy there of certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
6. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
7. On receipt of notice with fee, the insurer should Grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
8. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
9. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is



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- a. not bonafide or
 - b. not in the interest of the policyholder or
 - c. not in public interest or
 - d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
- a. where assignment or transfer is subject to terms and conditions of transfer or assignment OR
 - b. where the transfer or assignment is made upon condition that
 - i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
 - ii. the insured surviving the term of the policy

Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.

14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
- a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
 - b. may institute any proceedings in relation to the policy
 - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings
15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Ordinance, 2014 shall not be affected by this section.

B. Section 39 - Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

1. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
2. Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
3. Nomination can be made at any time before the maturity of the policy.



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4. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
5. Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
6. A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
7. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
8. On receipt of notice with fee, the insurer should grant a written acknowledgement to the policyholder of having registered a nomination or cancellation or change thereof.
9. A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
10. The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
11. In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
12. In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
13. Where the policyholder whose life is insured nominates his
 - a. parents or
 - b. spouse or
 - c. children or
 - d. spouse and children
 - e. or any of them

the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.

14. If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
15. The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the commencement of Insurance Act as amended from time to time.
16. If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
17. The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act,



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it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.