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Flexi Income



Life
Cover



Premium
Protection
Benefit



Supplementary guaranteed
income with cash bonus¹



Flexibility to defer the
survival benefits

Visit www.canarahsbclife.com

¹Every year after Premium Payment Term. Bonus are not guaranteed and will be dependent on the Company's experience in the With- Profit fund managed by Canara HSBC OBC Life Insurance. Purchase of any insurance product by a bank's customer is purely voluntary and is not linked to availment of any other facility from the bank.

BEWARE OF SPURIOUS/FRAUD CALLS! • IRDAI is not involved in activities like selling insurance policies, announcing bonus or investment of premiums. Public receiving such phone calls are requested to lodge a police complaint.

Trade Logo of Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited (Insurer) is used under license with Canara Bank, HSBC Group Management Services Limited and erstwhile Oriental Bank of Commerce which got amalgamated with Punjab National Bank w.e.f 01.04.2020. The Insurance products are offered and underwritten by Insurer (**IRDAI Regn. No. 136**) having its head office at 139 P, Sector-44, Gurugram 122003, Haryana. For more details on risk factors, terms and conditions please read the sales brochure carefully before concluding a sale. Corporate Identity No.: U66010DL2007PLC248825. Website: www.canarahsbclife.com. Call: 1800-103-0003/1800-180-0003/1800-891-0003. Give a missed call to: 0124-6156600. SMS: 9779030003. Email: customerservice@canarahsbclife.in

UIN: 136N079V01

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**Canara HSBC Oriental Bank of Commerce Life Insurance Flexi Edge
A Non-linked Participating Individual Savings Life Insurance Plan**

UIN 136N079V01

PART A

Date:

WELCOME LETTER

{{POLICY_OWNER_NAME}}
{{FATHERS_NAME/HUSBAND_NAME}}
{{PO_M_ADD_1}}
{{PO_M_ADD_2}}
{{PO_M_ADD_3}}
{{PO_M_ADD_CITY}} -
{{PO_M_ADD_STATE}}{{PO_M_ADD_PINCODE}}
{{PO_M_ADD_COUNTRY}}
Contact No.: {{POLICY_OWNER_CONTACT}}

Your Policy Details:		Your Representative Details:	
Client ID.	{{OWNER_CLIENT_ID}}	Name	{{AGENT_NAME}}
Policy No.	{{POLICY_NUMBER}}	Code	{{AGENT_CODE}}
Proposal No.	{{PROPOSAL_NUMBER}}	Contact No.	{{AGENT_CONTACT}}

Dear {{Policy Owner_Name}},

Welcome to the Canara HSBC Oriental Bank of Commerce Life Insurance family. We would like to congratulate You on purchasing **Canara HSBC Oriental Bank of Commerce Life Insurance Flexi Edge**.

This document is Your Policy Document and We recommend that You read it to ascertain if the details are accurate. If You wish to rectify any of the details provided by You, please get in touch with our **Resolution center: 1800-103-0003 / 1800-180-0003/ 1800-891-0003** or your **representative**. You can also **SMS** Us at **9779030003** or write to Us at customerservice@canarahsbclife.in and our representative will contact You at your convenience.

In case the Policy terms and condition are not agreeable to You then You can opt for a cancellation of the Policy by sending back this Policy Document along with the reason for non – acceptance to the Company within < > days from the date of receipt of this Policy Document. In case You opt for cancellation within the said period, We shall refund the Premium received by Us subject only to deduction of the proportion the risk Premium for the period of life cover, stamp duty and medical expenses (if any). This facility can be availed only on receipt of the original Policy Document and not on receipt of duplicate Policy Document(s) issued by the Company on your request.

We also offer an easy-to-navigate online system to manage Your Policy. Log on to our website www.canarahsbclife.com and register to start using this service.

In case of any claim related or other matters You or the Claimant may contact Us at Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 139 P, Sector 44, Gurugram 122003, Haryana, India. You can also get in touch with Us on 1800-103-0003 /1800-180-0003/ 1800-891-0003 or SMS Us at 9779030003 or write to Us at customerservice@canarahsbclife.in We request You to pay Your Premiums on due dates to enjoy uninterrupted benefits under the Policy. Thank You for giving Us the opportunity to service Your insurance needs and We will ensure We are here to fulfill all Your Policy servicing needs.

Yours Sincerely,

Chief Operating Office

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited

POLICY SCHEDULE

(This is a schedule attached to this Policy Document and if any updated Policy Schedule is issued by Us, the Policy Schedule latest in time shall be the Policy Schedule)

Canara HSBC Oriental Bank of Commerce Life Insurance Flexi Edge is A Non-linked Participating Individual Savings Life Insurance Plan

The Company shall pay benefits upon occurrence of one or more events mentioned in this Policy on receipt of proof that is satisfactory to the Company.

	Life Assured Details	Policyholder Details
Name	{{ASSURED_NAME}}	{{OWNER_NAME}}
Date of Birth	{{ASSURED_BIRTH_DATE}}	{{OWNER_BIRTH_DATE}}
Age	{{ASSURED_AGE}}	{{OWNER_AGE}}
Gender	{{ASSURED_GENDER}}	{{OWNER_GENDER}}
Address	{{ASSURED_ADDRESS}}	{{OWNER_ADDRESS}}

POLICY SCHEDULE DETAILS

Policy Number	{{POLICY_NUMBER}}
Plan Name	{{PLAN_NAME}}
Plan Type	Life/Individual/ Non-Linked/ Par/ Savings cum Protection
Plan Option	Flexi Income
Deferred Survival Benefit facility opted at policy inception	{{ YES/NO}} << If Yes, the Survival Benefits to be deferred: << 50% of the Guaranteed Sum Assured >> << Guaranteed Income >> << Cash Bonus >>
Premium Protection Benefit Option	{{ YES/NO}}
to opt out of Auto Vesting	{{ YES/NO}}
Policy Term (Years)	{{POLICY_TERM}}
Premium Payment Term (Years)	{{PREMIUM_PAYMENT_TERM}}
Installment Premium (₹) ¹	{{INSTALLMENT_PREMIUM}}
Age Admitted	{{AGE_ADMITTED}}
Risk Commencement Date	{{SAME AS POLICY_COMMENCEMENT_DATE}}
Policy Commencement Date	{{POLICY_COMMENCEMENT_DATE}}
Maturity Date	{{MATURITY_DATE}}
Premium Payment Mode Next	{{POLICY_PAYMENT_FREQUENCY-}}
Premium Due Date	{{NEXT_PREMIUM_DUE_DATE}}
Last Premium Due Date	{{LAST_PREMIUM_DUE_DATE}}

BENEFIT COVERAGE DETAILS

Death Benefit	<< Applicable in case Premium Protection Benefit is not selected >> Highest of : 1. Sum Assured on Death plus accrued Annual Bonuses, if any plus Interim Annual Bonus, if any, plus Interim Cash Bonus, if any plus Terminal Bonus, if any. 2. 105% of Total Premiums Paid till the date of death << Applicable in case Premium Protection Benefit is selected>> Highest of : 1. Sum Assured on Death. 2. 105% of Total Premiums Paid till the date of death All future premiums will be waived off and policy will continue as in force Policy till end of the Policy Term and all applicable benefits will be payable The above benefit is applicable for an in-force Policy
Guaranteed Sum Assured (₹)	{{GUARANTEED_SUM_ASSURED}}
Survival Benefit (₹)	{50% of Guaranteed Sum Assured} payable at the end of the Premium Payment Term {Guaranteed Income} plus Cash Bonus, if any, payable at the end of each Policy Year subsequent to the end of the Premium Payment Term till the end of the Policy Term. The above benefits are applicable for an in-force Policy
Maturity Benefit	Guaranteed Sum Assured plus accrued Annual Bonuses, if any plus Terminal Bonus, if any The above benefit is applicable for an in-force Policy

Nominee Details*

Name	Gender	Age	Relationship with Life Assured	Percentage
{{NOMINEE_NAME_1}}	{{NOMINEE_GENDER_1}}	{{AGE IN YEARS}}	{{R'SHIP}}	{{PERCENTAGE}}
{{NOMINEE_NAME_2}}	{{NOMINEE_GENDER_2}}	{{AGE IN YEARS}}	{{R'SHIP }}	{{PERCENTAGE}}

*Nominee details under section 39 of Insurance Act, 1938, as amended from time to time

Appointee Name (Person who receives benefits on Life Assured's death and gives discharge to Us on behalf of minor Nominee)	{{APPOINTEE_NAME}}
Appointee Gender	{{APPOINTEE_GENDER}}
Appointee Relationship with Life Assured	{{APPOINTEE_RELATIONSHIP}}

¹Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme as applicable from time to time, will be changed over and above this Premium and will be borne by the Policyholder.

"On Examination of the policy, if the Policyholder notices any mistake, the Policy Document is to be returned for correction to the Company"

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited. IRDAI Registration no: 136

Registered Office: Unit No. 208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi - 110001

Corporate Office: 139 P, Sector 44, Gurugram 122003, Haryana, India

FIRST PREMIUM RECEIPT

Receipt Number:

Date: of Issue _____

Name of the Company	{{NAME OF THE COMPANY}}
Hub Address	{{HUB ADDRESS}}
Goods and Services Tax Identification Number	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER Of HUB}}
HSN Code	{{ SERVICE ACCOUNTING CODE}}
Plan Name	{{PLAN_NAME}}
Plan Option	Flexi Income
Policy Number	{{POLICY_NUMBER}}
Policyholder Name	{{Name of the Policyholder}}
Policyholder Current Residential Address	{{POLICY HOLDER CURRENT RESIDENTIAL ADDRESS}}
Policyholder State/ Union Territory & Code Goods and	{{POLICY HOLDER STATE & CODE}}
Services Tax Identification Number tion no: 136	{{GOODS AND SERVICES TAX IDENTIFICATION NUMBER}}
Life Assured Name	{{Name of Life Assured}}
Premium Payment Mode	{{Premium payment frequency}}
Guaranteed Sum Assured (₹)	{{Guaranteed Sum Assured}}

Payment Related Information

Base Premium Payable (₹)	
Underwriting Extra Premiums, if any (₹)	
Goods and Services Tax* (₹)	
Total Amount Payable (₹)	
Total Amount Received (₹)	
Balance Amount (₹)	
Next Premium Due Date	
Taxable Value (₹)	

*Break-up of Goods and Services Tax on Taxable Value	(%) Rate	(₹) Amount
Central Goods and Services Tax		
State Goods and Services Tax/ Union Territory Goods and Services Tax		
Integrated Goods and Services Tax		
Cess (es)/Other levy		

Total Amount Payable for the Policy is equal to Base Premium Payable plus underwriting extra premiums, if any and applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme. You may be entitled to tax benefits under Section 80C as per the Income Tax Act, 1961. Tax benefits under the Policy will be as per the prevailing Income Tax laws and are subject to amendments from time to time. For tax related queries, please contact Your independent tax advisor.

The excess amount, if any, indicated as Balance Amount above will not earn any interest and will be adjusted towards future Premiums on the due date subject to applicable laws. Advance premiums paid, if any, will be appropriated towards Premium on the respective due dates.

"Goods and Services Tax as above is not payable on reverse charge basis"

"Address of Delivery is same as that of place of supply".

Permanent Account Number AADCC1881F.

The commencement of risk in the Policy is subject to realization of Premium by the Company.

<<Digital Signature>>

Chief Operating Office

ENDORSEMENTS

Total Stamp Value (₹) / {{STAMP_DUTY}}

“The appropriate stamp duty towards this Policy is paid vide <<CRN Number>>”

Terms and Conditions

Preamble: This Policy evidences a contract between the Policyholder and the Company which has been issued on the basis of Your statements and declarations in the Proposal Form and other documents evidencing insurability of the Life Assured. This is an individual non-linked par life insurance savings cum protection limited premium payment policy which enables the Claimant to receive benefits subject to the terms and conditions stated herein. This Policy Document is divided into numbered clauses for ease of reference and reading. The Clause headings do not limit the Policy or its interpretation in any way. Reference to any legislation, Act, regulation, guideline, etc includes subsequent changes or amendments to the same. The terms 'You', 'Your' used in this document refer to the Policyholder and 'We', 'Us', 'Company', 'Our' refer to Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited. The word "Authority" would refer to the Insurance Regulatory and Development Authority of India.

PART B

Glossary of Important Terms

1. **Age** means Life Assured's age at his/her last birthday, as on Policy Commencement Date.
2. **Annualized Premium** is the Premium payable in a year chosen by the Policyholder, excluding the taxes, rider premiums and underwriting extra premiums and loadings for modal premiums, if any.
3. **Annual Bonus (Simple Reversionary Bonus)** means the bonus that may be declared annually from the first Policy Year and is expressed as a percentage of Guaranteed Sum Assured. Once declared it accrues in the Policy and it forms a part of the benefits under the Policy payable on death of the Life Assured or on Maturity Date, whichever is earlier.
4. **Appointee** means the person named in the Policy Schedule, to receive the benefit and give a valid discharge to Us on behalf of the minor Nominee, in the event of death of the Life Assured.
5. **Assignee** means the person to whom the rights and benefits of the Policy are transferred/assigned by You.
6. **Deferred Survival Benefit facility (Cash Deposit)** means the option wherein the Policyholder can choose to defer the Survival Benefit receivable under his/her Policy and maintains it with Us. The deferred Survival Benefit shall be payable in accordance with Part C and Part D below. The amounts added under Deferred Survival Benefit facility will be accumulated at a non-participating accumulation rate which shall be calculated as the 10 Year G-Sec (as at 31st December every year) less 2.0% rounded down to nearest 10 bps (floored at 0%), and shall be applicable over the following financial year. Interest compounding will happen on Policy Anniversary.

The Policyholder can choose to opt in or opt out of this option at any point during the Policy Term by giving the Company a 30 days' written notice prior to the next payment due date applicable. The Policyholder can withdraw his/her balance money from the Deferred Survival Benefit facility either partly or fully at any time during the Policy Term, by giving the Company a written notice.
7. **Claimant** means the Policyholder or Assignee, however for the purposes of payment of benefit upon the death of the Life Assured, Claimant means the following person(s):
 - i. Where the Policyholder and Life Assured are different, Claimant will be the Policyholder;
 - ii. Where Policyholder and Life Assured are same, Claimant will be the Nominee(s);
 - iii. Where Policyholder and Life Assured are same and there is no Nominee(s), then Claimant shall be the Policyholder's legal heir or legal representative or the holder of a succession certificate.
8. **Financial Year** means a period of 12 months commencing from April 1st every year.
9. **Grace Period** means the time granted by Us from the due date for payment of Premium without any penalty/ late fee, during which time the Policy is considered to be in-force with risk cover.
10. **Guaranteed Sum Assured** is the absolute amount specified in the Policy Schedule, guaranteed to be payable at the end of the Policy Term.
11. **Guaranteed Income** is an amount equal to 50% of the Guaranteed Sum Assured divided by (Policy Term less Premium Payment Term).
12. **Cash Bonus** means the bonus that may be paid annually by Us at the end of each Policy Year subsequent to the end of the Premium Payment Term till the end of the Policy Term and is expressed as a percentage of Guaranteed Sum Assured
13. **Lapsed State** means the state of the Policy where You fail to pay due Premium within the Grace Period in the first 2 consecutive Policy Years.
14. **Life Assured** means the person named in the Policy Schedule whose life is insured under the Policy.

- 15. Nominee(s)** means the person(s) named in the Policy Schedule who is/are entitled to receive the benefits upon the death of the Life assured.
- 16. Paid-up State** means the state of the Policy where You fail to pay due Premiums within the Grace Period after payment of Premiums for at least first 2 consecutive Policy Years, in which state no further Premiums are payable and benefits are reduced as per the terms and conditions of the Policy.
- 17. Paid-up Guaranteed Income** is the amount payable in a manner applicable for Guaranteed Income wherein each such payment shall be calculated as the ratio of ("Number of Premiums paid" to "Total number of Premiums payable during the Policy Term") multiplied by the payout under Guaranteed Income.
- 18. Paid-up Guaranteed Sum Assured** is defined as the ratio of ("Number of Premiums paid" to "Total number of Premiums payable during the Policy Term") multiplied by the Guaranteed Sum Assured.
- 19. Paid-up Sum Assured on Death** is defined as the ratio of ("Number of Premiums paid" to "Total number of Premiums payable during the Policy Term") multiplied by the Sum Assured on Death.
- 20. Policy** means this contract of insurance entered between You and Us as evidenced by the Policy Document.
- 21. Policyholder** means the person named in the Policy Schedule who is the owner of the Policy.
- 22. Policy Anniversary** means the date corresponding to the Policy Commencement Date occurring after the completion of every Policy Year.
- 23. Policy Document** means and includes terms and conditions, the attached Policy Schedule, the Proposal Form and all endorsements issued by Us from time to time.
- 24. Policy Schedule** means the schedule attached to this Policy Document and any endorsements forming part of this Policy and if any updated Policy Schedule is issued, the Policy Schedule latest in time.
- 25. Policy Year** means the 12 consecutive months' period commencing from the Policy Commencement Date and each subsequent period of 12 consecutive months thereafter during the Policy Term, which may be different from calendar year.
- 26. Premium** means the amount payable by You to Us, as specified in the Policy Schedule as "Installment Premium" in exchange for Our obligation to pay the benefits under the Policy. Premium excludes any applicable Goods and Services Tax or any other levy by whatever name called under Goods and Services Tax Scheme.
- 27. Proposal Form** means an application form along with any other statements or declarations required by Us which is duly completed and submitted to Us by the Proposer for issuance of the Policy.
- 28. Revival** means restoration of a Policy in Lapsed State or in Paid-up State to in-force status subject to terms and conditions of the Policy.
- 29. Revival Period** means a period of 5 consecutive years from the due date of first unpaid installment of Premium, during which period You will be entitled to revive the Policy in Lapsed State or in Paid-up State.
- 30. Sum Assured on Death** means an amount which is higher of
- 11 times the Annualized Premium;
 - Guaranteed Sum Assured;
- 31. Surrender Value** means the amount payable to You in the event of termination / surrender of the Policy, subject to terms and conditions of the Policy.
- 32. Terminal Bonus** means the bonus that may be declared by Us, based on the surplus emerging in Our with profit fund.
- 33. Total Premiums Paid** means total of all the premiums received, excluding any rider premiums, underwriting extra premiums and taxes.
- 34. Underwriting** means the process of evaluating risks for insurance and determining on what terms We will accept the risk as per the Our board approved underwriting policy.
- 35.** The capitalized terms used but not defined will derive their meaning from the Policy Schedule.

PART C

1. Benefits

Subject to terms and conditions below, We agree to pay to the Claimant, any of the following benefits available under this Plan Option as specified in the Policy Schedule.

Events	How and when Benefits are payable	Size of such Benefits / Policy Monies
Death	On death of the Life Assured during the Policy Term, where the Policy is in-force on the date of death.	We shall pay Death Benefit in the manner detailed below subject to the optional benefit chosen under the Policy as specified in the Policy Schedule, and subject to Suicide Exclusion. Without Premium Protection Benefit: We shall pay Death Benefit as higher of: - Sum Assured on Death plus accrued Annual Bonuses, if any plus Interim Annual Bonus, if any plus Interim Cash Bonus, if any plus Terminal Bonus, if any. 105% of the Total Premiums Paid till the date of death In addition to the Death Benefit above, We shall pay the balance under Deferred Survival Benefit facility, if any. With Premium Protection Benefit: We shall pay Death Benefit as higher of: - Sum Assured on Death 105% of the Total Premiums Paid till the date of death In addition to the Death Benefit above: - We shall pay the balance under Deferred Survival Benefit facility, if any - All future due premiums payable shall be waived and the Policy shall continue till the end of the Policy Term with all future benefits accruing as if the Policy was in-force, i.e. Annual Bonuses will continue to accrue during the Policy Term, and shall be payable at the end of Policy Term along with the Guaranteed Sum Assured and Terminal Bonus, if any. - We shall also pay 50% of the Guaranteed Sum Assured at the end of the Premium Payment Term. - In addition, Guaranteed Income and Cash Bonus if any, shall continue to be payable at the end of each Policy Year, subsequent to the end of the Premium Payment Term till the end of the Policy Term. Upon payment of the foregoing benefits under the Policy, no other benefit shall be payable and the Policy will immediately and automatically terminate.
	On death of the Life Assured during the Policy Term, where the Policy is in Paid-up on the date of death.	We shall pay the following benefit subject to Suicide Exclusion: - Paid-up Sum Assured on Death plus accrued Annual Bonuses, if any plus Terminal Bonus, if any. - Balance under Deferred Survival Benefit facility, if any. Once the Policy becomes Paid-up: - Annual Bonuses will not accrue further. - Cash Bonus shall not be payable Upon payment of the foregoing benefits under the Policy, no other benefit shall be payable and the Policy will immediately and automatically terminate.

Events	How and when Benefits are payable	Size of such Benefits / Policy Monies
Survival	Upon survival of the Life Assured at end of the Premium Payment Term, where the Policy is in-force at such time.	We shall pay 50% of Guaranteed Sum Assured as a lumpsum
	Upon survival of the Life Assured at the end of each Policy Year subsequent to the end of the Premium Payment Term till the Maturity Date, where the Policy is in-force at such payout date(s).	We shall pay Guaranteed Income plus Cash Bonus, if any
	Upon survival of the Life Assured at end of the Premium Payment Term, where the Policy is in Paid-up.	We shall pay 50% of Paid-up Guaranteed Sum Assured as a lumpsum
	Upon survival of the Life Assured at the end of each Policy Year, subsequent to the end of the the end of the Premium Payment Term till the end of the Policy Term, where the Policy is in Paid-up.	We shall pay the Paid-up Guaranteed Income, Cash Bonus shall not be payable once the Policy becomes Paid-up.
Maturity	Upon survival of the Life Assured till the end of the Policy Term, where the Policy is in-force.	We shall pay the Guaranteed Sum Assured plus accrued Annual Bonuses, if any plus Terminal Bonus, if any, as a lumpsum on the Maturity Date. In addition, We shall pay the balance in under Deferred Survival Benefit facility, if any. Upon payment of the foregoing benefits under the Policy, no other benefit shall be payable and the Policy will immediately and automatically terminate.
	Upon survival of the Life Assured till the end of the Policy Term, where the Policy is in Paid-up.	We shall pay the Paid-up Guaranteed Sum Assured plus accrued Annual Bonuses, if any plus Terminal Bonus, if any, as a lumpsum on the Maturity Date. In addition, We shall pay the balance under Deferred Survival Benefit facility, if any. Annual Bonuses will not accrue once the Policy becomes Paid-up. Upon payment of the foregoing benefits under the Policy, no other benefit shall be payable and the Policy will immediately and automatically terminate

2. Premiums

2.1 Payment of Premiums: You will pay Premium at the frequency as specified by the Premium Payment Mode and for such Premium Payment Term as indicated in the Policy Schedule at the respective due dates or before the end of Grace Period. If any Premium is received before the due date, We may keep such amount in an advance premium account and adjust such sum towards Premium on the applicable due date or refund such amount to You. Collection of advance Premium shall be allowed within the same financial year for the Premium due in that financial year. However, where the Premium due in one financial year is being collected in advance in earlier financial year, the Company may collect the same for a maximum period of three months in advance of the due date of the premium. Such advance premium if any paid by You will not carry any interest. You are not permitted to change the Premium Payment Term anytime during the Policy Term.

2.2 Change in Premium Payment Mode: Premium Payment Modes available under the Policy are annual, half-yearly, quarterly or monthly. You may change Premium Payment Mode anytime during the Premium Payment Term, subject to You giving Us a notice at least 60 days before the end of Policy Year. The change in Premium Payment Mode will be effective from the subsequent Policy Year.

2.3 Non-payment of Premium: If the Policy is in Lapsed State (refer to clause 13 of Part B) no benefit shall be payable upon death or upon Your request for termination of the Policy or on the expiry of the Revival Period. If a Policy in Lapsed Status is not revived within the Revival Period, it shall terminate upon expiry of the Revival Period.

Where the Policy is in Lapse status after Us receiving at least first Policy Year's premium and less than first 2 Policy Years' premiums, We shall pay the Early Exit Value of 10% of the Total Premiums Paid upon earliest of the following terminations:

- Request for termination of the Policy by the Policyholder; or
- Death of the Life Assured when the Policy has lapsed; or
- End of Revival Period.

2.4 Grace Period: You are required to pay Premium on or before the Premium payment due date. However, You are provided with a Grace Period, which is 15 days for monthly mode policies and 30 days for annually, half-yearly or quarterly mode policies from Premium due date.

PART D

3 Surrender

3.1. You may surrender the Policy anytime. The Policy acquires Guaranteed Surrender Value (as defined below) or Special Surrender Value (as defined below) after payment of Premiums for at least first 2 consecutive Policy Years. The Surrender Value payable shall be higher of Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) and will be paid after deducting outstanding loan amounts including interest, if any.

a) Guaranteed Surrender Value up to the Policy Term is equal to: Factor "A" multiplied by (Total Premiums Paid) plus Factor "B" multiplied by (Annual Bonuses) less Survival benefit paid till the date of surrender, if any. Where Factor "A" and Factor "B" are guaranteed for the entire Policy Term and are as provided in the **Annexure 6**. There is no Guaranteed Surrender Value payable beyond the Policy Term.

b) Special Surrender Value will be determined by Us and will vary from time to time with prior approval from the Authority.

3.2 On receipt of a valid request for surrender, We shall pay the Surrender Value, if any, and the Policy shall immediately and automatically terminate and no further benefits shall be payable.

4. Revival

You may revive the Policy in Lapsed State or Paid-up State by giving Us a request and paying all due unpaid installments of Premium with interest (as notified by Us from time to time), calculated on simple interest basis, at the rate specified by Us subject to completing other requirements as may be stipulated by Us, within the Revival Period (refer to clause 29 of Part B) and during the Policy Term provided no claim has arisen under the Policy due to the death of the Life Assured. You shall provide the evidence of insurability and health of the Life Assured to Our satisfaction. We reserve the right to Revive the Policy either on its original terms or on modified terms as per our Board Approved Underwriting Policy, which decision will be final and binding on You. The Revival will be effective from the date when We communicate the same to You. In case the request for Revival is rejected, the Premium including interest paid for the Revival would be refunded to You. On Revival, the benefits including bonuses, if any, that were declared during the Revival Period shall be reinstated and all other benefits would be reinstated as per the terms & conditions of the Policy. If the Policy in Lapsed State is not revived within the Revival Period, the Policy shall terminate on the expiry of the Revival Period. However, if the Policy in Paid-up State is not revived within the Revival Period, then the Policy shall continue as per the terms and conditions of the Policy until a valid request of Surrender is submitted to Us.

The basis for determining the interest rate is the average of the daily rates of 10-Year G-Sec rate over the last five calendar years ending 31st December every year rounded to the nearest 50 bps plus a margin of 200 bps. Any change in the basis of this interest rate will be subject to the prior approval of the Authority. The Company undertakes the review of the interest rates for revivals on 31st December every year with any changes resulting from the review being effective from the 1st of April of the following year. The applicable interest rate for the financial year 2021-22 is 9.0% per annum.

5. Policy Loan

5.1 You may apply for a loan as per loan application terms and conditions, subject to the following conditions:

- a) the Policy should have been in-force while applying for a loan.
- b) the Policy should have acquired Surrender Value as per Clause 3 of Part D.
- c) the Policy should not have been in Paid-up State .
- d) the loan will not be available post the date of death of the Life Assured where Premium Protection Benefit option has been chosen.

5.2 The Loan facility available under the Policy, wherever granted will be repayable with interest chargeable from the date of disbursement of the loan at the interest rate specified by Us where the basis of calculation of such interest rate is approved by the Authority; and in the amounts and at the frequency specified by Us in advance. The applicable interest rate for the financial year 2021-22 is 6.60% per annum. A loan disbursement letter will be issued informing about the loan details including the applicable interest rate and relevant terms thereof. The Policy shall be assigned to Us on disbursement of the loan and the original Policy Document will be submitted to Us till repayment of outstanding loan amount including interests thereon, if any. The loan facility will also be subject to the following conditions:

- a) The minimum loan amount disbursed shall be ₹20,000.
- b) The maximum loan amount will not exceed 80% of the Surrender Value as applicable on the date of disbursement of the loan.
- c) The minimum repayment amount will be ₹ 2,000/- or outstanding loan amount including outstanding interest, if any, whichever is lower.
- d) The maximum repayment amount will be equal to outstanding loan amount including outstanding interest, if any.
- e) You will have the option to foreclose the loan anytime (partially or fully) during the Policy Term by paying the outstanding loan amount and interest thereon.
- f) Notwithstanding anything contrary stated in the terms and conditions, We reserve the right to recover the outstanding loan and interest thereon from the benefits payable in case of surrender, death, maturity or survival of the Life Assured, by deducting the appropriate amounts from the benefits payable on the happening of such events.
- g) For other than in-force and fully Paid-up Policies: If the outstanding loan amount including the outstanding interest is equal to or more than the prevailing Surrender Value and You fail to repay the outstanding loan amount including the outstanding interest, post utilizing balance under Deferred Survival Benefit facility, if any for the payment and after being given intimation and reasonable opportunity to continue the Policy, Policy will be automatically foreclosed and all rights and benefits under the Policy will stand ceased.

For in-force and fully paid-up policies: Policy cannot be foreclosed on the ground that the outstanding loan amount including interest exceeds the Surrender Value.

h) At the end of the Policy Term, in the event that the outstanding loan amount including outstanding interest is not repaid by the Policyholder, then the Maturity Benefit deducted to the extent of the outstanding loan amount including outstanding interest shall be paid to the Policyholder and the Policy will be immediately and automatically terminated.

6. Termination of Policy

The Policy will terminate upon happening of any one of the following events:

- a) on the date on which We receive a valid free-look cancellation request from You;
- b) on the date of intimation of repudiation of the claim in accordance with the terms and conditions of the Policy;
- c) in case of misstatement of Age, fraud, misrepresentation or forfeiture in accordance with Clauses 14 and 22 in Part F;
- d) as mentioned in Clauses 1,2,3, 4 and 5.

7. Ownership

All options, rights and obligations under the Policy vest with You and will be discharged by You. No rights other than change of address or contact details are available after the Policy Term.

8. Free-look period

In case the Policyholder does not agree with the terms and conditions of the Policy, he / she shall have the option to request for cancellation of the Policy by returning the original Policy Document along with a written request stating the reasons for his or her objection to the insurer within 15 days (30 days in case the Policy is sourced through distance marketing mode) from the date of receipt of the Policy Document. If the Policyholder cancels the Policy for non-agreement with any terms of the Policy during free look period, the Company will cancel the Policy and refund the Premiums received after deducting proportionate risk premium for the period of insurance cover and expenses incurred on medicals, if any and applicable stamp duty.

PART E

9. CHARGES: There are no explicit charges under this Policy.

PART F - General Conditions

10. Assignment: Assignment should be in accordance with provisions of Section 38 of the Insurance Act 1938, as amended from time to time. The entire Section 38 is reproduced and enclosed in **Annexure 3**.

11. Nomination: Nomination should be in accordance with provisions of Section 39 of the Insurance Act 1938, as amended from time to time. The entire Section 39 is reproduced and enclosed in **Annexure 4**.

12. Amendment: We reserve the right to alter or delete any of the terms and conditions of the Policy, including the benefits with prior approval of the Authority. The terms of the Policy will also stand modified from time to time, to the extent of changes in applicable laws or regulations affecting the terms and conditions of the Policy.

13. Policy Currency: All Premiums and benefits payable shall be paid in Indian Rupees only.

14. Misstatement of Age: The Age of the Life Assured has been admitted on the basis of the Proposal Form and/or in any statement, supporting document/proof provided in this regard. If the date of birth of the Life Assured has been misstated and as a result if You have paid less Premium(s) than what would have been payable for the correct age, We will be entitled to charge and You will be obliged to pay for such Premium difference since the Policy Commencement Date without interest. In case of termination of the Policy any unpaid balance will be adjusted from the benefit payout. If the date of birth of the Life Assured has been misstated and as a result if You have paid higher Premium(s) than what would have been payable for the correct age, We will refund the excess Premiums without any interest. If at the correct Age, the Life Assured was not insurable according to our requirements, We reserve the right to pay the Premiums paid till date post deduction of any relevant cost, expenses or charges as applicable and terminate the Policy in accordance with Section 45 of the Insurance Act, 1938, as amended from time to time.

15. Compliance with Laws: It will be Your sole responsibility to ensure compliance with all applicable laws including regulations or taxation laws and payment of all applicable taxes in respect of the Premium, charges and benefits or other payouts made or received under the Policy. We are entitled to make such deductions and/or levy such charges, present and/or future which in Our opinion are necessary and appropriate, from and/or on the Premium(s) payable or charges or benefits under the Policy on account of any income tax, withholding tax, Goods and Services Tax or other tax, cess, duty or other levy which is or may be imposed in relation to the Policy under any applicable law, order, regulation or otherwise upon Us, You or the Claimant. We will not be liable for any taxes on any of Your or Claimant's personal income. You are solely responsible for complying with Your tax obligations (including but not limited to, tax payment or filing of returns or other required documentation relating to the payment of all relevant taxes in all jurisdictions in which Your tax obligations arise and relating to the services provided by Us). We do not provide any tax related advice and You are advised to seek an independent legal and/or taxation advice.

16. Communication and Dispatch: We can send you the policy document, communication or notices either in electronic (including sms) mode at your registered email id or registered mobile number or by way of physical mode at the address provided by you in proposal form or otherwise notified to us. In case policy document is dispatched/shared in more than one mode, then receipt in any one mode, or whichever mode is delivered earlier shall be considered the date of receipt of the policy document. If You change Your address, or if the address of the Claimant changes, it must be notified to Us immediately.

17. Replacement of Policy Document: We will replace a lost Policy Document if We are satisfied that it is lost, but We reserve the right to make investigations and to call for evidence of the loss of the Policy Document. If We issue a Policy Document to replace the lost Policy Document, then:

- i. the original Policy Document will cease to be applicable and You agree to indemnify Us from any and all losses, claims, demands or damages arising from or in connection with the original Policy Document.
- ii. You will not be entitled to any free-look period cancellation on the duplicate Policy Document issued. However, We may permit free-look period cancellation in cases where after investigation, it is evident that You did not receive the original Policy Document.
- iii. No charge/fee will be levied for replacement of Policy Document.

18. Suicide Clause: If the Life Assured, whether sane or insane, commits suicide within 12 months from the Risk Commencement Date under the Policy or date of Revival of the Policy, the benefits payable under this Policy shall be:

- i. in case of death due to suicide within 12 months from the Risk Commencement Date under the Policy, the nominee of the Policyholder shall be entitled to an amount which is higher of 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on death whichever is higher, provided the Policy is in force.
- ii. in case of death due to suicide within 12 months from the Revival date of the Policy, the nominee of the Policyholder shall be entitled to an amount which is higher of 80% of the Total Premiums Paid till the date of death or the Surrender Value as available on the date of death.

Further, balance under Deferred Survival Benefit facility, if any, will be paid.

19. Claim Procedures:

Maturity Claim Procedure: In case of Maturity Benefit payout, following documents are required by us to process the claim: a) Bank Account details for money transfer (in case the same are not updated), b) With respect to NRI/NR customers, documentation on FEMA compliance or such applicable law, c) Any other documents including KYC as may be required.

Death Claim Procedure: In the event of the death of the Life Assured, to register the claim under the Policy, the Claimant will endeavor to inform Us in writing immediately within a period of 90 days of such death through the Claim Form along with the following documents: i. Original Policy Document. ii. Death certificate. iii. Attested copy of photo identity and address proof of the Claimant. iv. Company Specific Claim formats duly completed and signed – Claim Form, Physician's Statement, Treating Hospital Certificate, Employer Certificate. v. Hospital records/other medical records. vi. Post-mortem/ chemical viscera report, wherever conducted. vii. Police records including First information report, panchnama, police investigation report and final police report only in case of unnatural or death due to Accident.

If We do not receive the notification of death within 90 days, We may condone the delay if We are satisfied that the delay was for reasons beyond the Claimant's control and pay the claim specified under the Policy to the Claimant. We reserve the right to call

for such documents or information, including documents/ information concerning the title of the Claimant, to Our satisfaction for processing the claim. Any claim intimation to Us must be made in writing and delivered to the address, which is currently as follows: **Claims Unit:** Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, 139 P, Sector 44, Gurugram -122003, Haryana, India; Alternately claim can be submitted at HUB locations. For latest HUB locations list, please refer to our website. **Resolution Centre:** 1800-103-0003 / 1800-180-0003/ 1800-891-0003 **Email id:** claims.unit@canarahsbclife.in. Any change in the address or details above will be communicated by Us to You. For further details on the process, please visit our claims section on our website www.canarahsbclife.com. Our liability under the Policy will be automatically discharged on payment to the Claimant.

- 20. Electronic transactions:** In conducting electronic transactions, in respect of this Policy, You will comply with all such terms and conditions as prescribed by Us. Such electronic transactions are legally valid when executed in adherence to such terms and conditions and will be binding on You.
- 21. Governing Law and Jurisdiction:** The Policy and all disputes arising under or in relation to the Policy will be governed by and interpreted in accordance with Indian law and by the Indian courts.
- 22. Fraud, Misrepresentation and Forfeiture:** Fraud, misrepresentation and forfeiture would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time, which provisions are enclosed in **Annexure 5**.
- 23. Travel And Occupation:** There are no restrictions on travel or occupation under this Policy

PART G

24. Grievance Redressal Procedure

- 24.1** In case You wish to register a complaint with Us, You may visit our website, approach our resolution centre or may write to Us at the following address. We will respond to You within two weeks from the date of our receiving Your complaint. Kindly note that in case We do not receive a revert from You within eight weeks from the date of Your receipt of our response, We will treat Your complaint as closed. **Complaint Redressal Unit:** Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited; 139 P, Sector 44, Gurugram-122003, Haryana, India Toll Free: 1800-103-0003 / 1800-180-0003/ 1800-891-0003 [Email: cru@canarahsbclife.in](mailto:cru@canarahsbclife.in).
- 24.2** If You do not receive a satisfactory response from Us within the above timelines, You may write to our Grievance Redressal Officer at: **Grievance Redressal Officer:** Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited; 139 P, Sector 44, Gurugram -122003, Haryana, India Toll Free: 1800-103-0003 / 1800-180-0003/ **1800-891-0003** [Email: gro@canarahsbclife.in](mailto:gro@canarahsbclife.in).
- 24.3** If You are not satisfied with Our response or do not receive a response from Us within 15 days, You may approach the Grievance Cell of the Authority at: **Insurance Regulatory and Development Authority of India; Grievance Call Centre (IGCC)** Toll Free No: 18004254732,155255 Email ID: complaints@irdai.gov.in. Website Address for registering the complaint online: <http://www.irda.gov.in> **Consumer Affairs Department Insurance Regulatory and Development Authority of India** ; Survey no.115/1, Financial District, Nanakramguda, Gachibowali, Telangana, PIN- 500032.
- 24.4** In case You are not satisfied with the resolution or there is no response within a period of 1 month, You/complainant may approach the Insurance Ombudsman for Your State at the address mentioned below or on Authority's website www.irda.gov.in. if the grievance pertains to the matters as mentioned below or an appropriate judicial/quasi-judicial authority having jurisdiction over the matter for redressal of Your grievance. You may also refer to the GBIC website at <http://www.cioins.co.in/ombudsman.html> for updated list of Ombudsman. The Ombudsman may receive complaints: **a)** under Rule 13 of Insurance Ombudsman Rules, 2017 ("Rules"); **b)** for any partial or total repudiation of claim by Us; **c)** for any dispute in regard to Premium paid or payable; **d)** for any dispute on the legal construction of the Policy in so far as such dispute relate to claim; **e)** for delay in settlement of claim; **f)** for non-issue of any insurance document after receipt of Premium; **g)** misrepresentation of policy terms and conditions; **h)** policy servicing related grievances against Company and their agents and intermediaries; **i)** issuance of policy which is not in conformity with the proposal form submitted by proposer; and **j)** any other matter resulting from the violation of provisions of Insurance Act, 1938 (as amended from time to time) or regulations, circulars, guidelines or instructions issued by Authority from time to time or terms and conditions of the policy in so far as they relate to issues mentioned above.
- 24.5** As per provision 14(3) of the Rule:- No complaint to the Insurance 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 . As per provision 14(5) of the Rule:- 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.

Annexure 1

LIST OF INSURANCE OMBUDSMAN*

1. **Ahmedabad:** Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@cioins.co.in **Jurisdiction:** Gujarat, Dadra & Nagar Haveli, Daman and Diu
2. **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 – 560 025. Tel.: 080 - 26652049 / 26652048 Email: bimalokpal.bengaluru@cioins.co.in **Jurisdiction:** Karnataka.
3. **Bhopal:** Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal (M.P.)-462 003. Tel.: 0755-2769201 / 2769202 Fax : 0755-2769203 Email: bimalokpal.bhopal@cioins.co.in **Jurisdiction:** Madhya Pradesh & Chhattisgarh.
4. **Bhubaneswar:** Office of the Insurance Ombudsman, 62, Forest Park, Bhubaneswar-751 009. Tel.: 0674-2596461/2596455 Fax: 0674-2596429 Email: bimalokpal.bhubaneswar@cioins.co.in **Jurisdiction:** Orissa
5. **Chandigarh:** Office of the Insurance Ombudsman, S.C.O. No.101, 102,103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh-160 017. Tel.: 0172- 2706196/2706468 Fax : 0172-2708274 Email: bimalokpal.chandigarh@cioins.co.in **Jurisdiction:** Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.
6. **Chennai:** Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai-600 018. Tel.: 044-24333668/24335284 Fax : 044-24333664 Email: bimalokpal.chennai@cioins.co.in **Jurisdiction:** Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)
7. **New Delhi:** Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi-110002. Tel.: 011-23232481/ 23213504 Email: bimalokpal.delhi@cioins.co.in **Jurisdiction:** Delhi & Following Districts of Haryana- Gurugram, Faridabad, Sonapat & Bahadurgarh.
8. **Guwahati:** Office of the Insurance Ombudsman, "Jeevan Nivesh", 5th Floor, Nr. Panbazar Overbridge, S.S. Road, Guwahati-781 001(Assam). Tel.: 0361-2632204/ 2602205 Email: bimalokpal.guwahati@cioins.co.in **Jurisdiction:** Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
9. **Hyderabad:** Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 – 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@cioins.co.in **Jurisdiction:** Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
10. **Jaipur:** Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in . **Jurisdiction:** Rajasthan
11. **Ernakulam:** Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp Cochin Shipyard, M.G. Road, Ernakulam-682 015. Tel: 0484-2358759/2359338 Fax: 0484-2359336 Email: bimalokpal.ernakulam@cioins.co.in **Jurisdiction:** Kerala, Lakshadweep, Mahe – a part of Puducherry.
12. **Kolkata:** Office of the Insurance Ombudsman, 4th Floor, Hindusthan Bldg. Annexe, 4, C.R. Avenue, Kolkata – 700 072. Tel: 033 22124339/22124340 Fax: 033 22124341 Email: bimalokpal.kolkata@cioins.co.in **Jurisdiction:** West Bengal, Sikkim, Andaman & Nicobar Islands
13. **Lucknow:** Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, Lucknow-226 001. Tel: 0522 -2231330/2231331 Fax: 0522-2231310 Email: bimalokpal.lucknow@cioins.co.in **Jurisdiction:** Districts of Uttar Pradesh: Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14. **Mumbai:** Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), Mumbai-400 054. Tel: 69038821/23/24/25/26/27/28/29/30/31 Fax: 022-26106052 Email: bimalokpal.mumbai@cioins.co.in **Jurisdiction:** Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
15. **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 – 41312555; Email: bimalokpal.pune@cioins.co.in **Jurisdiction:** Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.
16. **Noida:** Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, U.P.- 201 301 Tel.: 0120-2514252/ 2514253 Email: bimalokpal.noida@cioins.co.in **Jurisdiction:** State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur
17. **Patna:** Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in **Jurisdiction:** Bihar, Jharkhand

*For updated list of Ombudsman please refer to the GBIC website at <http://www.cioins.co.in//ombudsman.html>

Annexure 2

Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited

Office Address: 139 P, Sector 44, Gurugram 122003, Haryana, India

For the latest Hub-List please refer to our website at www.canarabsclife.com.

Annexure 3

Section 38 “Assignment and Transfer of Insurance Policies” is reproduced below

1. A transfer or assignment of a policy of insurance, wholly or in part, whether with or without consideration, may be made only by an endorsement upon the policy itself or by a separate instrument, signed in either case by the transferor or by the assignor or his duly authorised agent and attested by at least one witness, specifically setting forth the fact of transfer or assignment and the reasons thereof, the antecedents of the assignee and the terms on which the assignment is made. 2. An insurer may, accept the transfer or assignment, or decline to act upon any endorsement made under sub-section (1), where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the policy-holder or in public interest or is for the purpose of trading of insurance policy. 3. The insurer shall, before refusing to act upon the endorsement, record in writing the reasons for such refusal and communicate the same to the policy-holder not later than thirty days from the date of the policy-holder giving notice of such transfer or assignment. 4. Any person aggrieved by the decision of an insurer to decline to act upon such transfer or assignment may within a period of thirty days from the date of receipt of the communication from the insurer containing reasons for such refusal, prefer a claim to the Authority. 5. Subject to the provisions in sub-section (2), the transfer or assignment shall be complete and effectual upon the execution of such endorsement or instrument duly attested but except, where the transfer or assignment is in favour of the insurer, shall not be operative as against an insurer, and shall not confer upon the transferee or assignee, or his legal representative, any right to sue for the amount of such policy or the moneys secured thereby until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or a copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer: Provided that where the insurer maintains one or more places of business in India, such notice shall be delivered only at the place where the policy is being serviced. 6. The date on which the notice referred to in sub-section (5) is delivered to the insurer shall regulate the priority of all claims under a transfer or assignment as between persons interested in the policy; and where there is more than one instrument of transfer or assignment the priority of the claims under such instruments shall be governed by the order in which the notices referred to in sub-section (5) are delivered: Provided that if any dispute as to priority of payment arises as between assignees, the dispute shall be referred to the Authority. 7. Upon the receipt of the notice referred to in sub-section (5), the insurer shall record the fact of such transfer or assignment together with the date thereof and the name of the transferee or the assignee and shall, on the request of the person by whom the notice was given, or of the transferee or assignee, on payment of such fee as may be specified by regulations, grant a written acknowledgement of the receipt of such notice; and any such acknowledgement shall be conclusive evidence against the insurer that he has duly received the notice to which such acknowledgment relates. 8. Subject to the terms and conditions of the transfer or assignment, the insurer shall, from the date of the receipt of the notice referred to in sub-section (5), recognize the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall be subject to all liabilities and equities to which the transferor or assignor was subject at the date of the transfer or assignment and may institute any proceedings in relation to the policy, obtain a loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to such proceedings. Explanation.— Except where the endorsement referred to in sub-section (1) expressly indicates that the assignment or transfer is conditional in terms of sub-section (10) hereunder, every assignment or transfer shall be deemed to be an absolute assignment or transfer and the assignee or transferee, as the case may be, shall be deemed to be the absolute assignee or transferee respectively. 9. Any rights and remedies of an assignee or transferee of a policy of life insurance under an assignment or transfer effected prior to the commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by the provisions of this section. 10. Notwithstanding any law or custom having the force of law to the contrary, an assignment in favour of a person made upon the condition that — (a) the proceeds under the policy shall become payable to the policy-holder or the nominee or nominees in the event of either the assignee/or transferee predeceasing the insured; or (b) the insured surviving the term of the policy, shall be valid: Provided that a conditional assignee shall not be entitled to obtain a loan on the policy or surrender a policy. 11. In the case of the partial assignment or transfer of a policy of insurance under sub-section (1), the liability of the insurer shall be limited to the amount secured by partial assignment or transfer and such policy-holder shall not be entitled to further assign or transfer the residual amount payable under the same policy.

Annexure 4

Section 39 “Nomination by Policyholder” is reproduced below

The holder of a policy of life insurance on his own life may, when effecting the policy or at any time before the policy matures for payment, nominate the person or persons to whom the money secured by the policy shall be paid in the event of his death: Provided that, where any nominee is a minor, it shall be lawful for the policy-holder to appoint any person in the manner laid down by the insurer, to receive the money secured by the policy in the event of his death during the minority of the nominee. 2. Any such nomination in order to be effectual shall, unless it is incorporated in the text of the policy itself, be made by an endorsement on the policy communicated to the insurer and registered by him in the records relating to the policy and any such nomination may at any time before the policy matures for payment be cancelled or changed by an endorsement or a further endorsement or a will, as the case may be, but unless notice in writing of any such cancellation or change has been delivered to the insurer, the insurer shall not be liable for any payment under the policy made bona fide by him to a nominee mentioned in the text of the policy or registered in records of the insurer. 3. The insurer shall furnish to the policyholder a written acknowledgment of having registered a nomination or a cancellation or change thereof, and may charge such fee as may be specified by regulations for registering such cancellation or change. 4. A transfer or assignment of a policy made in accordance with section 38 shall automatically cancel a nomination: Provided that the assignment of a policy to the insurer who bears the risk on the policy at the time of the assignment, in consideration of a loan granted by that insurer on the security of the policy within its surrender value, or its re-assignment on repayment of the loan shall not cancel a nomination, but shall affect the rights of the nominee only to the extent of the insurer's interest in the policy: Provided

further that the transfer or assignment of a policy, whether wholly or in part, in consideration of a loan advanced by the transferee or assignee to the policy-holder, shall not cancel the nomination but shall affect the rights of the nominee only to the extent of the interest of the transferee or assignee, as the case may be, in the policy: Provided also that the nomination, which has been automatically cancelled consequent upon the transfer or assignment, the same nomination shall stand automatically revived when the policy is reassigned by the assignee or retransferred by the transferee in favour of the policy-holder on repayment of loan other than on a security of policy to the insurer. **5.** Where the policy matures for payment during the lifetime of the person whose life is insured or where the nominee or, if there are more nominees than one, all the nominees die before the policy matures for payment, the amount secured by the policy shall be payable to the policy-holder or his heirs or legal representatives or the holder of a succession certificate, as the case may be. **6.** Where the nominee or if there are more nominees than one, a nominee or nominees survive the person whose life is insured, the amount secured by the policy shall be payable to such survivor or survivors. **7.** Subject to the other provisions of this section, where the holder of a policy of insurance on his own life nominates his parents, or his spouse, or his children, or his spouse and children, or any of them, the nominee or nominees shall be beneficially entitled to the amount payable by the insurer to him or them under sub-section (6) unless it is proved that the holder of the policy, having regard to the nature of his title to the policy, could not have conferred any such beneficial title on the nominee. **8.** Subject as aforesaid, where the nominee, or if there are more nominees than one, a nominee or nominees, to whom sub-section (7) applies, die after the person whose life is insured but before the amount secured by the policy is paid, the amount secured by the policy, or so much of the amount secured by the policy as represents the share of the nominee or nominees so dying (as the case may be), shall be payable to the heirs or legal representatives of the nominee or nominees or the holder of a succession certificate, as the case may be, and they shall be beneficially entitled to such amount. **9.** Nothing in sub-sections (7) and (8) shall operate to destroy or impede the right of any creditor to be paid out of the proceeds of any policy of life insurance. **10.** The provisions of sub-sections (7) and (8) shall apply to all policies of life insurance maturing for payment after the commencement of the Insurance Laws (Amendment) Act, 2015. **11.** Where a policy-holder dies after the maturity of the policy but the proceeds and benefit of his policy has not been made to him because of his death, in such a case, his nominee shall be entitled to the proceeds and benefit of his policy. **12.** The provisions of this section shall not apply to any policy of life insurance to which section 6 of the Married Women's Property Act, 1874, applies or has at any time applied: Provided that where a nomination made whether before or after the commencement of the Insurance Laws (Amendment) Act, 2015, in favour of the wife of the person who has insured his life or of his wife and children or any of them is expressed, whether or not on the face of the policy, as being made under this section, the said section 6 shall be deemed not to apply or not to have applied to the policy.

Annexure 5

Section 45 "Policy not to be called in question on ground of misstatement after three years" is reproduced below-

1. No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later. **2.** A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based. Explanation I- For the purposes of this sub-section, the expression "fraud" means any of the following acts committed by the 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. Explanation II- Mere silence as to facts likely to affect the assessment of the risk by the insurer is not fraud, unless the circumstances of the case are such that regard being had to them, it is the duty of the insured or his agent, keeping silence to speak, or unless his silence is, in itself, equivalent to speak. **3.** Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the mis-statement of a or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive. Explanation –A person who solicits and negotiates a contract of insurance shall be deemed for the purpose of the formation of the contract, to be the agent of the insurer. **4.** A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of Revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based: Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation. Explanation- For the purposes of this sub-section, the mis-statement of or suppression of fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer, the onus is on the insurer to show that had the insurer been aware of the said fact no life insurance policy would have been issued to the insured. **5.** Nothing in this sections shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the policy are adjusted on subsequent proof that the age of the life assured was incorrectly stated in the proposal.

Annexure 6
Guaranteed Surrender Value (GSV)
Factor “A”: GSV Factor

Flexi Income																																				
Factor A																																				
Policy Term (in years)	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40							
Policy year	GSV Factor (as percentage of Total Premiums Paid)																																			
1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%					
2	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%	30%				
3	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%	35%				
4	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%	50%				
5	56%	55%	54%	54%	54%	53%	53%	53%	53%	53%	52%	52%	52%	52%	52%	52%	52%	52%	52%	52%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%				
6	61%	60%	59%	58%	57%	57%	56%	56%	55%	55%	55%	54%	54%	54%	54%	54%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	53%	52%	52%	52%	52%	52%				
7	67%	65%	63%	62%	61%	60%	59%	59%	58%	58%	57%	57%	56%	56%	56%	55%	55%	55%	55%	55%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	54%	53%				
8	73%	70%	68%	66%	65%	63%	62%	61%	61%	60%	59%	59%	58%	58%	58%	57%	57%	56%	56%	56%	56%	56%	56%	55%	55%	55%	55%	55%	55%	55%	55%	55%				
9	79%	75%	72%	70%	68%	67%	65%	64%	63%	63%	62%	61%	61%	60%	60%	59%	58%	58%	58%	57%	57%	57%	57%	57%	56%	56%	56%	56%	56%	56%	56%	56%				
10	84%	80%	77%	74%	72%	70%	68%	67%	66%	65%	64%	63%	63%	62%	61%	61%	60%	60%	59%	59%	59%	59%	58%	58%	58%	58%	57%	57%	57%	57%	57%					
11	90%	85%	81%	78%	75%	73%	72%	70%	69%	68%	66%	66%	65%	64%	63%	62%	62%	61%	61%	60%	60%	60%	60%	59%	59%	59%	58%	58%	58%	58%	58%	58%				
12	90%	90%	86%	82%	79%	77%	75%	73%	71%	70%	69%	68%	67%	66%	65%	65%	64%	63%	63%	62%	62%	61%	61%	61%	60%	60%	60%	59%	59%	59%	59%	59%				
13	-	90%	90%	86%	83%	80%	78%	76%	74%	73%	71%	70%	69%	68%	67%	66%	66%	65%	64%	64%	63%	63%	62%	62%	61%	61%	61%	61%	61%	61%	61%	60%				
14	-	-	90%	90%	86%	83%	81%	79%	77%	75%	74%	72%	71%	70%	69%	68%	67%	66%	66%	65%	65%	64%	64%	63%	63%	63%	62%	62%	62%	62%	61%	61%				
15	-	-	-	90%	90%	87%	84%	81%	79%	78%	76%	74%	73%	72%	71%	70%	69%	68%	68%	67%	66%	66%	65%	65%	64%	64%	63%	63%	63%	63%	63%	63%				
16	-	-	-	-	90%	90%	87%	84%	82%	80%	78%	77%	75%	74%	73%	72%	71%	70%	69%	68%	68%	67%	67%	66%	66%	65%	65%	64%	64%	64%	64%	64%				
17	-	-	-	-	-	90%	90%	87%	85%	83%	81%	79%	77%	76%	75%	74%	73%	72%	71%	70%	69%	69%	68%	67%	67%	66%	66%	65%	65%	65%	65%	65%				
18	-	-	-	-	-	-	90%	90%	87%	85%	83%	81%	79%	78%	77%	75%	74%	73%	72%	72%	71%	70%	70%	69%	68%	68%	67%	67%	66%	66%	66%	66%				
19	-	-	-	-	-	-	-	90%	90%	88%	85%	83%	82%	80%	79%	77%	76%	75%	74%	73%	72%	71%	71%	70%	69%	68%	68%	67%	67%	66%	66%	66%				
20	-	-	-	-	-	-	-	-	90%	90%	88%	86%	84%	82%	80%	79%	78%	77%	76%	75%	74%	73%	72%	71%	71%	70%	69%	69%	69%	69%	68%	68%				
21	-	-	-	-	-	-	-	-	-	90%	90%	88%	86%	84%	82%	81%	80%	78%	77%	76%	75%	74%	73%	73%	72%	71%	71%	70%	70%	69%	69%	68%				
22	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	86%	84%	83%	81%	80%	79%	78%	77%	76%	75%	74%	73%	73%	72%	71%	71%	71%	71%	71%				
23	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	86%	85%	83%	82%	80%	79%	78%	77%	76%	75%	75%	74%	73%	72%	72%	72%	72%	72%				
24	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	86%	85%	83%	82%	81%	80%	79%	78%	77%	76%	75%	74%	74%	74%	74%	73%	73%				
25	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	87%	85%	84%	82%	81%	80%	79%	78%	77%	76%	75%	75%	75%	75%	74%	74%				
26	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	87%	85%	84%	83%	81%	80%	79%	78%	77%	76%	75%	75%	75%	74%	74%				
27	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	87%	85%	84%	83%	82%	81%	80%	79%	78%	77%	77%	77%	76%	76%				
28	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	88%	87%	86%	84%	83%	82%	81%	80%	79%	78%	78%	77%	77%	77%				
29	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	88%	87%	86%	84%	83%	82%	81%	80%	79%	79%	79%	78%	77%	77%				
30	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	89%	87%	86%	84%	83%	82%	81%	80%	82%	81%	80%	80%	80%				
31	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	87%	86%	85%	84%	83%	82%	81%	81%	81%	81%				
32	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	87%	86%	85%	84%	83%	82%	82%	82%	82%				
33	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	87%	86%	85%	84%	83%	82%	82%	82%				
34	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%	84%	83%	82%	82%				
35	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%	84%	83%	82%				
36	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%	84%	83%				
37	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%	84%	83%				
38	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%	84%				
39	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	90%	90%	89%	88%	86%	85%				
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