

Policy Document - Terms and Conditions of your policy

ICICI Pru LifeLink Pension SP

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

Unique Identification Number (UIN) allotted by Insurance Regulatory and Development Authority (IRDA)

UIN number: ICICI Pru LifeLink Pension SP: 105L113V01

In this document, "you" or "your" will refer to the Policyholder i.e. the owner of this policy and "we", "us", "our", "insurer" or "the Company" will refer to ICICI Prudential Life Insurance Company Limited or any of its successors.

Free look Period (15/30 days Refund Policy)

If you are not satisfied with the terms and conditions of this policy, please return the policy document to the Company for cancellation within. • 15 days from the date you received it, if your policy is not sourced through Distance Marketing* • 30 days from the date you received it, if your policy is sourced through Distance Marketing* On cancellation of the policy during the free look period, we will return the premium adjusted for fluctuation in NAV, if any, subject to the deduction of: **a)** Stamp duty under the policy, if any, **b)** Expenses borne by the Company on medical examination, if any. The policy will terminate on payment of this amount and all rights, benefits and interests under this policy will stand extinguished.

*For details of Distance Marketing, please refer to clause 6.11

1. Definitions

In the policy document, unless the context otherwise requires: **a) Allocation** is attachment of Units to your policy at the applicable NAV. **b) Fund** is the pool of assets hypothecated to the unit-linked liabilities and invested to achieve the Fund's objective. The price of each Unit in a Fund depends on how the investments in the Fund perform. The Fund is managed by the Company. **c) Fund Value** is the value obtained by multiplying the number of units allocated to your policy by their corresponding NAVs. **d) Life Assured** is the person on whose life the policy contract has been issued. **e) Net Asset Value (NAV)** is the price of the Unit calculated in Rupees. **f) Policyholder** is the Proposer under the policy or the owner of the policy at any point of time. **g) Postponement Period** means the time period between the Vesting Date and the postponed Vesting Date. **h) Regulator** is the authority that has regulatory jurisdiction and powers over the Company. **i) Unit** is a portion or a part of the Fund. **j) Vesting Date** means the date from which the annuity phase commences.

2. Benefits Payable

2.1 Loyalty additions: **a)** A loyalty addition is payable at the end of the 10th policy year. **b)** The Fund Value payable on the Vesting Date shall be inclusive of the loyalty additions due as on the Vesting Date. **c)** Loyalty additions will also be paid every fifth year during the Postponement Period. **d)** These additions will be calculated on the average of the Fund Values on the last day of eight policy quarters preceding the said allocation. **e)** These additions will depend on the amount of single premium as shown in the table below:

Single Premium (Rs.)	Loyalty additions (% of Fund Value)
>= 40,000 & < 50,000	0.0%
>= 50,000 & < 100,000	1.5%
>= 100,000 & < 500,000	2.0%
>= 500,000	2.5%

2.2 Surrender: **a)** Surrender means voluntary termination of the policy by you. **b)** Surrender value is the Fund Value under the policy. **c)** The policy can be surrendered only after completion of five policy years. **d)** There is no surrender penalty under this plan. **e)** In case of surrender, the Policyholder can avail only up to a maximum of one-third of the surrender value in lump sum and the remaining amount must be used to purchase an annuity either by exercising the open market option as stated in clause 2.5 (B) or from the various annuity options offered by the Company at the time of surrender. **f)** In case the Policyholder surrenders the policy before the termination of a tranche of the PRGF that he is invested in, the Units will be redeemed at the prevailing NAV. **g)** The surrender value would be taxable as per prevailing tax laws.

2.3 Death Benefit: **a.** There is no Life cover under this plan. **b.** In the unfortunate event of death of Life Assured during the term of the policy, the named spouse under the policy can access the Fund Value in any one of the following ways: **i.** Entire Fund Value in lump sum; the policy shall terminate on payment of this amount or **ii.** One-third or any other proportion of the Fund Value as per the prevailing tax laws of the policy proceeds as lump sum; the balance Fund Value to be used to purchase an annuity under any of the available Immediate Annuity plans of the Company or any other life insurer then available for this purpose or **iii.** Entire Fund Value to be utilised to purchase an annuity under any of the available Immediate Annuity plans of the Company or any other life insurer then available for this purpose. **c.** Where the spouse of the Life Assured is not alive at the time of death of the Life Assured or is not the nominee under the policy, the Fund Value shall be paid to the named nominee only as a lump sum and no annuity will be payable. **d.** The policy shall terminate on payment of the death benefit. **e.** All rights, benefits and interests under this policy will stand extinguished upon this payment. **f.** Death benefit may be taxable as per the prevailing tax laws.

2.4 Vesting Benefit: On survival of the Life Assured up to the Vesting Date, we shall pay the Fund Value as on the Vesting Date (also referred to as the "purchase price") under the policy. One of the following options may be chosen: **a.** Utilise the entire Fund Value to purchase an Immediate Annuity as per the plans offered by the Company at that point of time or **b.** Receive up to one-third or any other proportion of the Fund Value as per the prevailing tax laws as lump sum and apply the balance to purchase an annuity under any of the available Immediate Annuity plans of the Company or any other life insurer then available for this purpose or **c.** Utilise the entire Fund Value to purchase an annuity from any other life insurer then available for this purpose. **d.** Vesting benefit may be taxable as per the prevailing tax laws.

2.5 Benefits after Accumulation Period (Vesting Date): The Policyholder has the following options at the end of the policy term: • Choose amongst the then available annuity options • Choose the Open Market Option (OMO) • Choose to postpone the Vesting Date. **A. Annuity options:** A choice can be made from the below listed options before the Vesting Date: **i. Commute Applicable Lump sum and Purchase an Annuity:** On survival of the Life Assured up to the Vesting Date, the Fund Value may be applied to buy an annuity under any of the available Immediate Annuity plans of the Company then available for this purpose. Currently the following annuity options are offered by the Company: **a. Life Annuity:** The annuitant shall receive the annuity for life. No benefit is payable on the death of the annuitant. **b. Life Annuity with Return of Purchase Price:** The annuitant shall receive the annuity for life. The purchase price shall be payable to the nominee on the death of the annuitant. **c. Joint Life, Last Survivor Annuity Without Return of Purchase Price:** The annuitant shall receive the annuity for life. In case of death of the annuitant after the annuity has commenced, the annuity shall become payable to the named spouse (the joint life) for his or her lifetime. No benefit is payable on death of the spouse. In case of death of the spouse before the annuitant, the annuity will cease in the event of death of annuitant. **d. Joint Life, Last Survivor Annuity with Return of Purchase Price:** The annuitant shall receive the annuity for life. In case of death of the annuitant after the annuity has commenced, the annuity shall become payable to the named spouse (the joint life) for his or her lifetime. In case of death of the spouse after the annuity is being paid to the spouse, the purchase price shall be payable to the nominee. In case of death of the spouse before the annuitant, the annuity will cease in the event of death of the annuitant and the purchase price shall become payable to the nominee. **e. Annuity Guaranteed for a Certain Period and for Life Thereafter:** The annuity shall be payable for a certain period as selected by the annuitant (5, 10 or 15 years) and for life thereafter, if he survives the selected period. If the annuitant dies before all the annuity instalments due during the selected period are paid, the balance annuity instalments during the selected period shall continue to be paid.

Important: **a.** The annuity types available at the time of purchase of annuity may be different from the ones mentioned above. The Policyholder may choose between any of the options available at that time. **b.** Annuity rates are not guaranteed in advance but will be determined at the time of vesting or surrender as the case may be. **c.** The purchase price will be used to purchase an annuity as per the then prevailing annuity rates. **d.** Where the standard

age proof, as acceptable to us, has not been provided till the Vesting Date, the annuity options shall be restricted as per the then rules of the Company. In any case, the age of the annuitant shall be admitted before the commencement of the annuity. **e.** To claim annuity payments, the survival of the annuitant has to be duly certified in such manner as required by us. **f.** Where the annuity ceases on the death of the annuitant, no part of the said annuity shall be payable or be paid for such time as may elapse between the date of payment immediately preceding the death of the annuitant and the date of the annuitant's death. **B. Open Market Option:** On survival of the Life Assured up to the Vesting Date, there will be an option to commute up to one-third, or any other proportion as per prevailing tax laws, of the Fund Value as lump sum. The purchase price can be used to purchase an annuity from any other insurance company. All rights, benefits and interests under this policy shall stand extinguished on this payment. **C. Postponement of the Vesting Date:** **a.** Before the Vesting Date, the Policyholder shall have the option to postpone the Vesting Date any number of times until the policy anniversary on which the Policyholder attains the age of 80 years last birthday. **b.** The Policyholder is required to notify the Company regarding postponement of the Vesting Date. The Policyholder should convey the decision with respect to Clause 2.5(A), 2.5 (B) or 2.5 (C) before the Vesting Date. **c.** In the unfortunate event of death of Life Assured during the postponement period, the Company shall pay the named spouse the Fund Value, by using any one of the options mentioned in Clause 2.3 (b). **d.** Postponement will be allowed only if a PRGF tranche is open at the vesting date. The Policyholder can postpone the Vesting Date either by 5 or 10 years depending on the term of the PRGF tranche available at that time. **e.** At the postponed Vesting Date, the Policyholder may use the Fund Value to exercise any of the options as stated in Clause 2.5. **f.** In case we do not receive your decision, the Fund Value, as on the Vesting Date, shall remain with us till such time you convey your decision. Our liability under the policy shall be limited to the Fund Value as on the Vesting Date.

2.6. To Whom are the Benefits Payable: To the Proposer or the nominee(s) where a valid nomination has been registered by the Company (in accordance with section 39 of the Insurance Act, 1938), or the executors, administrators or other legal representatives who should obtain representation to the estate or to such person(s) as directed by a court of competent jurisdiction in India, limited at all times to the monies payable under this policy. The Company does hereby agree, that on proof to the satisfaction of the Company of the benefits having become payable as set out in the Schedule and of the title of the said person or persons claiming payment and of the correctness of the age of the Life Assured stated in the proposal (if not previously admitted) and upon the happening of an event upon which one or more benefits become payable under this policy, the Sum Assured or the appropriate benefit will be paid by the Company.

3. Fund

3.1 Investment Objectives of the Funds and Portfolio Allocation:

Fund Name, Objective and SFIN	Indicative Portfolio Allocation	% (Min)	% (Max)	Potential Risk-Reward Profile
Pension Return Guarantee Fund (PRGF): To provide guaranteed returns through investment in a diversified portfolio of high quality fixed income instruments. SFIN: 5 year tranche: ULIF 083 16/11/09 PRGF7 105. 10 year tranche: ULIF 122 19/04/11 PRGF(S)4 105.	Debt Instruments, Money Market & Cash	100%	100%	Low

The SFIN for subsequent tranches shall be determined at the time of seeking Authority's approval for launch of each new PRGF tranche and shall be represented as:

For 5 year tranche: ULIF XXX dd/mm/yy PRGF(TX) 105

For 10 year tranche: ULIF XXX dd/mm/yy PRGF(SX) 105

The Pension Return Guarantee Fund (PRGF) consists of closed ended tranches of terms 5 and 10 years. The PRGF intends to provide a return over a specified period, subject to a guarantee. The Fund is offered in tranches, each of which is open for subscription for a brief period of time and terminates on a specified date. The NAV applicable at the termination of each tranche is higher of the guaranteed NAV and the then prevailing NAV. The Company shall guarantee the NAV only at the termination of each tranche. Units may be withdrawn from a tranche before its termination and after completion of five policy years at the then prevailing NAV by redemption of Units. The guaranteed NAV will continue to apply on the remaining units, if any, in the Fund. In case the policy is surrendered before the termination of a tranche of the PRGF that the Policyholder is invested in, the Units will be redeemed at the prevailing NAV.

3.2 Units: The nominal value of the Units is Rs. 10 each. The Units are allocated in the manner described below and such allocations may be made up to 1/1000th of a Unit or such other fraction as the Company may, in its sole discretion, decide.

3.3 NAV: The NAV of each Segregated fund shall be computed as set out below, or by any other method as may be prescribed by regulation. [Market Value of investment held by the fund plus Value of Current Assets less Value of Current Liabilities and provisions] Divided by, Number of units existing under the Fund at valuation date, before any new units are created or redeemed.

3.4 Risks of Investment in the Funds: Investment in Funds is subject to the following risks, amongst others: **a.** The investment risk in the investment portfolio is borne by you. **b.** ICICI Pru LifeLink Pension SP is only the name of the policy and does not in any way indicate the quality of the policy, its future prospects or returns. **c.** Name of the Fund as mentioned above does not in any manner indicate the quality of the Fund, its future prospects or returns. **d.** The investments in the Fund are subject to market and other risks and there can be no assurance that the objectives of the Fund will be achieved. **e.** The past performance of our Funds is not necessarily indicative of the future performance of the Fund available with this policy.

3.5 Valuation Date: Valuation date is any date when NAV is declared by us. The NAV for the different Fund shall be declared by the Company on daily basis except on days on which banks or stock exchanges are closed or on account of political or economic "Force Majeure" conditions. NAV computation will be as per the unit linked guidelines issued by the Regulator from time to time.

3.6 Valuation of the Funds: Valuation of Funds is the determination of the value of the underlying assets of the Funds. The valuation of the assets shall be made as per the valuation norms prescribed by the Regulator and implemented by us.

3.7 Investment of the Funds: We shall select the investments, including derivatives and units of mutual funds, for each Fund at our sole discretion subject to the investment objectives of the respective Funds and the applicable regulations.

3.8 Your Rights with Respect to the Funds: The policy enables you to participate only in the investment performance of the Funds, to the extent of allocated units. It does not in any way confer any right whatsoever on you or on the Life Assured to share in the profits or surplus of the business of the Company in any manner whatsoever or make any claim in relation to the assets of the Company. All assets relating to the Funds shall be and shall remain in the absolute beneficial ownership and control of the Company. There is no trust created, whether express or implied, by the Company in respect of the investments in favour of the policyholder or nominee of the policy or any other person.

3.9 New Funds: New Funds may be introduced by the Company from time to time subject to the Regulator's prior approval and subject to the condition that they comply with the guaranteed return criteria as prescribed by the Regulator. The Policyholder shall be notified of the introduction of such new Funds. The Company may offer the Policyholder the option to switch to those Funds at the prevailing NAV and subject to such terms and conditions as may be specified by the Company subject to prior approval from the Regulator at that time.

4. Applicability of NAV: **a.** The allocation and redemption of units for various transactions would be at the NAV as described below:

Type of transaction	Applicable NAV (Where transaction is received before cut-off time #)
First premium deposit received by way of local cheque or pay order or demand drafts payable at par	NAV of the date of commencement of the policy
First premium deposit received by way of outstation cheque or pay order or demand drafts	NAV of the date of commencement of policy or date of realization of the amount by the Company, whichever is later
<ul style="list-style-type: none"> Free look cancellation Death claim 	NAV of the date of receipt of the request or intimation of claim (Intimation for the purpose of claim must be in writing. For free look cancellation, request must be in writing or any other manner as decided by the Company from time to time)
Surrender	NAV of the date of receipt of the request
Loyalty additions	NAV of the date of allocation

b. Currently the cut-off time is 3.00 p.m. The cut-off time may be changed as per the Regulator's prevailing guidelines. **c.** If the transaction request is received after the cut-off time, then NAV of the next date shall be applicable. **d.** If the same day or the next day or the transaction due date is not a Valuation date, then we shall apply the NAV of the next immediate Valuation Date. **e.** In the event of the new applications or proposals received on the last day of the financial year, the NAV of that day would be applicable. The cut-off time shall not be applicable for such transactions. **f.** The Units allocated shall be reversed in case of non realization of the premium amount. **g.** We shall follow the norms stated above for any transactions, which are not specifically mentioned herein but involve allocation and redemption of Units.

5. Charges

5.1 Premium Allocation Charge: Premium will be allocated to the Fund after deducting the premium allocation charge as shown below:

Single premium amount (Rs.)	Premium allocation charge (as a % of single premium)
< 500000	5%
≤ 500000	4%

5.2 Fund Management Charge:

Fund Name	FMC as % per annum of the net assets
Pension Return Guarantee Fund*	1.25%

*An additional charge of 0.25% p.a. will be made for investment guarantee by adjustment to the NAV.

5.3 Policy Administration Charge: A Policy administration charge of Rs. 60 per month will be levied for the first three Policy years. This charge will be made by redemption of units.

5.4 Miscellaneous Charge: If there are any policy alterations during the policy term, they shall be subject to a one time Miscellaneous charge of Rs. 250/-.

5.5 Nature of Charges: **a.** The Fund management charge and charge for investment guarantee will be made by adjustment to the NAV. **b.** Premium allocation charge is by way of deduction from premium. **c.** All other charges would be made by redemption of Units. In the event that the Units are held in more than one Fund, the redemption of Units in respect of charges will be effected in the same proportion as the Fund Value held in each Fund.

5.6 Revision of Charges: **a.** We reserve the right to increase the following charges at any time during the term of the policy. **b.** Any revision will be with prospective effect subject to Regulator's prior approval and if permitted by the then prevailing rules, after giving notice to Policyholders.

Charge	Limit
Fund management charge	Maximum of 2.50% per annum of the net assets of each of the plans
Policy administration charge	Maximum of Rs. 240 per month
Miscellaneous charge	Maximum of Rs. 500 per alteration

c. You will be given due notice of the revision. In case you do not agree with the revision, you can withdraw the Units in the plans at the then prevailing NAV. The policy shall terminate upon this payment. **d.** The surrender charge and Premium allocation charge are guaranteed for the term of the policy.

6. General conditions

6.1 Legislative Changes: This policy including the premiums and the benefits under the policy will be subject to the taxes and other statutory levies as may be applicable from time to time. You shall be required to pay service tax, education cess or any other form of taxes or charges or levies as per prevailing laws and regulations, wherever applicable. These will be deducted by redemption of Units, wherever applicable. All benefits payable under the policy are subject to the tax laws and other financial enactments as they exist from time to time. All provisions stated in this Policy are subject to the current guidelines issued by the Regulator as on date. All future guidelines that may be issued by the Regulator from time to time will also be applicable to this Policy.

6.2 Force Majeure: **a.** We may, in the general interest of the holders of unit linked policies and keeping in view unforeseen circumstances or unusual market conditions, limit the total number of Units withdrawn on any day to 5% of the total number of Units then outstanding. **b.** If the performance by the Company of any of its obligations herein shall be in any way prevented or hindered in consequence of any act of God or state, strike, lock out, legislation or restriction of any government or other authority or on account of market conditions or political or economic 'Force Majeure' conditions, the performance of this contract shall be wholly or partially suspended during the continuance of the contract. **c.** Any of the following would be considered to be a Force Majeure event: **1)** When one or more stock exchanges which provide a basis for valuation for a substantial portion of the assets of the Fund are closed otherwise than for ordinary holidays or when the Corporate office is closed other than for ordinary circumstances. **2)** When, as a result of political, economic, monetary or any circumstances out of our control, the disposal of the assets of the unit Fund are not reasonable or would not reasonably be practicable without being detrimental to the interests of the remaining unit holders. **3)** Periods of extreme volatility of markets during which surrenders and switches would, in our opinion, be detrimental to the interests of the existing unit holders of the Fund. **4)** In the case of natural calamities, strikes, war, civil unrest, riots and bandhs. **5)** In the event of any disaster that affects our normal functioning. **6)** If so directed by the Regulator.

6.3 Age: If the correct age of the Life Assured is found to be such as would have made the Life Assured uninsurable under this plan of assurance as specified in the policy certificate, the plan of assurance shall stand altered to such plan of assurance as is generally granted by the Company for the correct age of the Life Assured, subject to the terms and conditions as are applicable to that plan of assurance. If it is not possible to grant any other plan of assurance or if the Life Assured does not desire to have any other plan of assurance, the policy shall stand cancelled from the date of issue of the policy and the Fund Value shall be paid. The Fund Value will be determined by using the NAV of the date of cancellation of the policy. The age of the Life Assured and that of his or her spouse shall be admitted before the purchase of annuity.

6.4 Nomination: The Life Assured, where he is the holder of the policy, may, at any time during the tenure of the policy, make a nomination for the purpose of payment of the monies secured by the policy in the event of his death. Where the nominee is a minor, the Life Assured may also appoint a person to receive the money during the minority of the nominee. Nomination may be made by an endorsement on the policy and by communicating the same in writing to the Company. Any change of nomination, which may be effected before the termination of the policy shall also be communicated to the Company. Section 39 of the Insurance Act, 1938 may be referred to for the complete provision. The Company does not express itself upon the validity or accepts any responsibility in recording or registering the nomination or change in nomination.

6.5 Incontestability: **a)** In accordance with Section 45 of the Insurance Act, 1938: No policy of life insurance effected before the commencement of this Act shall after the expiry of two years from the date of commencement of this Act and no policy of life insurance shall after the expiry of two years from the date on which it was effected after the coming into force of this Act shall after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the proposal of insurance or any report of a medical officer, or a referee, or friend of the insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statements were on material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Policyholder and that

the Policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose. Provided that nothing in the section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the Life Insured was incorrectly stated in the proposal. **b)** The Policyholder of this policy has certified that the documents submitted in support of the proposal for insurance are genuine and bona fide.

6.6 Notices: Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, facsimile or e-mail: **In case of the Policy holder or nominee:** As per the details specified by the Policy holder or nominee in the proposal Form or change of address intimation submitted to the Company. **In case of the Company:** Address: Customer Service Desk, ICICI Prudential Life Insurance Company Limited, Vinod Silk Mills Compound, Chakravathy Ashok Nagar, Ashok Road, Kandivali (East), Mumbai- 400 101. Facsimile: 022 67100803 / 805. E-mail: lifeline@icicprulife.com. Notice and instructions sent by us to the Policyholders will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail. It is very important that you inform us immediately about any change in the address or the nominee particulars.

6.7 Payment of Claim: Before payment of any claim under the policy, the Company shall require the delivery of the original of this Policy document along with written intimation and the following documents establishing the right of the claimant or claimants to receive payment. Claim payments are made only in Indian Rupees. **i.** Claimant's statement. **ii.** Death certificate issued by the local and medical authority in case of death claim **iii.** Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the claim. The Company shall repudiate the claim if there is any discrepancy found in the age of the Life Assured as declared in the proposal form submitted to the Company.

6.8 Electronic Transactions: The Company provides certain facilities and may add to those from time to time for carrying out transactions through the internet, world wide web, electronic data interchange, call centres, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication. All such transactions carried out by the Policyholder subject to the relevant guidelines and terms and conditions as may be made applicable by the Company shall be valid and legally binding on the Company as well as the Policyholder. The Company further reserves the sole right to terminate, stop or do away with all or any of the said facilities without any prior intimation to the Policyholder.

6.9 Jurisdiction: The policy is subject to the terms and conditions as mentioned in the policy document and is governed by the laws of India. Only the courts, judicial, quasi judicial, regulatory bodies created under laws or regulations prevailing in India for the time being in force shall have the jurisdiction to consider or adjudicate dispute, if any, under this policy.

6.10 Policy Alterations: Policy Alterations would be allowed after payment of at least one full year's Premium subject to the rules of the Company and IRDA guidelines at that point in time.

6.11 Distance Marketing: Distance marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes: **(i)** Voice mode, which includes telephone-calling **(ii)** Short Messaging Service (SMS) **(iii)** Electronic mode which includes e-mail, internet and interactive television (DTH) **(iv)** Physical mode which includes direct postal mail and newspaper & magazine inserts and **(v)** Solicitation through any means of communication other than in person.

6.12 Customer Service: **a.** For any clarification or assistance, the Policyholder may contact our advisor or call our Customer Service Representative (between 9.00 a.m. to 9.00 p.m, Monday to Saturday; excluding national holidays) on the numbers mentioned on the reverse of the Policy Folder or on our website: www.icicprulife.com. Alternatively the Policyholder may communicate with us at the Customer Service Desk details mentioned earlier. The Company's website must be checked for the updated contact details. **b. Grievance Redressal Officer:** If the Policyholder does not receive any resolution or the resolution provided is not satisfactory, the Policyholder may get in touch with our designated Grievance Redressal Officer (GRO). For GRO contact details please refer to the "Grievance Redressal" section on www.icicprulife.com. **c. Senior Grievance Redressal Officer:** If the Policyholder does not receive any resolution or the resolution provided by the GRO is not satisfactory, the Policyholder may write to our Senior Grievance Redressal Officer (SGRO). For SGRO contact details please refer to the "Grievance Redressal" section on www.icicprulife.com. **d. Grievance Redressal Committee:** In the event that any complaint / grievance addressed to the SGRO is not resolved, the Policyholder may escalate the same to the Grievance Redressal Committee at the following address: ICICI Prudential Life Insurance Company Limited, Vinod Silk Mills Compound, Chakravathy Ashok Road, Ashok Nagar, Kandivali (East), Mumbai - 400 101. **e.**

Insurance Ombudsman: **i.** The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies. **ii.** As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made only if: **1)** The grievance has been rejected by the Grievance Redressal Machinery of the Insurance Company **2)** Within a period of one year from the date of rejection by the Insurance Company **3)** If any other Judicial authority has not been approached **iii.** In case if the Policyholder is not satisfied with the decision / resolution of the Company, the Policyholder may approach the Insurance Ombudsman at the address given below if the grievance pertains to • any partial or total repudiation of claims or • the premium paid or payable in terms of the policy • any claim related dispute on the legal construction of the policies in so far as such dispute relate to claims or • delay in settlement of claims • non-issue of policy document to customers after receipt of premiums **iv.** The complaint to the office of the Insurance Ombudsman should be made in writing duly signed by the complainant (Policyholder) or by his legal heirs with full details of the complaint and the contact information of complainant. Given below are details of the ombudsman office considering address of the Policyholder mentioned in the application form. The Insurance Regulatory and Development Authority's or the Company's website must be checked for the updated contact details.

1. Ahmedabad: Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014. **Jurisdiction:** State of Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu. Tel: 079-27546840, Fax: 079-27546142, E-mail: ins.omb@rediffmail.com

2. Bhopal: Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.)-462 023. **Jurisdiction:** States of Madhya Pradesh & Chhattisgarh. Tel: 0755-2569201, Fax: 0755-2769203, E-mail: bimalokpalbhopal@airtelmail.in

3. Bhubaneswar: Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. **Jurisdiction:** State of Orissa. Tel: 0674-2596455, Fax: 0674-2596429, E-mail: ioobbsr@dataone.in.

4. Chandigarh: Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building, Sector 17-D, CHANDIGARH-160 017. **Jurisdiction:** State of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh. Tel: 0172-2706468, Fax: 0172-2708274, E-mail: ombchd@yahoo.co.in.

5. Chennai: Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. **Jurisdiction:** State of Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry) Tel: 044-24333668 /5284, Fax: 044-24333664, E-mail: insombud@md4.vsnl.net.in.

6. New Delhi: Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. **Jurisdiction:** States of Delhi & Rajasthan. Tel: 011-23239633, Fax: 011-23230858, E-mail: iobdelraj@rediffmail.com.

7. Guwahati: Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 5th Floor, Near Panbarid Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). **Jurisdiction:** States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura. Tel: 0361-2132204/5, Fax: 0361-2732937, E-mail: ombudsmanghy@rediffmail.com.

8. Hyderabad: Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. **Jurisdiction:** States of Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry. Tel: 040-65504123, Fax: 040-23376599, E-mail: insombudhyd@gmail.com.

9. Kochi: Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, ERNAKULAM-682 015. **Jurisdiction:** State of Kerala, UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry. Tel: 0484-2358759, Fax: 0484-2359336, E-mail: iokochi@asianetindia.com.

10. Kolkata: Insurance Ombudsman, Office of the Insurance Ombudsman, North British Bldg., 29, N.S. Road, 4th Floor, KOLKATA-700 001. **Jurisdiction:** States of West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim. Tel: 033-22134866, Fax: 033-22134868, E-mail: iombkol@vsnl.net.

11. Lucknow: Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. **Jurisdiction:** State of Uttar Pradesh and Uttaranchal. Tel: 0522-2231331, Fax: 0522-2231310, E-mail: insombudsman@rediffmail.com.

12. Mumbai: Insurance Ombudsman, Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054. **Jurisdiction:** States of Maharashtra, Goa. Tel: 022-26106928, Fax: 022-26106052, E-mail: ombudsmanmumbai@gmail.com.

The policy certificate, terms and conditions of the policy and all the endorsements by the Company, if any, shall form integral part of this contract and shall be binding on the parties (U81:Ver2)