

Policy Conditions and Privileges within referred to

Reliance Life Insurance Company Ltd (hereinafter called "RLIC") having received a Proposal and Declaration and the first premium from the Proposer and the Life Assured named in the Schedule and the said Proposal and Declaration with the statements contained and referred to therein have been agreed to by the said proposer and RLIC as basis of this Assurance do by this **Reliance Connect 2 Life Plan** agree in consideration of and subject to the due receipt of subsequent installments of premiums as set out in the Schedule to pay Benefits at the office of RLIC where this policy is serviced or at any of its Offices as may be decided, to the person or persons to whom the same is payable in terms of the said Schedule, on proof to the satisfaction of RLIC of the Benefits having become payable as set out in the Schedule, of the title of the said person or persons claiming payment.

And it is hereby declared that this Policy of Assurance shall be subject to the terms, conditions and privileges in this Policy Document and that the Policy Schedule (hereinafter referred to as Schedule) and every endorsement placed on the Policy by RLIC shall be deemed part of the Policy.

Terms and Conditions

1. Our agreement: Your policy is a legal contract between you, the Policyholder as stated in the Policy Schedule, and the Company, Reliance Life Insurance Company Limited.

This contract is an agreement to pay you benefits under Reliance Connect 2 Life Policy as stated in the Policy Schedule, subject to the terms and conditions set out in this document. The Proposal, Declaration and other information called for from you form the basis of this contract. If any of the details furnished to the Company are incorrect or incomplete, then the policy will be void.

The Company has received the first premium from you, being confirmation of your acceptance of the policy contract as set out in the policy terms and conditions contained herein.

2. 15 day free look period: You are entitled to a free look period of 15 days. If during the 15 day period, you do not wish to continue this policy then you may write to the Company to cancel this policy. The Company will refund the premium paid by you after deducting a proportionate premium for the cover provided up to the date of cancellation. The Company will also deduct any medical examination costs, stamp duty charges and other expenses incurred in respect of your policy.

3. Definitions: "commencement date" means the commencement date of this policy as shown in the schedule.

"**schedule**" means the policy schedule issued by the Company for this policy, together with any amendments to the schedule which the Company may issue from time to time.

"**maturity date**" means the expiry date for the basic benefit as shown in the schedule.

"**company**" means Reliance Life Insurance Company Limited or its assigns.

"**you/your**" means the Policyholder named in the schedule or his or her legal personal representative.

4. Premiums:

i) The mode and premium amount, the commencement and ceasing dates are shown in the schedule.

ii) Premiums shall be deemed to have been paid only when received at our head office or our branch offices which are authorised to accept payment of premiums. Our official receipt is the only valid evidence of payment of premiums.

iii) A grace period of 30 days (15 days for monthly premium payment mode) will be allowed from the due date for the payment of premiums. Should an otherwise valid claim arise under the policy during the grace period, but before payment of the due premium, the Company will still admit the claim. In the event of a claim, any unpaid premium for the policy year will become due immediately.

5. Basic benefits: The benefits you receive depend on the Reliance Connect 2 Life Plan type you purchase. Two plan types are available, namely, Silver Plan and Gold Plan, as described in Section 6.

On survival of the life assured up to the maturity date, provided the policy is in force, the sum assured as shown in the policy schedule together with vested simple reversionary bonuses, if any, will be paid, after deducting outstanding loans and unpaid interest if any.

On death of the life assured before the maturity date, provided the policy is in force, the sum assured, as shown in the policy schedule together with vested simple reversionary bonuses, if any, will be paid at the date of death after deducting

6. Option to purchase additional policy under Reliance Connect 2 Life Plan: You are entitled to further purchase additional policy under the Reliance Connect 2 Life Plan on the first policy anniversary of this policy without the necessity of further medical examinations. This option is subject to conditions as stated below.

■ The option to avail of additional life cover under Reliance Connect 2 Life Plan expires at the end of the first year from date of issue of this policy.

■ The option has to be exercised during the 30 days prior to the date of expiry of the option.

■ This policy under Reliance Connect 2 Life Plan must be in full force at the time of exercising the option.

■ Premium rates in force at the time of issuing the additional policy and corresponding to the age at that time, will apply for the sum assured under additional policy.

■ The minimum sum assured under the additional policy is Rs. 1 lakh. The maximum sum assured under the additional policy is mentioned in the policy schedule.

■ The maximum sum assured allowed under all Reliance Connect 2 Life Plans put together on one life at any time is Rs. 10 lakhs.

■ The Company reserves the right of asking for further medical or financial information.

7. Normal requirements for a claim: Normally, the following documents are required for processing a claim under this policy:

■ The original policy unless it is already lodged with the company against a loan

■ Proof of age of the life assured if his or her age is not already admitted in our records

■ Claim discharge form signed by the party to whom the benefits are payable

■ Proof of title

■ In case of death claim, proof of death and medical treatment reports, and other documents, if found necessary to the satisfaction of the Company

8. Guaranteed surrender value: This policy can be surrendered for cash after the premiums have been paid for at least three full years and three years have elapsed from the date of commencement of the policy.

Until the date of maturity, a minimum surrender value, called the Guaranteed Surrender Value, is guaranteed. The Guaranteed Surrender Value is 30% of the total premiums paid excluding the premiums for the first year.

9. Special surrender value: A special surrender value which could be higher than the Guaranteed Surrender Value and in any case not less than Guaranteed Surrender Value at any time could be offered.

10. Lapse: If less than three years' premiums have been paid and a premium is not paid before the end of the grace period the policy will lapse and no benefit will be payable and all premiums paid will be retained by the Company.

Options to purchase additional policies are not available under lapsed policies.

11. Paid up value: If after at least three years' premiums have been paid and three years have elapsed, further premium due is not paid before the end of the grace period, the policy shall not be wholly void, but shall automatically become paid up for a reduced sum assured. The reduced sum assured is determined in the same proportion as the amount of premiums actually paid bears to the total amount of premiums payable under the policy.

Any vested bonuses attached to this policy will remain attached in full.

Once this policy becomes paid up it will not participate in future profits.

The paid up sum assured and the vested bonuses, if any, are payable on the maturity date or death of the life assured, if earlier.

12. Revivals: If this policy has lapsed or is in paid up status, you may apply to the Company to revive it for full benefits within 5 years from the date of first unpaid premium but not later than the maturity date, on submission of proof of continued insurability to the satisfaction of the Company and by paying arrears of premiums together with interest at such rate as may be prevailing at the time of the payment (current rate of interest is 9% per annum compounding annually), on terms and conditions stipulated by the Company from time to time.

The Company reserves the right to accept or decline the revival of a discontinued policy. The revival of a discontinued policy shall take effect only after the same is approved by the Company and is specifically communicated to the life assured.

Rights to purchase additional policies however will not be reinstated on a revival.

13. Loans: Provided the policy has acquired a surrender value, the Company may grant a policy loan of up to 90% of the surrender value of the policy, subject to the terms and conditions stipulated from time to time.

Interest on any outstanding loan will be charged at a rate set by the Company from time to time.

If at any time, the outstanding loan with interest thereon exceeds the surrender value of the policy, the Company will automatically surrender the policy and utilise the surrender value towards repayment of the outstanding loan and interest thereon.

14. Suicide: The Company will not pay any claim on death due to suicide within 12 months from the date of issue of the policy or date of any reinstatement of the policy whether the life is insane or not.

15. Travel residence and occupation: This policy is free from all restrictions as to travel, residence and occupation.

16. Nomination of beneficiary:

i) During the lifetime of the life assured and while this policy is in force, the life assured (provided the Policyholder is also the life assured) may at any time by written notice to the Company, nominate any person or persons as beneficiary to whom benefits under this policy payable on death shall be paid.

ii) A nomination, or any change of nomination of any beneficiaries, will be registered in the Company's records and acknowledged by the Company in writing.

iii) The receipt by a nominated beneficiary of benefits payable under this policy shall be a valid discharge of the Company's liability and any acknowledgment of receipt of the benefits by a nominated beneficiary entitled thereto shall be conclusive evidence of discharge.

iv) If at the time of death of the life assured there is no surviving nominated beneficiary, then the Company will pay the benefits to the Policy holder's estate declared by the court or legal representatives.

v) Any assignment of this policy other than to the Company shall have the effect of automatically cancelling a nomination and such nomination will not be restored on re-assignment of the policy, except by making a fresh nomination.

17. Assignment: The policy may be assigned but no assignment shall be binding upon the Company unless written notice of the assignment is received by the Company and the assignment is recorded by the Company at its head office.

Upon receipt of any written notice of assignment, the Company may require the production of all original documents for examination to the Company's satisfaction before recording the assignment.

The Company accepts no responsibility for the validity or otherwise of any nomination or assignment.

18. Endorsements: The terms and conditions of this policy cannot be waived or changed except by a policy endorsement approved and signed by an authorized official of the Company.

19. Proof of age: The age of the life assured has been admitted on the basis of the standard age proof submitted by the life assured / Policyholder in the proposal. If the age of the life assured is found to be higher from that admitted, the Company may, at its discretion adjust either the premiums or the benefits under the policy as it deems fit. The policy shall however become void from commencement, if the age of the life assured at the date of the policy commencement is found higher than the maximum entry age or less than the minimum entry age that was permissible under the plan at the time of issue.

20. Forfeiture in certain events: If there is any inaccurate or false statement made in the proposal form, personal statement of good health, declaration or related documents in connection with this policy, this policy shall be treated as void and all claims to any benefit shall cease and all monies that have been paid by the Policyholder shall stand forfeited.

21. Participation in profits: The benefits provided under this policy participate in the surplus earnings, if any, of the Policyholders' fund.

This will be in the form of simple reversionary bonuses, as declared by the Company every year. Once a bonus has been declared under a policy, it remains attached to the policy and is payable along with the maturity or death claim.

22. Taxes and charges: Any taxes, duties or surcharges of whatever description, levied by any statutory authority presently and also that may be levied by at a future date, will be payable by the Policyholder.

PROHIBITION OF REBATE: SECTION 41 OF THE INSURANCE ACT, 1938 STATES:

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 of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the Policy, nor shall any person taking out or renewing or continuing a Policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer.

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

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

SECTION 45: POLICY NOT TO BE CALLED IN QUESTION ON GROUND OF MIS-STATEMENT AFTER TWO YEARS

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

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

Change of address: Please inform the Company in writing if there is any change of address of the Policy holder or nominee. This will ensure that our correspondence reaches you or your nominee at the right address and at the right time.

Information on Policyholder: As and when Reliance Life Insurance Company Ltd may be called up on, under law, to furnish information on its Policyholder to government authorities, Reliance Life Insurance Company Ltd is legally bound to disclose such information in its possession as required.

Grievance Redressal

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

Step 1.1 24 hours contact centre: 3033 8181 (Local call charges apply) & 1800 300 08181 (Toll free)

Email: rlife.customerservice@relianceada.com

OR

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

OR

Step 1.3 Write to: **Reliance Life Customer Care**
Reliance Life Insurance Company Limited
H Bolck, 1st Floor, Dhirubhai Ambani Knowledge City
Navi Mumbai, Maharashtra 400710. India

If your complaint is unresolved for more than 10 days -

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

If you are unhappy with the solution offered,

Step 3: Write to **Ms. Shanai Ghosh** - Head of Customer Care at rlife.headcustomerservice@relianceada.com or at the address mentioned above.

If you are still not happy with the solution offered,

Step 4: Write to our Grievance Redressal Officer, **Saroj K. Panigrahi** - Head - Legal, Compliance & Company Secretary at rlife.gro@relianceada.com or at the address mentioned above.

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

Procedure for filing complaint with Ombudsman:

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

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

- Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
- The Complaint has been filed within one year from the date of rejection by the Company
- If it is not simultaneously under any litigation.

Address of Ombudsman:

- **Ahmedabad (Gujarat, UT of Dadra & Nagar Haveli, Daman & Diu):** 2nd Floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad 380 014. Tel: 079- 27456150; Fax: 079-27546142 E-mail: insombahd@rediffmail.com
- **Bhopal (Madhya Pradesh & Chhattisgarh):** Janak Vihar Complex, 2nd Floor Malviya Nagar, Bhopal Tel: 0755-2769201/02; Fax: 0755-2769203; E-mail: bimalokpalbhopal@airtelbroadband.in
- **Bhubaneswar (Orissa):** 62, Forest Park, Bhubaneswar 751 009. Tel: 0674-2535220; Fax: 0674-2531607; E-mail: ioobbsr@dataone.in
- **Chandigarh (Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh):** S.C.O. No.101, 102 & 103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh 160 017 Tel: 0172-2706196; Fax: 0172-2708274; E-mail: ombchd@yahoo.co.in
- **Chennai (Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry):** Fatima Akhtar Court, 4th Floor, 453 (old 312) Anna Salai, Teynampet, Chennai 600 018 Tel: 044-24333678; Fax: 044-24333664 E-mail: insombud@md4.vsnl.net.in
- **New Delhi (Delhi & Rajasthan):** 2/2 A, Universal Insurance Bldg., Asaf Ali Road, New Delhi 110 002 Tel: 011-23239611; Fax: 011-23230858; E-mail: iobdelraj@rediffmail.com
- **Guwahati (Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura):** Jeevan Nivesh, 5th Floor, Nr. Panbazar Overbridge, S.S. Road, Guwahati 781 001 Tel: 0361-2131307; Fax: 0361-2732937; E-mail: omb_ghy@sify.com
- **Hyderabad (Andhra Pradesh, Karnataka & UT of Yanam - a part of the UT of Pondicherry):** 6-2-46, 1st Floor, Moins Court Lane, Opp. Saleem Function Palace, A.C. Guards, Lakdi-ka-pool, Hyderabad 500 004 Tel: 040-23325325; Fax: 040-23376599; E-mail: hyd2_insombud@sancharnet.in
- **Ernakulam (Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry):** 2nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, Ernakulam 682 015 Tel: 0484-2358734; Fax: 0484-2359336; E-mail: iokochi@asianetglobal.com
- **Kolkata (West Bengal, Bihar, Jharkhand & UT of Andaman & Nicobar Islands, Sikkim):** North British Bldg. 29, N.S. Road, 3rd Floor, Kolkata 700 001 Tel: 033-22134869; Fax: 033-22134868; E-mail: iombkol@vsnl.net
- **Lucknow (Uttar Pradesh & Uttaranchal):** Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Road, Hazratganj, Lucknow 226 001. Tel: 0522-2201188; Fax: 0522-2231310; E-mail: ioblko@sancharnet.in
- **Mumbai (Maharashtra, Goa):** Jeevan Seva Annexe, 3rd Floor, S.V. Road, Santacruz (W), Mumbai 400 054 Tel: 022-26106928; Fax: 022-26106052; E-mail: ombudsman@vsnl.net

Frequently Asked Questions

RELIANCE

Life Insurance

Frequently Asked Questions

A few things you always wanted to know, but didn't know who to ask!

Q1. How do I request for a change in address?

Kindly intimate us of any change in your communication address by providing us a signed written address change request and a self attested copy of your valid address proof at any of our branch locations convenient to you. Correctly updated contact details (address, telephone number and/or mobile number) will ensure that you always receive all relevant communication from us pertaining to your policy.

Q2. How do I request for a change in name/surname?

In the event of correction of name/surname, we would require a standard age proof such as a certified extract of Birth Certificate, School /College Certificate, Passport, PAN Card or Employer Certificate where the name should be exactly as is required by you.

In the event of change of name (on marriage) of a female life, a photocopy of the Gazette regarding the name change or Marriage Certificate where the old name and the new name has been clearly mentioned should be submitted.

Your original Policy Schedule should also be submitted along with the age proof which will help us re-send you a new Policy Schedule with the changed name/surname and avoid duplication.

Q3. Where do I pay my renewal premium?

You can pay your renewal premium at any Branch Office of the Company. Please refer our website for list of our branches.

Q4. Can I change modes of premium payment?

Yes, you can change your mode of premium payment on any Policy Anniversary.

Q5. What happens when a Policy is lost?

Loss of original Policy can be classified as under:

- a) **Loss in transit:** In case the Policy is dispatched (details of dispatch available in the Policy Tracking System (PTS)) but it has not been received by you, you would need to fill a specified format and submit the same. A fresh "Duplicate Policy" would be issued for your convenience.
- b) **Lost by the Member:** In the event you lose the Policy Document after receiving it then you must submit an

Indemnity Bond, on a non-judicial stamp paper of appropriate value. A fresh "Duplicate Policy" would be issued.

Q6. How do I assign / nominate?

In the proposal stage, you could effect a nomination, by nominating someone in the proposal form provided you are also the Life Assured

Later, you could nominate someone by changing the existing nominee, by giving a written notice to the Company.

For assignment, the Life Assured needs to give a written notice to the Company. Upon receipt of this notice, the Company may ask for production of all original Documents for verification and satisfaction before recording the assignment. Both assignment and nomination will be confirmed by an endorsement on the Policy.

Q7. How do I claim a Maturity Benefit?

The Claims Department will send you an intimation letter along with a Discharge Form, nearly one month prior to Maturity Date, at your address of communication.

On completion of the Discharge Form you must send it back with original Policy Documents to the Claims Department.

A cheque will be dispatched to the address of communication as per our records, before the Maturity Date.

Q8. How does my Nominee claim a Death Benefit?

- ▶ Contact your Advisor/Sales Manager/nearest Branch OR you may directly contact our claims department at Reliance Life Insurance Company Limited, The Claims Department, 9th Floor, Building No. 2, R-Tech Park, Nirlon Compound, Next to Hub Mall, Behind I-Flex Building, Goregaon (East), Mumbai 400 063.
- ▶ Send a mail to the Claims Department at rlife.customerservice@relianceada.com or register at our web site www.reliancelife.com

Based on the intimation, the Claims Department will send you a list of forms or documents that need to be submitted. On receipt of complete documents, we will let you know our decision.

Things to remember

Over and above keeping your original Policy Documents carefully, do adhere to the following:

- ▶ Keep a copy of your Policy Documents
- ▶ Ensure that your Nominee/ Assignee also has a copy of your Policy Documents
- ▶ Ensure that you have your Advisor's contact details.

Reliance Life Insurance Company Limited (Reg. No 121)

Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra 400 710, India

Corporate Office: 9th & 10th Floor, Bldg. No. 2, R-Tech Park, Nirlon Compound, Next to Hub Mall, Behind Oracle Bldg, Goregaon (East), Mumbai, Maharashtra 400063.

Customer Care Number: **1800 300 08181 & 3033 8181** ▶ Email: rlife.customerservice@relianceada.com ▶ Website: www.reliancelife.com

ISO 9001:2008
CERTIFIED COMPANY

▶ Income Tax Benefits under the income tax laws of 1961 are subject to amendments and interpretation ▶ Kindly consult a tax expert
▶ Kindly review the offer documents carefully before investing ▶ Conditions apply. ▶ Insurance is the subject matter of the solicitation.