

Policy Conditions and Privileges within referred to

Reliance Life Insurance Company Limited (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 Life Insurance Money Multiplier Plan Policy 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.

1. Free Look: In the event you disagree with any of the terms and conditions of the policy, you may return the policy to the Company within 15 days of its receipt for cancellation, stating your objections in which case you shall be entitled to a refund of the premium paid, subject only to a deduction of a proportionate risk premium for the period on cover and the expenses incurred by the insurer on medical examination of the life assured and stamp duty charges.

2. General description of the Plan: Reliance Life Insurance Money Multiplier Plan is a non linked non participating endowment plan where the policyholder pays premiums regularly throughout the policy term. On survival to maturity, Basic sum assured, Accrued Guaranteed Loyalty Additions and Guaranteed Maturity Additions are paid out to the policyholder. On death of the life assured, twice the Basic sum assured and Accrued Guaranteed Loyalty Additions, if any are paid out to the nominee.

3. Premium:

3.1 Payment of Premium: The Policyholder is required to pay regular premium as per the mode of premium specified in the policy schedule.

3.2 Mode of payment of Premium: The Policyholder may pay regular premiums in yearly, half yearly, quarterly and monthly mode and pay by cash, cheque, debit/credit card, ECS, online payment, demand draft, salary deduction scheme (SDS) & direct debit.

3.3 Rider Premium: Rider premiums if any shall be collected over and above the regular premiums. Rider premium should be paid on due date or within grace period. The mode of rider premium payment shall be as that of the mode of base premium payment.

3.4 Grace Period for payment of premium: There is a grace period of 30 days from the due date for payment of regular premium. In case of monthly mode, the grace period is of 15 days.

4. Rebate on Premium: On the basis of sum assured chosen, rebates per ₹ 1,000 sum assured applicable on premium paid by the policyholder are as follows:

Sum Assured	Rebate
Less than ₹ 1,00,000	Nil
₹ 1,00,000 and above but less than ₹ 2,50,000	₹ 1
₹ 2,50,000 and above but less than ₹ 5,00,000	₹ 2
₹ 5,00,000 and above but less than ₹ 10,00,000	₹ 3
₹ 10,00,000 and above	₹ 4

5. Guaranteed Additions:

5.1 Guaranteed Maturity Addition as a percentage of the Basic sum assured (shown below) will be payable, provided all due premiums have been paid in full and the policy is in force at the time of maturity. Guaranteed Maturity Addition depends on the policy term chosen.

Guaranteed Maturity Addition = 1% * Policy Term * Basic Sum Assured

5.2 Guaranteed Loyalty Additions as a percentage of the Basic sum assured (shown below) will be payable on death of the life assured or on surrender or maturity of the policy, whichever is earlier as per the rate specified in the table below:

Guaranteed Loyalty Additions (in the Xth year) = 1% * X * Basic Sum Assured (Where 'X' corresponds to the year of premium payment)

Following will be the Guaranteed Loyalty Additions and Guaranteed Maturity Additions at the end of respective policy term chosen:

Policy Term (Yrs.)	Total Guaranteed Loyalty Additions accrued at the end of policy term (as a percentage of basic sum assured)	Guaranteed Maturity Addition (as a percentage of basic sum assured)
10	55%	10%
15	120%	15%
20	210%	20%

6. Death Benefit: In case of unfortunate death of the life assured before the maturity date, a sum of Double the basic sum assured and Accrued Guaranteed Loyalty Additions if any as on the date of intimation of death shall be paid to the nominee, provided the policy is in force and all due premium have been paid. The policy terminates on payment of death benefit.

7. Maturity Benefit: On survival of the life assured to maturity, a sum of Basic sum assured, Accrued Guaranteed Loyalty Additions and Guaranteed Maturity Addition shall be paid to the policyholder provided the policy is in force and all due premium have been paid. The policy terminates on payment of maturity benefit.

8. Rider Benefits: Reliance New Critical Conditions (25) Rider, Reliance New Major Surgical Benefit Rider, Reliance Term Life Insurance Benefit Rider & Reliance Accidental Death and Total and Permanent Disablement Rider are the optional riders that are available on payment of additional premium over and above the basic regular premium subject to terms and conditions of the riders. Further details of these rider benefits (if opted for) form a part of Section II of this policy document.

9. Surrender Benefit: The policy acquires a surrender value after three full year premiums have been paid. The surrender value is payable to the policyholder only after completion of three policy years. The surrender value payable is higher of the Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV). Once the policy is surrendered in full, it cannot be reinstated.

9.1 Guaranteed Surrender Value is equal to 30% of the total premiums paid excluding first year premium, rider premiums and extra premium paid if any.

9.2 Special Surrender Value is an amount equal to surrender value factor mentioned in the table below multiplied by paid up value payable at maturity, where;

Paid up value payable at maturity = Basic sum assured* (number of premiums paid / total number of premiums payable) plus Accrued Guaranteed Loyalty Additions.

The current Surrender value factors shown in the table below vary according to the policy term and policy year of surrender. The surrender value factor applicable to the paid up value are as given below:

Completed Policy Years	Policy Term 10	Policy Term 15	Policy Term 20
1	0%	0%	0%
2	0%	0%	0%
3	30%	20%	15%
4	40%	27%	20%
5	50%	33%	25%
6	60%	40%	30%
7	70%	47%	35%
8	80%	53%	40%
9	90%	60%	45%
10	100%	67%	50%
11		73%	55%
12		80%	60%
13		87%	65%
14		93%	70%
15	NA	100%	75%
16			80%
17		NA	85%
18			90%
19			95%
20			100%

10. Requirements for maturity claims and death claims: In the event of a claim for Maturity Benefit or Death Benefit arising under this policy, the person to whom benefits payable shall endeavor to intimate to the Company in writing of the claim and provide the following documents to the Company within 60 days of the claim arising to enable the Company to process the claim:

10.1 List of documents required:

10.1.1 In case of claim for Maturity Benefit: Policy document in original, Discharge Form, KYC documents of the claimant as per AML Guidelines (Address Proof & Identity Proof), ECS Mandate form/Cancelled cheque leaf of the claimant and any other document as may be required.

10.1.2 In case of Claim for Death Benefit arising out of accidents or unnatural deaths: Policy document in original, Death Certificate in original, Copies of the First Information Report and the Final Investigation Report thereof duly attested by the concerned police officials, Copy of post-mortem report duly attested by the concerned officials, Claim Form (A) filled in by the nominee, Claim Form (B) filled in by the last treating Doctor, KYC documents of the claimant as per AML Guidelines (Address Proof & Identity

Proof), ECS Mandate form/Cancelled cheque leaf of the claimant and any other document as may be required.

10.1.3 In case of claim for Death Benefit arising other than out of accidents or unnatural deaths: Policy document in original; and Death Certificate, in original, issued by the competent authority; Hospitalization documents (discharge summary along with all investigation reports) if Life Assured has taken treatment for illness leading to his death, Claim Form (A) to be filled in by the nominee, Claim Form (B) to be filled in by the last treating Doctor, KYC documents of the claimant as per AML Guidelines. (Address Proof & Identity Proof), ECS Mandate form/ Cancelled cheque leaf of the claimant, any other document as may be required.

Notwithstanding anything contained in the Clause mentioned above, depending upon the cause or nature of the claim, the Company reserves the right to call for other and/or additional documents or information, including documents/information concerning the title of the person claiming Benefits under this Policy, to the satisfaction of the Company, for processing of the claim.

11. Discontinuance of payment of premium: If policyholder discontinues payment of premiums, the policy will:

11.1 Lapse: If less than three years' premiums have been paid and should the policyholder decide to stop paying further premiums, policy will lapse at the end of the grace period and Insurance Cover and Rider benefits cease immediately. No benefits will be paid when the policy is in lapsed status. Accrued Guaranteed Loyalty Additions, if any, are not payable for a policy in lapsed status. No further Guaranteed Loyalty Additions will be payable.

11.2 Paid up: If policyholder discontinues paying premiums after paying premium for three full years', then the policy will be converted into a paid-up policy. The benefits under basic plan will be reduced in a manner as given below:

Paid up value payable on death = Twice the basic sum assured * (Number of premiums paid / total number of premiums payable) plus Accrued Guaranteed Loyalty Additions.

Paid up value payable on maturity = Basic sum assured * (number of premiums paid / total number of premiums payable) plus Accrued Guaranteed Loyalty Additions.

The life insurance protection will continue to the extent of the paid-up value until the end of the policy term but rider benefit will cease. Once the policy becomes paid up, further Guaranteed Loyalty Additions and Guaranteed Maturity Addition will not be payable.

12. Revival of a Paid - up or Lapsed policy: Policyholder may revive lapsed or paid up policy during the revival period by paying the arrears of premiums along with interest at prevailing rate of interest. If the basic plan is revived, rider benefits can be revived by paying the arrears of premiums under the riders with interest at prevailing rate of interest. The revival of the policy and riders, if any, will be subject to satisfactory medical and financial underwriting. The revival period is a period of 2 years from the due date of first unpaid regular premium or date of maturity of the basic policy whichever is earlier. The current rate of interest is 9% p.a.

13. Loans: Loan will be available under a policy up to 80% of the surrender value under basic plan after the policy acquires a surrender value. Interest on loan is payable at prevailing rate of interest. The current rate of interest on policy loans is 9% p.a. If at any time during the term of the policy, the sum of loan outstanding and interest on loan outstanding exceeds 95% of the surrender value; the policy will be terminated by recovering the loan outstanding and interest on loan outstanding from the surrender value. The balance of surrender value under basic plan will be paid to the policyholder. Before payment of any benefit (death, maturity, surrender etc.) to the policyholder under policy under which loan is availed of, the loan outstanding and the interest on loan outstanding will be recovered first and the balance if any will be paid to the policyholder or the nominee(s).

14. Service Tax and other Taxes: Service tax will be levied on basic premium and rider premiums at a rate declared by the government from time to time. The current service tax rate on basic premium is 1.03% which includes education cess of 3%. The current rate of service tax on rider premiums is 10.30% p.a. which includes education cess of 3%. The service tax on basic premium and rider premiums will be collected from policyholder along with the basic premium & rider premiums respectively.

15. Taxes levied by the Government in Future: In future the Company may decide to pass on any additional taxes levied by the governmental or any statutory authority to the policyholder. Whenever the company decides to pass on the additional taxes to the policyholder, the method of collection of these taxes shall be informed to them.

16. Tax Benefit: Premium paid under the basic policy, Reliance Term life insurance benefit rider and Reliance Accidental Death and Total and Permanent Disablement Rider are eligible for tax deduction u/s 80C of the Income Tax Act, 1961, subject to conditions. Premium paid under Reliance New Major Surgical Benefit rider and Reliance New Critical Conditions (25) riders are eligible for tax deduction u/s 80D of the Act, subject to conditions. The benefits under this plan and riders are tax exempt u/s 10 (10D) of the Act subject to conditions. Please note that all benefits payable under the policy are subject to tax laws and other financial enactments as they may

exist from time to time. Policyholder is recommended to consult a tax advisor.

17. Nomination and Assignment:

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

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

18. Proof of Age: The premium has been calculated on the age of the Life Assured as declared in the proposal. In the event the age is found higher than the age as stated in the proposal form, the difference in premium calculated at the actual age from inception of the policy and the premium currently paid along with the interest (at the prevailing rate which is currently 9% p.a.) shall be recoverable from the policyholder. Upon intimation if the policy holder agrees with the same, the policyholder shall pay the aforementioned premium. The revised premium shall be paid by the policyholder from the subsequent due date or else the policy may be forfeited by RLIC. The above is without prejudice to RLIC's other rights and remedies, including those under the Insurance Act, 1938.

Provided further that the Life Assured correct age at entry is such as would have made the insured uninsurable under the class or term of assurance specified in the said Schedule hereto, this policy shall be void and all claims to any benefit in virtue hereof shall cease and determine and all moneys that have been paid in consequence hereof shall belong to RLIC, excepting as relief as may be lawfully granted by RLIC.

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

20. Suicide: If the Life Assured commits suicide for any reason, while sane or insane, within 12 months from the date of commencement of this policy or the date of any revival of the policy, the death benefit is limited to the accrued surrender value of the policy, if any and the Company will not be liable to pay any insured benefit.

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

22. Mode of payment of Benefits: All Benefits under this Policy shall be payable in the manner and currency allowed / permitted under the Regulations.

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

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

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

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

26.1 In case of Proposer: As per the details specified by the Policyholder in the Proposal Form/Change of Address intimation submitted by him. Notice and instructions shall be deemed served Seven (7) days after posting or immediately upon receipt in case of hand delivery or e-mail.

26.2 In case of the Company: To - Reliance Life Customer Service

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

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

Email: rlife.customerservice@relianceada.com

Note: In case you have any complaint/grievance, you may approach the Grievance Redressal / Ombudsman (as per the areas of jurisdiction) whose address is as under:

27. Grievance Redressal:

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

Step 1.1: 24 hours contact centre: 30338181 (Local call charges apply) & 1800 300 08181(Toll free)

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.headcustomercare@relianceada.com or at the address mentioned above.

If you are still not happy with the solution offered,

Step 4: Write to our Grievance Redressal Officer, **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

28. 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:

28.1 Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer

28.2 The Complaint has been filed within one year from the date of rejection by the Company

28.3 If it is not simultaneously under any litigation

Office of the 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, Moin 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

You are requested to examine this policy, and if any mistake be found therein, return it immediately for correction.

Policyholder's attention is invited to Sections 41 and 45 of the Insurance Act, 1938, which are reproduced below for reference:

Section 41: Prohibition of Rebates - 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.

Section 41 (2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to five hundred rupees.

Section 45: Policy not to be called in question on ground of mis-statement after two years - 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 a statement made in the proposal for insurance or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading to the issue of the policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the policy-holder and that the policy-holder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:

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

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)

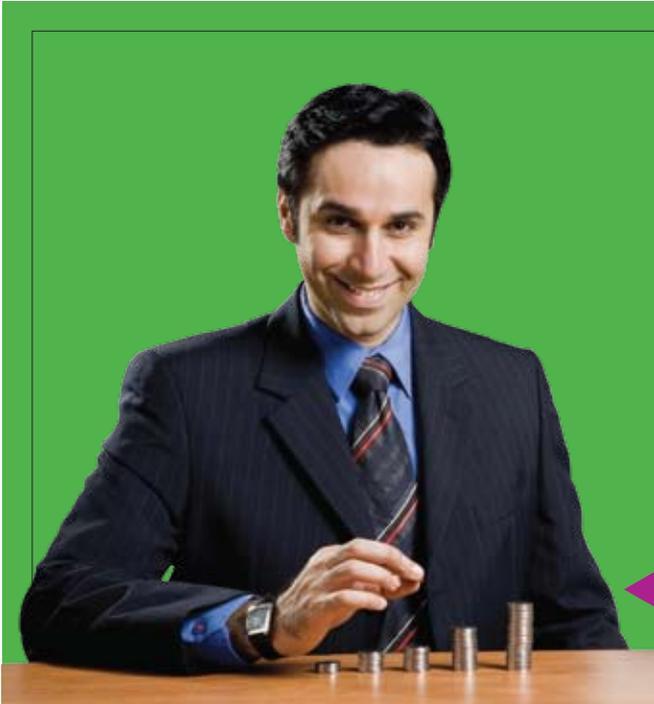
Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra 400 710, India

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

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▶ 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.



RELIANCE
Life Insurance

Reliance Life Insurance Money Multiplier Plan

Multiply your investment while securing your life

You want to do everything you can to protect the people you care about. But what's the best way to protect your family and loved ones from financial consequences now and in your absence? Life insurance can provide for your loved ones now and into the future, and help accumulate wealth.

If you are looking for a life insurance coverage that offers both security of life insurance protection and growth potential, then **Reliance Life Insurance Money Multiplier Plan** is the key to your needs.

Reliance Life Insurance Money Multiplier Plan is a non linked non participating endowment plan. This plan not only provides protection to your family in your absence, but also creates wealth for the ever growing financial support required. This versatile plan combines the security of long-term insurance protection with the growth potential through an increasing Guaranteed Loyalty Additions every year during the policy term and a Guaranteed Maturity Addition at the end of the policy term.

How does the Reliance Life Insurance Money Multiplier Plan work?

You pay premium every year during the chosen policy term. On maturity, get Accrued Guaranteed Loyalty Additions and Guaranteed Maturity Addition in addition to basic sum assured. On death, the nominee will get twice the Basic sum assured and Accrued Guaranteed Loyalty Additions, if any.

What happens on the death of the Life Assured?

In case of unfortunate death of the life assured before the maturity date, we will pay the sum of the following amounts as on the date of intimation of death to the nominee, provided the policy is in force and all due premiums have been paid:

- 1) Double the basic sum assured, and
- 2) Accrued Guaranteed Loyalty Additions, if any.

What happens on Maturity?

On survival of the life assured for the entire policy term, we guarantee to pay a sum of the following amounts, provided the policy is in force and all due premiums have been paid:

- 1) Basic sum assured,
- 2) Accrued Guaranteed Loyalty Additions, and
- 3) Guaranteed Maturity Addition

What is Guaranteed Loyalty Additions?

The plan pays a Guaranteed Loyalty Addition increasing by 1% of the basic sum assured at the end of every policy year provided all due premiums are paid in full.

What is Accrued Guaranteed Loyalty Additions at any time?

The Accrued Guaranteed Loyalty Additions at any time is the sum total of the all Guaranteed Loyalty Additions added to the sum assured each policy year.

At the end of policy year	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
Guaranteed Loyalty Addition (%)	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
ACCRUED Guaranteed Loyalty Additions (%)	1	3	6	10	15	21	28	36	45	55	66	78	91	105	120	136	153	171	190	210

What is Guaranteed Maturity Additions?

Policy Term (Yrs.)	Guaranteed Maturity Addition (as a percentage of basic sum assured)
10	10%
15	15%
20	20%

What are the plan limits?

	Minimum	Maximum
Age at Entry	18 years	65 years last birthday
Age at Maturity	28 years	75 years last birthday
Policy Term	10 years / 15 years / 20 years	
Minimum Sum Assured	₹ 50,000	No Limit

What is the high sum assured rebate available under the plan?

This plan offers attractive rebates per Rs. 1,000 sum assured for high sum assured.

Sum Assured	Rebate
Less than ₹ 1,00,000	Nil
₹ 1,00,000 and above but less than ₹ 2,50,000	₹ 1
₹ 2,50,000 and above but less than ₹ 5,00,000	₹ 2
₹ 5,00,000 and above but less than ₹ 10,00,000	₹ 3
₹ 10,00,000 and above	₹ 4

What are the other options available under the plan?

- ▶ Surrender value acquired after three full year premiums have been paid. The surrender value is payable only after completion of three policy years.
- ▶ Loan up to 80% of the surrender value is available after the policy acquires surrender value.
- ▶ Nomination and Assignment are allowed under this plan.
- ▶ **Optional rider benefits:** Reliance New Major Surgical Benefit Rider, Reliance New Critical Conditions (25) Rider, Reliance Term Life Insurance Benefit Rider & Reliance Accidental Death and Total and Permanent Disablement Rider.

When does risk commence under the plan?

The risk commences immediately on issuance of the policy.

What if I want to revive a paid - up or lapsed policy?

You can revive a policy in lapsed or paid up condition during the revival period of 2 years by paying the arrears of premiums along with interest at prevailing rate of interest.

What are the tax benefits available under this plan?

Tax benefits u/s 80C, 80D & 10 10(D) of the Income Tax Act, 1961, subject to conditions. You are recommended to consult a tax advisor.

Reliance Life Insurance Company Limited (Reg. No 121)

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For more details on terms and conditions please read sales brochure carefully before concluding a sale. Insurance is the subject matter of the solicitation.

UN for Reliance Life Insurance Money Multiplier Plan: 121N079V01, Reliance New Major Surgical Benefit Rider: 121C014V01, Reliance New Critical Conditions(25) Rider: 121C012V01, Reliance Term Life Insurance Benefit Rider: 121C009V01, Reliance Accidental Death and Total and Permanent Disablement Rider: 121C002V01