

Aviva Young Scholar Secure

An Individual Non-Linked, Non-Participating Savings Life Insurance Plan

Part A

CIN-

UIN: 122N092V03

1. Forwarding Letter with Free Look Clause

Mr. XYZ ABC
ABC Company Scheme
Address Line 1
Address Line 2
State
PIN

Subject: Aviva Young Scholar Secure : _____ **/Client ID:**

Dear Customer,

Thank you for choosing Aviva Life Insurance Company India Limited.

The Policy Document explains the benefits to the Policyholder and terms and conditions of the Policy. The same is enclosed herewith for Your information and reference

Please review the documents carefully. If you have any queries please contact the Customer Services at any of our branch (es) or email us at: _____ or call us at _____

Right to reconsider during the Free Look Period

If You are dissatisfied with the Policy and wish to cancel the same, please send a letter marked to "Customer Services" at the address below along with the original Policy Document and premium receipt. You must exercise the option to cancel the Policy within fifteen (15) days (30 days in case Policy is issued through distance marketing mode) of receipt of this Policy Document stating reasons for cancellation. On receipt of the afore-mentioned documents, We will refund the Premium (without interest) received, after deducting expenses incurred on medicals, if any, proportionate risk premium for the period of cover and stamp duty charges.

Yours Sincerely

Name

Designation

Address: The Customer Service Group
401-A, 4th Floor, Block A, DLF Cyber Park,
Sector-20, NH-8, Gurugram, Haryana-122 016

Intermediary Name:

Intermediary Code:

Intermediary Telephone No.:

Intermediary Email:

Intermediary License No.

Intermediary Mobile No:

2. Policy Preamble

This Policy Document evidences the contract of insurance between You and Us. Your Proposal Form is the basis of the insurance provided by Us. We will provide the benefits set out in this Policy subject to its terms and conditions.

3. Policy Schedule

SCHEDULE

Policy		
Policy Number	:	
Plan Name	:	Aviva Young Scholar Secure
Plan Type	:	Individual Non Linked Non-Participating Savings Life Insurance Plan
UIN	:	122N092V03
Policyholder	Insured	Beneficiary
Name	:	Name
Date of birth	:	Date of birth
Age	:	Age
Sex	:	Sex
Identity Proof	:	Identity Proof
Address	:	Address
Whether Age admitted: (Yes/No)		Whether Age admitted: (Yes/No)
Relationship with Insured: (Yes/No)		Relationship with Insured: (Yes/No)
Marital Status:		
Insurance Details		
Option (Silver/Gold/Diamond/Platinum)		
Death Sum Assured		
Maturity Sum Assured		
Commencement Date		
Risk Commencement Date		
Annualised Premium		
Rider Premium		
Regular Premium		
Premium Frequency		

Applicable Tax Amount*		
Total Amount		
Policy Term		
Premium Payment Term		
Maturity Date		
Due date for payment of last instalment of Regular Premium		
Tuition Fee Support (TFS)		
College Admission Fund (CAF)		
Higher Education Reserve (HER)		
<u>Term Plus (TP) Rider</u>		
TP Rider Sum Assured		
TP Rider Expiry Date		
TP Rider Premium		
TP Rider Premium Payment Term		
Due date for payment of last instalment of TP Rider Premium		
Nature of Charge/Fee	Rate applicable at the Commencement Date	
1) Alteration Charges This is a charge levied at the time of change in Premium Frequency	Rs.100*	
2) Revival fee This is a fee levied at the time of revival of the Policy	Rs.250*	

*Applicable taxes will be charged and/ or deducted on/ from the premium/rider premium/ fee/charge at the prevailing rates. Tax laws are subject to change.

Part B

1. Definitions

- 1.1. The terms defined below have the meanings given to them below wherever they appear in the Policy Document:
 - 1.1.1. Age means age at last birthday as specified in the Schedule.
 - 1.1.2. Appointee means the person named as such in the Schedule, to receive the death benefit and give a valid discharge to Us on behalf of the Nominee, in the event of death of the Insured during the minority of the Nominee.
 - 1.1.3. Annualized Premium means means the amount specified in the Schedule. It is the premium payable in a Policy Year excluding the applicable taxes, rider premiums, underwriting extra premiums and loadings for modal premiums, if any.
 - 1.1.4. Beneficiary means Your child named in the Schedule.
 - 1.1.5. College Admission Fund (CAF) means the amount as specified in the Schedule.
 - 1.1.6. Commencement Date means the date on which this Policy commences, as specified in the Schedule.
 - 1.1.7. Death Sum Assured means the amount specified in the Schedule which is payable in accordance with Article 1.1(Death Benefit) of Part C.
 - 1.1.8. Grace Period means the time granted by Us from the due date for the payment of Regular Premium, without any penalty or late fee, during which time the Policy is considered to be in-force with the risk cover without any interruption, as per the terms & conditions of the Policy. Grace Period is a period of thirty (30) days (if the Premium Frequency is annual or half yearly) and fifteen (15) days (if the Premium Frequency is monthly) from the due date of the first unpaid installment of Regular Premium.
 - 1.1.9. Higher Education Reserve (HER) means the amount as specified in the Schedule.
 - 1.1.10. Insured means the person named as the insured in the Schedule, on whose life this Policy is effected.
 - 1.1.11. Insured Event means the Insured's death.
 - 1.1.12. IRDA of India or IRDAI means the Insurance Regulatory and Development Authority of India established under the Insurance Regulatory and Development Authority Act, 1999.
 - 1.1.13. Maturity Benefit means the amount, payable in accordance with Article 1.4 (Maturity Benefits) of Part C.
 - 1.1.14. Maturity Date means the date specified in the Schedule on which the Maturity Benefit becomes payable.
 - 1.1.15. Maturity Sum Assured means the amount specified in the Schedule which is payable in accordance with Article 1.4 (Maturity Benefits) of Part C.
 - 1.1.16. Medical Practitioner means a person who holds a valid registration from the medical council of any state of India or medical council of India or council for Indian medicine or for homeopathy set up by the government of India or by a state government and is

thereby entitled to practice medicine within its jurisdiction and is acting within the scope and jurisdiction of his license. Medical Practitioner shall not include:

- a) Your or the Insured's close relative; or
- b) a person who resides with You or the Insured; or
- c) You or the Insured

- 1.1.17. Nominee means any person nominated by You in accordance with Article 6 (Nomination) of Part F, who is entitled to receive the benefits under the Policy in accordance with Article 1 (Benefits) of Part C.
- 1.1.18. Paid-up Sum Assured means the amount as calculated in accordance with Article 1.2 of Part D.
- 1.1.19. Paid-up Value means the amount calculated in accordance with Article 1.2.2 of Part D.
- 1.1.20. Policy means the arrangements established by this Policy Document.
- 1.1.21. Policy Anniversary means the annual anniversary of the Commencement Date.
- 1.1.22. Policy Term means the period between the Commencement Date and the Maturity Date.
- 1.1.23. Policy Year means a period of twelve (12) months commencing from the Commencement Date or any Policy Anniversary.
- 1.1.24. Premium Payment Term means the period specified in the Schedule during which Regular Premium is payable.
- 1.1.25. Proposal Form means the signed, completed and dated proposal form submitted by You to Us, including any declarations and statements annexed to it or submitted to Us in connection with the proposal for obtaining insurance cover under this Policy.
- 1.1.26. Regular Premium means the amount of the instalment premium as specified in the Schedule (including any amount paid as extra premium but excluding applicable taxes, if any) payable by You, during the Premium Payment Term, in the manner and at the intervals (Premium Frequency) as specified in the Schedule.
- 1.1.27. Revival Period means a period of five (5) years commencing from the date of the first unpaid Regular Premium.
- 1.1.28. Rider means a rider, if any, issued by Us and as described in the Schedule, attached to and forming part of this Policy.
- 1.1.29. Rider Premium means the amount of rider premium as specified in the Schedule.
- 1.1.30. Risk Commencement Date means the date on which the risk under this Policy commences, as specified in the Schedule.
- 1.1.31. Schedule means the schedule (including any annexures/tables attached to it and any endorsements We have issued) in connection with the Policy and, if more than one, then the latest in time.
- 1.1.32. Surrender Value means the amount payable in accordance with Article 2 (Surrender

Value) of Part D.

- 1.1.33. Survival Benefit means the benefits namely, the Tuition Fee Support and the College Admission Fund payable to You in the manner and at the dates specified in Article 1.3(Survival Benefits) of Part C.
- 1.1.34. Tuition Fee Support (TFS) means the amount as specified in the Schedule.
- 1.1.35. Total Premium means total of all the Regular Premiums received by Us, excluding extra premium, any rider premium and applicable taxes, if any.
- 1.1.36. We, Our or Us means Aviva Life Insurance Company India Limited.
- 1.1.37. You or Your or Policyholder means the person named in the Schedule who has concluded this Policy with Us.

2. Interpretation

In this Policy, where appropriate, references to the singular include references to the plural, references to a gender include the other gender and references to any statutory enactment includes any subsequent amendment to that enactment and reference to days means calendar days only.

Part C

1. Benefits

1.1 Death Benefit

If the Insured Event occurs during the Policy Term and provided the Policy is in force, We will pay the Death Sum Assured along with Rider Sum Assured, if any, to the Nominee. The Death Sum Assured is higher of the following:

- 1.1.1 ten(10) times of the Annualized Premium; or
- 1.1.2 the Maturity Sum Assured; or
- 1.1.3 105% of the Total Premium,

Notwithstanding the termination of the Policy due to the occurrence of the Insured Event, the Higher Education Reserve and all future installments of the Survival Benefits shall continue to be payable to the Beneficiary at their specified due dates. The Survival Benefits and the Higher Education Reserve shall be calculated in the manner specified in Articles 1.3 and 1.4.1 below.

1.2 If the Insured Event occurs during the Policy Term and after the discontinuation of payment of Regular Premium, the amount payable shall be in accordance with Article 1 of Part D only.

1.3 Survival Benefits

1.3.1 We will pay You the Survival Benefit provided all due Regular Premiums have been received by Us. The Survival Benefit will be paid as annual lump sum payments on the Policy Anniversary falling on or immediately following the completion of the Age of the Beneficiary as per the following table:

On completion of following Age (in years) by the Beneficiary (named at the commencement of the Policy) ↓	Survival Benefit				
	For entry Age of the Beneficiary (in years)				
	0 to 8	9	10	11	12
13	TFS				
14	TFS	TFS			
15	TFS	TFS	TFS		
16	TFS	TFS	TFS	TFS	
17	TFS	TFS	TFS	TFS	TFS
18	CAF	CAF	CAF	CAF	CAF

1.3.2 In case of change of Beneficiary, the Survival Benefit will be paid as per the above table on the basis of the Age of Beneficiary named at the commencement of the Policy.

1.3.4 In no event, the Survival Benefit shall be payable on the basis of the Age of Beneficiary named subsequently as a Beneficiary under the Policy.

- 1.3.5 Payment of the Survival Benefit shall not affect the amount of the death benefit, payable as per Article 1.1 above.

1.4 Maturity Benefit

- 1.4.1 If Insured Event has not occurred before the Maturity Date and the Policy is in force , on the Maturity Date, then, We will pay You the Higher Education Reserve which shall be an amount equal to the Maturity Sum Assured after deducting all the Survival Benefit payments already made prior to the Maturity Date.
- 1.4.2 If Insured Event has not occurred before the Maturity Date and payment of Regular Premium has discontinued, the amount payable shall be in accordance with Article 1 of Part D only.

2. Grace Period:

If We do not receive the Regular Premium in full by the due date, We shall allow a Grace Period as described in Article 1.1.8 of Part B, for You to pay the unpaid Regular Premium to Us. If the Insured Event occurs during the Grace Period then We will make payment in accordance with Article 1.1 of Part C.

Part D

1. Payment of Premium, Revival and Dealings with the Policy

- 1.1 Regular Premiums and Rider Premiums shall be paid by You to Us on every Policy Anniversary, if Your Premium Frequency is annual. If Your Premium Frequency is half yearly or monthly, then, the Regular Premium and Rider Premium shall be paid on the date corresponding with the Commencement Date in every half-year or month respectively. If the corresponding date does not exist in a particular month, then the last day of that month shall be deemed to be the due date.

You may alter the Premium Frequency on any Policy Anniversary provided that Your request for the change in Premium Frequency is received by Us at least ten (10) days prior to the Policy Anniversary along with the alteration charges as specified in the Schedule.

- 1.2 If We do not receive the due unpaid Regular Premium in full within the Grace Period, then:

- 1.2.1 If the default in payment of Regular Premium occurs during the first two (2) Policy Years, then:

- a) This Policy along with the Rider, shall immediately and automatically lapse.

If the Insured Event occurs during the Revival Period then We will pay an amount equal to 30% of the Total Premium and the Policy shall terminate. We shall not be liable to make any other payment on the occurrence of the Insured Event or otherwise.

- b) If You do not revive the Policy as per Article 1.2.3 below within the Revival Period, We will pay an amount equal to 30% of the Total Premium on the expiry of the Revival Period and the Policy shall terminate.

- 1.2.2 If the default in payment of Regular Premium occurs after We have received the Regular Premium due in full for at least the first two (2) Policy Years, then:

- a) This Policy shall automatically become paid-up after the expiry of the Grace Period. Policy will acquire a Paid-up Sum Assured and Paid-up Value, which shall be calculated as follows:

$$\text{Paid-up Sum Assured} = \text{Death Sum Assured} \times \left\{ \frac{\text{total number of Regular Premiums received}}{\text{total number of Regular Premiums payable under the Policy}} \right\}$$

$$\text{Paid-up Value} = [\text{Maturity Sum Assured} \times \left\{ \frac{\text{total number of Regular Premiums received}}{\text{total number of Regular Premiums payable under the Policy}} \right\} - \text{Survival Benefit already paid}]$$

- b) If the Policy has become paid up, unless the Policy is subsequently revived in accordance with Article 1.2.3 below:
- i. No Survival Benefit shall be payable after the date on which the Policy has become paid-up.
 - ii. Only the Paid-up Sum Assured shall be payable on the occurrence of the Insured Event during the Policy Term.
 - iii. If the Insured Event has not occurred before the Maturity Date, We will pay

- only the Paid-up Value on the Maturity Date.
- iv. Riders, if any, will cease automatically after the expiry of the Grace Period without any value.
- v. You may surrender the Policy in accordance with Article 2 below.

1.2.3 If the Policy has become lapsed or paid-up in accordance with Article 1.2 above, You may give Us written notice along with all the due Regular Premiums and Rider Premiums, if any, including applicable taxes and applicable interest amount, to revive the Policy within the expiry of the Policy Term or Revival Period, whichever is earlier, and provide Us with all information or documentation We request. You understand and agree that:

- a) You shall pay the due Regular Premiums and, Rider Premiums, if any, and taxes as applicable, in full and the interest at the rate of 9% per annum compounded monthly and the revival fee specified in the Schedule.
- b) You shall bear the cost of medical examination, if any.
- c) if You have submitted all the information and documentation sought by Us there is no obligation on Us to revive the Policy or revive it on the same terms and the revival is subject to Our board approved underwriting policy, as applicable from time to time. We reserve the right to impose any extra premium as a result of underwriting.
- d) The revival of the Policy shall only be effective from the date on which We have issued a written endorsement confirming the revival of the Policy.

1.3 You may surrender this Policy in accordance with Article 2 below.

1.4 No loan shall be available under this Policy.

2. Surrender Value

2.1. If We have received all the due Regular Premium for at least the first two (2) Policy Years, the Policy may be surrendered by You by giving Us written notice and We will pay a Surrender Value, which is the higher of the Guaranteed Surrender Value (GSV) and the Special Surrender Value (SSV).

2.1.1. The Guaranteed Surrender Value shall be calculated as follows:

$GSV \text{ Factor} \times \text{Total Premium less Survival Benefits paid, if any}$

GSV Factors are provided in the following table:

Policy Year of surrender	Policy Term (in years)												
	9	10	11	12	13	14	15	16	17	18	19	20	21
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%
3	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
5	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%

6	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
7	70%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%
8	90%	70%	67%	65%	63%	60%	57%	55%	53%	50%	50%	50%	50%
9	90%	90%	83%	80%	77%	75%	73%	70%	67%	65%	63%	60%	57%
10		100%	90%	87%	85%	83%	80%	77%	75%	73%	70%	67%	65%
11			100%	90%	87%	85%	83%	80%	77%	75%	73%	70%	67%
12				100%	95%	93%	90%	87%	85%	83%	80%	77%	75%
13					100%	97%	95%	93%	87%	85%	83%	82%	78%
14						110%	105%	100%	95%	90%	88%	84%	80%
15							120%	115%	113%	100%	97%	95%	90%
16								125%	117%	115%	113%	100%	95%
17									125%	120%	117%	115%	100%
18										130%	125%	123%	115%
19											135%	133%	125%
20												140%	135%
21													145%

2.1.2. The Special Surrender Value shall be calculated as follows:

Paid Up Value X special surrender value factor

We will apply the special surrender value factor as decided by Us from time to time with prior approval of the IRDA of India.

Before making a request for surrender, You may approach Our nearest branch to obtain the Surrender Value and/ or applicable special surrender value factor in respect of Your Policy.

2.2. If the Policy is surrendered, it shall not be revived.

3. Freelook Period

3.1 You have the right to review the terms and conditions of this Policy, within the freelook period which is fifteen (15) days (30 days if the Policy is solicited via distance marketing) from the date of receipt of the Policy Document. If You disagree to any of the terms or conditions, You have the option to return the Policy stating the reasons for Your objection. If You return the Policy during the free look period, We will refund the Regular Premium received (including Rider Premium and applicable taxes, if any), subject only to a deduction of the expenses incurred by Us on medical examination, if any and stamp duty charges.

PART E

1. Applicable Charges
Not applicable to the Policy
2. Fund Options
Not applicable to the Policy
3. Fund Name
Not applicable to the Policy

Part F

1. Conditions for Payment of Benefits

It is a condition precedent to Our liability to make payment of the benefits under this Policy that:

- 1.1 We are given a written notice immediately and in any event within ninety (90) days of the occurrence of an Insured Event. If We are not given a written notice of the claim within ninety (90) days of the occurrence of the Insured Event, We may accept the claim if We are given reasons in writing for the delay which in Our view are reasonable.
- 1.2 Upon occurrence of the Insured Event, We are given such information and/or documentation that We may request in order to establish the fact of, date of, circumstances relating to and cause of the Insured Event and/or Our liability in respect of it, including but not limited to:
 - 1.2.1 Original or certified copy of the death certificate issued by the municipal authorities.
 - 1.2.2 Original Policy Document.
 - 1.2.3 Our claim form duly filled in, signed by the claimant and attested by the authorities as mentioned in the claim form.
 - 1.2.4 Last medical attendant/ Medical Practitioner's report, if applicable.
 - 1.2.5 Employer's questionnaire, if applicable.
 - 1.2.6 Medical records related to admission to a hospital/medical facility or consultation with a Medical Practitioner within the last three (3) years, if applicable.
 - 1.2.7 Identification proof of the Nominee & Appointee (if required) or the assignee (if any), as the case may be, issued by a governmental authority.
 - 1.2.8 Any document, which establishes the Nominee & Appointee's relationship with the Insured.
 - 1.2.9 Address proof of the claimant for the address mentioned in the claim form.
 - 1.2.10 If the death of the Insured was caused due to un-natural or non-medical reasons, in addition to the above documents the following additional documents also need to be submitted to Us:
 - a) Certified copies of First Information Report (FIR), Post Mortem Report (PMR), Final Police Inquest Report (FPIR).
 - b) Newspaper articles/ cutting, if any.
- 1.3 For payment of Survival Benefits and/or Maturity Benefit, as the case may be, We are given such information and/ or documentation that We may request in order to establish the fact of Our liability in respect of it, including but not limited to:
 - 1.3.1 Original Policy Document.
 - 1.3.2 Payout form duly filled in by You and/or the assignee, if any.
 - 1.3.3 Your and/or the assignee's (if any) identification proof issued by a governmental authority.
 - 1.3.4 Your and/or the assignee's (if any) address proof.

1.3.5 Cancelled cheque for National Electronic Funds Transfer (NEFT) payment issued by You and/or the assignee (if any).

1.4 We receive all co-operation and assistance in any investigation that We may decide to carry out in respect of the Insured Event.

1.5 We may agree to accept minimum required documents on a case to case basis.

2. Termination

2.1 This Policy will immediately and automatically terminate on the earliest of:

2.1.1 The Maturity Date.

2.1.2 On the surrender of the Policy in accordance with Article 2 of Part D.

2.1.3 On the expiry of the Revival Period, if the lapsed Policy is not revived in accordance with Article 1.2.3 of Part D.

3. Suicide

3.1 If the Insured Event occurs due to suicide within twelve (12) months from the Risk Commencement Date or Revival of the Policy (as applicable) Your Nominee or Beneficiary shall be entitled to at least 80% of the Total Premium paid till the date of the Insured Event or the Surrender Value available as on the date of the Insured Event whichever is higher, provided the Policy is in force.

4. Taxation

4.1. We shall deduct or charge any taxes or levies, as applicable from time to time, from and/or on the premium payable or fee/charge payable or benefit payable/ receivable under the Policy. We shall not be liable for any tax liability on Your and/or Beneficiary's and/or Nominee's income. You and/or the Beneficiary and/or the Nominee shall be solely responsible to assess, claim and /or ensure admissibility, or otherwise, of deductions under the tax laws in respect of the amount contributed or accrued/received. We do not hold any responsibility for Your and/or Beneficiary and/or the Nominee's claim to any deduction/s under the tax laws in respect of the amount contributed or accrued/received.

4.2. Tax laws are subject to amendments from time to time and We are not responsible to inform You and/or the Beneficiary of any changes in tax laws.

5. Nomination in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time

Nomination should be in accordance with provisions of section 39 of the Insurance Act 1938 as amended from time to time. A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in **Annexure – 1** for reference.

6. Assignment in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time

Assignment should be in accordance with provisions of 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 – 2** for reference.

7. Entire Contract

This Policy constitutes the entire contract of insurance between You and Us. We may amend the Policy if We consider this to be either necessary or desirable (to be evidenced by and effective from the date of an endorsement on the Schedule) but agree not to do so without first having obtained the consent of the IRDA of India.

8. Due Observance

The due observance of and compliance with the terms, provisions and conditions of the Policy insofar as they relate to anything to be done or complied with by You shall be a condition precedent to Our liability under this Policy.

9. Fraud

Subject to the provisions of Section 45 of the Insurance Act, 1938, as amended from time to time, if You or anyone acting on Your behalf or at Your direction, or with Your knowledge is proved to have made any misrepresentation or made/advanced any claim under this Policy knowing it to be dishonest, misleading, false or fraudulent in any respect, then, this Policy shall be immediately cancelled by paying the Surrender Value.

10. Territorial Limits & Currency

All Regular Premium, Rider Premium applicable taxes and benefits etc. are payable only within India and in Indian Rupees.

11. Fraud, Misstatement and Forfeiture

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Sec 45 of the Insurance Act 1938 as amended from time to time.

A Leaflet containing the simplified version of the provisions of Section 45 is enclosed in **Annexure -3** for reference.

12. Loss of the Policy Document

12.1. We will replace a lost Policy Document when satisfied that it is lost. However, We reserve the right to make such investigations into and/or to call for such evidence of the loss of the Policy Document, at Your expense, as We consider necessary before issuing a duplicate Policy Document. We reserve the right to charge a fee for the issue of a duplicate Policy Document.

12.2. If We agree to issue a duplicate Policy Document, it is hereby understood and agreed that the original Policy Document shall cease to be of any legal effect and You shall indemnify and keep Us indemnified and hold Us harmless from and against any claims, costs, expenses, awards or judgments arising out of or howsoever connected with the original Policy Document or arising out of the issuance of a duplicate Policy Document.

12.3. A fee of Rs 250/- plus applicable taxes will be charged for issuance of duplicate Policy.

13. Notices & Correspondence

13.1. You shall give Us all notices, instructions and correspondence in writing at Our address specified in the Schedule or at any of Our branch offices.

13.2. All notices and correspondence meant for You will be in writing and will be sent by Us to Your address shown in the Schedule through speed post or courier or any other legally recognized mode of posting. Any change of Your address or the Nominee's address (including any change in

registered email id), or Your Beneficiary's address must be notified to Us along with address proof, failing which the notices and correspondence will be sent to the last recorded address and hence, We will not take any responsibility of any loss/ damage owing to this.

- 13.3. Any Policy Document or any other communication shall be sent to You by Us through speed post or courier or any other legally recognized mode of posting, at the address provided in the Schedule.

14. Agent's/ Intermediary's Authority

14.1. The insurance agent/ intermediary is only authorised by Us to arrange the completion and submission of the Proposal Form.

14.2. No insurance agent// intermediary is authorised to amend the Policy Document, or to accept any notice on Our behalf or to accept payments on Our behalf. If any payment meant for Us in any form is paid to an insurance agent then such payment is made at Your risk and the agent will be acting only as Your representative.

15. Governing Law

This Policy shall be governed by Indian laws. Any disputes or differences arising out of or under this Policy shall be governed by and determined in accordance with Indian law and shall be subject to the jurisdiction of Indian Courts.

Part G

1. Grievance Redressal Mechanism

1.1 Customer Service Assistance

- 1.1.1 For any query, complaint or grievance relating to the Policy You can:
- call Us at **1800-103-7766 / 1800-180-2266**; or
 - email Us at: complaints@avivaindia.com; or
 - approach any of Our branch offices; or
 - contact Your advisor; or
 - contact Our customer services group at Our address specified in the Schedule.

21.1.2 For updated contact details, We request You to regularly check Our website .

1.2 Contact Our Grievance Redressal Officer

- 1.2.1 If You do not receive any response from Us or are not satisfied with Our response, You can contact Complaint Redressal Officer at:
- Head Office Aviva Life Insurance Company India Limited, 401-A, 4th Floor, Block A, DLF Cyber Park, Sector-20, NH-8, Gurugram, Haryana-122 016 ;or
 - call at 0124-2709046; or
 - email at cro@avivaindia.com.

1.3 How to Approach IRDAI Grievance Cell

- 1.3.1 If still not satisfied with the response or do not receive a response within 14 days, You may approach the Grievance Redressal Cell, Insurance Regulatory and Development Authority of India, Survey No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad ,Telangana State – 500032. Phone No- (040)20204000. email: irda@irda.gov.in.

1.4 How to Approach Insurance Ombudsman

- 1.4.1 Alternatively, You may approach the Insurance Ombudsman at the address mentioned in table below or at the IRDAI's website www.irda.gov.in, if Your grievance pertains to:
- delay in settlement of claims, beyond the time specified in the regulations by the IRDAI;
 - any partial or total repudiation of claims by the life insurer;
 - disputes over premium paid or payable in terms of insurance policy;
 - misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
 - legal construction of insurance policies in so far as the dispute relates to claim;
 - policy servicing related grievances against insurers and their agents and intermediaries;
 - issuance of life insurance policy which is not in conformity with the proposal form submitted by the proposer;
 - non-issuance of insurance policy after receipt of premium in life insurance; and
- 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) .

- 1.4.2 The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee. The complaint 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 and supporting documents;
 - the nature and extent of the loss caused to the complainant; and
 - the relief sought from the Insurance Ombudsman.
- 1.4.3 As per Rule 14(3) of the Insurance Ombudsman Rules, 2017, the complaint to the Insurance Ombudsman can be made only if the complainant makes a written representation to the insurer named in the complaint and;
- either the insurer had rejected the complaint; or
 - the complainant had not received any reply within a period of one month after the insurer received his representation; or
 - the complainant is not satisfied with the reply given to him by the insurer.
- 1.4.4 The complaint should be made within one (1) year:
- after the order of the insurer rejecting the representation is received; or
 - after receipt of decision of the insurer which is not to the satisfaction of the complainant;
 - after expiry of one (1) month from the date of sending the written representation to the insurer to which the insurer has failed to reply.
- 1.4.5 No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.
- 1.4.6 We have given below the details of the existing offices of the Insurance Ombudsman. You may approach the respective Insurance Ombudsman as per Your location. We request you to regularly check IRDAI's website www.irdai.gov.in for updated contact details of the Insurance Ombudsman

1.5 Office of the Governing Body of Insurance Council

3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz (W), MUMBAI -400021.
Tel:- 022-26106245/ 022-26106980, Fax:- 022-26106949, E mail: inscouncil@gmail.com

List of Insurance Ombudsman

S.No	Office of the Insurance Ombudsman	Contact Details	Areas of Jurisdiction
1.	AHMEDABAD	Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
2.	BENGALURU	Jeevan Soudha 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@cioins.co.in	State of Karnataka
3.	BHOPAL	Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Email: bimalokpal.bhopal@cioins.co.in	States of Madhya Pradesh and Chhattisgarh
4.	BHUBANESHWAR	62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455 Email: bimalokpal.bhubaneswar@cioins.co.in	State of Odisha
5.	CHANDIGARH	S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Email: bimalokpal.chandigarh@cioins.co.in	State of Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union territories of Jammu & Kashmir, Ladakh and Chandigarh
6.	CHENNAI	Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Email: bimalokpal.chennai@cioins.co.in	State of Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)
7.	DELHI	2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@cioins.co.in	State of Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh
8.	ERNAKULAM	2 nd Floor, Pulinat Building, Opp Cochin Shipyard, M.G Road, ERNAKULAM - 682015 Tel: 0484-2358759/2359338 E-Mail: bimalokpal.ernakulam@cioins.co.in	States of Kerala Lakshadweep, Mahe-a part of Union Territory of Puducherry.
9.	GUWAHATI	Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in	States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura

10.	HYDERABAD	6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 Email: bimalokpal.hyderabad@cioins.co.in	State of Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry
11.	JAIPUR	Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in	State of Rajasthan
12.	KOLKATA	Hindustan Bldg. Annexe, 4, 4 th Floor, 4, C.R.Avenue, Kolkata - 700 072 Tel: 033 - 22124339 / 22124340, E-Mail: bimalokpal.kolkata@cioins.co.in	States of West Bengal, Sikkim, Andaman & Nicobar Islands
13.	LUCKNOW	6th Floor, Jeevan Bhawan, Phase-II, Naval Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabinagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14.	MUMBAI	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 69038821/23/24/25/26/27/28/28/29/30/31 Email: bimalokpal.mumbai@cioins.co.in	State of Goa and Mumbai Metropolitan Region (excluding Navi Mumbai and Thane).

15.	NOIDA	Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddha nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16.	PATNA	2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in	States of Bihar and Jharkhand.
17.	PUNE	Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	State of Maharashtra, Areas of Navi Mumbai and Thane but (excluding Mumbai Metropolitan Region).

Annexure 1

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

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended by Insurance Laws (Amendment) Act 2015 which is deemed to have come into force on the 26th day of December 2014 are as follows:

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

- a. the date of issuance of policy or
 - b. the date of commencement of risk or
 - c. the date of revival of policy or
 - d. the date of rider to the policy whichever is later.
- 1 On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from
 - a. the date of issuance of policy or
 - b. the date of commencement of risk or
 - c. the date of revival of policy or
 - d. the date of rider to the policy whichever is later.

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

- 2 Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:
 - a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
 - b. The active concealment of a fact by the insured having knowledge or belief of the fact;
 - c. Any other act fitted to deceive; and
 - d. Any such act or omission as the law specifically declares to be fraudulent.
- 3 Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.
- 4 No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured /beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
- 5 Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.
- 6 In case repudiation is on ground of mis- statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.
- 7 Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.
- 8 The insurer can call for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

[Disclaimer : This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act ,2015 which is deemed to have come into force on the 26th day ofDecember 2014 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Insurance Laws (Amendment) Act ,2015 Gazette Notification dated March 23 , 2015 for complete and accurate details.]

Annexure 2

Section 39 - Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act 2015 which is deemed to have come into force on the 26th day of December 2014. 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.
- 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 Laws (Amendment) Act, 2015 which is deemed to have come into force on the 26th day of December 2014.
- 16 If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
- 17 The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or after Insurance Laws (Amendment) Act, 2015 which is deemed to have come into force on the 26th day of December 2014, a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

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(Amendment) Act ,2015 Gazette Notification dated March 23 , 2015 for complete and accurate details.]

Annexure 3

Section 38 - Assignment and Transfer of Insurance Policies

Assignment or transfer of a policy should be in accordance with Section 38 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act 2015 which is deemed to have come into force on the 26th day of December 2014. 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 authorize 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
 - a. not bonafide or
 - b. not in the interest of the policyholder or
 - c. not in public interest or
 - d. is for the purpose of trading of the insurance policy.
- 10 Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
- 11 In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
- 12 The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
- 13 Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
 - a. where assignment or transfer is subject to terms and conditions of transfer or assignment; or
 - b. where the transfer or assignment is made upon condition that
 - i the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured; OR
 - ii the insured surviving the term of the policy
 Such conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.
- 14 In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
 - a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
 - b. may institute any proceedings in relation to the policy
 - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings.
- 15 Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 which is deemed to have come into force on the 26th day of December 2014 shall not be affected by this section.

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