

SBI Life Insurance Company Limited

Regulated by IRDAI | Registration Number 111

CIN: L99999MH2000PLC129113

(COI No: < XXXXX>)

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about Your Policy. You are also advised to go through Your Policy Document

Sl. No.	Title	Description in Simple Words (<i>Please refer to applicable COI Clause Number in next column</i>)	COI Clause Number
1.	Name of the Insurance Product and Unique Identification Number (UIN)	SBI Life – RiNn Raksha (UIN:111N078V03)	Schedule of Benefit
2.	COI Number	COI No. << as allotted by system >>	Schedule of Benefit
3.	Type of Insurance Policy	SBI Life – RiNn Raksha is a Group, Non-Linked, Non-Participating, Pure Risk, Credit Life Insurance Product	Schedule of Benefit
4.	Basic Policy Details	<ul style="list-style-type: none">• Master Policyholder Name: << as allotted by system >>• Scheme Type: << Compulsory / Voluntary >>• Loan Category: << HL/EL/PL/VL >>• Loan Account No. << as allotted by system >>• Membership Form No. << as allotted by system >>• Type of Borrower: << Individual / Co-Borrower >>• Plan Option Chosen: <<as allotted by system >>• Type of Plan: <<Single Premium/ Level Premium>>• Installment Premium: << as allotted by system >>• Mode of Premium Payment: << Single / Limited >>• Initial Sum Assured: << as allotted by system >>• Loan Interest Rate: << >>%• Sum Assured on Maturity: Nil• Premium Payment Term: << as allotted by system >>• Policy Term: << as allotted by system >> Month• Insurance Cover Start Date: << dd/mm/yyyy>>• Insurance Cover End Date: <<dd/mm/yyyy>>	Schedule of Benefit

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5.	Policy Coverage / Benefits Payable	<p><u>Death Benefit:</u> In case of death of Insured Member during the Policy Term and provided cover under the Master Policy is In-force, We will pay the Death Benefit equal to the Sum Assured as per the Option chosen or in case no Option is chosen, We will pay Sum Assured as per the amortization schedule mentioned in the Certificate of Insurance</p> <p><u>Surrender Benefits:</u> The Certificate of Insurance will acquire Surrender Value only after completion of one year from the Insurance Cover Start Date provided at least one full policy year premium has been paid.</p> <p><u>Maturity/Survival Benefit:</u> <u>There is no maturity/Survival benefit under this plan.</u></p>	COI Schedule
6.	Exclusions (events where insurance coverage is not payable), if any.	<p><u>Suicide Exclusion:</u> In case of death of Insured Member due to suicide within 12 months from the Insurance Cover Start Date or from the Date of Revival of the cover under the Master Policy, as applicable, We will not pay the Death Benefit and the Claimant shall be entitled to 80% of total premiums paid (net of extra premium and applicable taxes) till date of death without interest or Surrender Value, available as on the date of suicide, whichever is higher.</p>	17
7.	Grace Period	means the time granted by Us from the due date of payment of premium, without any penalty or late fee, during which time the cover under the Master Policy is considered to be In-force with the risk cover without any interruption, as per the terms & conditions of the Master Policy. The Grace Period for payment of the premium shall be 15 days, where the Insured Member pays the premium on a monthly basis and 30 days in all other cases. This is not applicable in single Premium policies.	COI Schedule
8.	Free Look Period	<p>In case, Insured Member does not agree with any terms and conditions of the Master Policy/Certificate of Insurance or otherwise, Insured Member has the option to cancel the Certificate of Insurance by sending a written request to the Company stating the reasons for objection within the Free Look Period of 30 days from the receipt of the Certificate of Insurance whether received electronically or otherwise.</p> <p>Upon Insured Member's request and if no claims has been made under the Certificate of Insurance, We shall refund the Premium paid by Insured Member for the Certificate of Insurance subject only to deduction of the proportionate risk Premium for the period of the cover, stamp duty charges and medical expenses (if any), irrespective of the reasons mentioned.</p> <p>Insured Members' request for cancellation of this Certificate of Insurance must reach Your nearest SBI Life Office within a period of 30 days from the date of receipt of the Certificate of Insurance.</p> <p>In case Co-borrowers are covered, the life cover for all the Insured Members will be terminated simultaneously on the cancellation during the Free Look Period.</p>	20

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9.	Lapse, Paid-Up and Revival of the Policy	<p><u>Lapse</u> Is the status of the Insured Member's insurance cover when a due premium is not paid by the Insured Member before the end of the Grace Period. This is not applicable in single Premium policies.</p> <p><u>Paid-Up:</u> Paid - Up Sum Assured is payable in case the Certificate of Insurance acquires Paid-up Status. Paid-up Status is acquired at any point of time after one complete year from the Insurance Cover Start Date, provided at least first year's premiums are paid in full and no further premiums are paid and is not applicable for Single Premium policies.</p> <p><u>Revival:</u> If Premiums are not paid within the Grace Period and the Certificate of Insurance is not Surrendered, the insurance cover under Master Policy may be revived with or without rider for full benefits within five consecutive complete years from the date of the first unpaid premium on payment of all overdue premiums with interest.</p>	18
10.	Policy Loan, if applicable	No policy loan is available under this plan.	29
11.	Claims/Claims Procedure	<ul style="list-style-type: none"> Turn Around Time (TAT) for claims settlement and brief procedure: https://www.sbilife.co.in/en/services Download 'Turn Around Times' pdf Toll free no.: 1800 267 9090 (Customer Service Timing:24X7). Helpline for NRI Customers: +91-022 6928 9090 (Customer Service Timing: 24X7) Our Contact Details: SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6000 Email: claims@sbilife.co.in Link for downloading claim form and list of documents required including bank account details. https://www.sbilife.co.in/en/services/download-center/claim-forms <p>List of documents required:</p> <ul style="list-style-type: none"> Policy document/Certificate of Insurance Valid death certificate from municipal / local authorities KYC documents of the Claimant Valid bank account proof of the Claimant Claimant's statement and claim forms in prescribed formats Hospital records including discharge summary, etc, wherever applicable Any other documents including post-mortem report, first information report where applicable 	35

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		<ul style="list-style-type: none">Any other document which SBI Life may call, if found necessary in support of the claim	
12.	Policy Servicing	<ul style="list-style-type: none">Turn Around Time (TAT): https://www.sbilife.co.in/en/services >Download 'Turn Around Times' pdfOur Contact Details: Toll free no.: 1800 267 9090 (Customer Service Timing:24X7). Helpline for NRI Customers: +91-022 6928 9090 (Customer Service Timing: 24X7) For any information/ clarification, please contact: Your local SBI Life service branch: <<SBI Life branch address>>Link for downloading applicable forms and list of documents required including bank account details. Various forms are available on SBI Life Website: https://www.sbilife.co.in/en/services/download-center/policy-servicing-forms	32
13.	Grievances / Complaints	<ul style="list-style-type: none">Contact details of Grievance Redressal Officer: SBI Life Insurance Company Limited Central Processing Centre 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No R-1, Sector - 40, Seawoods, Nerul Node, Navi Mumbai - 400706 Telephone No. 022-6645 6100 Email: hcr@sbilife.co.inLink for registering the grievance with Our portal: https://www.sbilife.co.in/en/grievancesContact details of Ombudsman: https://cioins.co.in/ombudsman	33

Declaration by the Insured Member

I have received and read the above and I confirm having noted the details.

Place:

Date:

(Signature of the Insured Member)

Note:

- Product related documents including the Customer Information sheet are available on our website www.sbilife.co.in
- In case of any conflict, the terms and conditions mentioned in the COI shall prevail.

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SBI Life - RiNn Raksha (UIN: 111N078V03)

Group, Non-Linked, Non-Participating, Pure Risk, Credit Life Insurance Product

Certificate of Insurance

<Membership form Bar Code >

<SBI Life PC name> / <Bank Code> / <Bank Name> / < Branch Name> / <Branch Code>

Member : << Title/ First Name/ Middle Name/ Last Name >>

Address : << All lines of address >>

<<City>>

<<State>><<Pin-code>>

Contact Number : << Tel No. / Mobile No. >>

Schedule of Benefits

Scheme & Life Assured Details	Life Insurance Cover Details
Scheme Type : << Compulsory / Voluntary >>	Initial Sum Assured : << >>/-
COI Issuance Date : <<DD-MM-YYYY >>	Death Benefit Sum Assured : Please refer schedule of outstanding loan, enclosed
Master Policyholder : << >>	Insurance Cover Start Date : << DD-MM-YYYY >>
Master Policy No. : << >>	Insurance Cover End Date : << DD-MM-YYYY >>
Membership Form No. : << >>	Interest Cover Rate : << >> %
Member ID : << >>	Policy Term : << >> Months
Membership Form Date : << >> / <<DD-MM-YYYY>>	Loan Share to be covered : << Entire Outstanding
Life Assured Name : << Title / First Name / Middle Name / Last Name >>	Loan Amount / Respective Share of Outstanding Loan Amount >>
Date of Birth : <<DD – MM - YYYY>>	Option Chosen : << None / Gold Option / Platinum Option >>
Waiting Period : << Nil >>	Name of Nominee : << >>
	Date of Birth of Nominee : <<DD-MM-YYYY>>
	Relationship of Nominee to Life Assured :<< >>
	Name of Appointee : << >>
	Date of Birth of Appointee : << DD-MM-YYYY >>
	Relationship with Nominee : << >>
	Claim payable to : << Master Policyholder, to the extent of the outstanding loan amount / Nominee >>

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Loan Details	Premium Details
Type of borrower : << Single / Co-borrower >> Loan Account No. : << >> Loan Category : << Home Loan / Personal Loan, etc >> Date of First Disbursement: <<DD-MM-YYYY>> Loan Amount : Rs. << >>/- Loan Term : << >> Months <Moratorium Period>> : << >> Months - << With / Without >> interest payment Current Loan Interest Rate: << >> %	Plan Type : << Single Premium / Limited Premium Payment Term >> Premium Payment Mod: << Single/ Yearly, Half Yearly, Quarterly, Monthly >> Premium Payment Term : << >> Years Premium Renewal Date : << DD-MM >> Premium Amount : Rs. << >>/- Applicable Taxes : Rs. << >>/- Total Amount : Rs. << >>/-

SBI Life Insurance Company Limited is pleased to acknowledge that << Member Name>>, having <<his/her>> loan account with <<Master Policyholder>> has joined '**SBI Life - RiNn Raksha**' plan under which the borrowers are provided Life Cover for the Sum Assured as per the amortization Schedule mentioned in the Annexure, subject to the terms and conditions contained in the Master Policy Document.

A summary of the key features of the Plan are given overleaf. Please note that this is merely a summary of the terms and conditions of the Plan and that the insurance Cover is strictly governed by the terms and conditions of the Master Policy issued to the Master Policyholder.

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Free Look Option:

In case, Insured Member does not agree with any terms and conditions of the Master Policy/Certificate of Insurance or otherwise, Insured Member has the option to cancel the Certificate of Insurance by sending a written request to the Company stating the reasons for objection within the Free Look Period of 30 days from the receipt of the Certificate of Insurance whether received electronically or otherwise.

Upon Insured Member's request and if no claims has been made under the Certificate of Insurance, We shall refund the Premium paid under the Certificate of Insurance subject only to deduction of the proportionate risk Premium for the period of the cover, stamp duty charges and medical expenses (if any), irrespective of the reasons mentioned. Insured Members' request for cancellation of this Certificate of Insurance must reach Your nearest SBI Life Office within a period of 30 days from the date of receipt of the Certificate of Insurance.

In case of Co-borrowers are covered, the life cover for all the Insured Members will be terminated simultaneously on the cancellation during the Free Look Period.

We request You to read this Certificate of Insurance (COI) carefully. If You find any errors, please return your Certificate of Insurance (COI) for effecting corrections.

Authorized Signatory
SBI Life Insurance Co. Ltd.

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TERMS & CONDITIONS OF YOUR INSURANCE COVER

- 1. Master Policyholder** is the entity named in the Master Policy who has entered into a contract of insurance with Us .
- 2. Insured Member** is the person who fulfils the eligibility criteria specified in the Master Policy and in relation to whom the life insurance cover is granted under the Master Policy and the Company has issued the Certificate of Insurance.
- 3. Insurance Cover Start Date** is the Insurance Cover Start Date as mentioned in the Certificate of Insurance.
- 4. Insurance Cover End Date** is the Insurance Cover End Date as mentioned in the Certificate of Insurance.
- 5. Loan Interest Rate** is the rate of interest on the loan granted to the Insured Member. This rate is taken into consideration while determining appropriate Interest Cover Rate.
- 6. Interest Cover Rate** is the rate used for generating the amortization schedule in the Certificate of Insurance as per understanding between the Master Policyholder and the Insured Member. It may differ from the Loan Interest Rate.
- 7. Policy Term** is the period, in years, during which the contractual benefits are payable in respect of the Insured Member. The Policy Term shall not exceed the outstanding loan tenure.
- 8. Initial Sum Assured** is the Sum Assured as on the Insurance Cover Start Date for the Insured Member. It comprises the loan amount to be covered excluding or including premium and taxes, as the case may be, as per the Option chosen by the Insured Member. The Initial Sum Assured shall not exceed the original loan amount on the Insurance Cover Start Date.
- 9. Sum Assured** is the amount specified in the Certificate of Insurance payable, upon the happening of the insured events.
- 10. Premium Payment Term** is the period, in years, over which level premiums are payable.
- 11. Premium Payment Mode** is the frequency of premium payment.
- 12. Premium Renewal Date** is the date on which the renewal premium becomes due.
- 13. Grace Period** is the period from the date of first unpaid premium during which the cover under the Certificate of Insurance remains In-force and the renewal premium can be paid without any penalty.
- 14. We, Us, Our, Company** means SBI Life Insurance Company Limited or its successors.

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15. Policy Benefits include the following:

I. Death Benefit:

- 1.1 If all the due premiums have been paid, on death of the Insured Member during the Policy Term, We will pay the Death Benefit equal to the Sum Assured as per the Option chosen or in case no Option is chosen, We will pay Sum Assured as per the amortization schedule mentioned in the Certificate of Insurance (COI), whichever is applicable, if the claim is found admissible.
- 1.2 In case Gold option is opted for, We will pay a Death Benefit equal to the entire outstanding loan amount at the time of death as per the floating interest rate offered by You irrespective of the amount payable as per the original loan schedule given in the Certificate of Insurance.
- 1.3 In case Platinum option is opted for, We will pay either the outstanding loan amount as per the floating interest rate offered by You or the outstanding loan amount as per the interest rate fixed at the Insurance Commencement Date as mentioned in the amortization schedule in the Certificate of Insurance, whichever is higher.
- 1.4 If all the due premiums have not been paid, then, if:
- 1.5 the death of the Insured Member occurs within the Grace Period, we will pay the Death Benefit as per section 3.1.1 mentioned above after deducting the unpaid outstanding premiums, if the claim is found admissible.
- 1.6 the death of the Insured Member occurs after the end of the Grace Period and the Policy has acquired a Paid-up Status, We will pay the paid-up sum assured, if any, (as mentioned below), if the claim is found admissible.
- 1.7 the death of the Insured Member occurs after the end of the Grace Period and the Policy has not acquired a Paid-up Status, no Death Benefit will be payable.
- 1.8 Minimum Death Benefit shall be at least 105% of the total premiums paid upto the date of death.

II. Survival Benefit: Survival benefit is not available under the Master Policy/COI.

III. Surrender Benefit:

- a. An Insured Member may Surrender his Certificate of Insurance during the Policy Term if the cover is In-force or Paid-up Status. Such Surrender will be subject to all of the following:
 - i. An Insured Member may surrender his/her cover only after one complete year from the Insurance Cover Start Date.
 - ii. We will pay the Surrender Benefit equal to the higher of the Surrender Value and Special Surrender Value only if, at least, all premiums due in the first year since the Insurance Cover Start Date have been paid. If premiums are not paid for full one year, nothing shall be payable.
 - iii. We will pay the Surrender Value only if it is at least Rs. 250.
- b. For Co-borrowers, in case of Surrender by any one Insured Member, the insurance cover would continue for the remaining co-borrowers.
- c. The Surrender Value (SV) is calculated as under:
 - i. (50% of the premium(s) paid) *multiplied by* (unexpired term *divided by* total term)

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- ii. We will consider premiums paid after excluding extra premium(s), Option premium and taxes and cess, if any, for calculation of Surrender Value.
- iii. We will measure term in completed number of months.
- iv. Unexpired term is the total Policy Term in months less the completed number of months as on date of Surrender.
- d. A Special Surrender Value (SSV) may be available at the time of Surrender. Surrender Value would be subject to review and based on future experiences.
- e. In case of Surrender of the group Policy by the Master Policy holder an option shall be given to the individual Insured Members, on such Surrender, to continue the Policy as an individual Policy, provided the future premiums are paid or continued to be paid under such policy.
- f. If a loan is cancelled by the Master Policy holder or not taken up by the Insured Member after sanction but premium for the same has been paid, then the Insured Member may request for cancellation of cover. Such a request must be received by Us within 90 days of issuance of the Certificate of Insurance. Upon receipt of such a request, We will refund 90% of the premium paid, excluding taxes, in respect of that Insured Member after deducting expenses towards stamp duty.

IV. Paid-up Sum Assured

- a. Paid –up Sum Assured is payable in case the Insured Member’s cover under the Master Policy acquires Paid – up Status.
- b. Paid-up Sum Assured is equal to:
Original Sum Assured as per the amortization schedule multiplied by a ratio of “total period for which premiums have already been paid” to the “maximum period for which premiums were originally payable” as per the terms and conditions of the Master Policy.

16. Exclusions

I. Suicide Exclusion:

- a. If the Insured Member commits suicide, within 12 months from the Insurance Cover Start Date, the Death Benefit will not be payable.
- b. Only 80% of the total premium(s) paid (net of extra premium and applicable taxes) till date of death will be refunded without interest provided the insurance cover under the Master Policy pertaining to the Insured Member concerned is in force. Premium payable under options are not refundable.
- c. If the Insured Member commits suicide, within 12 months from the date of revival of the insurance cover for that Insured Member the Death Benefit will not be payable. However:
 - i. Either 80% of total premiums paid (net of extra premium, applicable taxes and cess) till date of death without interest; Or
 - ii. Surrender Value, available as on the date of suicide,
Whichever is higher, provided the Insured Member’s cover under the Master Policy is In-force.
- d. If the cover is availed by the Co-borrower/s, the insurance cover will continue for the surviving Co-borrowers that are Insured Members.

17. Revival

- a. Insured Member can revive the Insured Member’s cover during its revival period of 5 years from the date of first unpaid premium. Such revival will be subject to all of the following:
 - i. the Insured Member should write to Us during the Revival Period

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- ii. Insured Member has to submit Declaration of Good Health and satisfy other underwriting requirements, where applicable.
- iii. We may accept or reject the revival request. We may also accept the revival request by charging additional premium. We will inform the Master Policyholder about the same.
- iv. The Insured Member will have to pay all outstanding premium(s), along with interest, and option premium(s), if any, which are due but have not been paid till the date of revival.
- v. The Company currently charges interest rates based on the formula “250 basis points plus the benchmark yield of Repo Rate” as on 1st April of the Financial Year in which the revival is effected and it will be compounding on a half-yearly basis.
- vi. Insurance cover for the Insured Member will commence again from the date of revival of Insured Member’s cover.
- vii. The Insured Member cannot revive after the expiry of the Revival Period.
- viii. The Master Policyholder/Insured Member will bear the cost of medical examination, if any, at the time of revival.

18. Termination of Cover

- a. **Insurance cover** and other benefits to the Insured Member shall automatically cease on the earliest of the following events:
 - I. on date of death of the Insured Member, or
 - II. on expiry of the Policy Term, or
 - III. on the date of payment of Surrender Value, if any, or
 - IV. on the date of payment on cancellation in Free Look Period, or
 - V. on termination of cover at the behest of the Insured Member, or
 - VI. on the date on which the Grace Period ends in case if premiums due are not paid, where the insurance cover has not acquired any Paid up Status, or
 - VII. the date on which the Insured Member reaches the maximum cover ceasing age, or
 - VIII. a death claim has been admitted under the Master Policy for any one of the Co-borrower, in cases where each Co-borrower is insured for the entire outstanding loan amount. The Surrender Benefit will be paid with respect to the Co-borrowers that are Insured Members where Death Benefit has not been paid/ admitted.

19. Free-look Period

- 19.1. In case, Insured Member does not agree with any terms and conditions of the Certificate of Insurance or otherwise, Insured Member has the option to cancel the Certificate of Insurance by sending a written request to the Company stating the reasons for objection within the Free Look Period of 30 days from the receipt of the Certificate of Insurance whether received electronically or otherwise.
- 19.2. Upon Insured Member’s request and if no claims has been made under the Certificate of Insurance, We shall refund the Premium paid by Insured Member for the Certificate of Insurance subject only to deduction of the proportionate risk Premium for the period of the cover, stamp duty charges and medical expenses (if any), irrespective of the reasons mentioned.
- 19.3. Insured Members’ request for cancellation of this Certificate of Insurance must reach Your nearest SBI Life Office within a period of 30 days from the date of receipt of the Certificate of Insurance.
- 19.4. In case of Co-borrowers are covered, the life cover for all the Insured Members will be terminated simultaneously on the cancellation during the Free Look Period.

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20. Nomination

- I. The Insured Member may, when effecting the insurance cover, or at any time before the cover term ends, nominate a person to whom the money secured by the insurance cover shall be paid in the event of death of the Insured Member.
- II. If the Nominee is a minor, the Insured Member may appoint a person, competent to contract as an appointee in the manner laid down by Us, to receive the money secured by the insurance cover in the event of death of the Insured Member during the minority of the Nominee.
- III. The Insured Member may cancel or change the existing nomination at any time during the course of the Policy Term.
- IV. Your nomination should be registered in Our records so as to make it binding on Us.
- V. For complete details about nomination, please refer to Section 39 of the Insurance Act, 1938, as amended from time to time.
[For simplified version of provisions of Section 39 of the Insurance Act, 1938; please refer Annexure I]

21. Assignment

Assignment shall be as per Section 38 of the Insurance Act, 1938; as amended from time to time.

[A leaflet containing the simplified version of the provisions of Section 38 is enclosed as Annexure – I(A) for reference.]

22. Non-disclosure

We have issued the COI based on Insured Member's statements in Membership Form, personal statement, medical reports and any other relevant documents. If We find that any of this information is inaccurate or false or the Insured Member has withheld any material information, or in case of fraud, we shall have the right to decline the claim subject to the provisions of section 45 of the Insurance Act, 1938, as amended from time to time.

[[For simplified version of the provisions of Section 45 of the Insurance Act, 1938, please refer Annexure II]

23. Mis-statement of Age

If we find that the Insured Member's correct age is different from that mentioned in the Membership Form, We will check the Insured Member's eligibility for the insurance cover as on the Insurance Cover start date. If the age stated by the Insured Member is incorrect and if the Insured Member is :

- I. Eligible,
 - a. If the correct age is found to be higher, the Insured Member will have to pay the difference in premiums along with interest based on Company's prevalent norms, which may change from time to time.
 - b. If the difference in premiums and applicable interest is not paid, We will terminate the Insured Member's insurance cover by paying the surrender value, if any.
 - c. If the correct age is found to be lower, We will refund the difference in premiums, without interest.
- II. Not eligible,
 - a. We will terminate the Insured Member's insurance cover by paying the Surrender Value, if any.

24. Pre-closure of Loan

- I. In case If Insured Member repays the entire outstanding loan amount before the end of the Policy Term, You can choose either of the following: .
 - a. surrender Your cover under the Master Policy and avail Surrender Benefits, as applicable, OR
 - b. continue with the cover under the Certificate of Insurance till the end of the Policy Term and Sum Assured as per amortization schedule will be payable in case of death within the Policy Term.

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25. Cancellation of Loan

If your loan is cancelled or not taken up after sanction and the premium(s) has been remitted, you can request for cancellation of insurance cover under this plan. Such a request should come through the Master Policy Holder within 90 days from issuance of this Certificate of Insurance. Upon receipt of such a request, we will refund 90% of the premium(s) paid excluding taxes after deducting expenses incurred towards stamp duty. You have to submit the original Certificates of Insurance.

26. Co-Borrowers

26.1. If the Initial Sum Assured for each Co-borrower is equal to entire loan amount:

I. On death of any of the Insured Members [i.e., in case any of the covered Co-borrowers dies] during Policy Term and if the claim is admitted:

26.1.I.1. We will pay the Death Benefit as per the amortization schedule given in the Certificate of Insurance.

26.1.I.2. We will also pay the Surrender Benefit, if any, to the surviving Insured Members who are Co-borrowers.

26.1.I.3. We will terminate the insurance cover for the surviving Insured Members who are Co-borrowers.

II. On death of any of the Insured Members during Policy Term and if the claim is repudiated/rejected, for any reason whatsoever:

26.1.II.1. We will not pay the Death Benefit.

26.1.II.2. Life cover for surviving Insured Members who are Co-borrowers will continue till end of Policy Term, provided all their due premium(s) are paid regularly.

III. In case of simultaneous death of more than one Co-borrower, the Death Benefit will be payable only in respect of one Co-borrower. It will be presumed that the younger Insured Member survives the elder Insured Member. The Surrender Benefit, if any, will be paid with respect to the Insured Members who are Co-borrowers where Death Benefit has not been paid.

26.2. If Initial Sum Assured for each Co-borrower is equal to [limited to] his/ her respective share of loan amount:

I. On death of any of the Insured Members who are Co-borrowers during Policy Term and if the claim is admitted:

26.2.I.1. We will pay the Death Benefit for deceased Insured Member as per the amortization schedule provided in the Certificate of Insurance in respect of his/her insurance cover only, as the insurance cover is limited to his/her share of loan only.

26.2.I.2. Life cover for surviving Insured Members who are Co-borrowers will continue till end of Policy Term, provided all their due premium(s) are paid, regularly.

26.2.I.3. On death of any of the Insured Members who are Co-borrowers during Policy Term and if the claim is repudiated/ rejected, for any reason whatsoever:

II. We will not pay any Death Benefit whatsoever for the deceased Insured Member and the insurance cover for the surviving Insured Members who are Co-borrowers will continue till the end of Policy Term, provided all their due premium(s) are paid regularly.

26.3. In case the insured Member dies after the submission of request for Surrender of his /her insurance cover but before the payment of Surrender Benefit, or dies after submission of request for cancellation during Free Look Period, but before refund of premium, the Master Policy Holder or the Nominee/beneficiary or

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legal heirs of the Insured Member, as the case may be would be eligible for Death Benefit. The insurance cover shall automatically stand cancelled on the date of death of the insured Member.

27. Top up Loans: If the Insured Member chooses to increase his overall loan limit by borrowing additional monies from the Master Policy Holder through top up, the Insured Member may avail of Insurance facility for the additional value of the loan as well. We will treat such loans as new loans with corresponding schedules. Separate premiums would be applicable on this additional loan based on the Insured Member's age as on date of such an application and would be further subject to underwriting.

28. Loan repayment installment defaults: This plan does not Cover any increase in outstanding loan amount as a result of loan repayment installment defaults on the Insured Member's part.

29. Loans: No Policy loans are available under the Master Policy.

30. Communication

- I. We will communicate to the Insured Member, in writing and deliver the correspondence by hand, post, facsimile, e-mail or any other approved mode.
- II. We will send correspondence to the mailing address the Insured Member has provided in the Membership Form or to the changed address.
- III. The Insured Member should also communicate in writing and deliver the correspondence by hand, post, facsimile, e-mail or any other approved mode.
- IV. All your correspondence should be addressed to any SBI Life branch office or its Central Processing Centre at the address below:
SBI Life Insurance Company Limited
7th Level (D Wing) & 8th Level, Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40, Seawoods,
Nerul Node, Navi Mumbai - 400 706
Dist. Thane, Maharashtra
Phone: 022 - 6645 6241
Fax: 022 – 6645 6655
E-mail: info@sbilife.co.in
- V. It is important that the Insured Member keeps Us informed of the Insured Member's changed address.

31. Issuance of Duplicate Policy

- I. If the Insured Member wishes to obtain a physical copy of the Insured Member's Certificate of Insurance/Master Policy, then the Insured Member can send an application for the physical copy of the Certificate of Insurance/Master Policy.
- II. If the Insurance Member wish to obtain a second/duplicate physical copy of the Insured Member's Certificate of Insurance/Master Policy, then the Insured Member can send an application for the second/duplicate physical copy along with the payment of printing charges of ₹100 plus stamp duty plus GST.

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32. Policy Servicing

- I. We endeavor to ensure that the Insured Member receives the best possible service in relation to the Insured Member's Certificate of Insurance. If the Insured Member wishes to avail any services from Us or require any support or assistance in relation to the Certificate of Insurance, the Insured Member may send a written request to Us at info@sbilife.co.in
- II. Turn Around Time (TAT) for various services can be downloaded from: <https://www.sbilife.co.in/en/services>
- III. Various forms and list of documents required including bank account details are available on SBI Life Website: <https://www.sbilife.co.in/en/services/download-center/policy-servicing-forms>
- IV. The Insured Member can also give feedback on the services provided by Us at info@sbilife.co.in

33. Grievance Redressal Procedure

- I. If the Insured Member has any query, complaint or grievance, the Insured Member may approach any of Our offices.
- II. The Insured Member can also call Us on our toll-free number 1800 267 9090 (Customer Service Timing: 24X7).
- III. The Insured Member can also send an email to Us on info@sbilife.co.in
- IV. If the Insured Member is not satisfied with the decision or have not received any response within 15 days, the Insured Member may write to us at:

Head - Client Relationship
SBI Life Insurance Company Limited
Central Processing Centre,
7th Level (D Wing) & 8th Level,
Seawoods Grand Central,
Tower 2, Plot No. R-1, Sector 40,
Seawoods, Nerul Node,
Navi Mumbai - 400 706, Dist. Thane
Telephone No: +91 -22- 6645 6785
E-mail Id: hcr@sbilife.co.in

In case the Insured Member is not satisfied with Our decision or has not received a response within 1 month from the date of filing of the complaint with Us and the issue pertains to Rule 13 and 14(3) of Insurance Ombudsman Rules, 2017, the Insured Member may approach the Insurance Ombudsman. The Insured Member can lodge the complaint with the Ombudsman as per provision 13 & 14(3) of the said rules.

- V. The address of the Insurance Ombudsman and the Insurance Ombudsman Rules, 2017, are, available on the website of IRDAI, <https://www.irdai.gov.in> and in our website <https://www.sbilife.co.in> The address of the ombudsman at Mumbai is:

Office of the Insurance Ombudsman
3rd Floor, Jeevan Seva Annexe,
S.V. Road, Santa Cruz (W),
Mumbai – 400 054.
Telephone No.: +91 – 22 – 69038821/23/24/25/26/27/28/29/30/31
E-mail: bimalokpal.mumbai@cioins.co.in

- VI. We have also enclosed a list of addresses of Insurance ombudsmen in Annexure III for reference.
- VII. If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Mechanism; you may escalate the complaint to IRDAI through the Bima Bharosa Portal (IRDAI):

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<https://bimabharosa.irdai.gov.in/>

or contact, IRDAI Grievance Call Centre on TOLL FREE NO: 155255 / 1800 4254 732 or alternatively you may send an email on complaints@irda.gov.in

The postal address of IRDAI for communication for complaints by paper is as follows:

Policyholders' Protection Grievance Redressal Department, Insurance Regulatory and Development Authority of India, SY No 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500 032,

34. Governing laws and jurisdiction

This is subject to prevailing Indian Laws. Any dispute that may arise in connection with this shall be subject to the jurisdiction of the competent Courts of India.

35. Claims Process

- I. Claim under the Master Policy should be filed to the nearest SBI Life Office or SBI Life Insurance Co. Ltd, Claims Department, 7th Level (D Wing) & 8th Level, Seawoods Grand Central, Tower 2, Plot No. R-1, Sector 40, Seawoods, Nerul Node, Navi Mumbai - 400 706, Dist. Thane, Maharashtra, at the earliest possible time through the Master Policyholder in writing following the claim event. While We may condone any delays in intimation or submission of documents, excessive delays may impact the claim settlement process. However, We reserve the right to request additional information or documentation to verify the validity of the claim and ensure a fair and efficient settlement process
- II. A claim must be made by notice in writing to the Us in the format supplied by Us.
 - a. The primary documents normally required for processing a Death claim are:
 - i. Valid Death Certificate from Municipal/Local authorities
 - ii. Claim form duly filled in
 - iii. Certificate from the attending physician along with hospital reports, if any
 - iv. Police panchnama, and FIR copy / Post mortem Report / Coroner's Verdict, where applicable
- III. A claim shall be subject to such other requirements as stipulated by the Insurance company and the legal title of the claimant.
- IV. Upon the death of the Insured Member or any other claim arising under this Master Policy, We will make payment of Death Benefit/claim amount in accordance with the terms and conditions of the Master Policy and the conditions set out below:
 - i. Payment will be made by Us in the name of the Nominee(s) or the Assignee(s) or the Insured Member's legal heirs (as applicable) directly through electronic transfer to the Nominee's/Assignee's/legal heir's bank account except for the cases set out in Clause 36(V)(ii) below.
 - ii. We shall pay the Death Benefit/claim amount to the extent applicable to the Master Policyholder if the following conditions are met:
 - a. The Master Policyholder is a financial institution.
 - b. The Insured Member has made a valid assignment [in the form specified by Us] to assign the proceeds payable for his/her cover under the Master Policy in the favour of the Master Policyholder and there is a valid assignment in the name of the Master Policyholder as on the date of the death of the Insured Member.
 - c. The assignment made in favour of the Master Policyholder will be considered for the Death Benefit/claim payment only to the extent of the outstanding loan amount as on the date of the death of the Insured Member/claim payment becoming due, as per the amortization schedule in the Certificate of Insurance and the remainder of the Death Benefit/claim amount shall be paid to the Claimant(s) in accordance with Clause 36(V)(i).
 - d. The Claimant is well informed of the existence of the assignment in advance.

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- e. We have received confirmation from the Claimant on the outstanding loan amount as on the date of the death of the Insured Member and obtained the consent of the Claimant for the payment of such outstanding loan amount to the Master Policyholder.
- f. We have directly communicated to the Claimants the complete details of claim amount settled, remittances made to the Master Policyholder towards the outstanding loan amount and the remainder of the claim amount payable to the Claimants.

V. Discontinuance of the Master Policy

The Master Policyholder has the right to terminate or surrender the Master Policy at any given time by giving 3 months' notice. Under such circumstances, existing Insured Members will be given an option to continue the insurance cover. In case the Insured Member opts to continue the insurance cover, then the future premiums, if any, would need to be paid by the Insured Member as and when due. In case the Insured Member does not want to continue the insurance cover, he/she can surrender the cover under the Master Policy.

VI. Section 45 of the Insurance Act, 1938, as amended from time to time:

[For simplified version of the provisions of Section 45, please refer Annexure II.]

VII. Rule 13 of Ombudsman Rules, 2017

- i. The Ombudsman may receive and consider complaints or disputes relating to:
 - a. delay in settlement of claims, beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority of India Act, 1999;
 - b. any partial or total repudiation of claims by the Life insurer, General insurer or the health insurer;
 - c. disputes over Premium paid or payable in terms of Insurance policy;
 - d. misrepresentation of policy terms and conditions at any time in the policy document or policy contract;
 - e. legal construction of Insurance policies in so far as the dispute relates to claim;
 - f. policy servicing related grievances against insurers and their agents and intermediaries;
 - g. issuance of Life Insurance policy, general Insurance policy including health Insurance policy which is not in conformity with the proposal form submitted by the proposer;
 - h. non-issuance of Insurance policy after receipt of Premium in Life Insurance and general Insurance including health Insurance; and
 - i. 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)
- II. The Ombudsman shall act as counsellor and mediator relating to matters specified in sub-rule (1) provided there is written consent of the parties to the dispute.
- III. The Ombudsman shall be precluded from handling any matter if he is an interested party or having conflict of interest.
- IV. The Central Government or as the case may be, the IRDAI may, at any time refer any complaint or dispute relating to Insurance matters specified in sub-rule (1), to the Insurance Ombudsman and such complaint or dispute shall be entertained by the Insurance Ombudsman and be dealt with as if it is a complaint made under Rule 14.

VIII. Rule 14 of Ombudsman Rules, 2017

- I. Any person who has a grievance against an insurer, may himself or through his legal heirs, nominee or assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer complained against or the residential address or place of residence of the complainant is located.

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- II. The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.
- III. No complaint to the Ombudsman shall lie unless –
- a. The complainant makes a written representation to the insurer named in the complaint and
 - i. Either the insurer had rejected the complaint; or
 - ii. the complainant had not received any reply within a period of one month after the insurer received his representation; or
 - iii. the complainant is not satisfied with the reply given to him by the insurer
 - b. The complaint is made within one year
 - i. after the order of the insurer rejecting the representation is received; or
 - ii. after receipt of decision of the insurer which is not to the satisfaction of the complainant;
 - iii. after expiry of a period of one month from the date of sending the written representation to the insurer if the insurer named fails to furnish reply to the complainant
- IV. The Ombudsman shall be empowered to condone the delay in such cases as he may consider necessary, after calling for objections of the insurer against the proposed condonation and after recording reasons for condoning the delay and in case the delay is condoned, the date of condonation of delay shall be deemed to be the date of filing of the complaint, for further proceedings under these rules.
- V. 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.

IX. Protection of Policyholders' Interest

The IRDAI (Protection of Policyholders' Interests, Operations and Allied Matters of Insurers) Regulations, 2024, provide for protection of the interest of the policyholders. The provisions of this regulation will be applicable and subject to the applicable law, as amended from time to time.

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Annexure I

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. The extant provisions in this regard are as follows:

01. 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.
02. 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 is to be laid down by the insurer.
03. Nomination can be made at any time before the maturity of the policy.
04. 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.
05. 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.
06. 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.
07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
08. 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.
09. 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 themThe 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).

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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) Ordinance, 2014 (i.e. 26.12.2014).
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 (Ordinance) 2014, a nomination is made in favor 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.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification for complete and accurate details.]

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Annexure I (A)

A. 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 from time to time and as amended by Insurance Laws (Amendment) Act, 2015. The extant provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. 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.
03. 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.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. 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 thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. 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.
08. 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.
09. 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

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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 shall not be affected by this section.

[Disclaimer: This is not a comprehensive list of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policyholders are advised to refer to Original Gazette Notification for complete and accurate details.]

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Annexure II

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 are as follows:

01. 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.

02. 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.

03. 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.

04. 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.

05. 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.

06. 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.

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07. 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.
08. 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.
09. 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 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification for complete and accurate details]

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Annexure III

List of Ombudsman Centers with Address

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD	Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/ Email: bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU	Office of the Insurance Ombudsman, 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	Karnataka.
BHOPAL	Office of the Insurance Ombudsman, 1 st Floor, Jeevan Shikha, 60-B, Hoshangabad Road, Opp. Gayatri Mandir, Arera Hills Bhopal – 462 011. Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: bimalokpal.bhopal@cioins.co.in	Madhya Pradesh Chattisgarh.
BHUBANESWAR	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar – 751 009. Tel.: 0674 - 2596461 / 2596455 / 2596429 / 2596003 Email: bimalokpal.bhubaneswar@cioins.co.in	Odisha.
CHANDIGARH	Office of The Insurance Ombudsman, Jeevan Deep Building SCO 20-27,	Punjab, Haryana(excluding Gurugram, Faridabad, Sonapat and

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	Ground Floor Sector- 17 A, Chandigarh – 160 017. Tel.: 0172 - 2706468 Email: bimalokpal.chandigarh@cioins.co.in	Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24333678 Email: bimalokpal.chennai@cioins.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Puducherry).
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 –46013992 / 23213504 / 23232481 Email: bimalokpal.delhi@cioins.co.in	Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Pan Bazar, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: bimalokpal.guwahati@cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Hyundai Showroom, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg,	Rajasthan.

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	Jaipur - 302 005. Tel.: 0141 – 2740363 Email: bimalokpal.jaipur@cioinsco.in	
KOCHI	Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp. to Maharaja's College Ground ,M.G.Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7 th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341 Email: bimalokpal.kolkata@cioins.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: bimalokpal.lucknow@cioins.co.in	Districts of Uttar Pradesh :Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).

SBI Life Insurance Company Limited

Regulated by IRDAI | Registration Number 111

CIN: L99999MH2000PLC129113

(COI No: < XXXXX>)

NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh 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 Buddh Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA	Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna 800 001. Tel.: 0612-2547068 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand.
PUNE	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-24471175 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

SBI Life Insurance Company Limited

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CIN: L99999MH2000PLC129113

(COI No: < XXXXX>)

Sum Assured Schedule

Member : << Title / First Name / Middle Name / Last Name >>

Loan Account No. : << >>

From	To	Sum Assured
<<DD-MM-YYYY>>	<<DD-MM-YYYY>>	
<<DD-MM-YYYY>>	<<DD-MM-YYYY>>	
<<DD-MM-YYYY>>	<<DD-MM-YYYY>>	
<<DD-MM-YYYY>>	<<DD-MM-YYYY>>	
<<DD-MM-YYYY>>	<<DD-MM-YYYY>>	