



SBI Life Insurance Company Ltd
Turner Morrison Building, G. N. Vaidya Marg,
Fort, Mumbai – 400 023

SBI Life - Sampoon Suraksha
Master Policy
(Employer-Employee Group)
Unique ID number: 111 N040V01

SBI Life Insurance Company Ltd (which expression includes its assigns and successors, hereinafter called the 'Company') has received a proposal form no.____ dated: _____ from the Employer (hereinafter called the 'Master Policyholder') together with a statement and particulars of the Employees and Premium amount as mentioned in the Schedule – I to grant the benefits as described in the 'Rules of the Group Insurance Scheme' which has been furnished to the Company by the Master Policyholder. The Master Policyholder has agreed to furnish such statements and particulars of Employees as may be required by the Company from time to time, as applicable, and also have further agreed to pay premium as provided hereinafter as and when they fall due. The Company and the Master Policyholder have agreed that the proposal form, Rules of the scheme and the statement together with any report or other documents leading to the issue of this Master Policy shall form the basis of this Contract of Insurance. It is agreed that in consideration of the premium received, and, subject to receipt of future premiums as herein stated, the Company will pay the appropriate benefits as herein stated to the Beneficiary (hereinafter defined), on submission of proof to the complete satisfaction of the Company for the benefit having become payable, and provided that the Schedules, Terms and Conditions contained in this document are complied with.

This Master Policy may be renewed at the end of the term for one year at a time, subject to the acceptance of such renewal by the Company, the terms and conditions prescribed by the Company and at such premium rates as may be quoted by the Company at that time.

The premium and benefits prescribed under this Master Policy will be subject to taxes and other statutory levies as may be applicable from time to time, and such taxes, levies etc. will be recovered, directly and completely from the Master Policyholder.

Any amendment to the terms and conditions of this Master Policy shall be given effect to by an endorsement on the Master Policy subsequent to the requisite changes being made in the Rules of the scheme signed by an authorized officer of the Master Policyholder & accepted by Company

This Master Policy has been effected into in accordance with the provisions of the Rules of the Scheme as in force on the Policy Commencement Date and in the event of any amendment of the Rules, in so far as any such amendment has an effect on the operation of the Policy, it shall be operative only if the amendment is specifically approved by the Company in writing and not otherwise.

The provisions hereinafter contained viz. 'Definitions, General Conditions and the Schedule' form part of this Master Policy as fully as if recited over the signature affixed hereto

Schedule – I

A. Master Policy Details

Location of the SBI Life Branch		Branch Code	
Master Policy No:	<<>>		
Name of Master Policy Holder :	<<>>		
Address of Master Policy Holder:	<<>>		
Name of the Scheme	SBI Life - Samporn Suraksha	Participating /Non-Participating:	Non Participating
Date of commencement of Master Policy	<<dd/mm/yyyy>>	Annual Renewal Date of Master Policy:	<<dd/mm/yyyy>> and Annually thereafter
SBI Life - Group Accident Death and Permanent Disability Rider (UIN: 111B002V01)	<< Yes/No>>	Experience Rating option:	<< Yes / No>>
Spouse cover option:	<<Yes/No>>	Option to Convert from Group Plan to an Individual Plan	<< Yes/No>>
Option for deferment of claim settlement	<< Yes/No>> << No of years>>	Free Cover Limit:	Rs << >>
Premium periodicity:	<<Annual / Semi-Annual / Quarterly / Monthly>>	Premium Amount [as of date of commencement]	Premium (Basic Death Benefit) Rs. : Premium (SBI Life - Group Accidental Death and Permanent Disability Rider) Rs. : Premium (Spouse Death Benefit) Rs. : Service Tax Rs. : Total Premium*Rs. :
Premium Received as on date of Commencement	Rs. <<>>	Advance Premium (if any):	Rs. <<>>

Total Sum Assured under Basic Death Benefit as on date of commencement (includes Sum Assured for Employee and Spouse, if any):	Rs. <<>>	Total Sum Assured under SBI Life - Group Accidental Death and Permanent Disability as on date of commencement:	Rs . <<>>
No. of Employees covered as on date of commencement:	<<>>	No. of employees whose Spouse is covered as on date of commencement:	<<>>

*Service tax is currently charged @ <<12.36%>>. Premiums may be varied from time to time with changes in applicable rates of service tax.

B. Basic Death Benefit:

- (i) For Employee:
The death benefit shall be <<Flat cover/Graded Cover/Multiple of Salary Cover/ benefits in conjunction with Retirement Schemes>>
- (ii) For Spouse (if opted for):
The death benefit shall be <<for example: 50% of Death Benefit granted to the Employee>> and shall not exceed the Death Benefit for the employee.
This benefit is subject to a limit of Rs. 5 lakhs where the spouse has earned or unearned income and Rs. 3 lakhs where the spouse has no income.

C. Rider Benefit:

SBI Life - Group Accident Death and Permanent Disability rider benefit shall be <<Flat cover/Graded Cover/Multiple of Salary Cover/ other benefits such as in conjunction with retirement benefits schemes>>

The maximum amount under this benefit will be equal to the basic death benefit or Rs 5 lacs whichever is lower

Spouse of employees are not covered for any riders benefit.

Signed for and on behalf of SBI Life Insurance Company Limited at Mumbai this <<dd/mm/yyyy>>
Authorised Signatory:

Schedule – II

The Master Policyholder as mentioned in the Schedule – I is a <Company> constituted under the relevant laws for the time being in force in India, (which expression shall unless repugnant to the context mean and include its successors and permitted assigns, as the case may be) have applied to the Company to grant the benefits specified herein.

- (1) The Master Policyholder has furnished to the Company –
 - (a) a proposal for grant of the Benefits;
 - (b) an authenticated copy of the Rules made by the Master Policyholder governing the grant of the Benefits in respect to the employees and spouse of employees (if any) covered under the Policy, and
 - (c) other relevant information, duly authenticated, as required by the Company for grant of the Benefits.
- (2) The Master Policyholder has:
 - (i) paid to the Company the premium as mentioned in the Schedule – I ; and
 - (ii) agreed to pay the future premium/s payable from time to time for effecting the Assurance as mentioned in Schedule – I, as and when required and comply with the terms and conditions stipulated by the Company in this Master Policy during the period that the Policy is in operation.

Schedule III

Terms and Conditions of the Policy

1. Definitions

Unless excluded by or repugnant to the context or defined to the contrary shall have the following meaning: -

- (a) “Group” means a group of employees accepted by the Company as constituting a Group for the purposes of this Master Policy.
- (b) “Rules of the Scheme” means the rules framed by the Master Policyholder for the Scheme and approved by the Company from time to time, governing the grant of Benefits to the Employees <<and their legally wedded spouse>>.
- (c) “Employer” means any company, firm or body corporate incorporated under any relevant law in force in India and has its registered office and other offices located in India
- (d) “Employee” means a person in the employment of the Master Policyholder and shall deem to include a person who is on probation for a permanent post but shall not include a Trainee / Apprentice or a personnel or domestic servant or an employee continuing in service beyond the Retirement Date or has crossed the maximum Insurable age as stipulated by the Insurer OR A person whose services are deputed / seconded / lent to the Master Policyholder shall also be included in the definition of an employee for the purpose of granting the benefit under the scheme.

- (e) "Beneficiary" means the Insured Employee or the nominee specified by the Employee as the Beneficiary under this Master Policy.
- (f) "Spouse" means the legally wedded wife/husband of the Employee
- (g) "Benefits/ Sum Assured" means the benefits defined under Schedule I [B].
- (h) "Free cover Limit" means the amount of the Benefit/Sum Assured granted on the life of the employee without undergoing medical examination/underwriting.
- (i) "Accidental Permanent Disability" means a disability caused by or which is the result of an accident and must be total and permanent. The accident should result in bodily injury or injuries to the Life Assured and such injury or injuries shall, independently of any other means, and within 120 days of the occurrence of the accident result in :-
 - (i) total and irrecoverable loss of sight of both eyes;
 - (ii) amputation of both hands at or above the wrist;
 - (iii) amputation of both feet at or above ankles;
 - (iv) amputation of one hand at or above the wrist and one foot at or above the ankle;
 - (v) total and irrevocable loss of sight of one eye and loss by severance of one limb at or above wrist or ankle; or
 - (vi) the Life Assured being in coma for a continuous period of at least 60 days;

The disability stated above should be such that the employee can neither then nor at any time thereafter have the possibility of any income from any work, occupation or profession that the employee could ever sufficiently do or follow to earn or obtain any wages, compensation or profit.

The above term 'accident' excludes act/s committed by the employee in breach of law or any act/s of self incited violence.

- (j) "Accidental Death": If the employee dies or sustains any bodily injury resulting solely and directly from the accident caused by outward, violent and visible means and such injury shall within 120 days of its occurrence solely, directly and independently of all other causes result in the death of the employee.

The above term 'accident' excludes act/s committed by the employee in breach of law or any act/s of self incited violence.

- (k) "Active at work" means that the employee should not be absent on the grounds of ill health at the time of joining the scheme or should not have availed any leave on grounds of ill health for a continuous period of 20 days or more in the year preceding his admission into the scheme.

- (l) "Retirement Date" means the date on which the Employee attains the age of retirement as stipulated by the Master Policyholder.

- (m) "Policy Commencement Date" means the date on which the Policy comes into effect.

- (n) "Date of commencement of Risk" shall mean:

- (i) At the time of issuance of the Master Policy will be the date of acceptance of proposal/risk subject to receipt of employee data* and premium for the employee
- (ii) For new joinees during the term of the Master Policy will be the date of receipt of employees data* and premium for the employee

This date refers to the commencement of cover for the individual member/employee/spouse of employee under the master policy

*employee data includes name of the employee or employee identity no, gender, location, date of birth, date of joining, basic salary, sum assured, and spouse details (if applicable – name of spouse, date of birth of spouse, sum assured for spouse and spouse occupation)

- (o) “Annual Renewal Date” means the date in any calendar year, subsequent to the year in which the Policy comes into effect, corresponding numerically with the Policy Commencement date in that subsequent year.

2. Eligibility for Membership

- a) Every Employee who is “Active at work” and has attained the age of 16 years and is not more than <<79 yrs/one year before retirement age, whichever is lower>> as on the Date of commencement of Risk shall be eligible for Membership under the Scheme, provided that in any case the benefits shall cease to be payable upon the Employee reaching the retirement age.

Under spouse cover option, the spouse who has attained the age of 16 years and is not more than <<59>> is eligible to join the scheme. All spouses must join the scheme at the earlier of the commencement of the scheme or within one month after marriage

- b) Every Employee/spouse who joins the Master Policyholder after the Policy Commencement date shall be eligible for Membership under the Scheme from the day on which he/she shall become eligible subject to receipt of the employee data and remittance of premium for such employee/spouse by the Master Policyholder.
- c) If an Employee is not actively at work on the date of commencement of the scheme, the Employee can join the scheme subsequently provided that the Employee should not have remained absent or availed leave on grounds of sickness/ill health for a continuous period of 20 days or more in the year preceding his admission into the Scheme. In the event of an Employee not satisfying this condition he shall join the Scheme on the day on which he satisfies the conditions provided that the Benefits may be granted if in any such individual case, the Company is satisfied on the basis of a medical underwriting of the case, done solely at the cost of the Employer that the Employee could be admitted to the Membership of the Scheme.
- d) It shall be obligatory on the part of the Master Policyholder to ensure that an employee /spouse is included in the list of the employees where he/she is eligible to be insured (ie. His/her current place of duty). In the event of the inadvertent inclusion of the member (for whatsoever reasons) in the list of members where he/she is not performing his/her duty/ies currently, the benefits granted shall be void and the premium (net of service tax and statutory charges, if any) shall be refunded and no benefits shall become payable.

3. Premiums

- (a) Premium under this Master Policy shall be payable annually in advance for each member. The Master Policy Holder may choose to pay premiums under any other frequency of premium payment viz. monthly, quarterly or half yearly. The Master Policy Holder will not be entitled to discontinue the payment of premium on any date other than the following Annual Renewal Date.
- (b) The Premium Rates stated in Schedule-I are valid for one year from the Date of Issue of Master Policy. The Company reserves the right to review the Premium Rates at every Annual Renewal Date of the Master Policy.
- (c) A grace period of 30 days is allowed for the payment of premium under this Master Policy, where the premium is payable quarterly or half-yearly or annually. A grace period of 15 days shall be allowed where premium is payable monthly

If the premium is not paid on or before the expiry of the grace period, this Master Policy will automatically lapse.
- (d) If death occurs during the grace period, the death claim shall become payable subject to the receipt of the due and unpaid premium or renewal premium for the entire group from the Master Policyholder,
- (e) The Master Policyholder can change the premium payment periodicity at the Annual Renewal Date only and this shall be applicable to all members of that group.

4. Benefits payable under the Policy:

- (i) In the event of death of an Employee whilst cover is in force for such Employee, the Death Benefit as stated in Schedule I(B)(i), shall become payable to the beneficiary, provided that the provisions of this document are complied with.

On payment of the Death Benefit as above, all insurance cover provided under this policy for the Employee would automatically terminate and all liability of the Company in respect of the Employee would stand automatically extinguished

It is further provided that, in case of the death of an employee, the life cover benefit granted on the life of his/her spouse shall automatically stand discontinued from the date of the death of the employee.

- (ii) In the event of death of the spouse, the Death Benefit as stated in Schedule I(B)(ii), shall become payable, to the respective employee, irrespective of who pays the premium subject to the condition that the employee is a member of the group at the time of death of the spouse.

On payment of the Death Benefit as above, all insurance cover provided under this policy for the Spouse would automatically terminate and all liability of the Company in respect of the Spouse would stand automatically extinguished

It is also provided that in case of the death of the Spouse of an employee, the life cover benefit granted on the life of the employee shall continue after the death of the Spouse till he is eligible to be covered under the scheme.

- (iii) In the event of “Accidental Death” OR “Accidental Permanent Disability” of an Employee, the Benefit as stated in Schedule I(C) shall become payable to the beneficiary, provided that the provisions of this document are complied with. Only one of these two benefits in the order of occurrence of the event shall become payable.

The maximum aggregate limit of assurance obtained from the Company under all policies on the same life in the event of “Accidental Death” or “Accidental Permanent Disability” shall not in any event exceed Rs. <<10,00,000>>*. If, there be more than one policy taken from the Company and if the total assurance exceeds Rs. <<10,00,000>>* the benefit shall apply to the first Rs. <<10,00,000>>* assured in order of date of the policies issued.

*Currently the maximum aggregate limit of assurance under this rider is Rs. 10,00,000 which is subject to any modification in the abovementioned rider product.

- (iv) In the event of there being more than one claim pertaining to the Group Employee, the first claim received in chronological order will be processed. Any other claim under this Master Policy for that Group Employee shall be treated as null and void and the premium (net of service tax and statutory charges, if any) shall be refunded and no benefits shall become payable.

5. Paid up Value:

No Paid Up Value is available under the Master Policy.

6. Surrender Value:

No Surrender Value is available under the Master Policy.

7. Exclusions under the SBI Life - Group Accident Death and Permanent Disability Rider

The Company shall not be liable to pay the rider benefits, if the disability or the death of the Life Assured shall,

- i) be caused by intentional self injury, attempted suicide, insanity or immorality or whilst the Life Assured is under the influence of intoxicating liquor, drug or narcotic; or,
- ii) take place as a result of accident while the Life Assured is engaged in aviation or aeronautics in any capacity other than that of a fare-paying, part-paying or non-paying passenger in any air-craft which is authorized by the relevant regulations to carry such passengers and flying between established aerodromes, the Life Assured having at that time no duties on board the aircraft or requiring descent there from; or,
- iii) be caused by injuries resulting from riots, civil commotion, rebellion, war (whether war be declared or not), invasion, hunting, mountaineering, steeple chasing or racing of any kind; or,
- iv) result from act/s committed by the Life Assured in breach of law or any act/s of self incited violence; or,

- v) arise from employment of the Life Assured in the armed forces or military service of any country at war (whether war be declared or not) or from being engaged in police duty in any military, naval or police organization.

8. Reinstatement of the Policy

At the end of the one-year term, the master policy can be renewed. If the master policy is not renewed within the grace period the policy will lapse. The lapsed master policy can be reinstated within 2 years from the date of lapse of the master policy by payment of the annual premium for the annual premium payment mode and by payment of proportionate premium for the period from date of reinstatement until the next premium due date for the other than annual modes of premium payment. The cover will recommence prospectively from the date of reinstatement.

9. Options Available under this Master Policy

<< No options >>

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Conversion from Group Plan to an Individual Plan

A group Employee has an option to convert his/her life cover under this Master Policy into an individual plan at individual premium rates without medical underwriting subject to the following:

- (i) The Master Policy for that Employee has been in force for a period of at least two years continuously
- (ii) The Employee can exercise this option if his cover is terminated due to termination of the master policy or if he ceases to be an Employee of the group, but not on medical grounds.
- (iii) The age of that Employee at the time of conversion should not exceed 45 years as on last birthday.
- (iv) The Employee should not have been declined or accepted with Extra Premiums for substandard health (for the sum assured above Free Cover Limit in the Group)
- (v) The Sum Assured available under individual plan is lower of:
Sum Assured available under this Master Policy
OR
Rs. 5 lakhs
- (vi) The Employee willing to opt for this option can exercise this option within 30 days of his termination of the Cover under the Master Policy
- (vii) The maximum term available is the difference between life assured's retirement age as per master policy and the age at the time of conversion subject to individual plan parameters
- (viii) For the conversion from Group to Individual plan, the individual products offered are all savings and protection plans that are available with SBI Life at the time of conversion>>

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Spouse Cover option

This option is available only to the groups where the premium for spouse cover is paid by the Employer. The spouses of the group Employees may be covered at the same premium rates that are offered to the Employees subject to the internal underwriting rules.

- The scheme is compulsory for all the spouses. All the spouses must join the scheme at the earlier of the commencement of the scheme or within one month after marriage.

- The cover on the life of a spouse will automatically get terminated as soon as the Employee goes out of the scheme.
- No riders are available to spouse of the group Employee
- In case of death of the Spouse due to suicide within one year from date of commencement/reinstatement of risk for the spouse, the premiums (net of service Tax) paid under the Policy for the spouse shall be refunded, without interest, after deducting the expenses such as stamp duty, medical expenses, if any. >>

<<Experience rating option

There will be a provision for profit sharing at the end of each policy year by way of experience rating adjustment. Experience rating is available only if the minimum number of life years covered is 1000 years or more. For a policy year, if the number of life years is less than 1000, the experience rating arrangement shall be deferred until the end of the scheme year in which the minimum number of life years of 1000 in scheme is reached on cumulative basis prospectively. Experience rating will be shared on the renewal date for equal number of policy years as the scheme has taken to achieve 1000 life years. Similarly negative surplus of previous years shall be carried forward for the purpose of Experience Rating analysis.

Profit shared = << x% >> of the Assessed Surplus.

Where the Assessed Surplus for the year is equal to:

Premium net of service tax
 less Marketing & Operating expenses depending on the size of the group
 less Stamp duty
 less (Claims + IBNR Provisions)
 less losses carried forward of the previous years, if any

For this group, Marketing & Operating expenses = << y% >> of Premium

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Option for deferment of claim settlement:

Under this option claim amount will be paid over a period of maximum << >> years in equated monthly/quarterly/semi-annual/annual installments. This can be opted for by the group to ensure a regular income to the nominee.

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10. Method of effecting and renewing the Policy of life insurance

- (a) The Master Policyholder shall make available to the Company all such original documents relating to the Employee as will affect:
 - (i) the life insurance cover granted in respect of the Employee and/or
 - (ii) the premium payable in respect of effecting such insurance or the renewal of the Policy.
- (b) In case of renewal of insurance, the cover will be effective from the Annual Renewal Date. An Employee shall be entitled to the Benefits of the Policy as from the Date of Renewal of Cover

and so long as he continues to be an Employee, provided that the risk cover is in force as on that specified date.

11. Renewal of the Policy

The Master Policyholder may renew this Master Policy on every Annual Renewal Date for a period of one year each, by payment of the premium then payable and complying with the other terms specified by the Company.

The premiums payable on renewal of the Master Policy may vary and will be quoted by the Company on application for such renewal.

12. Termination of Life Insurance

(a) The Benefits effective on the life of the Employee shall automatically cease on the earliest of the following dates:

- (i) the date on which the policy is terminated;
- (ii) the date corresponding with the Employee's 80th birthday;
- (iii) the date of death of that Employee;
- (iv) on the expiry of the grace period as described in Schedule-III (3) (c);
- (v) the date on which Employee ceases to be in the service of the employer due to retirement/resignation/termination etc.;

(b) The Benefits effective on the life of the spouse shall automatically cease on the earliest of the following dates:

- (i) the date on which the benefits effective on the life of the employee is terminated (defined in Schedule – III (13) (a);
- (ii) the date of death of that Spouse;
- (iii) the date corresponding with the spouse's 60th birthday.

13. Payment of Claim

All claims must be notified to the Company in writing within 3 months of the date of the death of the Employee/Spouse along with a copy of the death certificate duly attested by the competent authority.

A claim must be made by notice in writing to the Company in the format supplied by the Company.

The primary documents normally required for processing a claim are:

- (i) Claimant's statement/ Claim Form
- (ii) Death certificate issued by the Municipal Authority/Local Authority
- (iii) Leave Records [from date of joining his scheme]
- (iv) Police panchnama, Police Inquest Report and FIR copy where applicable
- (v) Post Mortem Report/Coroners verdict in case of accidental deaths

The Company reserves the right to call for any additional information and documents required to satisfy itself as to the validity of a claim.

In the aforesaid premises, the Company agrees that subject to the terms and conditions set out in this Master Policy, upon the happening of the specified event, on which one or more Benefit/s shall

become payable, the appropriate amount of Benefit payable to the beneficiary may be processed through the Employer.

The Claim form shall be duly authenticated by the Master Policyholder to the satisfaction of the Company.

All amounts due under this Master Policy are payable in Indian Currency at the office of the Company situated at Mumbai, but the Company at its absolute discretion may fix an alternative place of payment for the claim at any time before or after the claim arises.

A discharge or receipt by the Beneficiary shall be a good, valid and sufficient discharge to the Company in respect of any payment to be made by the Company hereunder.

14. Loan

Loans are not available under the Master Policy.

15. Maturity Value

No survival benefit is available under the Master Policy.

16. Review during the Policy year

In the event of any misrepresentation of facts or suppression of material facts in the proposal form or in any of the documents leading to the issue of this Master Policy and in relation to one or more of the lives Insured, the Company may alter the terms and conditions of this Master Policy to such extent and in such manner as it may deem fit, after due notice to the Master Policyholder.

In case such alteration is not acceptable to the Master Policyholder it may object to the same in which event the policy contract may be terminated by the Company. In the event of such termination, the premiums (net of Service Tax as applicable) paid under this Master Policy for the Employee/spouse shall be refunded, without interest, after deducting the expenses such as stamp duty, medical expenses, if any.

17. Special Provisions:

Any special provisions subject to which this Master Policy has been entered into and endorsed on the Master Policy or in any separate instrument shall be deemed to be part of this Master Policy and shall have effect accordingly.

18. Forfeiture

Any insurance effected hereunder shall be rendered null and void ab-initio and all moneys paid in respect of that assurance shall belong to the Company, if

- (i) any conditions herein mentioned, or any endorsements made or any variations evidenced by exchange of documents hereto are contravened; or
- (ii) it is found that a statement made

- in the Employee Data given to the Company; or
- in any other document leading to the issue of the Master Policy; or
- in any other document necessary to keep the Master Policy in force

or any personal statement made was inaccurate, or false, or not made in good faith, or any material matter or fact was suppressed, then, and in every such case (but subject to the provisions of Section 45 of the Insurance Act, 1938), and all claims to any benefit under this Master Policy shall cease, excepting in so far as whatever relief may be granted as per the law.

19. Variation of the Master Policy

The Company shall have the right to vary, from time to time and at any time, the terms and conditions of the Policy including the premium payable, or to discontinue this Master Policy, which in either case will be effective from the following Annual Renewal Date. Such variations shall apply to all the Employees with effect from the date of such variation as may be mutually agreed between the Company and the Master Policyholder.

20. Electronic Transactions

The Master Policyholder and the Employees shall adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and all transactions effected by or through facilities for conducting remote transactions including 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, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

21. Grievance Redressal

Any dispute or any grievance or any complaint in respect of this Master Policy may be addressed to: -

Grievance Redressal Cell,
Customer Service Desk,
SBI Life Insurance Company Ltd
Group Claims Department
2nd Floor, Kapas Bhavan
Plot No.3A, Sector 10, CBD Belapur,
Navi Mumbai-400 614.

The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies. The list of Insurance Ombudsman is enclosed along with this Master Policy.

22. Other Matters

- i. The Master Policyholder shall at the request of the Company produce the Master Policy whenever required for the purpose of stamping, reference or inspection.
- ii. The Company shall not be liable for any action taken in good faith upon any statements and particulars furnished by the Master Policyholder, which shall be, or shall be proved to have been erroneous. Such of the Master Policyholders' records in original, as in the opinion of the Company have a bearing on the benefits provided or the premiums payable hereunder shall be open for inspection by the Company whenever required.
- iii. Where the Company is liable to deduct any tax, levy or any other duties on the benefits to be paid under this Master Policy pursuant to any directive from the Government or any competent authority, the Company shall deduct appropriate amounts for that purpose from the respective benefits and shall not be liable to the beneficiaries for the sums so deducted.
- iv. This Master Policy is subject to prevailing Indian Laws. Any dispute that may arise in connection with this Master Policy shall be subject to the jurisdiction of the Courts of Mumbai.

23. Notices

Any notice, information, direction or instruction given under this Master Policy shall be in writing and delivered by hand, post, facsimile or e-mail to

In case of the Master Policyholder:

At the address of the Master Policyholder mentioned in Schedule I to this document or to the changed address as intimated to the Company in writing.

In case of the Company:

Address: Group Solutions Service Desk
SBI Life Insurance Company Ltd
Group Claims Department
2nd Floor, Kapas Bhavan
Plot No.3A, Sector 10, CBD Belapur,
Navi Mumbai-400 614.
Telephone: 022 6645 6150-55
Facsimile: 0226645 6105
Email : corporate@sbilife.co.in

Any such notice, information and instruction shall be deemed to have been served 7 days after the posting, or immediately upon receipt by the Company in the case of recorded hand delivery or courier, facsimile or e-mail.

The Company may change the address stated above and intimate the Master Policyholder of such change by suitable means.

Insurance is subject matter of solicitation.

SAMPLE