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Pramerica
LIFE INSURANCE

ALWAYS TAIYYAR FOR TOUGH TIMES

YOU AND PRAMERICA LIFE RAKSHAK SMART



Pramerica Life Rakshak Smart

A Non-Linked Non-Participating Individual Savings Life Insurance Plan
UIN: 140N075V04

WE COVER WAR AND WAR-LIKE SITUATIONS

This concept is a creative representation of our distinguished channel which has secured soldiers and provided employment opportunities to veterans. This is not associated or intended to represent an individual or institution of the Indian Army.



Pramerica Life Rakshak Smart

A Non-Linked Non-Participating Individual Savings Life Insurance Plan

You want to continuously power your dreams that you have nurtured for your loved ones, and are looking at ways for providing them with a secure future. Helping you live your dreams and prepare for times of uncertainty is at the heart of what we do. We say, 'long live dreams!' with a lot of responsibility and therefore, we help you beat uncertainties & unpredictability of life with confidence and clarity. This can be achieved with a reliable Life Insurance plan that not just provides you a life cover but also offers assured benefits.

Presenting Pramerica Life Rakshak Smart, a life insurance plan with guaranteed benefits. So, go ahead in the direction of your dreams and prepare strong for any surprise that life throws at you.

Key Benefits

Choose the protection you need for your family:

- Get life insurance cover during the policy term to secure your loved ones.
- You could choose from two plan options as per your life insurance needs.

Choice of two plan options:

- **Life Option:** It helps to supplement your savings and fulfil your financial responsibilities.
- **Enhanced Life Option:** It provides comprehensive protection to meet immediate, recurring and future needs of your loved ones.

Flexibility:

- An option to choose your policy term: 10 years | 12 years | 15 years | 20 years to align with your future goals. Premiums are payable for 5 years | 7 years | 10 years | 12 years respectively.
- You may choose to receive your guaranteed income in annual or monthly installments during the payout period.

Guaranteed benefits: No ambiguity and no surprises. This plan offers guaranteed benefits provided the policy is in force and all due premiums are paid in full.

Tax benefits: Tax benefits may be applicable on premiums paid and on benefits received, as per prevailing income tax laws. Tax laws are subject to change, please consult a tax advisor.

Eligibility Criteria:

Age at Entry	Life Option: 91 days to 60 years Enhanced Life Option: 18 years to 50 years				
Maturity Age	Life Option: 18 years to 80 years Enhanced Life Option: 28 to 70 years				
Policy Term & Premium Payment Term	Policy Term (years)	10	12	15	20
	Premium Payment Term (years)	5	7	10	12
Base Sum Assured	Minimum: ₹1,50,000 for Policy Term other than 10 years and ₹100,000 for Policy Term of 10 years Maximum: No Limit, subject to Board Approved Underwriting Policy				

Annual Premium	Minimum: For Life Option: ₹19,445 For Enhanced Life Option: ₹20,567 Maximum: No Limit, subject to Board Approved Underwriting Policy
Premium Payment Mode	Annual, Semi-Annual and Monthly

All reference to age are based on age as on the last birthday. Substandard lives may also be covered subject to Board Approved Underwriting Policy and with any extra Premium, if applicable.

Boundary conditions for policies sourced through point of sales person

Only "Life Option", can be sourced through point of sales person. There will be no medical underwriting for policies sourced through POS Person.

Eligibility Criteria for POS Channel:

Age at entry	Minimum: 91 days Maximum as per table given below:				
	Policy Term (yrs)	10	12	15	20
	Max entry age (yrs)	55	53	50	45
Maturity Age	18 years to 65 years				
Policy Term & Premium Payment Term	Policy Term (years)	10	12	15	20
	Premium Payment Term (years)	5	7	10	12
Base Sum Assured	Minimum: ₹1,50,000 for Policy Term other than 10 years and ₹100,000 for Policy Term of 10 years Maximum: The maximum Base Sum Assured will be subject to Sum assured on Death of ₹25 Lakh as per the prevailing POS guidelines, as amended from time to time				
Annual Premium	Minimum: ₹19,445 Maximum: Corresponding to maximum Sum assured on Death of ₹25 lacs				
Premium Payment Mode	Annual, Semi-Annual and Monthly				

Sum Assured Bands

Band	Base Sum Assured
Band 1	For Policy Term other than 10 yrs: ₹1,50,000 to ₹2,49,999 For Policy Term of 10 yrs: ₹1,00,000 to ₹2,49,999
Band 2	₹2,50,000 to ₹3,99,999
Band 3	₹4,00,000 to ₹7,49,999
Band 4	₹7,50,000 & above

How does the plan work?

You can purchase this policy either through any of our intermediary or online from our website in just 3 simple steps:

Step 1: Choose between one of the two plan options, Life Option or Enhanced Life Option.

Step 2: Choose your Base Sum Assured subject to a minimum of ₹1,00,000. The Base Sum Assured is utilized to determine the Guaranteed Benefits under your policy, you may check the guaranteed amount available at policy maturity to ensure that your financial needs are met.

Step 3: Choose your Policy Term and premium payment mode, align the policy term according to your savings horizon and future goals; and pay premiums according to chosen frequency.

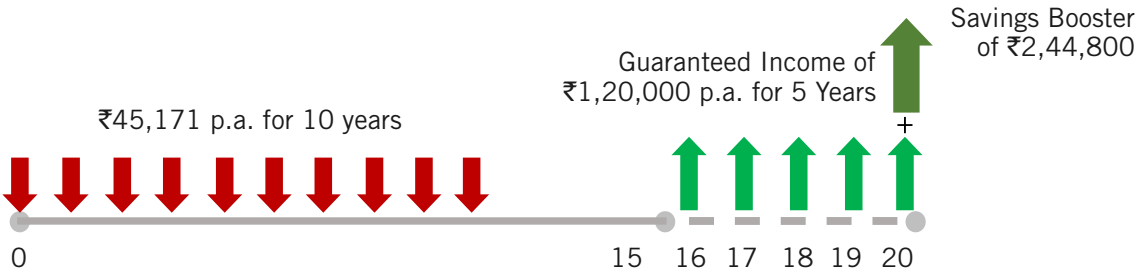
The premium under this plan shall be determined basis your age at entry and the chosen plan option, Base sum assured and policy term as mentioned above.

Let's understand this through an example

Example 1: Sukhdev, a healthy 25 year old man, opts for Pramerica Life Rakshak Smart (Enhanced Life Option) with a policy term of 15 Years and premium payment term of 10 years. He pays an annual premium of ₹45,171 and his base sum assured is ₹3,00,000.

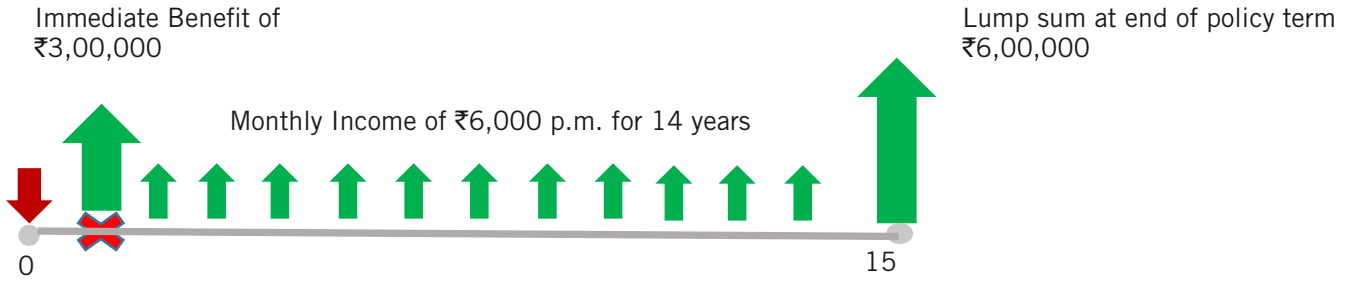
Scenario I: If Sukhdev survives till the end of the policy term, he shall receive the following benefits:

Payout Period	Guaranteed Income (Annual)	Savings Booster	Total Benefits
16th year	₹1,20,000		₹1,20,000
17th Year	₹1,20,000		₹1,20,000
18th year	₹1,20,000		₹1,20,000
19th year	₹1,20,000		₹1,20,000
20th year	₹1,20,000	₹2,44,800	₹3,64,800
		Total Maturity Benefit	₹8,44,800



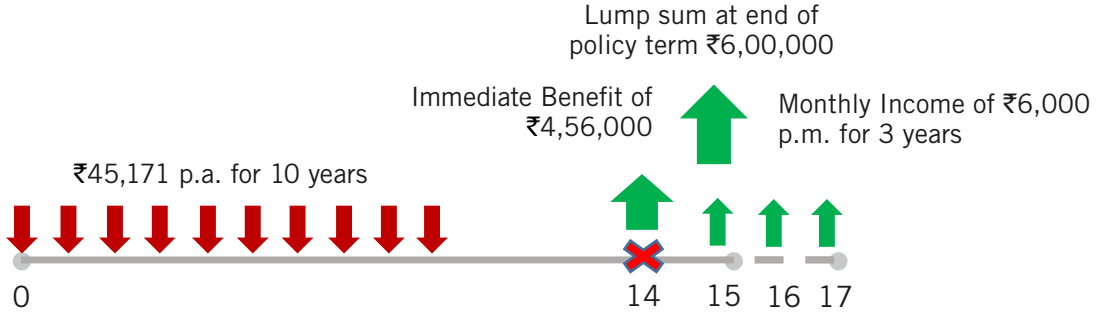
Scenario II: In case of unfortunate demise of Sukhdev at the end of the 1st year, beneficiary shall receive the following death benefit:

Immediate (A) Base Sum Assured + Annual Guaranteed Additions	Total Monthly Income (B) 2% of Base Sum Assured for the rest of the policy term	Benefit at end of policy term (C) Base Sum Assured (multiplied by) Guaranteed Maturity Multiple factor	Total Death Benefit (A+B+C)
₹3,00,000	₹10,08,000	₹6,00,000	₹19,08,000



Scenario III: In case of unfortunate demise of Sukhdev at the end of the 14th year, beneficiary shall receive the following death benefit:

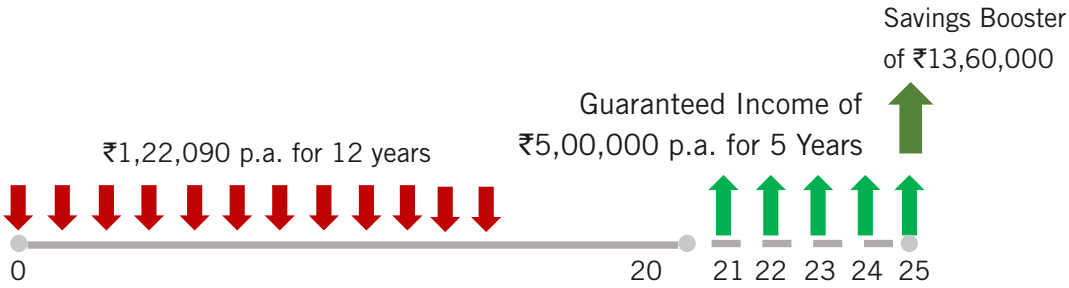
Immediate (A) Base Sum Assured + Annual Guaranteed Additions	Total Monthly Income (B) 2% of Base Sum Assured for the rest of the policy term subject to a minimum of 36 monthly payouts	Benefit at end of policy term (C) Base Sum Assured (multiplied by) Guaranteed Maturity Multiple factor	Total Death Benefit (A+B+C)
₹4,56,000	₹2,16,000	₹6,00,000	₹12,72,000



Example 2: Deepak, a healthy 35 year old male, opts for Pramerica Life Rakshak Smart (Life option) with a policy term of 20 years and premium payment term of 12 years. He pays an annual premium of ₹1,22,090 every year and his base sum assured is ₹10,00,000.

Scenario I: If Deepak survives till the end of the policy term, he shall receive the following benefits:

Payout Period	Guaranteed Income (Annual)	Savings Booster	Total Benefits
21st year	₹5,00,000		₹5,00,000
22nd year	₹5,00,000		₹5,00,000
23rd year	₹5,00,000		₹5,00,000
24th year	₹5,00,000		₹5,00,000
25th year	₹5,00,000	₹13,60,000	₹18,60,000
		Total Maturity Benefit	₹38,60,000



Scenario II: In case of unfortunate demise of Deepak at the end of 12th year, his beneficiary shall receive the Sum Assured on death plus Accrued Annual Guaranteed Additions till the date of death i.e. ₹19,41,231 plus ₹1,60,000. Hence the total death benefit shall be ₹21,01,231 and the policy shall terminate thereafter.

Please refer to "Benefits in Detail" section for more information.

Benefits in Detail

Annual Guaranteed Additions

Provided the Policy is in-force for full risk benefits, Annual Guaranteed Additions (AGA) shall accrue to the Policy at the end of each completed Policy Year during the last 10 years of the Policy Term. The rates of addition are given below for each option of Policy Term. The AGAs per 1,000 of Base Sum Assured are as follows:

Year	Policy Term 10 yrs	Year	Policy Term 12 years	Year	Policy Term 15 years	Year	Policy Term 20 years
1st & 2nd	5	3rd & 4th	10	6th & 7th	40	11th & 12th	80
3rd & 4th	7.5	5th & 6th	20	8th & 9th	50	13th & 14th	90
5th & 6th	15	7th & 8th	30	10th & 11th	60	15th & 16th	100
7th & 8th	25	9th & 10th	40	12th & 13th	70	17th & 18th	110
9th & 10th	25	11th & 12th	50	14th & 15th	80	19th & 20th	120

Death Benefit

The Death Benefit in this plan secures your family's well-being and future. It would variate basis the plan option you choose:

I. **Life Option:** In the unfortunate event of death of the Life Insured during the Policy Term while the policy is in-force on the date of death, the beneficiary shall receive

a. Sum Assured on Death and,

b. Accrued Annual Guaranteed Additions till the date of death.

The Sum Assured on Death for Life Option is highest of:

- 11 times Annualised Premium# (or)
- Base Sum Assured (or)
- 105% of the total premiums paid till the date of death (or)
- X% of Total Premiums Paid* till the date of death, where X% is defined as per the table given below

Year	1	2	3	4	5	6	7	8	9	10
X%	105.0%	107.5%	110.0%	112.5%	115.0%	117.5%	120.0%	122.5%	125.0%	127.5%

Year	11	12	13	14	15	16	17	18	19	20
X%	130.0%	132.5%	135.0%	137.5%	140.0%	142.5%	145.0%	147.5%	150.0%	152.5%

Year in the table above refers to the year in which death occurs.

II. **Enhanced Life Option:** In the unfortunate event of the death of the Life Insured during the Policy Term while the policy is in-force on the date of death, the beneficiary shall receive

a. *Immediate Benefit:* A lump sum amount equal to Base Sum Assured

b. *Immediate Benefit:* Accrued Annual Guaranteed Additions till the date of death

c. *Monthly Payout:* 2% of the Base Sum Assured, starting from the month of death for rest of the policy term subject to a minimum of 36 monthly payouts even if these fall outside Policy Term

d. *Benefit at Maturity Date:* A lump sum amount equivalent to the Base Sum Assured multiplied by Guaranteed Maturity Multiple (GMM) factor.

The Guaranteed Maturity Multiple for different policy terms shall be as below:

Policy Term	10	12	15	20
GMM factor	150%	150%	200%	250%

The total benefits payable on death as mentioned above will be at least equal to Sum Assured on Death plus Accrued Annual Guaranteed Additions.

The Sum Assured on Death shall be highest of:

- 11 times the Annualized Premium#
- 105% of the total premiums paid* till the date of death
- Sum of (a), (c) and (d) as defined above in case of Enhanced Life Option

#Annualized Premium shall be the Premium payable in a Policy Year, excluding any, rider premiums, premium towards underwriting extra, loadings for modal premium & if any

*Total premiums paid means total of all the premiums received, excluding any underwriting extra, any rider premium

The Policy covers death under all situations (including death during declared or undeclared war, civil commotion, invasion, terrorism, hostilities) except death due to suicide as specified in the Suicide Exclusion.

Maturity Benefit

On Survival of the Life Insured till the end of the policy term and provided all due premiums have been paid, you shall receive the Maturity Benefit as sum of

- Guaranteed Income Benefit, in arrears as per the frequency chosen (annual or monthly), during the payout period of 5 years from the maturity date and
- Savings Booster payable at the end of the Payout Period.

Where Savings Booster is equal to accrued AGAs, as at the end of policy term, multiplied with a Savings Booster Multiple (SBM). For a policyholder continuing till end of the payout period SBM shall be 136%.

Refer to the below details on the Payout Period, Guaranteed Income and Savings Booster applicable for different policy terms

Policy Term	10	12	15	20
Pay-out Period	11th year to 15th year in arrears	13th year to 17th year in arrears	16th year to 20th year in arrears	21st to 25th year in arrears
Guaranteed Income Benefit is payable as per the chosen frequency during the payout period of 5 years	Annual Payout is equal to GMM factor divided by 5 and multiplied by the Base Sum Assured i.e. 30% of Base Sum Assured Monthly Payout is equal to Annual Payouts divided by 12 multiplied by a factor of 98%	Annual Payout is equal to GMM factor divided by 5 and multiplied by the Base Sum Assured i.e. 30% of Base Sum Assured Monthly Payout is equal to Annual Payouts divided by 12 multiplied by a factor of 98%	Annual Payout is equal to GMM factor divided by 5 and multiplied by the Base Sum Assured i.e. 40% of Base Sum Assured Monthly Payout is equal to Annual Payouts divided by 12 multiplied by a factor of 98%	Annual Payout is equal to GMM factor divided by 5 and multiplied by the Base Sum Assured i.e. 50% of Base Sum Assured Monthly Payout is equal to Annual Payouts divided by 12 multiplied by a factor of 98%
Savings Booster at the end of payout period	136% of the Accrued Annual Guaranteed Additions	136% of the Accrued Annual Guaranteed Additions	136% of the Accrued Annual Guaranteed Additions	136% of the Accrued Annual Guaranteed Additions

The beneficiary shall continue to receive the outstanding guaranteed income benefits & savings booster even after the death of the life insured during the payout period, as per the scheduled dates.

Option to receive benefits in Lump sum

a. Beneficiary shall have an option to receive maturity benefit i.e. guaranteed income along with savings booster as a lump sum amount by making a written request anytime during the policy term to the Company at least 6 months before Maturity Date. The maturity lump sum amount will be equal to accrued AGAs at the end of policy term plus GMM factor (multiplied by) base sum assured (multiplied by) applicable lump sum factor.

b. During the maturity payout period also the beneficiary shall have an option to take remaining maturity benefit as lump sum amount. The lump sum amount will be equal to accrued AGAs as at the end of the policy term multiplied by applicable SBM plus [GMM factor (multiplied by) base sum assured (multiplied by) 98% for monthly payout frequency (minus) guaranteed income(s) already paid], (multiplied by) applicable lump sum factor.

Once exercised, this option cannot be reversed. The claim payment obligation of the company will end on the payment of lump sum and no further benefits will be paid. Applicable Lump sum factor and SBM are determined basis outstanding duration (in completed months) of the 5 year payout period, and are provided under Term and Conditions in the later part of this document.

Other Features

Flexible Premium Payment Modes

You have an option to pay premiums Annually, Semi-annually or Monthly. Monthly mode is allowed only if the premiums are paid electronically, like Credit Card, Direct Debit and ECS/NACH. Loading on premium will be applicable as per the table given below

Premium Modes	Annual	Semi-annual	Monthly
Factors	1	0.51	0.086

Grace Period

If you are unable to pay your premium by the due date, you will be given a grace period of 15 days for monthly mode and 30 days for all other modes. During the grace period the Policy shall continue to remain in-force along with all benefits under this policy and claim, if any, shall be payable subject to deduction of the unpaid due premium till date of death.

Premium Discontinuance

The Policy will acquire Surrender Value after paying premium for the first complete policy year & will become payable after completion of first policy year.

If you discontinue the payment of premiums before your Policy has acquired a Surrender Value, your Policy will lapse at the end of the grace period, the Death Benefit will cease immediately and no benefits will be paid when the Policy is in lapsed status.

If the Policy has acquired a Surrender Value and no future premiums are paid, you may choose to continue your Policy on Reduced Paid-up basis.

On your Policy becoming Reduced Paid-up, benefits under the plan will be reduced as given below:

Benefit	Payout
On Death	Paid-up Factor (multiplied by) Sum Assured on Death^ plus Annual Guaranteed Additions accrued till the date of last unpaid premium
On Maturity	a) Paid-up Factor (multiplied by) Guaranteed Income payable during the payout period; plus b) Savings Booster, payable at the end of the payout period. For Reduced paid up policies, savings booster is defined as accrued AGAs, as at the end of last unpaid premium, (multiplied by) applicable SBM In case the beneficiary opts to take the maturity benefit as one time lump sum amount at the time of maturity (or payout period) then the maturity benefit for a reduced paid up policy would be as follows: 1. Sum of remaining guaranteed income as defined in "(a)" above (multiplied by) applicable lump sum factor; plus 2. Savings Booster, payable along with the lump sum. For such reduced paid up policies, savings booster is defined as accrued AGAs, as at the end of last unpaid premium, (multiplied by) applicable SBM.

Paid-up Factor = Number of premiums paid/Number of premiums payable

^Sum Assured on Death shall be applicable as per variant option chosen as defined above

Revival

You can revive your lapsed/Paid-up policy for its full coverage within five years from the due date of the first unpaid premium but before policy maturity, by paying all outstanding premiums together with the interest, as applicable. The interest for revival of the policy will be charged at market related rates set by the Company from time to time. The rate of interest shall be reset on an annual basis at the beginning of every financial year (April) and would be determined based on the average of 10-year G-Sec YTM plus 75 bps rounded down to 25 bps. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest on policy reinstatement is 7.50% p.a. compounding monthly which would be applicable for the FY 2025-26. Revival of the policy is subject to Board approved underwriting policy, i.e. the Life Insured may have to undergo medical tests, financial underwriting etc. Upon revival of the Policy, the policyholder will become entitled to full Annual Guaranteed Additions for the policy year(s) while the policy was in paid up/lapse stage. If a lapsed policy is not revived within the revival period, the policy will terminate on expiry of the revival period.

Surrender

It is advisable to pay premiums for the entire premium payment term to enjoy maximum benefits under the policy. Your Policy will acquire Surrender Value, on payment of premium for first complete policy year and will become payable after completion of first policy year which will be higher of the Guaranteed Surrender Value (GSV), if applicable or Special Surrender Value (SSV) of the Policy. Please refer to our website or policy document for details.

Loan

You may take a loan against your Policy once it has acquired a Surrender Value. The maximum loan that can be availed is 75% of the Surrender Value. The rate of interest shall be reset on an annual basis at the beginning of every financial year. The rate of interest applicable on the loan will be declared by the Company on an annual basis at the beginning of every financial year. The loan rate of interest is based on yield on 10-years GSEC YTM plus 150 bps rounded down to 25 bps. The average of the benchmark would be taken from the previous financial year for the period 1st July to 31st Dec. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest for FY 2025-26 is 8.25% p.a. compounding monthly. Any outstanding loan amount together with any unpaid interest thereon shall be adjusted against any Policy Benefit which become payable during the policy term. For other than in-force and fully paid up policies: In case outstanding loan amount including interest exceeds the surrender value, the policy will get foreclosed after giving intimation and reasonable opportunity to the policyholder to continue the policy.

Policies in-force for full benefits or fully paid policies would not be foreclosed on the account of outstanding loan amount (including outstanding interest on loan, if any) exceeding the surrender value.

Terms and Conditions

Free look cancellation

You will have a period of 30 days from the date of receipt of the Policy Document to review the terms and conditions of the Policy and where you disagree to any of these terms and conditions, you have an option to return the Policy stating the reasons for objection. On receipt of the letter along with the Policy bond, the Company will refund the Premiums paid, subject to the deduction of proportionate risk premium and any expenses incurred by the Company on insurance stamp duty and medical examination, if any.

Suicide Exclusions

In case of death of the Life Insured due to suicide within 12 months from the date of commencement of risk under the policy or from the date of revival of the policy, as applicable, the Company shall pay to the nominee or beneficiary 80% of the Total premiums paid (excluding any rider premium, if any) till the date of death, or the surrender value available as on date of death whichever is higher, provided the policy is in force.

Alterations

The plan option, base sum assured, policy term or premium payment term cannot be altered after commencement of the policy. The payout frequency for the guaranteed income benefit cannot be changed after the end of policy term.

Waiting Period for policies sourced through POSP

For policies sourced through Point of Sales Persons (POSP), a waiting period of 90 days will be applicable from date of acceptance of risk. In the event of death (except accidental death) within waiting period, 100% of total premiums paid shall be payable to the beneficiary.

Minor Lives

In case the Life Insured is a minor at the date of commencement, the proposer can either be a parent or grandparent or legal guardian of the life insured. In case of minor lives, date of risk commencement for policies will be same as that of date of commencement of policy. The ownership of such policies will vest automatically in name of Life Insured once he/she attains majority.

Tax Benefits

Premiums paid under this plan may be eligible for tax exemptions, subject to the applicable tax laws and conditions. Income tax benefits under this plan, if any, shall be applicable as per the prevailing Income Tax Laws and are subject to amendments from time to time. Kindly consult a tax expert.

Nomination and Assignment

Nomination in this policy is allowed as per Section 39 of Insurance Act, 1938 as amended from time to time. Assignment in this policy is allowed as per Section 38 of Insurance Act, 1938 as amended from time to time.

Outstanding Duration Payout Period	Lump Sum Factor	SBM
60	83.56%	100.0%
59	83.99%	100.5%
58	84.42%	101.0%
57	84.85%	101.5%
56	85.28%	102.1%
55	85.72%	102.6%
54	86.16%	103.1%
53	86.60%	103.6%
52	87.04%	104.2%
51	87.48%	104.7%
50	87.93%	105.2%
49	88.38%	105.8%
48	86.04%	106.0%
47	86.47%	106.8%
46	86.92%	107.4%
45	87.36%	107.9%
44	87.81%	108.5%
43	88.25%	109.0%
42	88.70%	109.6%
41	89.16%	110.2%
40	89.61%	110.7%
39	90.07%	111.3%
38	90.53%	111.9%
37	90.99%	112.4%
36	88.61%	113.0%
35	89.06%	113.6%
34	89.52%	114.2%
33	89.97%	114.7%
32	90.43%	115.3%
31	90.89%	115.9%
30	91.36%	116.5%

Outstanding Duration Payout Period	Lump Sum Factor	SBM
29	91.82%	117.1%
28	92.29%	117.7%
27	92.76%	118.3%
26	93.24%	118.9%
25	93.71%	119.5%
24	91.29%	120.0%
23	91.75%	120.7%
22	92.22%	121.3%
21	92.69%	122.0%
20	93.16%	122.6%
19	93.64%	123.2%
18	94.12%	123.8%
17	94.60%	124.5%
16	95.08%	125.1%
15	95.57%	125.7%
14	96.05%	126.4%
13	96.54%	127.0%
12	94.07%	128.0%
11	94.55%	128.3%
10	95.04%	129.0%
9	95.52%	129.6%
8	96.01%	130.3%
7	96.50%	131.0%
6	96.99%	131.6%
5	97.49%	132.3%
4	97.98%	133.0%
3	98.48%	133.7%
2	98.99%	134.4%
1	99.49%	135.0%
0	100.00%	136.0%

Note: Lumsum factor and SBM are determined basis outstanding duration (in complete months) of the 5 year payout period. For example policies opting to take maturity benefit as lump sum on maturity date itself, the outstanding duration would be 60 months.

Section 41 of the Insurance Act 1938: Prohibition of rebate, (as amended from time to time):

No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take out or renew or continue an insurance in respect to 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.

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

Fraud and mis-statement would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time. For provisions of this Section, please contact the insurance Company or refer to the sample policy contract of this product on our website www.pramericalife.in

Grievance Redressal

I. In case of any clarification or query please contact your Company Salesperson. Any concern may also be raised at any of the branch offices of the Company, the addresses of the branch offices are available on the official website of the company.

II. The Company may be contacted at:
Customer Service Helpline 1860 500 7070
(Local charges apply) / 011 48187070
(9:00 am to 7:00 pm from Monday to Saturday)
Email: contactus@pramericalife.in
Email for Senior Citizen:
seniorcitizen@pramericalife.in
Website: www.pramericalife.in

Communication Address:
Customer Service
Pramerica Life Insurance Ltd.
7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018
Office hours: 9:30 am to 6:30 pm from
Monday to Friday

III. Grievance Redressal Officer:
If the response received from the Company is not satisfactory or no response is received within two weeks of contacting the Company, the matter may be escalated to:
Email- customerfirst@pramericalife.in

Grievance Redressal Officer,
Pramerica Life Insurance Ltd.,
7th & 8th Floor, Tower 2, Capital Business Park,
Sector 48, Gurugram - 122018
GRO Contact Number: 0124 – 4697069
Email- gro@pramericalife.in
Office hours: 9:30 am to 6:30 pm from
Monday to Friday

IV. IRDAI- Grievance Redressal Cell:
If after contacting the Company, the Policyholders query or concern is not resolved satisfactorily or within timelines the Grievance Redressal Cell of the IRDAI may be contacted.
Bima Bharosa Toll Free number – 155255 or 1800-425-4732
Email Id- complaints@irdai.gov.in
Website: https://bimabharosa.irdai.gov.in

Complaints against Life Insurance Companies:
Insurance Regulatory and Development Authority of India Policyholder's protection & Grievance Redressal Department (PPGR), Sy. No. 115/1, Financial District Nanakramguda, Gachibowli, Hyderabad– 500032

V. Insurance Ombudsman:
The office of the Insurance Ombudsman has been established by the Government of India for the redressal of any grievance in respect to life insurance policies.

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

The complaint shall be in writing, duly signed by the complainant or through his legal heirs, nominee or assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.

In case you are not satisfied with the decision/ resolution of the insurer, you may approach the Insurance Ombudsman if your grievance pertains to any of the following:

a. Delay in settlement of claim beyond the time specified in the regulations, framed under the Insurance Regulatory and Development Authority Act, 1999
b. Any partial or total repudiation of claims
c. Disputes over premium paid or payable in terms of insurance policy
d. Misrepresentation of policy terms and conditions
e. Legal construction of insurance policies in so far as the dispute relates to claim
f. Policy servicing related grievances against insurers and their agents and intermediaries

g. Issuance of Life insurance policy, which is not in conformity with the proposal form submitted by the proposer

h. Non-issuance of insurance policy after receipt of premium

i. Any other matter resulting from the violation of provisions of the Insurance Act, 1938 or the regulations, circulars, guidelines or instructions issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned at clauses (a) to (f)

No complaint to the Insurance Ombudsman shall lie unless

(a) The complainant has made a representation in writing or through electronic mail or online through website of the insurer or insurance broker concerned named in the complaint and—

(i) Either the insurer or insurance broker, as the case may be, had rejected the complaint, or

(ii) The complainant had not received any reply within a period of one month after the insurer or the insurance broker, as the case may be, received his representation, or

(iii) The complainant is not satisfied with the reply given to him by the insurer, or the insurance broker, as the case may be.

(b) The complaint is made within one year—

(i) After the order of the insurer or insurance broker, as the case may be rejecting the representation is received, or

(ii) After receipt of decision of the insurer or insurance broker, as the case may be, which is not to the satisfaction of the complainant, or

(iii) After expiry of a period of one month from the date of sending the written representation to the insurer or the insurance broker as the case may be, if the insurer or insurance broker, as the case may be, named fails to furnish reply to the complainant.

The address of the Insurance Ombudsman are attached herewith as Annexure and may also be obtained from the following link on the internet - Link: //www.cioins.co.in/ombudsman

Address & Contact Details of Ombudsmen Centres

Council for Insurance Ombudsmen (Monitoring Body for Offices of Insurance Ombudsman) 3rd Floor, Jeevan Seva Annexe, Santacruz (West), Mumbai - 400054. Tel no: 022 - 69038800/69038812. Email id: inscoun@cioins.co.in Website: www.cioins.co.in
If you have a grievance, approach the grievance cell of Insurance Company first. If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman (OIO) Please visit our website for details to lodge complaint with Ombudsman.

Sl.	Centre	Contact Person	Office Details***	Jurisdiction of Office Union Territory, District
1	AHMEDABAD	Shri Collu Vikas Rao	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, AHMEDABAD - 380 001. Tel.: 079 - 25501201/02 Email: oio.ahmedabad@cioins.co.in	Jurisdiction : Gujarat, Dadra & Nagar Haveli, Daman and Diu.
2	BENGALURU	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27- N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru - 560 078. Tel.: 080 - 26652048 / 26652049 Email: oio.bengaluru@cioins.co.in	Jurisdiction : Karnataka.
3	BHOPAL	Shri R. M. Singh	Insurance Ombudsman Office of the Insurance Ombudsman, 1st floor, “Jeevan Shikha”, 60-B,Hoshangabad Road, Opp. Gayatri Mandir, Bhopal - 462 011. Tel.: 0755 - 2769201 / 2769202 / 2769203 Email: oio.bhopal@cioins.co.in	Jurisdiction : Madhya Pradesh, Chhattisgarh.

4	BHUBANESWAR	Shri Manoj Kumar Parida	Insurance Ombudsman Office of the Insurance Ombudsman, 62, Forest park, Bhubaneswar - 751 009. Tel.: 0674 - 2596461 /2596455 / 2596429 / 2596003 Email: oio.bhubaneswar@cioins.co.in	Jurisdiction : Odisha.
5	CHANDIGARH	Mr Atul Jerath	Insurance Ombudsman Office Of The Insurance Ombudsman, Jeevan Deep Building SCO 20-27, Ground Floor Sector- 17 A, Chandigarh - 160 017. Tel.: 0172 - 2706468 Email: oio.chandigarh@cioins.co.in	Jurisdiction : Punjab, Haryana (excluding Gurugram, Faridabad, Sonepat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir,Ladakh & Chandigarh.
6	CHENNAI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI - 600 018. Tel.: 044 - 24333668 / 24333678 Email: oio.chennai@cioins.co.in	Jurisdiction : Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry).
7	DELHI	Ms Sunita Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi - 110 002. Tel.: 011 – 46013992 / 23213504 / 23232481 Email: oio.delhi@cioins.co.in	Jurisdiction : Delhi & following Districts of Haryana - Gurugram, Faridabad, Sonepat & Bahadurgarh.
8	GUWAHATI	Shri Somnath Ghosh	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati - 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 / 2631307 Email: oio.guwahati@cioins.co.in	Jurisdiction : Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
9	HYDERABAD	Shri N. Sankaran	Insurance Ombudsman 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 / 23376991 / 23376599 / 23328709 / 23325325 Email: oio.hyderabad@cioins.co.in	Jurisdiction : Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.
10	JAIPUR	Shri Rajiv Dutt Sharma	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Nidhi - II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141- 2740363 Email: oio.jaipur@cioins.co.in	Jurisdiction : Rajasthan.
11	KOCHI	Shri G. Radhakrishnan	Insurance Ombudsman Office of the Insurance Ombudsman, 10th Floor, Jeevan Prakash, LIC Building, Opp to Maharaja's College Ground, M.G. Road, Kochi - 682 011. Tel.: 0484 - 2358759 Email: oio.ernakulam@cioins.co.in	Jurisdiction : Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.
12	KOLKATA	Ms Kiran Sahdev	Insurance Ombudsman Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 7th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124341 Email: oio.kolkata@cioins.co.in	Jurisdiction : West Bengal, Sikkim, Andaman & Nicobar Islands.
13	LUCKNOW	Shri. Atul Sahai	Insurance Ombudsman Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 4002082 / 3500613 Email: oio.lucknow@cioins.co.in	Jurisdiction : Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhabdra, Fatehpur, Pratapgarh, Jaunpur,Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
14	MUMBAI	Mr Vipin Anand	Insurance Ombudsman Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/27/29/31/32/33 Email: oio.mumbai@cioins.co.in	Jurisdiction : Goa, Mumbai Metropolitan Region (excluding Navi Mumbai & Thane).

15	NOIDA	Shri Bimbadhar Pradhan	Insurance Ombudsman Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P - 201301. Tel.: 0120-2514252 / 2514253 Email: oio.noida@cioins.co.in	Jurisdiction : State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
16	PATNA	Ms Susmita Mukherjee	Insurance Ombudsman Office of the Insurance Ombudsman, 2nd Floor, Lalit Bhawan, Bailey Road, Patna - 800 001. Tel.: 0612-2547068 Email: oio.patna@cioins.co.in	Jurisdiction : Bihar, Jharkhand.
17	PUNE	Shri Sunil Jain	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-24471175 Email: oio.pune@cioins.co.in	Jurisdiction : Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).

***Please note that the address may change. For the most up-to-date information, please refer to the following link: www.cioins.co.in/ombudsman

The brochure gives the salient features for the product. Please refer to Policy document for further details of the terms and conditions

About Pramerica Life Insurance Limited

Pramerica Life Insurance Limited is a joint venture between DHFL Investments Limited (DIL), a wholly-owned subsidiary of Piramal Finance Limited^ ("PFL") and Prudential International Insurance Holdings, Ltd. (PIIH), a fully owned subsidiary of Prudential Financial, Inc. (PFI). Pramerica Life Insurance Limited represents the coming together of two renowned financial services organizations with a legacy of business excellence spread over decades.

Pramerica Life Insurance Limited, started operations in India on September 01, 2008 and has a pan India presence through multiple distribution channels which have been customized to address the specific insurance needs of diverse customer segments. The Company is committed to providing protection and quality financial advice to its customers.

Pramerica is the brand name used in India and select countries by Prudential Financial, Inc.

Prudential International Insurance Holdings, Ltd. and Prudential Financial, Inc. of the United States are not affiliated with Prudential Plc. a Company incorporated in the United Kingdom.

For further information on the Company, please visit www.pramericalife.in

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Piramal Finance Limited (PFL), a wholly owned subsidiary of Piramal Enterprises Limited (flagship company of the Piramal Group), is a housing finance company engaged in retail and wholesale lending.In retail lending, PFL is one of the leading players that addresses the diverse financing needs of the under-served and unserved people of 'Bharat' market. It serve our 5 million customers with presence in 26 states with a network of 500+ branches. It offers multiple products, including home loans, small business loans to Indian budget conscious customers at the periphery of metros and in Tier I, II and III cities. In wholesale lending, it caters to both real estate as well as non-real estate sector and offers multiple products including construction finance, structured debt and senior secured debt. The Piramal Group also has strategic partnerships with leading global funds such as CDPQ, CPPIB, APG, Ivanhoe Cambridge and Bain Capital.

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