Policy Document – Reliance Bluechip Savings Insurance Plan

1. Part A

Forwarding Letter

<<OwnerName>>

<<Addrs1>>
<<Addrs2>>
<<Addrs3>>
<<Addrs4>>
<<Addrs5>>

<<Postcode>> Telephone No.: << Telno >>

Customer Service Centre
<<CSC Adrs>>

Contract No.	<<contrNo>>
Client Id	<<LA Number>>
Date	<<Iss_Date>>

Dear << OwnerName >>,

Welcome to Reliance Life Insurance and enjoy a host of value added services. We value your relationship with us and thank you for choosing <<Plan Name>>.

Your policy document comprises of the following documents:

- First Premium Receipt
- Policy Schedule
- Copy of the filled up proposal form
- Benefit Illustration
- Policy Terms & Conditions
- Other relevant documents

We request you to preserve the policy document as it would be required at the time of claim. Your policy provides certain guaranteed and non-guaranteed benefits as indicated in the Benefit Illustration. In case you notice any discrepancy or for any policy servicing / claims related queries, please contact us immediately. You can either contact our 24x7 call centre number 30338181 or Toll free number 180030008181 or visit our nearest branch office for further assistance.

As per our records, your contact number is <<Contact no>>
This is a << Frequency>> mode policy, and your premium payment term is <<PPT>> years. Your next premium is due on <<Premium Due Date>>.
Please note, we do not offer any free gift or interest free loan facility on any of our policies.

Free look provision: In the event you are in disagreement with the terms, features and conditions stipulated in the policy document, you may wish to opt out of this plan, by stating the reasons of your disagreement in writing and return the policy to the Company within 15 days (30 days if policy is purchased through Distance Marketing channel) of its receipt, for cancellation. You are requested to take appropriate acknowledgement of your request letter and return of policy. In which event, the Company will refund the premium paid subject to a deduction of a proportionate premium for a period of cover less expenses incurred by the Company on your medical examination, if any, and stamp duty charges.

Please examine the policy document carefully. On examination of the Policy, if you notice any mistake, please return the Policy to the Company immediately for correction.

You may access your account by registering on www.reliancelife.com, and follow a 4 step process:
Step 1: Visit www.reliancelife.com
Step 2: Click on customer tab in the member login area
Step 3: Enter your Client id (mentioned above) and your email id
Step 4: Your password shall be generated and sent to the email id provided in your proposal form.

Login with your client id & password and enter a world of convenience!

The details of your agent/ broker are displayed below. Please note that for direct sale by Reliance Life Insurance Company Limited, Kindly contact our 24x7 call centre number 30338181 or Toll free number 180030008181 or visit our nearest branch office for further assistance.

We are delighted to bring to you the convenience of lifeline – your personal online account with Reliance Life. Your Lifeline account provides you a one-window access to any information related to your policy. What's more, it allows you to conduct transactions such as premium payment and other account information changes and a lot more at your convenience at any time anywhere. For unit linked insurance policy, fund switches and premium redirection is also available online.

Agency/Broker/Web Aggregator Details

Agent/Broker /Web Aggregator Code	: << Agent No >>
Agent/Broker/ Web Aggregator Name	: << Agent Name >>
Corporate Insurance Executive Name (in case of Corporate Agent)	:
Principal Officer Name (in case of Broker)	:
Phone No	: <<AGTelno>>
Mobile No	: <<Agent_Mobno>>
Email ID	: <<Agent_email>>

Yours sincerely,

<<Signature>>

Chief Executive Officer

Policy Document – Reliance Bluechip Savings Insurance Plan

A non-linked, participating, non-variable, endowment insurance plan

1.1. Policy Preamble

Policy Terms and Conditions and Privileges within referred to

This Policy is the evidence of the contract between Reliance Life Insurance Company Limited and the Policyholder referred to below.

Reliance Life Insurance Company Limited (hereinafter called "RLIC") agrees to pay the benefits, as stipulated in the Policy Schedule to the Policyholder on the basis of the statements, proposal, declarations and premium along with taxes as applicable from the Policyholder on the assurance that the Policyholder has agreed to all the Policy Terms and conditions referred to in the **Reliance Bluechip Savings Insurance Plan** (UIN: 121N103V01) Policy Document. The Benefits shall be paid only when the same are payable as per the stipulations in the Policy Document. The Claimant/ Nominee needs to submit satisfactory proof of title and other applicable documents pertaining to the Policy at the RLIC offices for claiming the benefit.
It is hereby further agreed that this Policy shall be subject to the terms, conditions and privileges in this Policy Document and that the Policy Schedule and every endorsement placed on this Policy by RLIC shall be deemed to be a part of the Policy.

1.2. Policy Schedule – Reliance Bluechip Savings Insurance Plan

THIS SCHEDULE MUST BE READ WITH THE ACCOMPANYING POLICY DOCUMENT AND IS PART OF THE LIFE INSURANCE CONTRACT

Reliance Life Insurance Co. Ltd will pay or provide the benefits specified in the Policy Document in the events and circumstances described there-in but subject to the terms and conditions of this contract.

Personal Details	
Name of Policyholder: « » Address of Policyholder: « » Client ID of Policyholder: « » Date of Birth of Policyholder: « » Age at entry of Policyholder: « yrs »	Name of Life Assured: « » Client ID of Life Assured: « » Date of Birth of Life Assured: « » Age at entry of Life Assured: « yrs » Age Admitted: «Y/N»
Contract Details	
Contract no : «Contract number» Date of commencement of policy : « » Date of commencement of risk : « » Policy maturity date : « » Death Benefit Option: « » Policy Term : « yrs »	Premium Payment Term : « yrs » Premium due on : « » Mode of premium payment : « » Annualized premium (incl. service tax) : Rs. « » Total installment premium (incl. rider(s) premium, any extra premium & service tax): Rs. « »

Base Plan	**Base Sum Assured (Rs.)**	**Sum Assured on Death (Rs.)**	**Installment premium (Rs.)**	**Date of benefit expiry**	**Date of last premium payment**
« »	« »	« »	« »	« »	« »

Rider/s	**Rider Sum Assured (Rs.)**	**Installment premium (Rs.)**	**Date of benefit expiry**
« »	« »	« »	« »
« »	« »	« »	« »
« »	« »	« »	« »
« »	« »	« »	« »
« »	« »	« »	« »
« »	« »	« »	« »

* If any rider is opted for at inception of the policy, the rider terms and conditions will be attached as an annexure and will form part of the Policy Document

Benefits payable	
Death Benefit	In case of unfortunate demise of the Life Assured during the Policy Term, provided the policy is in-force as on the date of death and all due premiums have been paid, the nominee will receive the higher of : ○ « Sum Assured on death » plus Vested Reversionary Bonuses and Terminal Bonus, if any ○ 105% of all the premiums paid, excluding the underwriting extra premiums, as on the date of death Where Sum Assured on death is the highest of: ○ Annualised Premium * Death Benefit Multiple ○ Base Sum Assured ○ Guaranteed Sum Assured on Maturity
Maturity Benefit	On survival of the Life Assured till the end of Policy Term provided the policy is in-force and all due premiums have been paid, the sum of the following benefits will be payable: ○ « Guaranteed Sum Assured on Maturity» ○ Vested Reversionary Bonuses, if any ○ Terminal Bonus, if any Where Guaranteed Sum Assured on Maturity is equal to Base Sum Assured plus all Guaranteed Additions (GAs) applicable at maturity. GA equal to 7% per annum of BSA will accrue at the end of each policy year till the Premium Payment Term, subject to all due premiums are paid and the policy is in-force till that point in time.

For detailed benefits, please refer to the Policy Terms and conditions.

Nominee Details (under Section 39 of the Insurance Act 1938) ***(If applicable)***
Name: Age: « yrs » Relationship to the Life Assured:

Appointee Details (In case the Nominee is a minor)
Name: Age: « yrs »

Special Provisions	
«FUP_Code1»	«FUP_Desc1»
«FUP_Code2»	«FUP_Desc2»
«FUP_Code3»	«FUP_Desc3»
	«Benefit_Number»

Agency/Broker/Web Aggregator Details: Agent/Broker/Web Aggregator Code : « Agent No » Agent/Broker/Web Aggregator Name :« Agent Name » Corporate Insurance Executive Name : (incase of Corporate Agent) Principal Officer Name : (incase of Broker) Agent/Broker's/Web Agreegator Address:«Agent Addr1» « Agent Addr2» « AgentAddr3» « Agent Addr4» « Agent Addr5» « Postcode» Phone No : « AGTelno » Mobile No : «Agent_Mobno»

Email ID : « Agent_email »

Date of Policy Issuance:
Place:

Reliance Life Insurance Company Limited

(Signature of Authorized Signatory)

UIN of Reliance Bluechip Savings Insurance Plan: 121N103V01

On examination of the Policy, if you notice any mistake, please return the Policy to the Company immediately for correction.

Reliance Life Insurance Company Limited (Reg. No. 121)

Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra -400710, India

Corporate Office: 9th floor/ 10th floor, Building No. 2, R-Tech Park, Nirlon Compound, Next to Hub Mall, Behind Oracle Building, Goregaon (East), Mumbai - 400 063

Key Feature Document

Key Benefits

Guaranteed Additions (GAs)	During the Premium Payment Term, Guaranteed Additions (GAs) equal to 7% per annum of Base Sum Assured will accrue at the end of each policy year
Death Benefit	In case of unfortunate demise of the Life Assured during the Policy Term, provided the policy is in-force as on the date of death and all due premiums have been paid, the nominee will receive the higher of : o Sum Assured on Death plus Vested Reversionary Bonuses and Terminal Bonus, if any o 105% of all the premiums paid, excluding the underwriting extra premiums, as on the date of death Where Sum Assured on death is the highest of: o Annualised Premium * Death Benefit Multiple o Base Sum Assured o Guaranteed Sum Assured on Maturity
Maturity Benefit	On survival of the Life Assured till the end of Policy Term provided the policy is in-force and all due premiums have been paid, the sum of the following benefits will be payable: o Guaranteed Sum Assured on Maturity o Vested Reversionary Bonuses, if any o Terminal Bonus, if any Where Guaranteed Sum Assured on Maturity is equal to Base Sum Assured plus all Guaranteed Additions (GAs) applicable at maturity. GA equal to 7% per annum of BSA will accrue at the end of each policy year, subject to all due premiums are paid and the policy is in-force till that point in time.

Key product conditions

Policy Term (years)	Premium Payment Term (years)
10 to 15	5,7 and 10

Death Benefit Option

Death Benefit Option	Death Benefit (as a multiple of Annualized premium)
10 X	10
7X	7

The Base Sum Assured, Policy Term, Premium Payment Term and Death Benefit Option cannot be altered after commencement of the policy.

Key Service Features

Nomination	The Life Assured can make a nomination for the purpose of payment of benefits in the event of his death
Assignment	An assignment may be made by an endorsement upon the policy
Loans	The maximum loan available will be equal to 80% of the Surrender Value. Interest on loan is payable at 10.50% p.a. and is subject to change.
Riders	For the enhanced protection following riders can be purchased with this plan at a nominal cost • Reliance Term Life Insurance Benefit Rider: (UIN: 121B009V02) • Reliance Major Surgical Benefit Rider : (UIN: 121B014V02) • Reliance Critical Conditions (25) Rider : (UIN: 121B012V02) • Reliance Family Income Benefit Rider : (UIN: 121B015V02) • Reliance Accidental Death & Total and Permanent Disablement Rider (Regular Premium): (UIN:121B001V02) • Reliance Accidental Death & Total and Permanent Disablement Rider (Limited Premium): (UIN:121B002V02)
Change in premium payment mode	The Policyholder may pay premiums in yearly, half yearly, quarterly and monthly modes. The premium payment mode can be changed on any Policy Anniversary date during the Premium Payment Term
Premium payment	Premium payment can be made by cash, cheque, debit/credit card, ECS, online payment, demand draft, Salary Deduction Scheme (SDS) and direct debit
Customer service number	1800 300 08181 or 022-30338181
Grievance redressal mechanism	Policyholder can contact the Company by sending an email. at rlife.customerservice@relianceada.com or by writing to us at our Registered Office address: Reliance Life Insurance Company Limited, H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra - 400710, India

For detailed benefits, please refer to the Policy Terms and conditions.

Policy Document – Reliance Bluechip Savings Insurance Plan

TABLE OF CONTENTS

2. Part B

2.1. Definitions

"Accidental Death" means death due to accident, where accident is a sudden, unforeseen and involuntary event caused by external and visible means

"Age" means age last birthday; i.e. the age in completed years as on the Commencement Date of the policy

"Annualised Premium" means the due premium contribution as calculated and applicable for a Policy Year. Annualised Premium excludes underwriting extra premium, frequency loadings on premium, if any, the premiums paid towards the Riders, if any and service tax

"Base Policy / Policy" means this Reliance Bluechip Savings Insurance Plan policy, which is the evidence of the contract between RLIC and the Policyholder.

"Base Premium" means the premiums that are paid towards the Policy and excludes the premiums paid towards the Riders and does not include any taxes and/or levies

"Benefit Illustration" means an Annexure along with the Policy Schedule that illustrates the premiums, guarantees, returns, benefits and values of the proposed policy. This Benefit Illustration complies with IRDA Regulations and contains clear disclosure of both guaranteed and non-guaranteed benefits, if any, of the Policy.

"Benefits" means the Death Benefit, Maturity Benefit, Surrender Benefit or any other benefit, as the case may be, applicable in the terms and conditions of this Policy

"Claimant" means either:

a) the Policyholder in the event of a survival or maturity claim, OR
b) the person who is entitled to receive the death benefits under the Plan. In the event of a death claim, the claimant is the nominee under the Policy. In the absence of the nominee, the claimant is the legal heir of the Life Assured. In instances where the Policyholder and Life Assured are different, the claimant is the Policyholder, if alive.

In the event of assignment under this Policy, the assignee would be entitled to the benefits under the policy, subject to Section 38 of Insurance Act, 1938.

"Company/Us/We/Our" means Reliance Life Insurance Company Limited (RLIC)

"Date of Commencement of Policy/ Policy Commencement Date" means the start date of this Policy as mentioned in the Policy Schedule

"Date of Commencement of risk" means the date as mentioned in the Policy Schedule from which the insurance benefits start under the Policy or on which date the risk commences under the Riders, if opted for. The commencement of risk cover on the Life Assured shall depend on the age of the Life Assured on commencement of the Policy.

"Death Benefit" means the amount payable to the claimant, on death of the Life Assured during the Policy Term, as agreed at inception of the Policy contract, provided the Policy has not lapsed or terminated

"Free look/Free look cancellation of the Policy" means where the Policyholder disagrees to any of the Policy Terms and conditions stipulated in the Policy Document, he/she may cancel the Policy by returning it to the company stating the reasons for his/her objections

"Grace Period" means the time granted by the Company from the due date for the payment of premium, without any penalty or late fee, during which time the Policy is considered to be in-force with the risk cover without any interruption as per the terms of the Policy

"Guaranteed Sum Assured at Maturity" means guaranteed benefits specified as such in the policy document

“In-force status” means a condition during the term of the Policy, wherein the Policyholder has paid all the due premiums under the Policy contract

“Installment Premium” means the amount stipulated in the Policy Schedule and paid at regular intervals (yearly/half yearly/quarterly or monthly mode as shall be applicable) by the Policyholder as consideration for acceptance of risk and benefits specified as such in the Policy Document.

“Lapse” means a condition wherein the due premiums have not been paid in full, as required under the plan, thereby rendering this Policy unenforceable. No benefits will be paid when the Policy is in Lapse status.

“Life Assured” means the person, named as such in the Policy Schedule, on whose life, the insurance cover is effected in the terms of this Policy

“Maturity Benefit” means the amount of benefit which is payable on maturity i.e. at the end of the Policy Term, as stated at the inception of the Policy contract and specified in the Policy Schedule

“Maturity Date/Policy Maturity Date” means the date specified in the Policy Schedule on which the Maturity Benefit is paid to the Policyholder

“Nominee” means the person or persons nominated under Section 39 of the Insurance Act, 1938, by the Policyholder, to receive the admissible benefits, in the event of death of the Life Assured

“Participating” means the Policy participates in the profits of the participating fund of the Company

“Paid-Up Benefit” means the amount payable upon the occurrence of events, as specified under the Plan, when the Policy is in Paid-Up status

“Paid-Up/Paid-Up status” means a condition during the term of the Policy, wherein the premiums have been paid in full for at least the first few consecutive years, as required under the Plan and the remaining due premiums have not been paid, rendering the Policy to continue at a reduced level of benefits, as specified under the Plan

“Person to whom the Benefits are payable” means the Policyholder, including Nominees or proving executors of administration or other legal representatives, as per the applicable Regulations

“Policy Anniversary” means the start date of every subsequent Policy Year

“Policy Document” means this document, which is the evidence of the contract between RLIC and the Policyholder.

“Policy Schedule/Schedule” means the attached Schedule that provides your Policy Benefits, the terms of the contract and details provided by you, along with all its annexes, issued by us for this Policy. The Schedule also includes any amendments to the attached Schedule which may be issued from time to time

“Policy Term” means the entire term of the policy specified as such in the Policy Schedule

“Policy Year” means a period of 12 consecutive months starting from the date of commencement of the Policy as stated in the Policy Schedule and ending on the day immediately preceding the following anniversary date and each subsequent period of 12 consecutive months thereafter

“Policyholder/Policy owner/Proposer/You” means the person specified as such in the Policy Schedule or such other person, who may become the holder of this Policy in respect of the terms and conditions of this contract or by virtue of operation of law. In the event the Proposer is different from the Life Assured, then the Proposer shall be the Policyholder.

“Premium Payment Term” means the period or the term of the Policy contract during which the Policyholder is required to pay the premiums with respect to the Policy, to the Company

“Prevailing rate of interest” means the applicable rate of interest as declared by the Company from time to time that shall be charged to the Policyholder on specified transactions related to the policy, as specified under the Plan, subject to approval of the Regulator, i.e.IRDA, .

“Regulation” means the laws and regulations as in effect from time to time and applicable to this Policy, including without limitation, the regulations and directions issued by the Regulatory Authority from time to time

“Regulatory Authority” means the Insurance Regulatory and Development Authority (IRDA) or such other authority or authorities, as may be designated under the applicable laws and regulations

“Revival” means payment of all due premiums that are in arrears to convert a Policy from “Lapse” or “Paid-Up” status into “In-force” status.

“Rider” means an optional additional cover available as an add-on benefit, which can be purchased by you along with the Base Plan on payment of additional premium as applicable

“Rider Benefits” means the benefits payable on specified events applicable under the Riders as may be purchased by you

“Rider Premium” means the Premium paid towards the Riders opted by the policyholder and does not include any taxes and/or levies

“Sum Assured/Base Sum Assured” is the absolute amount of benefit arrived at by applying the methodology as approved by the Regulator, i.e. IRDA, and is specified in the attached Policy Schedule

“Sum Assured on Death” is the minimum amount guaranteed on death of the Life Assured as specified in the policy schedule

“Surrender” means the complete withdrawal/ termination of the contract in its entirety at the instance of the Policyholder

“Surrender Value” means an amount, as specified under the Plan, that is payable upon complete withdrawal/termination of the entire Policy by the Policyholder

3. Part C

3.1. Key Benefits

3.1.1. Maturity Benefit

On survival of the Life Assured till the end of the Policy Term provided the policy is in-force and all due premiums have been paid, the sum of the following benefits will be payable:

- Guaranteed Sum Assured on Maturity
- Vested Reversionary Bonuses, if any
- Terminal Bonus, if any

Where Guaranteed Sum Assured on Maturity is equal to Base Sum Assured (BSA) plus all Guaranteed Additions (GAs) applicable at maturity. GA equal to 7% per annum of BSA will accrue at the end of each policy year, subject to all due premiums are paid and the policy is in-force till that point in time.

Simple Reversionary Bonuses will be declared during the policy term, starting from first policy year, which shall accrue at the end of each year. Terminal bonus, if any, will be payable on death or maturity from the 10th policy year onwards.

3.1.2. Death Benefit

The following Death Benefit options are available under the plan

Death Benefit Option

Death Benefit Option	Death Benefit Multiple
10 X	10
7X	7

Death Benefit Option can be chosen based on the Age at Entry, Premium Payment Term (PPT) and Policy Term as per the following table:

<table>
<tr><th rowspan="2">PPT
(Years)</th><th rowspan="2">Policy Term
(Years)</th><th colspan="4">Age at entry (Years)</th></tr>
<tr><th>8-45</th><th>46-50</th><th>51-55</th><th>56-60</th></tr>
<tr><td rowspan="2">5</td><td>10-12</td><td rowspan="7">10X</td><td>7X</td><td>NA</td><td rowspan="4">NA</td></tr>
<tr><td>13-15</td><td>10X/7X</td><td>7X</td></tr>
<tr><td rowspan="3">7</td><td>10-11</td><td>7X</td><td>NA</td></tr>
<tr><td>12-14</td><td rowspan="2">10X/7X</td><td>7X</td></tr>
<tr><td>15</td><td>10X/7X</td><td>7X</td></tr>
<tr><td rowspan="2">10</td><td>12-13</td><td>7X</td><td>NA</td><td>NA</td></tr>
<tr><td>14-15</td><td>10X/7X</td><td>7X</td><td>7X</td></tr>
</table>

Death benefit option shall be chosen by the Policyholder at inception and it cannot be changed during the Policy Term.

In case of unfortunate demise of the Life Assured during the Policy Term, provided the policy is in-force as on the date of death and all due premiums have been paid, the nominee will receive the higher of :

- Sum Assured on death plus Vested Reversionary Bonuses and Terminal Bonus, if any
- 105% of all the premiums paid, excluding the underwriting extra premiums, as on the date of death

Where Sum Assured on death is the highest of:

- Annualised Premium * Death Benefit Multiple
- Base Sum Assured
- Guaranteed Sum Assured on Maturity

3.2. Other benefits and features

3.2.1. Rider Benefits

To safeguard yourself and your family members against certain unfortunate events, we offer the following riders with this plan at a nominal cost.

1) **Reliance Term Life Insurance Benefit Rider** (UIN: 121B009V02)**:** Provides an additional Death Benefit depending on the Sum Assured selected under the rider.

2) **Reliance Major Surgical Benefit Rider** (UIN: 121B014V02)**:** Provides a lump sum amount to cover surgical expenses from a list of 33 surgeries including open heart surgery, kidney transplant, cornea transplantation, transplant of lungs and many more.

3) **Reliance Critical Conditions (25) Rider** (UIN: 121B012V02)**:** Provides a lump sum amount to take care of 25 critical conditions including cancer, heart attack, paralysis, major organ transplant and many more.

4) **Reliance Family Income Benefit Rider** (UIN: 121B015V02)**:** Provides a monthly benefit of 1% of Sum Assured every month (i.e.12% per annum). The benefit is payable from the date of death till the end of the rider Policy Term or 10 years whichever is later, in the event of death/total and permanent disablement due to accident or sickness, before the maturity of the policy.

5) **Reliance Accidental Death and Total and Permanent Disablement Rider (Regular Premium)** (UIN: 121B001V02)**:** Provides an additional death/disability benefit if death/disability occurs directly as a result of an accident. Also, the waiver of premium benefit under the rider continues in the plan incase of disability.

6) **Reliance Accidental Death and Total and Permanent Disablement Rider (Limited Premium)** (UIN: 121B002V02)**:** Provides an additional death/disability benefit if death/disability occurs directly as a result of an accident. Also, the waiver of premium benefit under the rider continues in the plan incase of disability.

Rider benefits can be selected on commencement of the policy or on any policy anniversary during the Premium Payment Term.

The rider Policy Term will be less than or equal to the Policy Term of the Base Plan if taken at the outset, or will be less than or equal to the outstanding base Policy Term if taken subsequently at the policy anniversary of the Base Plan subject to the rider Policy Term options available.

The Sum Assured under the rider shall not be higher than the Sum Assured on Death under the Base Plan. The frequency of rider premiums will be same as frequency of premiums under base plan. When the Base Plan is paid-up, lapsed, surrendered or forfeited, the rider attached to the Base Plan will also terminate immediately.

For more details on the rider benefits, features, terms and conditions, please refer to the rider terms and conditions carefully or contact your insurance advisors.

3.3. Premium details

3.3.1. Payment of premium

The Policyholder is required to pay premiums regularly for the entire Premium Payment Term as per the mode of premium specified in the Policy Schedule.

Premiums shall be deemed to have been paid only when received at the Company's offices which are authorized by the Company to accept payment of Premiums. The official receipt issued by the Company is the only valid evidence of payment of Premiums.

In case a valid claim arises under the policy during the grace period but before payment of the due premium, the Company will still admit the claim.

Any unpaid premium for the policy year will become due and payable immediately. In the event the said unpaid premium is not received by the Company, the Company will deduct the said unpaid premium, while settling such a claim.

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, we may collect the same for a maximum period of 3 months in advance of the due date of the premium.

3.3.2. Mode of payment of premium

The Policyholder may pay premiums either in yearly, half yearly, quarterly or monthly modes by cash, cheque, debit/credit card, ECS, online payment, demand draft, Salary Deduction Scheme (SDS) and direct debit. The Policyholder may request to change the mode and frequency of payment of regular premiums on any Policy Anniversary date during the Premium Payment Term but not at other times. The Company, at its sole discretion, may agree to accept the payment of the Premium in any mode (yearly/ half-yearly / quarterly / monthly) as requested by Policyholder. The amended Schedule notifying the changed installment Premium shall be issued to the Policyholder.

If the monthly mode is chosen at the time of issuance, first two months premium will be collected at the time of issuance of the policy. In case the Policyholder has opted for Electronic Clearing System (ECS) mode for premium payment, the Policyholder shall have the option to withdraw from ECS mode atleast 15 days prior to the premium due date.

Quarterly and monthly modes of premium payment are allowed only if the premiums are paid electronically.

3.3.3. Rider premium

Riders will be available on payment of additional premium over and above the base premium provided conditions on riders (entry age, Policy Term, Premium Payment Term, Sum Assured) are satisfied. Rider premium should be paid on the due date or within the grace period. The mode of rider premium payment shall be same as the mode of premium payment under the Base Plan. The rider premium payment term will be either equal to or lower than the premium payment term of the Base Plan. The sum of rider premiums should not exceed 30% of the premiums paid under the Base Plan.

3.3.4. Premium mode loading

The loadings on premium based on premium payment modes are as follows:

Mode	Yearly	Half-yearly	Quarterly	Monthly
Modal loading	Nil	1%	2%	4%

3.3.5. Employee staff discount

No commissions are payable on policies purchased directly by RLIC staff and staff of other Reliance Anil Dhirubhai Ambani Group companies, where the discount of 5% applies on the premiums every year. However, if the person ceases to be an employee of RLIC or any other companies under Reliance Anil Dhirubhai Ambani Group, the premium rates without discount may be applicable from the date the person ceases to be an employee of the Reliance Anil Dhirubhai Ambani Group Companies.

4. Part D

4.1. Free look

In the event you disagree with any of the terms and conditions of the Policy, you may return the Policy to the Company within 15 days (applicable for all distribution channels, except for Distance Marketing* channel, which will have 30 days) of its receipt for cancellation, stating your objections, in which case, you shall be entitled to a refund of the premiums paid, subject only to a deduction of the proportionate risk premium for the period on cover and the expenses incurred by the insurer on medical examination of the Life Assured and stamp duty charges.

*Distance Marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes:

(i) Voice mode, which includes telephone-calling

(ii) Short Messaging Services (SMS)

(iii) Electronic mode which includes e-mail, internet and interactive television (DTH)

(iv) Physical mode, which includes direct postal mail and newspaper & magazine inserts and

(v) Solicitation through any means of communication other than in person

4.2. Loans

Loans will be available under the policy to the Policyholder up to 80% of the Surrender Value under the Base Plan after the Policy acquires a Surrender Value. The interest on loan is payable at the prevailing rate of interest. The current rate of interest on policy loans is 10.5% p.a. and company reserves the right to revise applicable interest rate from time to time depending on the economic environment, experience and other factors, subject to the approval of the regulator i.e. IRDA.

For Paid-up policies, if at any time during the term of the Policy, the sum of loan outstanding and unpaid interest on loan outstanding exceeds the Surrender Value at that time, the Policy will be terminated by recovering the loan outstanding amount and unpaid interest amount from the Surrender Value.

Before payment of any benefit (death, survival, maturity, surrender etc.) to the Policyholder for a policy where the loan is availed of, the loan outstanding and the interest on loan outstanding will be recovered first and the balance, if any, will be paid to the Policyholder or claimant/s.

No in-force or fully paid-up policy shall be foreclosed due to non-payment of loan installments.

4.3. Surrender Benefit

The policy shall acquire a Surrender Value:

i. **For Premium Payment Term of less than 10 years:** If premiums have been paid in full for at least two consecutive years.

ii. **For Premium Payment Term greater than or equal to 10 years:** If premiums have been paid in full for at least the first three consecutive years.

The Surrender Value payable is the higher of the Guaranteed Surrender Value and Special Surrender Value.

- **Guaranteed Surrender Value (GSV)**

The Guaranteed Surrender Value (GSV) is equal to:

GSV Premium Factor X total premiums paid (excluding rider premiums, service tax and extra premiums) plus GSV Bonus Factor X (Accrued GAs + Vested Bonuses).

GSV Premium Factor and GSV Bonus Factor are given in **Annexure B and C respectively.**

- **Special Surrender Value (SSV)**

The Special Surrender Value is equal to

Expected Present Value of benefits multiplied by the Paid-up Factor

Paid-up factor = Number of premiums paid / total number of premiums payable

Note: If the policy is surrendered, it cannot be reinstated. The policy will be terminated once it is surrendered. The Company reserves the right to change these factors from time to time depending on the economic environment, experience and other factors, subject to IRDA approval. However, the methodology used in the determination of SSV will remain unchanged.

4.4. Discontinuance of payment of premium

If the Policyholder discontinues the payment of premiums, the policy will be treated as lapsed or paid-up

a. If any premium remains unpaid after the expiry of the grace period and the Policy has not acquired the surrender value, the policy status will be altered to lapse status, the Death Benefit and Rider Benefits, if any, will cease immediately.
b. No benefits will be paid when the policy is in lapsed status.
c. If the Policy has acquired a surrender value and no future premiums are paid, the policy may continue as paid-up and the benefits would be reduced.
d. For a Paid-up Policy, the benefits under the plan will be reduced as given below

Benefits	When it is payable	Payout
Death Benefit	Death during Policy Term	Sum Assured on Death X Paid - up factor# + vested bonuses, if any
Maturity Benefit	On survival of the Life Assured till the end of the Policy Term	Guaranteed Sum Assured on Maturity X Paid - up factor + vested bonuses, if any

e. The policy will be terminated once the benefit is paid i.e. on death, on surrender or at maturity. All Rider benefits will cease immediately once the policy acquires Paid-up status.

4.5. Revival

A policy in a Lapsed or Paid-up condition can be revived within two years from the due date of first unpaid regular premium, but before the date of maturity of the Base Plan. Base Plan along with riders benefits can be revived by paying the arrears of premiums along with the applicable interest. The revival of the policy and riders, if any, will be subject to Company's Board approved underwriting policy, i.e. the Life Assured may have to undergo medical test, etc. if so required.

The current rate of interest applicable for revival is 10.5% and the Company reserves the right to revise the applicable interest rate from time to time depending on the economic environment, experience and other factors, subject to approval of the Regulator, i.e. IRDA.

On revival, the policy will be eligible for its complete benefits as per the original contract; any due and unpaid benefit shall be paid immediately when the policy is revived.

5. Part E

Not applicable as this is not a unit linked insurance policy.

6. Part F

6.1. Claims

The Company will pay the Maturity Benefit to the Policyholder when it is satisfied of the identity of the Insured Person and all relevant provisions of the Policy have been met.

The Company will pay the Death Benefit to the Claimant when it is satisfied with the identity of and death of the Insured Person and all relevant provisions of the Policy have been met.

In the event of assignment under this Policy, the assignee would be entitled to the benefits under the policy, subject to Section 38 of Insurance Act, 1938.

6.2. Requirements for maturity and death claims

In the event of a claim for Maturity Benefit or Death Benefit arising under this Policy, the person to whom the benefits are payable shall endeavor to intimate the Company in writing of the claim and provide the following documents to the Company preferably within 90 days of the claim arising. This is to enable the Company to process the claim in a speedy manner. The Company may accept/process the claim on merits of the case even beyond the period of 90 days, provided:

- the reasons for delay are due to unavoidable circumstances beyond the control of the Claimant and
- the submission of documents in respect of the said delays is evidenced to the satisfaction of the Company

List of documents required in the event of a claim for Death Benefit:

a. Original Policy Document
b. Death certificate in original issued by the competent authority
c. Hospitalization documents (discharge summary along with all investigation reports) if the Life Assured has taken treatment for illness leading to his death
d. Copies of the First Information Report and the Final Investigation Report thereof, duly attested by the concerned police officials and Copy of the post-mortem report duly attested by the concerned officials, if death arising out of accident or unnatural deaths.
e. Claim Form (A) to be filled in by the claimant; Claim Form (B) to be filled in by the last treating doctor; Claim Form (C) to be filled in by a third person (who is not a relative of the claimant)
f. ECS Mandate form/ Cancelled cheque leaf/ Self-attested passbook copy of the claimant

List of documents required in case of a Maturity Benefit:

a. Original Policy Document
b. Discharge form
c. KYC documents of the Policyholder as per the Anti Money Laundering (AML) Guidelines. (These include address proof & identity proof)
d. ECS Mandate form/ Cancelled cheque leaf/ Self-attested passbook copy of the claimant
e. Any other document which may be relevant, as may be required by the Company

Company reserves the right to call for any additional / other document which may be relevant, including documents/ information concerning the title of the person claiming Benefits under this Policy, as may be required by the Company.

In the event of an act of God and other such extraneous circumstances where the relevant documents are not submitted by the Policyholder / Claimant due to reasons beyond the control of The Policyholder/ Claimant, the Company may process the claim provided there are valid reasons for the non-submission of the relevant documents and it is satisfied of the genuineness of the claim.

6.3. Suicide

In case of death due to suicide within 12 months from the date of inception of the policy or from the date of revival of the policy, the nominee/claimant of the Policyholder shall be entitled to 80% of the premiums paid or surrender value as on the date of death, whichever is higher.

6.4. Grace period for payment of premium

There is a grace period of 30 days (15 days for monthly mode) from the due date of first unpaid premium. In case of a claim arising due to death during the grace period, the Death Benefit amount will be paid to the claimant after deducting the due unpaid premium for that policy year.

6.5. Tax benefit

Premiums paid under the Base Policy and Rider(s), opted for, if any, are eligible for tax exemptions, subject to applicable tax laws and conditions. Income tax benefits under this plan and rider benefits, if opted for shall be as per the prevailing Income Tax Laws and are subject to amendments and interpretation from time to time. The Policyholder is recommended to consult a tax advisor.

6.6. Taxes, duties, levies and disclosure of information

a. In the event where RLIC is obliged to disclose information concerning to the Policy and Benefits or account to the revenue authorities or other regulatory authorities for any taxes, duties, levies or imposts including without limitation any sale, use, value added, service or other taxes, as may be imposed now or in future by any authority (collectively "Taxes") applicable to this Policy or the Benefits payable under this Policy, RLIC shall be entitled to disclose such information / deduct such Taxes, pay any amount under the polices and deposit the amount so deducted or directed, with the appropriate governmental or regulatory authorities without informing the policyholder, if so directed by the authority.

b. It shall be the responsibility of the Policyholder to satisfy himself and ensure that the payment of the Additional Premium does not adversely affect his entitlement or claim for tax benefits, if any, available or admissible under this Policy.

6.7. Nomination (Section 39 of Insurance Act, 1938)

The Life Assured, where he is the Policyholder, may, at any time during the Policy Term, make a nomination for the purpose of payment of Benefits in the event of his death during the Policy Term. Where the Nominee is a minor, the Policyholder may also appoint a person to receive the money during the minority of the Nominee. Nomination may be made by an endorsement on the Policy and by communicating the same in writing to the Company. Any change of nomination, which may be effected before the termination of the Policy shall also be communicated to the Company. In registering a nomination, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

6.8. Assignment (Section 38 of Insurance Act, 1938)

An assignment of the Policy may be made by an endorsement upon the Policy itself or by a separate instrument signed in either case by the assignee or specifically stating the fact of assignment and duly attested. Only the Policyholder may make the first assignment. Such assignment shall be effective, as against the Company, from and upon the service of a written notice to the Company and the Company recording the assignment in its books. Assignment will not be permitted if the policy is issued under Married Women's Property Act, 1874. In case of assignment under this Policy, the assignee would not be entitled to increase the Death Benefit. In registering an assignment, the Company does not accept any responsibility or express any opinion as to its validity or legal effect.

6.9. Proof of age

The age of the Life Assured has been admitted on the basis of the declaration made by the Policyholder/ Life Assured in the Proposal and/or in any statement based on which this Policy has been issued.

- If the age of the Life Assured as on the Policy Commencement Date is found to be higher than the maximum, or lower than the minimum, entry age that was permissible under this plan then the Company shall cancel the policy immediately by either paying the surrender value or refunding the premiums received after deducting the applicable charges incurred by the Company. This Policy shall become void from commencement and the Company shall cease to be liable for any Benefits under this Policy.

- If the age of the Life Assured is found to be different from that declared but within the age limits of the plan of this Policy then:
    - In case the correct age is found to be lower, the Company shall refund the difference in premiums without interest or increase the benefits which would have been due as per the correct age
    - In case the correct age is found to be higher, the Company shall intimate the Policyholder to pay the difference in premiums along with the applicable interest from inception or shall reduce the Policy benefits which would have been due as per the correct age

6.10. Vesting on attaining age of majority

If the Policy has been issued on the life of a minor, the Policy will automatically vest in him on his attaining majority (eighteen years) and thereafter the Life Assured would be the Policyholder and the Company shall enter into all correspondence directly with him. Any assignment or nomination of the Policy contrary to this provision would be null and void against the Company.

6.11. Special provisions

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

This product is approved by the Insurance Regulatory and Development Authority (IRDA) and this policy is subject to:

- The Insurance Act, 1938, as amended by the IRDA Act, 1999.
- Amendments, modifications (including re-enactment) as may be made from time to time, and
- Other such relevant Regulations, Rules, Laws, Guidelines, Circulars, Enactments etc as may be introduced by Life Insurance Council, IRDA, or any other regulatory body with jurisdiction there under from time to time.

We reserve the right to require submission of such documents and proof at all life stages of the Policy as may be necessary to meet the requirements under Anti- money Laundering/Know Your Customer norms and as may be laid down by IRDA and other regulators from time to time.

6.12. Recovery of additional expenses incurred on account of acts of Policyholders

RLIC also reserves the right to recover "cheque bounce charges" or "electronic debit bounce charges", incurred by it from the Policyholders, on account of dishonour of cheque issued or bounce of electronic debit towards premium payment, by Policyholders. The Company may recover these additional costs by requisitioning additional payments from the Policyholders.

6.13. Mode of payment of benefits

All benefits (claims/ maturity payments/ any other sum due to the Policyholders or nominees or assignees) under this policy shall be remitted only through Electronic Clearing System (ECS), National Electronic Fund Transfer (NEFT), Real Time Gross Settlement (RTGS), Interbank Mobile Payment Service (IMPS), Automated Clearing House (ACH) or any other electronic mode as permitted by Reserve Bank of India.

All Benefits under this Policy shall be payable in the manner and currency allowed / permitted under the Regulations. All amounts payable either to or by the Company and shall be payable in Indian currency.

6.14. Valid discharge

Any discharge given by the person to whom the benefits are payable, or by any person authorized by the person to whom the benefits are payable, in writing, in respect of the benefits payable under this Policy shall constitute a valid discharge to RLIC in respect of such payment. The Company’s liability under the Policy shall be discharged by such payment and the Company shall not be required to see the application of the monies so paid.

6.15. Limitation of liability

The maximum liability of the Company under this Policy shall not, in any circumstances, exceed the aggregate amount of the relevant Benefits payable hereunder.

6.16. Fraud

In case of fraud or misrepresentation, the policy shall be cancelled immediately by paying the surrender value, subject to the fraud or misrepresentation being established by the insurer in accordance with Section 45 of the Insurance Act, 1938.

6.17. Loss of Policy Document

If the Policy Document is lost or misplaced, Policyholder should submit to us a written request stating the fact and the reason for the loss. The Company reserves the right to undertake such investigations into and call for such evidence of the loss or destruction of the Policy Document at the expense of the Policyholder as it considers necessary before issuing a copy of the Policy Document. If we are satisfied that the Plan document is lost or destroyed, then, we will issue a duplicate Policy Document duly endorsed to show that it is issued following the loss or destruction of the original Policy Document. Upon the issue of the duplicate policy Document, the original Policy Document immediately and automatically ceases to have any validity. The Company may charge a fee, subject to a maximum of Rs. 200, for the issuance of a duplicate Policy Document.

Policyholder agree to indemnify us and hold us free and harmless from any costs, expenses, claims, awards, misuse or judgments arising out of or in relation to the original Policy Document. The Company may also require the Policyholder to issue a newspaper declaration for the same. The cost for the same will be borne by the Policyholder.

6.18. Waiver

Failure or neglect by either party to enforce at anytime the provisions of this Policy shall not be construed or be deemed to be waiver of either party's right herein nor in anyway affect the validity of the whole or any part of this Policy nor prejudice either party's right to take subsequent action.

6.19. Electronic transaction

The Policyholder shall adhere to and comply with all such terms and conditions as prescribed by RLIC from time to time and hereby agree and confirm that all transactions effected by or through facilities for effecting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, tele-service 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 RLIC, for and in respect of the Policy or its terms, or RLIC's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with RLIC's terms and conditions for such facilities, as may be prescribed from time to time.

6.20. Notice under the Policy

Any of the notices required to be issued in terms of this Policy may be issued, either by issuing individual notices to the Policyholder, including by electronic mail**,** SMS, telephonic conversation and/or facsimile, or by issuing a general notice, including, by publishing such notices in the newspapers and/or on the Company's website.

i. In case of the Proposer

As per the details specified by the Policyholder in the Proposal Form/Change of address intimation submitted by him, notices and instructions are sent through various modes such as electronic mail and/or facsimile, or by issuing a general notice, including by publishing such notices in newspapers and/or on RLIC's website.

ii. In case of the Company

To Reliance Life Customer Service

Address: Reliance Life Insurance Company Limited
H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra 400710, India

Reliance Life representatives may be contacted between 10AM- 5PM, Monday to Friday on Customer Care number 1800 300 08181 (Toll free) or 30338181 (local call charges apply).

Email: rlife.customerservice@relianceada.com

6.21. Inaccuracies in the details provided by Policyholder/ Life Assured

In issuing this Policy, the Company has relied on and may rely on the accuracy and completeness of the information provided by the Proposer /Life Assured and any other declarations or statements made or as may be made hereafter, by the Policyholder/Life Assured. Subject to the provisions of the Section 45 of the Insurance Act, 1938, in the event any such information, declaration or statement is found to be false or incorrect or any material information is found to be withheld or misrepresented, the Policy shall become null and void from commencement and the Company shall cease to be liable for any Benefits under this Policy. In such a case, the Policy shall be cancelled immediately by paying the Surrender Value.

6.22. Entire Contract

This Policy comprises the terms and conditions set forth in this Policy document, Policy Schedule, and the endorsements, if any, made on or applicable to this Policy, which shall form an integral part and the entire contract, evidenced by this Policy. The liability of RLIC is at all times subject to the terms and conditions of this Policy and the endorsements made from time to time.
The Provision of this policy cannot be changed or varied by anyone (including an insurance advisor) except by a policy endorsement signed by an officer of the Company authorized for the purpose. This Policy Document constitutes the complete contract of insurance.
The Policy is issued on the basis of the Proposal and Declaration from the Proposer and on the express understanding that the said Proposal and Declaration and any statements made or referred to therein shall be part and parcel of this Policy.

6.23. Section 41 of the Insurance Act, 1938

1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

   Provided that acceptance by an insurance agent of commission in connection with a Policy of life insurance taken out by himself on his own life shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.

2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to five hundred rupees.

6.24. Section 45 of the Insurance Act, 1938

No Policy of life insurance effected before the commencement of this Act shall after the expiry of two years from the date of commencement of this Act and no Policy of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected be called in question by an insurer on the ground that statement made in the proposal or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the Policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Policy holder and that the Policy holder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:

Provided that nothing in this section shall prevent the insurer from calling for proof of age at any time if he is entitled to do so, and no Policy shall be deemed to be called in question merely because the terms of the Policy are adjusted on subsequent proof that the age of the life insured was incorrectly stated in the proposal.

7. Part G

7.1. Governing laws and jurisdiction

This Policy shall be governed by and interpreted in accordance with the laws of India. All actions, suits and proceedings under this Policy shall be subject to the exclusive jurisdiction of the courts of law within whose territorial jurisdiction the registered office of the Company is situated.

7.2. Primacy of the Policy Document

In the event of any inconsistency or conflict between the terms and conditions contained in the Policy Document and the terms and conditions contained in any other document such as marketing material or sales brochure, the terms and conditions contained in the Policy Document shall prevail over all other terms and conditions contained in various other documents.

7.3. Grievance Redressal

Step 1: If you are dissatisfied with any of our services, please feel free to contact us –

Step 1.1: 24 hours contact centre: 30338181 (Local call charges apply) & 1800 300 08181(Toll free) or Email: rlife.customerservice@relianceada.com **OR**

Step 1.2: Contact the Customer Service Executive at your nearest branch (this is a link for branch location details) of the Company **OR**

Step 1.3: Write to

Reliance Life Customer Care
Reliance Life Insurance Company Limited
H Block, 1st Floor, Dhirubhai Ambani Knowledge City
Navi Mumbai, Maharashtra 400710. India
If your complaint is unresolved for more than 10 days,

Step 2: Please contact our Branch Manager, who is also the Local Grievance Redressal Officer at your nearest branch.

If you are unhappy with the solution offered,

Step 3: Write to Head of Customer Care at rlife.headcustomercare@relianceada.com or at the address mentioned above.

If you are still not happy with the solution offered,

Step 4: Write to our Grievance Redressal Officer, Head of Legal & Compliance at rlife.gro@relianceada.com or at the address mentioned above.

If the issues remain unresolved; a further reference may be made to the Insurance Ombudsman in terms of Rule 12 & 13 of the Redressal of Public Grievance Rules, 1998.

7.4. Procedure for registering complaint with IRDA Grievance Call Centre (IGCC)

If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority (IRDA) on the following contact details:

IRDA Grievance Call Centre (IGCC) TOLL FREE NO: 155255
Email ID: complaints@irda.gov.in

You can also register your complaint online at http://www.igms.irda.gov.in/

Address for communication for complaints by fax/paper:

Consumer Affairs Department

Insurance Regulatory and Development Authority
9th floor, United India Towers, Basheerbagh
Hyderabad – 500 029, Andhra Pradesh
Fax No: 91- 40 – 6678 9768

7.5. Procedure for filing complaint with the Insurance Ombudsman

While we expect to satisfactorily resolve your grievances, you may also at any time approach the Insurance Ombudsman. The Insurance Ombudsman may receive and consider any complaints under Rule 12 & 13 of the Redressal of Public Grievance Rules, 1998; which relates to any partial or total repudiation of claims by RLIC, any dispute in regard to premium paid or payable in terms of the Policy, any dispute on the legal construction of the policies insofar as such disputes relates to claims; delay in settlement of claims and non-issue of any insurance document to customers after receipt of premium. On the above grounds, any person may himself or through his legal heirs make a complaint in writing to the Insurance Ombudsman within whose jurisdiction the RLIC branch is located. The complaint shall be in writing duly signed by the complainant or through his legal heirs and shall state clearly the name and address of the complainant, the name of the branch, the fact giving rise to complaint supported by documents, if any, the nature and extent of the loss caused to the complainant and the relief sought from the Ombudsman.

However as per Provision of Rule 13(3) of the Redressal of Public Grievance Rules, 1998 the complaint to the Ombudsman can be made:

i. Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer or complainant has not received any reply within 30 days from the date of complaint or the complainant is not satisfied with the reply given to him by the Company

ii. The complaint has been filed within one year from the date of rejection by the Company

iii. If it is not simultaneously under any litigation

The detailed list of the Ombudsmen is provided in Annexure A of this Policy Document.

Policy Document – Reliance Bluechip Savings Insurance Plan

About Reliance Life Insurance Company Limited

Reliance Life Insurance Company Limited is a licensed life insurance company registered with the Insurance Regulatory & Development Authority (IRDA) Registration No. 121. Reliance Life Insurance Company Limited offers you products that fulfill your savings and protection needs. Our aim is to emerge as a transnational Life Insurer of global scale and standard.

CIN: U66010MH2001PLC167089
Insurance is the subject matter of the solicitation.

Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra -400710, India

Corporate Office: 9th floor/ 10th floor, Building No. 2, R-Tech Park, Nirlon Compound, Next to Hub Mall, Behind Oracle Building, Goregaon (East), Mumbai - 400 063

For more information or any grievance,

1. Call us at our 24 x 7 Call Centre number - 30338181(Local call charges apply) or our Toll Free Number 1800 300 08181
2. Fax number +91-22-30002222
3. Visit us at www.reliancelife.com or
4. Email us at: rlife.customerservice@relianceada.com

UIN for Reliance Bluechip Savings Insurance Plan: 121N103V01

Trade Logo displayed above belongs to M/s Anil Dhirubhai Ambani Ventures Private Limited and used by Reliance Life Insurance Co. Ltd. under license.

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS

IRDA clarifies to public that

• IRDA or its officials do not involve in activities like sale of any kind of insurance or financial products nor invest premiums.

• IRDA does not announce any bonus. Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.

Annexure A: Insurance Ombudsman

The detailed list of the Insurance Ombudsman is mentioned below for reference.

Address of Ombudsman:

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Office of the Insurance Ombudsman 2nd Floor, Ambica House Near. C.U.Shah College 5, Navyug Colony, Ashram Road, **AHMEDABAD – 380 014** Tel. 079-27546840 Fax:079-27546142 E-mail: ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Office of the Insurance Ombudsman Janak Vihar Complex, 2nd Floor Malviya Nagar, Opp. Airtel, Near New Market, **BHOPAL - 462023** Tel. 0755-2569201/02 Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Office of the Insurance Ombudsman 62, Forest Park **BHUBANESHWAR – 751 009** Tel. 0674-2596455 Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Office of the Insurance Ombudsman S.C.O. No.101, 102 & 103, 2nd Floor, Batra Building Sector 17-D , **CHANDIGARH – 160 017** Tel.: 0172-2706468 Fax: 0172-2708274 E-mail: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Office of the Insurance Ombudsman Fatima Akhtar Court , 4th Floor, 453 (old 312) Anna Salai, Teynampet, **CHENNAI – 600 018** Tel. 044-24333668/5284 Fax: 044-24333664 Email:chennaiinsuranceombudsman@gmail.com	Tamil Nadu, UT–Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road **NEW DELHI – 110 002**	Delhi & Rajasthan

	Tel.011-23239633 Fax: 011-23230858 E-mail: iobdelraj@rediffmail.com	
GUWAHATI	Office of the Insurance Ombudsman Jeevan Nivesh, 5th Floor Nr. Panbazar Overbridge , S.S. Road **GUWAHATI – 781 001** Tel. : 0361-2132204/5 Fax: 0361-2732937 E-mail: ombudsmanghy@rediffmail.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman 6-2-46 , 1 st floor, Moin Court Lane, Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool **HYDERABAD – 500 004** Tel. 040-65504123 Fax: 040-23376599 E-mail: insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
KOCHI	Office of the Insurance Ombudsman 2nd Floor, CC 27/2603, Pulinat Building Opp. Cochin Shipyard, M.G. Road **,** **ERNAKULAM – 682 015** Tel: 0484-2358759 Fax: 0484-2359336 E-mail: iokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
KOLKATA	Office of the Insurance Ombudsman 4th Floor, Hindusthan Bldg. Annexe, 4, C.R. Avenue, Kolkatta-700 072. Tel: 033 22124346/(40); Fax 033 22124341; Email: iombsbpa@bsnl.in	West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Road. Hazratganj, **LUCKNOW – 226 001** Tel.: 0522-2231331	Uttar Pradesh and Uttaranchal

	Fax: 0522-2231310 E-mail: insombudsman@rediffmail.com	
MUMBAI	Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3rd Floor, S.V.Road, Santacruz(W), **MUMBAI – 400 054** Tel: 022-26106928; Fax: 022-26106052; E-mail: ombudsmanmumbai@gmail.com	Maharashtra , Goa

Annexure B: GSV Premium Factor

	Guaranteed Surrender Value(GSV) factors as a percentage of premiums paid						
Surrender Year	Premium Payment Term (PPT)	Policy Term					
		10	11	12	13	14	15
1	All PPT	0%	0%	0%	0%	0%	0%
2	5 and 7 Years	30%	30%	30%	30%	30%	30%
	10 Years	0%	0%	0%	0%	0%	0%
3	All PPT	30.00%	30.00%	30.00%	30.00%	30.00%	30.00%
4		50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
5		50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
6		50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
7		50.00%	50.00%	50.00%	50.00%	50.00%	50.00%
8		58.72%	56.75%	55.60%	54.73%	54.21%	53.81%
9		68.97%	64.42%	61.82%	59.91%	58.76%	57.91%
10		81.00%	73.12%	68.74%	65.57%	63.71%	62.33%
11			83.00%	76.44%	71.78%	69.07%	67.08%
12				85.00%	78.57%	74.87%	72.20%
13					86.00%	81.17%	77.70%
14						88.00%	83.62%
15							90.00%

Annexure C: GSV Bonus Factor

	Guaranteed Surrender Value (GSV) factors as a percentage of Vested Bonus and Accrued Guaranteed Additons						
Surrender Year	Premium Payment Term (PPT)	Policy Term					
		10	11	12	13	14	15
1	All PPT	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
2	5 and 7 Years	6.98%	5.81%	4.85%	4.04%	3.36%	2.8%
	10 Years	0%	0%	0%	0%	0%	0%
3	All PPT	8.37%	6.98%	5.81%	4.85%	4.04%	3.36%
4		10.05%	8.37%	6.98%	5.81%	4.85%	4.04%
5		12.06%	10.05%	8.37%	6.98%	5.81%	4.85%
6		14.47%	12.06%	10.05%	8.37%	6.98%	5.81%
7		17.36%	14.47%	12.06%	10.05%	8.37%	6.98%
8		20.83%	17.36%	14.47%	12.06%	10.05%	8.37%
9		25.00%	20.83%	17.36%	14.47%	12.06%	10.05%
10		30.00%	25.00%	20.83%	17.36%	14.47%	12.06%
11			30.00%	25.00%	20.83%	17.36%	14.47%
12				30.00%	25.00%	20.83%	17.36%
13					30.00%	25.00%	20.83%
14						30.00%	25.00%
15							30.00%