

PART A: FORWARDING LETTER & POLICY SCHEDULE

Date: ___/___/___

Policy No

Mr/Mrs/Ms

Address:

Landmark:

Mobile No.:

Dear Mr/Mrs/Miss

Agency Details

Agency Category :

Agent Name :

Agent Contact No. :

Thank you for choosing Shriram Life Insurance as your preferred Life Insurance Partner.

We are glad to inform you that your proposal has been accepted and the **Shriram Life Early Cash Plan** policy has been issued. Please note that this is a (Regular/limited premium) Life Insurance Plan.

This policy document which is enclosed herewith, is an evidence of the insurance contract between Shriram Life Insurance Company Limited and you. Please preserve this document safely and also inform your nominee(s) about the same. We are also enclosing alongside a copy of your proposal form and other relevant documents submitted by you for your information and record keeping. Please read this document carefully and if you have any queries, please reach-out to us immediately.

As an added convenience for you, we offer easy-to-navigate E- services;

- ShriA - Service Assistant – CHATBOT (Say <Hi> on our WhatsApp no. 9015502000 to avail services)
- ShriMithra - Mobile app, available on Google Play store
- customercare@shriramlife.in - Service email id manned by dedicated and experienced customer service representatives
- Toll free Service helpline : 1800-3000-6116/1800-103-6116
- We Care - Dedicated relationship manager to understand and provide solutions to the service needs through periodic outbound service calls

Free Look Period

The policy holder has a period 15 days 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.

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 value your relationship with us and look forward to serve you in the years ahead.

Yours sincerely,
Chief Operating Officer

A Non-linked Participating Individual Savings Life Insurance Plan

Shriram Life Insurance Company Limited (here in after called “the Company”), has received a Proposal Form, declaration and the First / Single Premium from the Proposer / Life Assured as named in this Schedule. The said

Shriram Life Insurance Company Limited

Shriram Life Early Cash Plan- UIN: 128N093V01



Proposal Form , declaration along with any statements, Reports or other document leading to the issue of this Policy and referred to therein having been accepted and agreed by the company and the Proposer / Life Assured as the basis of the contract of insurance, both parties to the assurance contract do hereby further accept and affirm that the Policy, in consideration of the subject to due receipt of subsequent premiums (if any), as set out in the Schedule with all its parts (Policy Document and Endorsements, if any) shall be subject to the terms and conditions as contained in this policy.

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/Limited	Plan Name	
Agent No:		Proposal No:			
Agency Category				Is Backdating Opted	Yes / No
Agent(cy) Name					

Proposer Details

Insurance Details

Name				Date of Commencement of Policy			
				Date of Commencement of Risk			
				Type of Premium (RP/LP)			
				Policy Term			
				Premium Payment Term			
D.O.B		Age (last Birthday)		Premium Payment frequency	Y/H/Q/M		
Occupation		Gender		Premium Due Dates			
Relationship with Life Assured				Last Premium - Due Date			
				Maturity Date			
Life Assured Details				Premium Amount			
				Basic Sum Assured			
Name				Sum Assured on Maturity			
Occupation				Sum Assured on Death (At inception)			
Gender				Bonus Option			
D.O.B				Base Premium Amount (in Rs.)			
Age Admitted	Yes/No						
Age (last Birthday)				Rider	Sum Assured (Rs)	Term	Premium (Rs)
Health Extra Details of continuous health insurance cover in India	Yes / No	Other Extra's Period of Insurance:	Yes / No				

Shriram Life Insurance Company Limited

Shriram Life Early Cash Plan- UIN: 128N093V01



from any of the insurer without break		Start Date of Insurance Cover:					
				GST on Premium (in Rs.)			
				Total Instalment Premium (in Rs.)			
Survival Benefits#:	S. No	Survival Benefit Date	Amount	S. No	Survival Benefit Date	Amount	
	1			4			
	2			5			
	3			6			

Name of the Nominee(s)	Age	Gender of the Nominee	Relationship with Life Assured	Percentage share %	Appointee Name (If the Nominee(s) is minor)	Gender of the Appointee	Relationship with Nominee(s)	Age
Name 1								
Name 2								

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.
- GST or any other taxes or levies shall be applicable as per the laws of the country which may vary time to time.
- As a policyholder 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

Date:

Authorised Signatory

PART B: Definitions

- B1. Accident:** An accident means sudden, unforeseen and involuntary event caused by external, visible and violent means.
- B2. Accidental death:** Death due to an accident where accident is defined as that which is sudden, unforeseen and involuntary

event caused by external, visible and violent means.

- B3. Annualised premium:** shall be the premium payable in a policy year chosen by the policy holder excluding the taxes, underwriting extra premium, rider premium, and loading for modal premiums, if any.
- B4. Appointee:** Appointee is a person who is a major and empowered to receive the death claim benefits under the policy for and on behalf of Nominee/s who is/are minors as on date of payment of such benefits.
- B5. Assignee:** Assignee is the person to whom the rights and benefits are transferred by virtue of an Assignment.
- B6. 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)
- B7. Beneficiary:** Beneficiary means the person who is entitled to receive benefits under this Policy. The Beneficiary may be proposer or Life Assured or his Assignee or Nominees or proved Executors or Administrators or other Legal Representatives as the case may be.
- B8. Date of commencement of risk:** The date from which the insurance cover under the policy starts.
- B9. Date of commencement of the policy:** Date on which the policy commences.
- B10. Date of Maturity:** Date of maturity means the date specified in the Schedule on which the Maturity Benefit shall become payable to the policyholder
- B11. Discharge Form:** Discharge form is the form to be filled by policyholder / claimant to claim the maturity / surrender / death benefit under the policy.
- B12. Fully Paid-up Policy:** means policyholder has paid all contractual premiums and he/she does not have any obligation to pay any more premium in future under the policy
- B13. In-force policy:** In-force policy means a policy in which all the due premiums have been paid and the premiums are not outstanding.
- B14. 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.
- B15. Limited Premium Payment Policy:** Limited premium payment policy is the policy where the premium payment period is limited compared to the policy term and are paid at regular intervals like yearly, half yearly etc.
- B16. Policyholder:** Person who has proposed to purchase the policy and pays the premium under the policy.
- B17. Premium paying term:** Premium payment term means the period, in years, during which premium is payable.
- B18. Proposer:** Person proposing insurance on own life or on the life of another person.
- B19. Revival:** Revival of a lapse/paid up policy which was discontinued due to the non-payment of premium, means restoration of the policy by the insurer as per underwriting decision, upon the receipt of all the premium due and other charges/late fee, if any, as per the terms and conditions of the policy, upon being satisfied as to the continued insurability of the insured on the basis of the information, documents and reports furnished by the policyholder, in accordance with the then existing underwriting policy approved by the company's Board.
- B20. Surrender:** Option exercised by the policy holder for complete withdrawal/termination of the entire policy.

PART C: Product Benefits

C1. Benefits payable under the various contingencies of the Plan

Events	How and when the benefits are payable	Size of such benefits/policy monies
Death	Payable immediately on death	<p>“Death Sum Assured” as described below plus accumulated Cash Bonuses if declared, plus terminal bonus, if declared will be paid and the policy will be terminated.</p> <p>“Death Sum Assured” is defined as highest of</p> <ul style="list-style-type: none"> ▪ 10 times the Annualized Premium for age up to 50 years / 7 times the Annualized Premium for age above 50 years ▪ 105% of Total Premiums received till the date of death <p>Death Benefit: In case of death of the life assured during the policy term, provided the policy is in force,</p> <ul style="list-style-type: none"> • Death Sum assured plus • Accumulated Cash Bonuses, if declared plus • Terminal Bonus, if declared <p>will be paid to the nominee or beneficiary and the policy will be terminated. However the Death Benefit will be at least 105% of Total Premiums received till the date of death</p>
Survival	Early Cash option: Payable immediately at the end of each policy year	<p>Annual Cash Bonus will be paid</p> <p>Survival Benefit: If the policyholder chooses the Early Cash Option, then cash bonus declared shall be paid as survival benefit as described below.</p> <p>In case of survival of the life assured, provided the policy is in force, annual cash bonus declared will be paid as regular income at the end of every policy year, throughout the policy term. The minimum Cash Bonus payable is guaranteed at 3.5% of the Sum Assured p.a. This benefit is not available if the policyholder chooses the Super Growth option.</p>
Maturity	Payable immediately on the date of maturity	In case of survival of the life assured up to the end of the policy term provided the policy is in force, the Basic Sum Assured plus accumulated cash bonuses if any plus terminal bonus ,if declared will be paid.
Surrender	Payable immediately on the date of surrender	Higher of GSV or SSV will be paid.
Lapse	Not applicable	Nil

Where –

“**Annualized premium**” means the premium payable in a year chosen by the policyholder excluding the taxes, rider premiums, underwriting extra premiums, and loadings for modal premiums, if any.

“**Total Premiums Paid**” means total of all the premiums received, excluding any extra premium, any rider premium and taxes

“Basic Sum Assured” is the sum assured which is chosen by the policyholder at the time of proposal in accordance with the terms & conditions of the policy. The “Sum Assured” and “Basic Sum Assured” terminologies have been used interchangeably in this policy document.

Rider Benefit:

If the policyholder opts any rider along with this policy, please refer rider endorsement attached herewith.

Payment of Premiums and High Sum Assured Rebates:

The premiums can be paid in the following premium payment frequencies.

- Yearly
- Half Yearly
- Quarterly
- Monthly

Where premium is paid in other than yearly mode, the annual premium will be multiplied by the modal factor as shown in the table below:

Mode	Half yearly	Quarterly	Monthly
Modal factor	0.5089	0.2567	0.0861

For, Annual premium rates per 1000 SA please refer to our website - <https://www.shriramlife.com/all-plans>

For high sum assured policies, a premium discount as follows is applicable.

Sum Assured Band (in Rs.)	Premium Discount in Rs. per Rs 1000 Sum Assured
Up to 2,99,999	Nil
3,00,000 to 4,99,999	1.50
5,00,000 to 7,49,999	3.50
7,50,000 to 9,99,999	6.50
10,00,000 and above	8.50

C2. Grace period and Lapse

A grace period of 30 days is allowed for payment of due premium for non-monthly modes and 15 days for monthly mode. If the death of the life assured occurs within the grace period but before the payment of premium then due, the life cover will be available and the death benefit shall be paid after deducting the said unpaid premium.

If the premium remains unpaid at the expiry of the Grace Period, the policy will lapse provided the policy doesn't acquire the paid up value. If the policy has acquired the paid up value, the policy will not lapse but will continue with the reduced paid up benefits.

C3. Paid up Value:

If the premium due remains unpaid at the expiry of grace period after the first two years' premiums have been paid, the policy will not lapse but will continue as a reduced paid up policy.

Paid up benefits: If the policy becomes paid up, the following benefits are payable.

Death Benefit:

In case of the death of the life assured during the policy term, provided the policy is paid up, “Paid up Death Sum Assured” along with the accumulated cash bonuses, if declared till the date of paid up and terminal bonus, if declared will be paid to the nominee(s) or beneficiary (ies)

Where Paid up Death Sum Assured = (Total premiums paid/Total premiums payable) x Death Sum Assured

Maturity Benefit:

In case of survival of the life assured up to the end of the policy term, provided the policy is paid up, “Paid up Sum Assured” along with the Cash bonuses, if declared accumulated till the date of paid up at a compound rate and terminal bonus, if declared, will be paid on the date of maturity.

Where Paid up Sum Assured = (Total premiums paid/Total premiums payable) x Basic Sum Assured

C4. Minor lives:

In case of minor lives assured, the risk cover starts from the 1st policy anniversary or at the age of attaining 18 years last birthday whichever is earlier. The life assured whose age is less than 18 years (age last birthday) at date of commencement of policy shall be considered as minor. In case of death of the minor life assured during the first policy year or before attaining 18 years, whichever is earlier, the total premiums paid will be refunded and the policy will be terminated.

On the date of attaining majority, the policy shall be vested automatically in the name of the life assured.

In case of insurance cover offered to minor lives, there shall be specific insurable interest between proposer and life assured. Currently, insurable interest is considered to be between parents/ other legal guardians and minor lives

C5. Minimum /Maximum eligible entry and maturity ages

Criteria	Eligibility
Minimum age at entry	3 years age last birthday
Maximum age at entry	55 years age last birthday
Minimum age at maturity	18 years
Maximum age at maturity	70 years

PART D: Non-forfeiture Benefits & Policy Servicing

D1. Revival of lapsed/paid-up policy

The lapsed policy or a paid up policy can be revived within the revival period of five years from the date of first unpaid premium by paying all the outstanding premiums due (from date of first unpaid premium to date of revival) with interest accruing at a rate equal to 8.5% p.a. till the date of payment of the due premiums along with other revival requirements, as per the Board approved underwriting policy of the Company.

The revival interest rate is determined as Average Annualized 10-year benchmark G-Sec Yield (over last 3 months prior to the review date & rounded up to the nearest 50 bps) + 1.5% with minimum cap of 8.5%. The current rate of revival interest is $6.5\% + 1.5\% = 8\%$ with minimum of 8.5% i.e. 8.5%

The interest rate shall be reviewed yearly on 1st April of each year.

The basis of determination of revival interest rate shall be changed in future only after prior approval from IRDAI.

No benefits are payable on a lapsed policy during the revival period. Once the policy is revived it is entitled to all the original and accrued benefits.

D2. Surrender of your policy

The policy will acquire Surrender Value provided premiums for at least two full years have been paid.

a. Guaranteed Surrender Value (GSV):

The guaranteed surrender value is expressed as sum of guaranteed surrender value as a percentage of total premiums paid (excluding any extra and rider premiums and taxes) and surrender value as a percentage of accumulated cash bonus less cash bonuses paid, if declared.

For guaranteed surrender value factors, please refer to our website - <https://www.shriramlife.com/all-plans>

b. Special Surrender Value (SSV)

The policy is eligible for non-guaranteed special surrender value (SSV). The Special Surrender Value is expressed as a percentage of Paid-up Sum Assured plus accumulated Cash Bonus, if declared. The Special Surrender Value will depend on actual experience and prevailing and expected economic conditions. However the company will pay the higher of GSV or SSV as surrender value. The SSV factors will be changed only after prior approval of IRDAI.

D3. Loans

The maximum loan allowable is 80% of surrender value. Interest will accrue on the outstanding loan balance at a rate declared by the Company from time to time. Any outstanding loan balance along with accrued interest will be recovered from policy proceeds before any benefit is paid on the policy.

The Company ensures that no in-force/fully paid up policy will be cancelled due to non-repayment of loan.

The loan interest rate is determined as Average Annualized 10-year benchmark G-Sec Yield (over last 3 months prior to the review date & rounded up to the nearest 50 bps) + 1.5% with minimum cap of 8.5%.

The current rate of loan interest will be $6.5\% + 1.5\% = 8\%$ with minimum of 8.5% i.e. 8.5% p.a.

The interest rate shall be reviewed yearly on 1st April of each year.

For other than in-force and fully paid up policies: In case outstanding loan amount including interest exceeds the surrender value, the policy is foreclosed after giving intimation and reasonable opportunity to the policyholder to continue the policy.

Any change in basis of determination of interest rate for policy loan can be done only after prior approval of the Authority.

D4. Cash Bonus

Policies will share in the experience of the Company's participating business through the declaration of Cash bonuses. Cash bonus rates may vary from year to year and will depend on actual experience and prevailing and expected economic conditions. Cash bonuses (as a % of sum assured) shall be declared every year after conducting annual actuarial valuation exercise.

The profits (net of tax) are shared between the policyholders and the shareholders in proportion of 90:10. The undistributed surplus, if any, shall remain in the par fund.

At the end of each financial year throughout the policy term, the company may declare a cash bonus expressed as a percentage of the Basic Sum Assured. The Cash Bonus will be this percentage multiplied by the Basic Sum Assured. These Cash bonuses will be applicable provided all due premiums have been paid in full.

Based on the Bonus option selected i.e. Early Cash option or Super Growth Option, the declared Cash Bonus respectively would either be payable at the end of the Policy year or will be utilized to accumulate as a corpus. This will be done till the end of the policy term or death or surrender, whichever is earlier.

These accumulations shall also participate in the profits of the Company. At the end of each financial year, the

Company may declare Cash Bonus Rates which will be applied on Basic Sum Assured and accumulated cash bonuses. The minimum Cash Bonus declared every year throughout the policy term is guaranteed at 3.5% of the Sum Assured p.a.

Once the policy has been made reduced Paid-Up, Cash Bonuses are not declared in subsequent years for that policy unless the policy is revived.

D5. Terminal Bonus

The Company may pay a Terminal Bonus on death or maturity. The Terminal Bonus will be declared based on the underlying experience of the participating fund and asset shares of the policies.

D6. Alterations allowed under the policy

Change of mode during the premium paying term may be allowed under this plan.

No other alterations are allowed after commencement of policy.

D7. Free Look Period:

The policy holder has a period 15 days 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.

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@shriramlife.in or can call on our toll free no: 1800 3000 6116/1800-103-6116.

F2. Correct age disclosure is important - Proof of age:

The minimum and maximum age entry eligible under this plan is 3 years and 60 years age last birthday respectively. We have calculated premium based on life assureds' age, sum assured and some other risk factors.

Age is most important criteria for calculating premium.

In case the age is found to be incorrect than the age declared in the proposal, without prejudice to the Company's other rights and remedies, including those under the Insurance Act, 1938, the benefits shall be revised in such case at the revised rate calculated on the correct age at entry.

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, subject to the section 45 of the Insurance Act 1938 as amended from time to time.

F3. Suicide Clause

In case of death due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the nominee or beneficiary of the policyholder shall be entitled to 80% of the total premiums paid till the date of death or the surrender value available as on the date of death whichever is higher, provided the policy is in force.

In case of death benefit, there are no exclusions other than suicide clause.

F4. Termination of the policy:

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

- a. Payment of death benefit
- b. Payment of surrender value in case of surrender,
- c. Completion of the policy term
- d. At the end of revival period if the policy is not revived
- e. 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.

[For Section 39, please refer to our website - <https://www.shriramlife.com>]

F6. Assignments under the Policy:

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. **[For Section 38, please refer to our website - <https://www.shriramlife.com>]**

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 or as per the applicable rates across various states in India 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. Documents required for making a death claim:

- i. Original policy document
- ii. Proof of death/ Death certificate
- iii. Identity proof of Nominee(s)
- iv. Any other document depending on the cause of death and nature of claim.

For accident or medical cases following additional documents, whichever applicable, may be required:

- a) A certified copy of first information report (FIR).
- b) A certified copy of police inquest report.
- c) Post mortem report
- d) If death is due to vehicle accident, then copy of vehicle RC, driving license, if life assured was driving the vehicle.
- e) Hospital treatment records, etc.

F10. Documents required for settlement of a maturity claim:

- i. Original policy document
- ii. Identity proof of Policyholder
- iii. Cancelled Cheque leaf or copy of Policyholder's bank Passbook
- iv. NEFT mandate form OR Duly filled discharge form

F11. Delay in claim intimation:

Please communicate to us about the death claim without any delay. 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.

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:

- 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 (GST)

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 misstatement:

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

PART G: Complaints and grievances

In case you have any Query, Complaint or Grievances

You can also contact our Customer care on our Toll free no: 1800-3000-6116/1800-103-6116 & through email id: customercare@shriramlife.in

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:

Consumer Affairs Department

Insurance Regulatory and Development Authority of India, Sy No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032, Telangana; Tel: 91- 40 – 20204000;

Toll free No. 18004254732

In case you are not satisfied with the decision or resolution of the company, you may approach the Insurance Ombudsman at the address given below,

Office of the Insurance Ombudsman

6-2-46, 1st Floor, Main Court Lane
Opp. Saleem Function Palace, AC Guards
Lakdika-pool, HYDERABAD -500004.

Addresses and contact details of the Insurance Ombudsman along with its area of jurisdiction is also provided in the given link. <https://www.shriramlife.com> The Policy Holder may approach the concerned Insurance Ombudsman.

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

Signature of the Authorized Legal officer
Company Seal

Signature of Appointed Actuary

Policyholder's attention is invited to Section 45 of the insurance Act, 1938 as amended from time to time which is reproduced below for reference:

- (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 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