

Certificate of Insurance No: [●] Axis Max Life Smart Guaranteed Pension Plan (A Non-linked Non-Participating Single Premium Group General Annuity Savings Plan) (UIN 104N122V21)						
1.Details of the Annuitant / Primary Annuitant			2.Details of the Secondary Annuitant			
Name of Annuitant / Primary Annuitant:			Name of Secondary Annuitant:			
Age:			Age:			
Date of Birth:			Date of Birth:			
Gender:			Gender:			
Address (For all communication purposes):			Address (For all communication purposes):			
Telephone /Mobile No.:			Telephone /Mobile No.:			
Email:			Email:			
3.Details of Master Policyholder			4.Details of Insurance Agent/ Intermediary			
Master Policyholder:			Name of Insurance Agent/ Intermediary:			
Policy Number:			Insurance Agent / Intermediary License No:			
Address (For all communication purposes):			Insurance Agent/ Intermediary Code:			
Telephone No:			Telephone No/ Mobile No.:			
Email:			Email:			
Date of Commencement of Policy/ Date of Commencement of Risk:			Address:			
Policy Term:			Mobile no.:			
Maturity Date:			Details of Sales Personnel (for direct sales only)			
Details of the Nominee (For Primary Annuitant) & (For Secondary Annuitant)						
Particulars	Nominee 1	Nominee 2	Nominee 3			
Name						
Date of Birth						
Gender						
Relationship with the Annuitant						
Share in Percentage						
Details of Appointee (if Nominee is Minor)						
Name						
Age						
Date of Birth						
Gender						
Relationship with Nominee						
Annuity Option selected	Single Premium (INR)	GST* and any other taxes, cesses & levies	Total Premium including applicable taxes	Annuity amount (INR)	Mode of payment of Annuity	Vesting Date/ Date of payment of Annuity

1. Single Life Immediate Annuity for life (without Death Benefit)					Annual / Semi – Annual / Quarterly / Monthly	Date of payment of the first Annuity :
2. Single Life Immediate Annuity for life (with Death Benefit)						
3. Joint Life Immediate Annuity for life (without Death Benefit)						Relevant dates of Annuity payments as per frequency chosen:
4. Joint Life Immediate Annuity for life (with Death Benefit)						(Subsequent survival benefit, if any, shall be as per the frequency chosen terms)

**GST includes IGST, SGST, CGST, UGST (whichever is applicable) and applicable cesses. Single Premium includes amount allocated for investment of Rs. ----- and non-investable amount of Rs. ----- . GST is chargeable on the non-investable amount in terms of GST law.*

Free Look Period: In case the Member disagree with the Certificate of Insurance terms and conditions or otherwise, and have not made any claim, the Member, have the option to cancel it by returning the Certificate of Insurance with a written request, stating the reasons for the same, within the Freelook period of 30 (thirty) days beginning from the date of receipt of the Certificate of Insurance.

a. In cases where Premium is paid by Master Policyholder: Freelook cancellation can only be exercised by Master Policyholder and once exercised, the Policy shall terminate immediately and all rights, benefits and interests under the Policy including the cover in respect of all existing Members shall cease immediately. Master Policyholder will be entitled to refund of the premium after deducting proportionate risk premium for the period of cover (if any), stamp duty charges paid (if any), amount of annuity paid (if any) and the expenses incurred on medical examination of the Life Insured, if any, irrespective of the reasons mentioned. No new Members will be enrolled under the Policy upon cancellation.

b. In cases where Premium is paid by the Member: Freelook cancellation can be exercised by Master Policyholder as well as the Member.

i. In case Freelook cancellation is exercised by Master Policyholder, the Policy shall terminate immediately and all the rights of Master Policyholder, benefits and interests under the coverage shall cease immediately.

However, the cover in respect of existing Members will continue as per the terms of Certificate of Insurance as applicable. No new Members will be enrolled under the Policy.

- ii. In case the Freelook option is exercised by the Member, Certificate of Insurance shall terminate immediately and all rights, benefits and interests shall cease. The Member will be entitled to refund of premium after deducting proportionate risk premium for the period of cover (if any), stamp duty charges paid (if any), amount of annuity paid (if any) and the expenses incurred on medical examination of the Life Insured, if any, irrespective of the reasons mentioned.

For policies sourced under Qualifying Recognized Overseas Pension Scheme (QROPS) through transfer of UK tax-relieved assets or under National Pension System or under Our pension plan, under which annuitizing is compulsory or under pension plan from another insurer, the proceeds from cancellation in Freelook period shall only be transferred back to the fund house or National Pension System Trust or to Us or same insurer from where the money was received, as the case may be. For the policies sourced under National Pension System, the refund, if any can only be utilized for the purpose of purchasing another annuity policy from Us or from any other insurer.

Note: Please read this Certificate of Insurance carefully to ensure that you understand the terms and conditions of your coverage under this insurance.

Please also refer to the Customer Information Sheet bearing reference no. _ for key information about Your Certificate of Insurance.

Yours Sincerely,

Axis Max Life Insurance Limited

Suhail Ghai
Chief Digital Officer & Head Operations, Digital Technology

Important Terms and Condition of Certificate of Insurance:

1. Important Definitions

- 1.1. **"Age"** means the Annuitant's age on last birthday as on the Date of Commencement of Risk or on the previous Policy Anniversary, as the case may be;
- 1.2. **"Annuitant"** means the eligible member(s) whose name(s) has been entered in the register of members or to whom a COI has been issued, naming him/ them as the Annuitant(s). The Annuitant(s) is/are entitled to receive the Annuity and on whose life the contingent events have to occur for the benefits to be payable. Annuitant includes Primary and Secondary Annuitants;
- 1.3. **"Annuity"** means the fixed amount guaranteed at Date of Commencement of Risk, payable in arrears under the Policy, as per the payment mode chosen by You and as specified in the COI;
- 1.4. **"Annuity Option"** means the annuity option chosen by You and as specified in the COI;
- 1.5. **"Certificate of Insurance (COI)"** means this certificate issued by Us to You, on the basis of the details mentioned in the enrolment form, evidencing the acceptance of risk on Your life under the Policy;
- 1.6. **"Date of Commencement of Risk"** means the date as specified in the COI, on which the insurance cover/risk under the COI commences. The same date shall be applicable for Secondary Annuitant in case of a joint life Policy;
- 1.7. **"Death Benefit"** means the benefit payable on the death of the Annuitant in accordance with Clause 2 of the COI;
- 1.8. **"Freelook"** means a period during which, subject to the Clause 8 of the COI, Member have an option to cancel the COI and receive a refund of the Premium paid;
- 1.9. **"Living Certificate"** means a declaration in a format specified by the Company, from the Annuitant(s) in accordance with the Clause 12 below, declaring that the Annuitant(s) is/are alive on the date of the declaration and which is accompanied with a self-attested identification proof of the respective Annuitant(s);
- 1.10. **"Nominee"** means the person specified by You whose name, age and relationship with You is recorded by the Master Policyholder in the register of members and registered with Us along with name of guardian, in case of minor person, who is authorized to receive the Death Benefit secured under the Policy from Us, upon the death of Annuitant or last surviving Annuitant;
- 1.11. **"Policy"** means the policy issued to the Master Policyholder;
- 1.12. **"Policy Anniversary"** means the annual anniversary of the Date of Commencement of Risk;
- 1.13. **"Policy Year"** means a period of 12 (Twelve) months commencing on the Date of Commencement of Risk and every Policy Anniversary thereafter;
- 1.14. **"Primary Annuitant"** (applicable under joint life Annuity Options) is the person on whose life this Policy has been taken and who is entitled to receive the Annuity benefits as stated in COI. For joint life Annuity Options under this Policy, the word, "Annuitant" is used for "Primary Annuitant";
- 1.15. **"Schedule"** means the COI schedule and any endorsements attached to and forming part of the COI and if an updated schedule is issued, then the schedule which is latest in time;
- 1.16. **"Secondary Annuitant"** (applicable under joint life Annuity Options) is the person entitled to receive the Annuity payment, in the event of death of the Primary Annuitant;
- 1.17. **"Single Premium"** means the amount as specified in this COI, received by us in lump sum on or before the Date of Commencement of Risk, in order to secure the benefits under this COI, excluding applicable taxes, cesses and levies;
- 1.18. **"Surrender"** means complete withdrawal or termination of the entire Policy;
- 1.19. **"Surrender Value"** means the amount, if any, that becomes payable on Surrender of COI, in accordance with the terms and conditions of the COI;
- 1.20. **"Top Up Premium"** is an amount of premium that may be paid by You (excluding applicable taxes, cesses and levies) at irregular intervals besides the Single Premium to exercise the top up option to enhance the Annuity;
- 1.21. **"Vesting Date"** means the date specified in the Schedule, on which the Annuity payments under the COI commence;
- 1.22. **"We", "Us", or "Our"** means Axis Max Life Insurance Limited; and
- 1.23. **"You"** means the Primary Annuitant and upon the death of the Primary Annuitant, the Secondary Annuitant.

2. **Death Benefit:** In the event of the Annuitant's death after the Date of Commencement of Risk the amount as noted below shall be payable to the Claimant in lump sum:
 - 2.1. If 'Single Life Immediate Annuity for life (without Death Benefit)' or the 'Joint Life Immediate Annuity for life (without Death Benefit)' is in force, no Death Benefit will be payable;
 - 2.2. If 'Single Life Immediate Annuity for life (with Death Benefit)' is in force, We will pay the Claimant a lump sum amount equal to the Single Premium plus Top Up Premium and the Policy will terminate;
 - 2.3. If 'Joint Life Immediate Annuity for life (with Death Benefit)' is in force, then on death of the last surviving Annuitant, We will pay the Claimant a lump sum amount equal to the Single Premium plus Top Up Premium (if any) and the Policy will terminate.

Note: If any Annuity is paid by Us after the date of death of the Annuitant or Secondary Annuitant (in case of joint life Annuity Option), as the case may be, but before the date of intimation of death, We will deduct an amount equal to the total of such Annuity paid from the Death Benefit (if any) payable under this Policy.

3. **Survival Benefit:** We will pay the Annuity in accordance with Clause 13 on the due dates specified in the COI as per the frequency of payment selected by You provided if:
 - 3.1. the COI specifies that 'Single Life Immediate Annuity for life (without Death Benefit)' or 'Single Life Immediate Annuity for life (with Death Benefit)' has been chosen, the Policy is in force and the Annuitant is alive on the due date; or;
 - 3.2. the COI specifies that 'Joint Life Immediate Annuity for life (with Death Benefit)' or 'Joint Life Immediate Annuity for life (without Death Benefit)' has been chosen, the Policy is in force and one of the Annuitants is alive on the due date. If one of the Annuitants dies after the Date of Commencement of Risk, We will continue to pay the same Annuity on the due dates specified in the COI provided that the Secondary Annuitant is alive on the due date.

4. **Advance Annuity Option**

- 4.1. In case You have chosen 'Joint Life Immediate Annuity for life (with Death Benefit) option', then within 3 months from the date of death of any of the Annuitants, the surviving Annuitant will have an option to receive the present value of annuities payable in next 5 Policy Years as advance Annuity amount, which will be computed as per the below formula:

$$\text{Advance annuity amount} = 4.00 \times \text{Annuity instalment} \times \text{number of Annuities payable per Policy Year}$$

The interest rate applicable to arrive at the advance annuity amount is the weighted average pricing interest rate of all age/premium bands. Currently this discount rate is 7.90 % per annum.

- 4.2. Once this option is selected, the advance Annuity amount will be payable immediately in lump sum. It is clarified that the Annuity amount payable, if any during the Policy Year of exercising this option shall continue as and when due as per the Schedule.
- 4.3. Once the lump sum advance Annuity amount is paid, the Annuity payment during the next 5 Policy Years shall stop from the Policy Anniversary. The regular Annuity payouts shall start after the expiry of the above 5 Policy Years as per the original terms and conditions of the COI.
- 4.4. In case of death of the surviving Annuitant or Surrender of Policy anytime during the above said 5 Policy Years, we will pay the applicable death/Surrender benefit after adjusting the remaining advance annuity amount. Remaining advance annuity amount will be calculated as per the below formula:

$$\text{Remaining advance Annuity amount} = (1 - \text{months elapsed during advance Annuity period}/60) \times \text{advance Annuity amount}$$

- 4.5. For National Pension System subscriber, payment of advance Annuity amount shall be subject to regulations, guidelines or other directions issued by Pension Fund Regulatory and Development Authority.

5. **Top Up Option**

- 5.1. You will have an option to pay a Top Up Premium on any Policy Anniversary, during the first 10 Policy Years to enhance the Annuity.
- 5.2. The top up option is available for all Annuity Options.
- 5.3. The Annuity paid from the Top Up Premium will be dependent on the Age of the Annuitant(s) and annuity rate prevailing for the respective Annuity option, at the time of Top Up Premium payment.
- 5.4. The minimum amount that can be paid as Top Up Premium is Rs.1,00,000/-

- 5.5. In case the Age of any of the Annuitant is less than 30 years, the top up option will not be available.
- 5.6. The date and mode of payment of the Annuity in respect of the Top Up Premium will be same as specified in the Schedule.
- 5.7. It may be noted that:
- The Annuity Option for the Top Up Premium will be same as chosen under the Policy.
 - For Policy sourced under QROPS, the prevailing His Majesty's Revenue & Customs (HMRC) regulations will apply, and
 - For Policy purchased using the funds from National Pension System, the prevailing regulations, guidelines or other directions issued by Pension Fund Regulatory and Development Authority shall apply.
6. **Surrender Benefit:**
- 6.1. No Surrender benefit shall be payable, in case of you have chosen the following Annuity options.:
- 'Single Life Immediate Annuity for life (without Death Benefit)'; or;
 - 'Joint Life Immediate Annuity for life (without Death Benefit)'
- 6.2. The Policy will acquire Surrender Value immediately after the end of Freelook period, only for the Single Life Immediate Annuity for life (with Death Benefit) or Joint Life Immediate Annuity for life (with Death Benefit) options.
- 6.3. The Surrender Value will be higher of the Guaranteed Surrender Value and the Special Surrender Value.
- 6.4. The Guaranteed Surrender Value will equal to 50% of the sum of (i) Single Premium and (ii) Top-Up Premium, if any, received under this Policy reduced by amount of Annuity already paid during the Policy Year in which Policy/COI is surrendered.
- 6.5. The Special Surrender Value will be equal to 50%) of the sum of Single Premium and Top-Up Premium, if any, received under this Policy reduced by amount of Annuity already paid during the Policy Year in which Policy/COI is surrendered. We may review the Special Surrender Value factor from time to time based on the experience, subject to prior approval of IRDAI.
- 6.6. Once You have surrendered the Policy, the same cannot be reinstated.
- 6.7. For National Pension System (NPS) subscriber, surrender is not allowed except due to any legal requirements or any specific cause as stipulated by Pension Fund Regulatory and Development Authority and only in the following exceptional cases currently:
- Non-NPS/old pension cases due to government directives or court orders and for which necessary documents have been provided by the Annuitant/government nodal office.
 - Cases in which NPS subscriber /family opts to avail family/invalidation pension from the respective government due to death or invalidation of a government sector NPS subscriber. Upon acceptance of such claim by government a request can be made by the NPS subscriber/government nodal office for surrender of Annuity by providing such acceptance of the government and other necessary documents.

The payment of Surrender Value shall be subject to regulations, guidelines or other directions issued by Pension Fund Regulatory and Development Authority. The surrender proceeds will be transferred to National Pension System trust or the trustee bank account only, subject to applicable deductions for further remittance to the concerned Government Nodal Office.

7. **Maturity Benefit:** No maturity benefit is payable under the Policy.
8. **Free Look Period:** In case the Member disagree with the Certificate of Insurance terms and conditions or otherwise, and have not made any claim, the Member, have the option to cancel it by returning the Certificate of Insurance with a written request, stating the reasons for the same, within the Freelook period of 30 (thirty) days beginning from the date of receipt of the Certificate of Insurance.
- In cases where Premium is paid by Master Policyholder:** Freelook cancellation can only be exercised by Master Policyholder and once exercised, the Policy shall terminate immediately and all rights, benefits and interests under the Policy including the cover in respect of all existing Members shall cease immediately.

Master Policyholder will be entitled to refund of the premium, after deducting proportionate risk premium for the period of cover (if any), stamp duty charges paid (if any), amount of annuity paid (if any) and the expenses incurred on medical examination of the Life Insured, if any, irrespective of the reasons mentioned. No new Members will be enrolled under the Policy upon cancellation.

b. In cases where Premium is paid by the Member: Freelook cancellation can be exercised by Master Policyholder as well as the Member.

i. In case Freelook cancellation is exercised by Master Policyholder, the Policy shall terminate immediately and all the rights of Master Policyholder, benefits and interests under the coverage shall cease immediately. However, the cover in respect of existing Members will continue as per the terms of Certificate of Insurance as applicable. No new Members will be enrolled under the Policy.

ii. In case the Freelook option is exercised by the Member, Certificate of Insurance shall terminate immediately and all rights, benefits and interests shall cease. The Member will be entitled to refund of the Total Premiums Paid, after deducting proportionate risk premium for the period of cover (if any), stamp duty charges paid (if any), amount of annuity paid (if any) and the expenses incurred on medical examination of the Life Insured, if any, irrespective of the reasons mentioned.

For policies sourced under Qualifying Recognized Overseas Pension Scheme (QROPS) through transfer of UK tax-relieved assets or under National Pension System or under Our pension plan, under which annuitizing is compulsory or under pension plan from another insurer, the proceeds from cancellation in Freelook period shall only be transferred back to the fund house or National Pension System Trust or to Us or same insurer from where the money was received, as the case may be. For the policies sourced under National Pension System, the refund, if any can only be utilized for the purpose of purchasing another annuity policy from Us or from any other insurer.

9. **Termination of Member's cover under the COI:** A Member's insurance coverage under the COI shall terminate upon the occurrence of the earliest of the following:

- 9.1. on the date of Freelook cancellation by You in terms of this COI;
- 9.2. on payment of Death Benefit as per Clause 2 above; or
- 9.3. On the date of payment of Surrender Value as per Clause 6;

10. **Taxes**

10.1. All Premiums received, benefits payable, and/or funds accumulated under the Policy or as may be maintained by Us for policyholders are subject to applicable taxes, cesses, and levies, including but not limited to Goods and Services Tax (GST) and Income Tax, as applicable, which shall be entirely borne by You and will always be paid by You at the time of Premium payment, receipt of benefits and/or fund payout, as applicable.

10.2. Notwithstanding anything contained in this Policy or otherwise, We hereby reserve the right to claim, deduct, reduce and/or set-off a sum equivalent to any tax, interest, penalty, and/or other payments, as maybe imposed by any legislation, regulation, order, judgment, or otherwise, from any benefits payable to You, your nominee, or assignee or from the funds accumulated under the Policy or funds maintained by Us.

10.3. Tax benefits may be available as per prevailing tax laws. Tax laws, their interpretation and/or application, including benefits arising thereunder are subject to change. You are advised to consult your tax advisor regarding the tax benefits and liabilities applicable to you

11. **Provisions related to minors and vesting on attaining majority**

11.1. In case the Annuitant is a minor, the risk shall commence from the Date of Commencement of Risk under the COI.

11.2. In case the Annuitant is a minor, the COI will automatically vest in him/her on his/her attaining the age of majority (i.e. the Annuitant shall start receiving Annuity amount once he/she turns 18 years of Age) and thereafter and he/she is entitled to file a fresh nomination under the COI. We shall deal directly with him/her.

11.3. The Annuitant on attaining the age of majority, will be required to provide all the requisite information (including his/ her address, contact details, bank account details, etc.) and other documents as specified by Us to enable Us to pay the benefits under this COI.

12. **Loans:** Members are not entitled to any loans under this Policy or Certificate of Insurance.

13. **Procedure for registration of claim:**

For Death Benefit: For processing a claim request for the Death Benefit (if applicable) under the Policy, We will require all of the following documents: (a) Claimant's statement in the prescribed form (death claim application form -form A); (b) original COI; (c) death certificate issued by the local/municipal authority; (d) identity proof of the Claimant bearing their photographs and signatures; (e) discharge summary / indoor case papers in case death happened due to medical reasons in a hospital; (f) medical booklet / CGHS card details in case of defence and central government personnel; (g) body transfer certificate / embassy documents / postmortem report whichever applicable in case of death in foreign country; (h) complete passport copy in case of death in foreign country; (i) other life / health insurance details with claim history details; (j) employer certificate with complete leave records (Form E); (k) copy of bank passbook / cancelled cheque of the Claimant; (l) ITR for last 3 years / GST certificate in case of self employed; (m) in case of a medical/natural death of the Life Insured, the attending physician's statement (Form C) and the medical records (admission notes, discharge/death summary, test reports, etc.); (n) NEFT mandate form attested by bank authorities; (o) Bank details of Claimant; and; (p) any other documents or information required by Us for assessing and approving the claim request.

For Survival Benefit: Whereas, for payment of the Survival Benefit under Clause 3, We will require: (a) the Annuitant (the Secondary Annuitant in case of death of the Primary Annuitant) to submit to Us a Living Certificate in the format prescribed by Us at least 30 days before the end of each year from the Date of Commencement of Risk. However, in case You have chosen 'Single Life Immediate Annuity for life (with Death Benefit)' or the 'Joint Life Immediate Annuity for life (with Death Benefit)', the Living Certificate, in the format prescribed by Us, is required to be submitted at least 30 days before the end of every 5th year from the Date of Commencement of Risk; (b) Unless otherwise informed, You will be required submit the above documents duly signed by a gazetted officer or a Registered Medical Practitioner (who should quote his medical council registration number) or a scheduled bank branch manager or notary public or any other person as notified by the Company from time to time; (c) If the foregoing documentation is not received by Us at least 30 days before the end of tenure as noted above, the payment of survival benefit (including arrears, if any) under Clause 2.2 will automatically cease from the commencement of the immediately succeeding Policy Year until the same is submitted to Us; (d) In certain cases, we may either require the Annuitant (the Secondary Annuitant in case of death of the Primary Annuitant) to submit the above documents in person or may allow submit the proof of survival via electronic modes; and; (e) any other document or information required by Us for assessing and approving the claim request. Subject to Our discretion and satisfaction, in exceptional circumstances, We may decide to waive all or any of the requirements mentioned in this COI or Policy. The same may be submitted either with the Master Policyholder or can be sent to us at Axis Max Life Insurance Limited, Operations Centre, Claims Unit, Plot no. 90C, Udyog Vihar, Sector 18, Gurugram 122015, Haryana, India or any other office of the Company. We shall only pay the claim upon Our satisfaction and scrutiny in respect of the fact (i) that the claim has become payable as per the terms and conditions of the Policy; and (ii) of the bonafides and credentials of the person(s) claiming the claim under the Policy. The claim form may be downloaded from our website <https://www.axismaxlife.com> or can be obtained from any of our offices. The Claimant is required to intimate Us along with necessary documents as mentioned above, regarding a claim under the Policy, at the earliest possible time either in person or through online mode or Our distribution channel or authorized call centre. For any support or guidance in relation to claims, please contact us at Helpline No. – 1860 120 5577, Email

service.helpdesk@axismaxlife.com

14. Fraud, mis-statement and forfeiture would be dealt with in accordance with provisions of Section 45 of the Insurance Act, 1938, as amended from time to time.

15. **Assignment:** Any assignment will be in accordance with provisions of Section 38 of the Insurance Act, 1938 as amended from time to time. You may request for written acknowledgement of the receipt of notice of assignment or transfer assignment for a Policy along with necessary details and documents. Additional charges, not exceeding Rs. 100/- on each occasion may be applicable for granting a written acknowledgement of the receipt of notice of assignment or transfer assignment. This option is not available in case the Policy is sold under Married Woman's Property Act, 1874.
16. **Nomination** You may, nominate any person to be there Nominee, as per Section 39 of the Insurance Act, 1938, as amended from time to time. You may request for a cancellation or change of nomination(s) for a Policy along with necessary details of substituted nominee. Additional charges, not exceeding Rs. 100/- on each occasion may be applicable for cancellation or change of nominee. This option is not available in case the Policy is sold under Married Woman's Property Act, 1874.
17. Declaration of the correct Age of the Annuitant(s) is important for Our underwriting process. The Premiums are calculated on the basis of the Age of the Annuitant(s). If the Age declared is found to be incorrect anytime during the Period of Coverage at the time of claim, then, We may at Our discretion cancel this COI and pay the Surrender Value; or adjust the Premium payable by or benefits payable, based on the true Age of the Annuitant(s).

Grievance redressal process: All consumer grievances and/or queries may be first addressed to Our customer helpdesk as mentioned below or the office as mentioned in the Schedule: **Group Business Operation, Axis Max Life Insurance Limited, Plot 90C, Udyog Vihar, Sector 18, Gurugram - 122015, Haryana, Telephone No: 0124-4159300 (Extn-9664), Email:**

service.helpdesk@axismaxlife.com

. In case the Master Policyholder and/or You are not satisfied with the decision of the above office, or have not received any response within 14 (fourteen) days, the Master Policyholder and/or You may contact by way of a written complaint signed by the Master Policyholder/ You / complainant with full details of the complaint and the Master Policyholder's / You /complainant's contact information, to the following official for resolution: **Grievance Redressal Officer, Axis Max Life Insurance Limited, Plot No. 90C, Udyog Vihar, Sector 18, Gurugram, 122015, Haryana, India. Helpline No: 1860 120 5577, Email: manager.**

service.helpdesk@axismaxlife.com

. **The complainant** may approach the Grievance Cell of the IRDAI on the following contact details: IRDA Grievance Call Centre (Bima Bharosa Shikayat Nivaran Kendra) Toll Free No:155255 or 1800 4254 732, Email ID: complaints@irdai.gov.in, **website:** bimabharosa.irdai.gov.in. The complainant can also register the complaint online at <http://www.igms.irdai.gov.in/> or <https://bimabharosa.irdai.gov.in/>. The complainant can also register the complaint through fax/paper by submitting Your complaint to: Policyholder Protection & Grievance Redressal Department (PPGR), Insurance Regulatory and Development Authority of India, Sy No. 115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500 32, India Ph: (040) 20204000. In case the Master Policyholder or You are not satisfied with Our decision, or have not received any reply from Us within a period of 1 (One) month, or within 1 year after rejection of complaint by Us the Policyholder/ You, his legal heirs or nominee, or assignee may approach the Insurance Ombudsman at the address mentioned on the IRDAI website www.irdai.gov.in, if the grievance pertains to: (1) delay in settlement of a claim beyond the time specified by Us; (2) any partial or total repudiation of a claim by Us; (3) dispute with regard to the Premium paid or payable in terms of the Policy; or (4) misrepresentation of policy terms and conditions at any time in the policy document or policy contract; (5) dispute on the legal construction of the Policy in so far as such dispute relate to a claim; (6) policy servicing by Us, Our agents or intermediaries; (7) issuance of insurance policy, which is not in conformity with the proposal form submitted by You; (8) non issuance of any insurance document after receipt of the Premium. (9) Any other matter resulting from non-observance of or non-adherence to the provisions of any regulations made by the IRDAI with regard to protection of policyholders' interests or otherwise, or of any circulars, Guidelines or instructions issued by the IRDAI or of the terms and conditions of the policy contract, in so far as they relate to issues mentioned in this clause. As per Rule 14 of the Insurance Ombudsman Rules, 2017, a complaint to the Insurance Ombudsman can be made only within a

period of 1(One) year after receipt of Our rejection of the representation or after receipt of Our decision which is not to Your satisfaction or if We fail to furnish reply after expiry of a period of one month from the date of receipt of the written representation of the complainant, provided the complaint is not on the same matter, for which any proceedings before any court, or consumer forum or arbitrator is pending.

Note – Terms not defined herein shall have the meaning assigned to it in the Policy. Please note that the COI is issued subject to the terms and condition of the Policy. In case of any inconsistency, dispute, the terms and condition of the Policy shall prevail and be binding. On examination of this COI, if the You notice any mistake or error, this COI should be returned to Us for rectifying. In the event of any conflict or discrepancy between any translated version and the English language version of this Policy contract, the English language version of this Policy contract shall prevail.