www.pramericalife.in

Pramerica
LIFE INSURANCE

PRAMERICA LIFE

ROCKSOLID TERM INSURANCE

FOR THE
SUPERHEROES
WHO PROTECT THEIR FAMILIES



UIN: 140N079V01



Pramerica Life RockSolid Term Insurance

A Non-Linked Non-Participating Individual
Pure Risk Life Insurance Plan

You do all that you can to provide comfort and safety to your family and ensure their future is secure at all times. You have always been a Rock to your family, strong and dependable. Therefore, you need a life insurance plan as Rock Solid as you, a plan which can cover you and your family from the changing needs of life as it progresses.

Presenting Pramerica Life RockSolid Term Insurance, a tailor made pure risk life insurance plan that provides protection as per your needs. It comes with a wide range of flexibilities that help you design your Rock Solid safety net so that you can secure your family's financial future, even in case of unfortunate events.

Pramerica Life RockSolid Term Insurance

Key Benefits:

- **Financial security for your family:** Guaranteed Rock Solid protection throughout the policy term
- **Pay as you like:** Option to pay premiums once, for a limited period or throughout the policy term
- **Flexibility:** : Optional add-on benefits which allow you to customize your plan as per your needs
    - **Increasing Life Cover:** Auto Increase your life cover to take care of increasing responsibilities
    - **Spouse Cover:** Extend life cover to your spouse
    - **Life Stage Cover Enhancement:** Increase your life cover at certain life stage events
- **Comprehensive Protection:** Option to enhance your protection cover against death, disease and disability through riders
- **Smart Exit:** Option to exit the policy once your need for cover is over and receive all the premiums paid (excluding Rider premiums) back as Smart Exit value.
- **Death benefit payout options:** Flexibility to the policyholder/nominee to structure the payouts as per need i.e. in lump sum, in monthly income or a combination of both.
- **Option to change the premium payment term** from **regular** to **limited pay** during the policy term
- **Advantage for Healthy lifestyle:** Special premium rates for non-tobacco consumers
- **Tax benefits:** Tax Benefits may be available as per the applicable laws as amended from time to time, please consult a tax advisor.

Eligibility Criteria:

<table>
<tr><th>Parameters</th><th>Minimum</th><th>Maximum</th></tr>
<tr><td>Age at Entry
(in Years)</td><td>Other than Spouse cover: 18 years
In case of Spouse cover: 21 years for both Primary Life and Secondary Life</td><td>For Single Pay & Regular Pay: 65 years
For Limited Pay (5/10/15 Years): 65 years
For Pay till Age 60: 55 years
In case of Spouse Cover:
55 years for both Primary Life and Secondary Life</td></tr>
<tr><td>Maturity Age
(In Years)</td><td>28</td><td>85</td></tr>
<tr><td>Policy Term
(In Years)</td><td colspan="2">10 to 30 Years and Up to Age 65, 70, 75, 80, 85</td></tr>
<tr><td>Premium Payment Term (In Years)</td><td colspan="2"><table><tr><td>Regular Pay</td><td>Equal to Policy Term</td></tr><tr><td>Limited Pay</td><td>5, 10, 15, To Age 60</td></tr><tr><td>Single Pay</td><td>One time payment</td></tr></table></td></tr>
<tr><td>Premium Payment Frequency</td><td colspan="2">Annual, Semi-Annual, Monthly</td></tr>
<tr><td>Sum Assured (in ₹.)</td><td>50,00,000</td><td>Subject to Board Approved Underwriting Policy*</td></tr>
</table>

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

How does the plan work?

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

Step 1: Choose your base sum assured and death benefit payout option

Step 2: Choose the policy term, premium payment term and the premium payment frequency

Step 3: Choose from the optional covers available with the base cover

Your premium under this plan shall be determined basis your gender, age at entry, sum assured chosen, smoker status, occupation and the above chosen inputs.

Benefits in detail

Death Benefit

In the unfortunate event of the death of Life Insured any time during the policy term, provided the policy is in-force, Sum Assured on Death is payable to the nominee(s), where Sum Assured on Death is the higher of:

- Any Absolute Amount Assured[#] to be paid on death
- 105% of Total Premiums Paid[^] as on the date of death
- 1.25 times the Single Premium[$] or 11 times the Annualized Premium*

The death benefit is payable on death of Life Insured as per the Death Benefit Payout option chosen and the policy terminates thereafter.

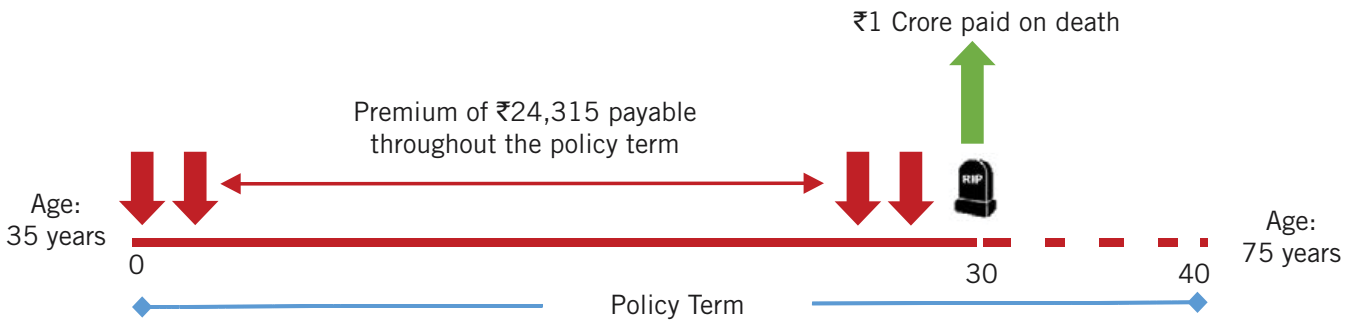
[$]**Single Premium** shall be the one time premium amount payable by the policyholder, excluding the rider premiums, underwriting extra premiums, if any

***Annualized Premium** shall be the premium amount payable in a year by the policyholder, excluding the rider premiums, underwriting extra premiums and loadings for modal premiums, if any.

^Total Premiums Paid means total of all the premiums received excluding any underwriting extra premium, any rider premium.

[#]**Absolute Amount Assured to be Paid on Death** is the applicable sum assured as on date of death

Sample Illustration: Manish a non-smoker, 35-year-old doctor, has just invested in opening a new clinic and wants to safeguard his family from financial uncertainties that could arise in case of his untimely demise. He purchases Pramerica Life RockSolid Term Insurance, for a Sum Assured of ₹1 Crore and chooses a policy term up to the age of 75 years and chooses to pay premium annually for the entire policy term.



Maturity Benefit

There is no Maturity Benefit in this plan.

Optional Covers

The plan offers the following optional covers to help customize your plan as per your needs. They can be chosen at inception and cannot be changed at a later date. Your Premium would vary basis the optional cover you choose.

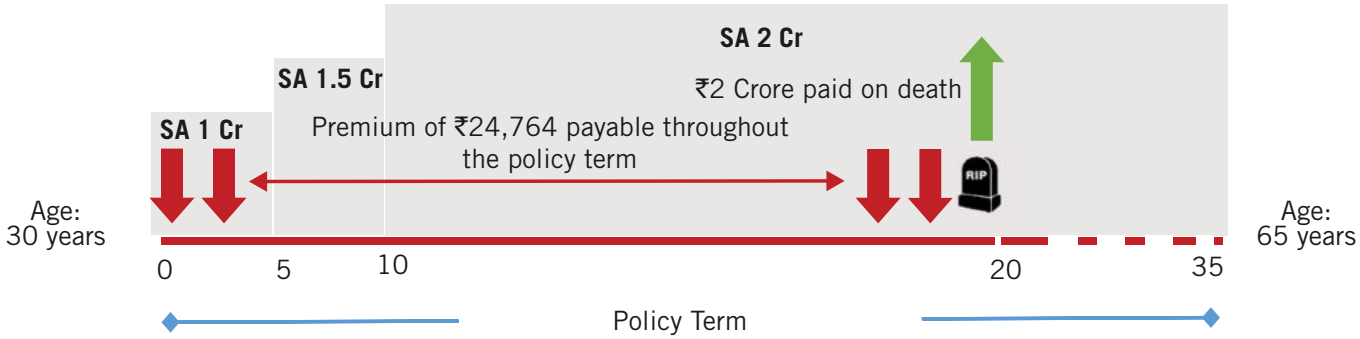
Increasing Life Cover:

This option allows you to increase your sum assured by either 25% or 50% twice during the policy term, where the first increase takes place on completion of the 5th policy year and the second and final increase takes place on completion of the 10th policy year.

You have to choose the rate of increase at inception of the policy. After the last increase in Sum Assured at the completion of the 10th Policy Year, the Sum Assured stays at the same level throughout the remaining Policy Term. Increasing Life Cover shall be applicable to lives accepted as standard risk. Conversion of policy from Regular to Limited Pay shall not be allowed under Increasing Life Cover.

Sample Illustration for Increasing Life Cover Option: : Rajesh is a 30-year-old non-smoker working as a contractor. He married Ruchi and is blessed with a new born daughter. He is aware of his new additional responsibilities and wants to safeguard his family from the financial uncertainties that could arise in case of his untimely demise. He also wants to ensure that the Sum Assured should increase with the increase in age and responsibilities, hence he opts for Pramerica Life RockSolid Term Insurance with Increasing Life Cover option. He chooses a Sum Assured of ₹1 Crore, Regular pay, Policy term up to the age of 65 years where the Sum Assured increases by 50%.

At the end of the 5th policy year, his cover increases to ₹1.50 Crore, at the end of the 10th policy year, his cover increases to ₹2 Crore and stays at the same level for the remaining policy term.



Life Stage Cover Enhancement:

This option offers you the flexibility to increase the Base Sum Assured twice during the Policy Term on occurrence of any of the following listed life stage events and on payment of an additional premium, without undergoing any further medical underwriting. Depending on the event that has occurred, the Sum Assured can be increased by an amount equal to 25% or 50% of the Base Sum Assured, subject to a maximum increase of 100% of the Base Sum Assured but not exceeding ₹1 Crore.

The facility can be exercised on occurrence of any of the following events:

Event	Additional Cover (% of Base Sum Assured)
Marriage (Once during the policy term, not available if already married)	Min. of (50% of Base sum assured chosen at inception or ₹50 lakh)
Birth/Legal Adoption of 1st Child	Min. of (25% of Base sum assured chosen at inception or ₹25 lakh)
Birth/Legal Adoption of 2nd Child	Min. of (25% of Base sum assured chosen at inception or ₹25 lakh)
On purchase of house (Once during the policy term)	Min. of (50% of Base sum assured chosen at inception or ₹50 lakh)

The increase in Sum Assured & corresponding additional premium will be effective from the next policy anniversary onwards, falling after the date of such request, provided the policy is in force & all due premiums have been paid in full at the effective policy anniversary.

The Life Stage Cover Enhancement can be chosen at policy inception and the increase in Sum Assured corresponding to a particular event can be availed only once, subject to fulfilment of the following conditions:

1. The occurrence of above events must be during the term of the policy.
2. This feature shall be applicable to lives accepted as standard risk. In case the Life Insured is a substandard life, this feature (Life Stage Cover Enhancement) will not be offered
3. The feature is available for Pay till the Age of 60 years and Regular premium paying policies only.
4. This option cannot be availed, in case Increasing Life Cover option is chosen.
5. The option can be exercised only within 6 months of the occurrence of the life stage event(s). The life stage event has to happen after policy issuance and a proof of the event taking place has to be submitted.
6. Once the option is exercised, the Premium Payment Term and Policy Term of the enhanced cover shall be equal to the outstanding Premium Payment Term and Policy Term under the base plan.
7. In case of suicide within 12 months from exercising of Life Stage cover Enhancement, the additional cover will not be paid and the Premiums Paid for the additional cover will get refunded.
8. Option to increase the sum assured can be exercised only if the insured person is less than 45 years of age at the time of exercising this option.
9. The outstanding Policy Term has to be at least ten (10) years at the time of exercising this option.

10. If any rider is attached to the policy and the rider benefit has been paid during the policy term, then this option cannot be exercised.

Spouse Cover:

This option provides add-on cover for the spouse (secondary life) which shall trigger only at the death of the Primary Life Insured. At inception, Policyholder shall have the flexibility to choose the Sum Assured for Spouse (secondary Life) between 20 Lakhs to 50 Lakhs, subject to a maximum of 50% of the Base Sum Assured chosen by the Primary Life at inception. On death of the Primary Life Insured, the death benefit as applicable shall be payable and the life cover for spouse will get triggered for the remaining policy term or till the end of policy year in which the spouse attains the age of 85 years, whichever is earlier. No future premiums are to be paid by the Secondary life and on death of the Spouse (secondary life) during the remaining policy term or till attainment of age 85 (whichever is earlier), the applicable Spouse Cover Sum Assured shall be payable.

If the Spouse (secondary Life) dies before the death of the Primary Life Insured, this benefit will not be available, as the Spouse Cover gets triggered only after the death of the Primary Life Insured.

The Spouse cover can be chosen only at the time of inception and is subject to the fulfillment of the following conditions:

a) The Primary Life Insured must be married at the time of choosing the option.

b) Maximum age difference allowed between primary and secondary Life Insured is of 10 years.

c) Minimum age at entry for getting spouse cover is 21 years for both primary and secondary life.

d) Maximum Sum Assured offered to spouse is up to 50 Lakh.

e) This benefit, upon death of Secondary life, will be paid in lump sum, irrespective of the death benefit payment mode opted by the Life Insured under the plan.

f) Spouse cover benefit shall be applicable to lives accepted as standard risk. In case the Primary life or the Secondary life is a substandard life, this add-on cover (Life Cover offered to the Spouse on death of Life Insured) will not be offered.

g) There is no option to increase the Death Benefit or add rider benefit for Spouse (secondary life) during the policy term

Exclusions: Spouse cover benefit shall not be payable under following conditions:

a) In the event of the occurrence of simultaneous death of the Primary life and the Spouse (Secondary life) OR death of the Spouse (secondary life) arising directly or indirectly due to the same event which caused the death of the Primary life.

b) The Spouse (secondary life) pre-deceases the Primary life i.e. no benefit is payable on death of spouse if the spouse (secondary life) dies before the Primary Life Insured.

c) In case the Spouse (secondary life) dies due to suicide within 12 months from the date of death of the Primary Life.

d) In case the spouse (secondary life) has attained 60 years of age at the time of death of Life Insured (primary life).

e) In case of death of Primary life due to suicide within 12 months from the date of commencement of risk of the policy or the date of revival of the policy, whichever is later. The benefits applicable in case of death by suicide on primary life shall be payable and the policy will terminate thereafter.

Riders

For added protection you can enhance your insurance coverage during the policy term by adding following riders at a nominal extra cost over and above your base policy premium:

- Pramerica Life Accidental Death Benefit Rider (UIN: 140B029V01 or any later version)
- Pramerica Life Accidental Total and Permanent Disability Rider (UIN: 140B027V01 or any later version)
- Pramerica Life Critical Illness Rider (UIN: 140B026V01 or any later version)
- Pramerica Life Waiver of Premium Rider (UIN: 140B028V01 or any later version)

Please note the following w.r.t riders:

- The rider can be attached at inception or any policy anniversary as per the board approved underwriting policy of the Company during the premium payment term of the base plan, subject to minimum applicable premium payment term and policy term of the rider.
- The rider policy term and rider premium payment term would be equal to the corresponding outstanding base policy term and premium payment term, subject to the maximum term and premium paying term available under the rider; i.e. rider will not be offered if the term of the rider exceeds outstanding term under the base policy.
- The rider sum assured shall not exceed the base sum assured chosen at inception of the policy
- The premium for Critical Illness, Accidental Total Permanent and Disability and Waiver of Premium rider premium cannot exceed 100% of the Annualised Premium in a policy whereas the premium for Accidental Death Benefit rider premium cannot exceed 30% of the Annualised Premium.
- Rider benefits are payable subject to fulfilment of rider terms and conditions. For more details, refer to Rider T&C.

Other Flexibilities in detail

Smart Exit

You have the flexibility to exit from the policy before the end of the policy term and receive the Total Premiums Paid (including premiums for Spouse Cover, Life Stage Cover, if any) plus underwriting extra premiums paid, if any. The option to exercise Smart Exit shall be available only between attained age of 60 till 65 years. Policy will terminate post payment of the Smart Exit Value with no further benefits payable.

Smart Exit can be availed subject to the fulfilment of following conditions:

For Single Pay

- Age at Entry must be less than or equal to 50 years
- Age at Maturity must be 70 years or more
- Policy Term must be 30 years or more
- In case a base claim (under Spouse cover option) has been made under the policy, then Smart Exit Value will not be payable

For other than Single Pay

- Age at Entry must be less than or equal to 45 years
- Age at Maturity must be 70 years or more
- Policy Term must be 35 years or more
- In case a base claim (under Spouse cover option) has been made under the policy, then Smart Exit Value will not be payable

Death Benefit Payout Option

The Death Benefit Payout Option can be chosen at inception by the Policyholder or by the nominee at the time of claim. The plan offers the flexibility to receive the death benefit in the following three ways:

- **Lump Sum Payout:** Death Benefit shall be payable in lump sum.
- **Monthly Income:** Under this option, the Death Benefit will be payable in monthly instalments over a period of 5 or 10 years. The monthly instalment shall be defined as a % of applicable Sum Assured, with the first instalment being payable as on the date of death.
- **Lump sum plus Monthly Income:** Under this option, part of the Death Benefit shall be payable as lump sum and the balance in the form of monthly income. The lump sum proportion can be chosen from 10% to 90% of the Death Benefit (in multiples of 10%) which shall be payable immediately on death as lump sum and the remaining Death Benefit shall be payable every month for 5 or 10 years.

Note: The monthly instalment factor (as % of SA) shall be calculated such that the present value of the monthly instalments equals the amount of residual death benefit under the policy based on the prevailing interest rate at the time of death, which shall be the annualized yield on 5 Year G-Sec(over the last 6 months and rounded up to nearest 25 bps) less 200 bps.

Once the death benefit payout is chosen by the nominee it will remain fixed over the instalment period. At any time during the instalment payment phase, the nominee can choose to terminate the instalment payment in exchange for a lump sum, in which case, the lump-sum payable shall be equal to the discounted value of all the future instalments due. The interest rate used to calculate the discounted value will be the Annualized yield on 5 year G-Sec (over the last 6 months and rounded up to nearest 25 bps) plus 200bps.

Option to change the premium payment term from Regular pay to Limited pay

This flexibility gives you the option to convert outstanding Regular Premiums into any Limited Premium period that may be available under the product. The option to change premium payment term can be exercised only after the total premiums for the initial 5 policy years have been paid. The maximum age to exercise this option will be the maximum age applicable for Limited Pay. This option can also be opted with any attached rider benefit under the product. Further, the rider premium term has to be re-adjusted as per this option, if the same is greater than base policy premium term post availing this option. Such alterations shall be in accordance with the BAUP and the Premium rates under such circumstances shall be charged as filed under the product.

Other Features

Flexible Premium Payment Modes

For regular and limited pay options, you may choose 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. Modal loading on premium will be applicable as per the table given below

Premium Modes	Annual	Semi-annual	Monthly
Factors	1	0.51	0.086

Premium Rebates/Discounts

Following discounts are offered, for other than single pay option, with a maximum first year discount of 7% and second year onward discount of 2%:

- First year discount of 5% for salaried profile
- A discount of 2% shall be applicable throughout the premium paying term (for any one of the below categories), provided the sale is directly through company's website (without any intermediary) for:
  - All Employees of Pramerica Life Insurance,
  - All Employees of Pramerica Life Insurance licensed intermediaries (Corporate Agent, IMF, Broker, Web-aggregator etc)
  - All existing policyholders,
- Female Life Rebate: Premium rate applicable to female life will be based on the premium rate of 3 years younger male.

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 premium payment modes. During the grace period the Policy shall continue to remain in force along with all the benefits under this policy and claim, if any, shall be payable subject to deduction of the unpaid due premium till the date of death.

Premium Discontinuance

If all due premiums are not paid within the grace period, your policy shall lapse at the end of the grace period and no benefits shall be paid when the policy is in lapsed status. A lapsed policy can be revived for its full coverage within five years from the due date of the first unpaid premium, but before the policy maturity, by paying all outstanding premiums together, with interest as applicable as per the board approved underwriting policy of the Company. The company may ask the Life Insured to undergo medical examination and provide evidence of continuity of insurability. The cost of such medical examinations required if any, will have to be borne by the policyholder.

Surrender Value

No surrender benefits are payable under this plan.

Policy Cancellation Value

The policy shall acquire a Policy Cancellation Value subject to the criteria mentioned below:

a. Single Pay: After payment of single premium

b. Limited Pay: After payment of premiums for at least two complete policy years

c. Regular Pay: No Policy Cancellation Value applicable

Policy cancellation value shall be payable upon the Policyholder applying for the same before the stipulated date of maturity or at the end of revival period if the policy is not revived, in case of Limited Premium Payment Policies. On payment of the Policy Cancellation Value, the policy, along with any additional benefits including rider benefits, if opted, shall terminate.

Policy Cancellation Value (PCV), if acquired, is payable subject to the following conditions:

- In case Spouse Cover is chosen, no PCV shall be payable on death of Primary Life Insured.
- In case of conversion of Premium Payment Term from Regular Pay to Limited Pay, PCV shall be acquired only after payment of premiums for two complete policy years during the Limited Pay period. Total Premium Paid, unexpired policy term and original policy term will be calculated from the date of conversion for PCV, where Total Premium Paid will only consist of premiums paid post conversion.
- On payment of the Policy Cancellation Value, the policy, along with any additional benefits, including rider benefits, if opted, shall terminate.

The **Policy Cancellation Value (PCV)** is calculated as

Policy cancellation value (PCV) Factor (multiplied by) Total Premiums paid^ (multiplied by) (unexpired policy term (in months) / (original Policy Term (in months))

Where, the PCV Factor is 70% in case of Single Pay and for Limited Pay PCV Factor is as below:

Policy Year	PCV Factor
During the Premium Payment Term or if all due premiums have not been paid	30%
After completion of the Premium Payment Term if all due premiums have been paid	50%

^Total Premiums Paid is the total of all premiums received including any underwriting extra premium and excluding rider premiums.

Reduced Paid-Up

No Reduced Paid-Up benefits are payable under this plan.

Revival

You can revive your lapsed 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 basis points rounded down to 25 basis points. The average of the benchmark would be taken from the previous financial year for the period 1st July xxxx to 31st Dec xxxx. The source of information for 10 year GSec rate would be "CCIL". The current applicable rate of interest on policy reinstatement is 8.00% p.a. compounding monthly which would be applicable for FY 2024-25.

The revival of the policy shall be subject to the BAUP of the Company, as applicable from time to time. The Company reserves the right to obtain additional information before reviving the Policy and also has the right to decline revival of the policy or impose extra mortality ratings as per the Board Approved Underwriting Policy of the Company. The medical expenses, if any, shall be borne by the policyholder. If a lapsed policy is not revived within the revival period, all benefits shall be terminated and the Policy Cancellation value, if any, shall be payable at the end of revival period or maturity whichever is earlier.

Loan

Loan facility shall not be available under the plan.

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 underwriting extra, rider premium, if any) till the date of death, or the policy cancellation value, if applicable, available as on date of death whichever is higher, provided the policy is in force.

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.

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

1. 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.
2. Any person making a default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees.

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

Fraud and mis-statement would be dealt with in accordance with the 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

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