

Policy Conditions and Privileges within referred to

Reliance Life Insurance Company Limited (hereinafter called "RLIC") agrees to pay the benefits, as stipulated in the Policy Schedule to the Policyholder on the basis of the statements, proposal, declarations and Premium along with taxes as applicable from the Policyholder on the assurance that the Policyholder has agreed to all the policy terms and conditions referred to in the **Reliance Life Insurance Smart Maturity Benefit Plan (UIN: 121N091V01)** policy document kit. 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 Benefits shall be paid only when the same are payable as per the stipulations in the policy document kit. The Claimant/Nominee needs to submit satisfactory proof of title and other applicable documents pertaining to the policy at the RLIC offices for claiming the benefit.

It is hereby further declared that this Policy of Assurance shall be subject to the terms, conditions and privileges in this Policy Document kit and that the Policy schedule and every endorsement placed on the Policy by RLIC shall be deemed to be a part of the Policy.

General description of the Plan:

Reliance Life Insurance Smart Maturity Benefit Plan is a Non-linked, Non-participating, Single premium, Savings cum Protection plan. The Policyholder pays single premium and the company provides the guaranteed maturity amount payable at the end of the fixed policy term of 10 years. The death benefit is payable upon death of the Policyholder provided the policy is in force at the time of death. The guaranteed maturity amount is the value of the Maturity Factor (MF) multiplied by the single premium paid excluding any extra premiums (if any). The Maturity Factors (MF) is based on the following two factors:

i. Age at entry

ii. Single Premium Amount

The Maturity Factors for different entry ages are mentioned separately in Annexure A of this Policy document.

Maturity factor increases when you pay higher single premium amount as per the High Premium Benefit Factor table given in the Annexure A of this Policy Document.

Terms and Conditions

1. Definitions and Interpretation

1.1. In this policy document, the words and phrases listed below shall have the meaning assigned to them wherever they appear, unless the context otherwise requires:

i. **"Base Plan/Basic Plan/ Policy/Plan"** means Reliance Life Insurance Smart Maturity Benefit Plan (UIN: 121N091V01).

ii. **"Benefits"** means the Death Benefit, Maturity Benefit, Surrender Benefit or any other benefits, as the case may be, applicable in the terms and conditions of this Policy.

iii. **"Benefit Illustration"** means an annexure along with the Schedule that illustrates the Premiums, guarantees, returns, benefits and values of the proposed policy. This benefit illustration complies with IRDA Regulations and contains clear disclosure of both guaranteed and non guaranteed benefits, if any, of the policy.

iv. **"Business Day"** means any day on which the Company is open in Mumbai to the public for transacting business and on which banks are generally open in Mumbai to public for transacting business.

v. **"Commencement Date"** means the commencement date of this policy as mentioned in the Policy Schedule and means the Policy start date.

vi. **"Company"** means Reliance Life Insurance Company Limited (RLIC).

vii. **"Death Benefit"** means the amount of benefit payable on death of the Life assured as stated in the policy schedule.

viii. **"Free look cancellation of the Policy"** means where the Policyholder disagrees to any of the policy terms and conditions after purchasing the policy, he/she may cancel the policy by returning it to the company stating the reasons for his/her objections within the stipulated time permitted under the policy.

ix. **"Maturity Benefit"** means the benefit amount payable to the Policyholder under the Policy on the Policy Maturity Date, as stipulated in the Policy Schedule.

x. **"Maturity Factor (MF)"** refers to the rate used to multiply the initial premium contribution excluding extra premium, if any, so as to arrive at Maturity Benefit Value.

xi. **"Nominee"** means the person or persons appointed under Section 39 of the Insurance Act, 1938, by the Policyholder, to receive the admissible Benefits, in the event of death of the Policyholder.

xii. **"Person to whom Benefits are payable"** means the Policyholder, including Nominees, or proving executors of administration or other legal representatives, as per the applicable Regulations.

xiii. **"Policy Anniversary"** means the date of start of every subsequent Policy Year.

xiv. **"Policy Maturity Date"** means the date specified in the Policy Schedule and means the date on which the maturity benefit is paid to the Policyholder.

xv. **"Policy Month"** means a period of thirty (30) consecutive calendar days starting with the Date of Commencement of the Policy as stated in the Policy Schedule and each subsequent period for one consecutive month thereafter.

xvi. **"Policy Schedule"** means the schedule issued by the Company, together with any amendments to the schedule which may be issued from time to time.

xvii. **"Policy Year"** means a period of twelve (12) consecutive months starting from the date of commencement of the Policy as stated in the Policy Schedule and ending on the day immediately preceding the following anniversary date and each subsequent period of twelve (12) consecutive months thereafter.

xviii. **"Policyholder, Policy owner, Proposer, You, Yours"** means the person specified as such in the Policy Schedule or such other person, who may become the holder of this Policy in respect of the terms and conditions of this contract or by virtue of operation of law.

xix. **"Premium"** means the amount to be paid by the Policyholder, as stipulated in the Policy Schedule, in consideration for acceptance of risk and benefits specified as such in the Policy Document.

xx. **"Extra Premium"** is the additional premium that is charged by the company for inferior mortality conditions, at the discretion of the underwriters of the company.

xxi. **"Regulation"** means the laws and regulations as in effect from time to time and applicable to this Policy, including without limitation, the regulations and directions issued by the Regulatory Authority from time to time.

xxii. **"Regulatory Authority"** means the Insurance Regulatory and Development Authority (IRDA) or such other authority or authorities, as may be designated under the applicable laws and regulations.

xxiii. **"Surrender"** means the termination of the contract in its entirety at the instance of the Policyholder.

2. Benefits

2.1. **Maturity Benefit:** On maturity, you receive the Guaranteed Maturity benefit under your policy. The maturity benefit depends on your age, premium amount and the maturity factor that is applicable at the inception of your policy. In addition, your maturity factor increases with an increase in the initial single premium paid. The calculation to determine your Guaranteed Maturity Benefit is given below:

Guaranteed Maturity Benefit = Single Premium paid excluding any extra premiums* Maturity Factor (MF)

Policy will terminate after the payment of maturity benefit.

2.2. **Death Benefit:** In the unfortunate event of death during the policy term provided the policy is in force, we will pay nominee/beneficiary the following benefits depending on the age of the Life Assured –

The Single Premium amount paid, excluding the extra premiums paid, if any, multiplied by the Maturity Factor.

Policy will be terminated after the payment of death benefit.

2.3. Non-Forfeiture Benefits:

2.3.1. **Surrender Benefit:** In case the policyholder chooses to withdraw the policy surrender value under the plan will be paid. The Surrender value will be acquired immediately on payment of the single premium. However, surrender of the policy is applicable only after completion of the first policy year. The Surrender value is higher of the Guaranteed Surrender Value (GSV) or Special Surrender Value (SSV) as defined below.

The policy once surrendered cannot be reinstated.

i. **Guaranteed Surrender Value (GSV):** The Guaranteed Surrender Value (GSV) is equal to the GSV Factor multiplied by the Base single premium paid, excluding the extra premiums paid, if any.

The Guaranteed Surrender Value (GSV) Factors are mentioned in the table below:

Policy Year	GSV Factor	Policy Year	GSV Factor
1	NA	6	90%
2	50%	7	90%
3	50%	8	100%
4	70%	9	100%
5	90%	10	100%

ii. **Special Surrender Value (SSV):** The Special Surrender Value (SSV) is equal to the Maturity Benefit multiplied by the SSV Factor.

The company reserves the rights to change the method of calculation of special surrender value factor (SSV Factor) and the basis from time to time depending on the economic environment, experience and other factors, subject to Regulatory Authority's approval. Special surrender value factors (SSV Factor) are provided on our website www.reliancelife.com

2.4. **Rider Benefits:** There are no riders on offering with this plan.

3. Premium:

3.1 **Payment of Premium:** In this plan the policyholder is required to pay minimum single premium of ₹ 25,000/- and there is no limit on maximum single premium amount.

3.2 **Mode of payment of premium:** The Policyholder needs to pay the single premium. The payment may be made in cash, a/c payee crossed cheques drawn in favour of RLIC, Debit/Credit card, online payment, Demand draft drawn in favor of RLIC.

4. High Premium Benefit Factor:

The Maturity Factor (MF) will be increased with High premium benefit factor depending on the Single Premium paid, as given in table below:

Single Premium (₹)	% Increase in Maturity Factor (MF)
25,000 – 44,999	0.00%
45,000 – 99,999	5.00%
1,00,000 – 2,49,999	8.00%
2,50,000 and above	10.00%

The entry age wise Maturity Factors on which the high premium benefit factor will be applicable are mentioned in Annexure A of this Policy document.

5. Service Tax: The Service Tax and Education Cess will be levied on the base single premium, including extra premiums, if any. The level of this tax will be as per the rate of Service Tax and Education Cess, declared by the Government from time to time. The Service Tax on the base single premium will be collected from the Policyholder along with the base premium.

6. Taxes/ Levies/ Duties Levied by the Government in Future: If any Direct or Indirect tax, present or future is levied by the Government and /or any Statutory Authority and is recoverable from You in present or future then the Company may at its sole discretion raise a specific demand to pay the said direct / Indirect taxes or levies or may deduct the said direct / Indirect taxes or levies from Surrender, Death and /or Maturity Benefits payable to You and /or Your Nominee(s).

In future the Company may decide to pass on any additional taxes/ levies/ duties 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 you.

7. Tax Benefits: Premium paid under the policy is eligible for tax deduction under Section 80C of the Income Tax Act, 1961, subject to conditions. The Death benefits under the base policy are tax exempt under Section 10 (10D) of the Income Tax Act, 1961, subject to conditions.

Tax benefits under the policy will be as per the prevailing Income Tax laws. The tax laws are subject to amendments and interpretation from time to time. You are advised to consult a tax expert.

8. Grace Period for payment of due premium(s): Not Applicable

9. Revivals, reinstatements, Policy changes/alterations: Not Applicable

10. Discontinuance of premium: Not Applicable

11. Smokers/Non-smokers: For heavy smokers, the Company may charge appropriate additional premium in accordance with the Underwriting norms approved by the Reliance Life Insurance board.

12. Sub-standard lives: Substandard lives with medical conditions or other impairments will be charged appropriate additional premium in accordance with the Underwriting norms approved by the Reliance Life Insurance board.

13. Requirements for Maturity and Death claims: In the event of a claim for maturity benefit or death benefit arising under this policy, the person to whom the benefits are payable shall endeavor to intimate the Company in writing of the claim and provide the following documents to the Company within 60 days of the claim arising. The Company may accept/process the claim on merits of the case even beyond the period of 60 days, provided:

- The reasons for delay are due to unavoidable circumstances beyond the control of the Claimant and
- The submission of documents in respect of the said delays is evidenced to the satisfaction of the Company.

List of documents required:

In the event 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 sought by the Company.

In the event 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 the 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,
- Claim Form (C)
- 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 sought by the Company

In the event of claim for Death Benefit arising due to reasons other than Accidents or Unnatural deaths:

- Policy document in original;
- Death Certificate in original issued by the competent authority;
- Hospitalization documents (discharge summary along with all investigation reports) if the 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,
- Claim Form (C)

- 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 sought by the Company.

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 the claim. If the documents called for is not submitted or not given the valid reasons for not providing the same in letter within time mentioned in the letter then Company shall draw an adverse inference, the Company may refuse to honor the claim either until you submit the requisite documents sought or repudiate the claim itself.

14. General Policy Provisions:

i. Proof of Age: We may require proper proof of the age of the Policyholder/ Life Assured before paying any benefits.

The age of the Life Assured has been admitted on the basis of the declaration made by the Policyholder/ Life Assured in the Proposal and/or in any statement based on which this Policy has been issued. If the age of the Life Assured is found to be different from that declared, the Company may, adjust the premium and/or the Benefits under this Policy and/or recover the applicable balance amounts, if any, as it deems fit. This Policy shall however become void from commencement, if the age of the Life Assured at the Policy Commencement Date is found to be higher than the maximum or lower than the minimum entry age that was permissible under the plan of this Policy at the time of its issue and the amounts received under this Policy shall be liable to be forfeited, at the option of the Company.

If the proved age affects the original terms of acceptance of the contract in such a way that we are unable to adjust the terms of acceptance to reflect the proved age, then subject to applicable law, this Policy shall be void. All claims to any benefit shall cease and all monies that have been paid by you shall be forfeited.

ii. Nomination: Nomination will be allowed under this plan as per Section 39 of the Insurance Act, 1938. The Policyholder, may, at any time during the term of this Policy, make a nomination for the purpose of payment of benefits in the event of his/her 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.

iii. Assignment: Assignment will be allowed under this plan as per Section 38 of the Insurance Act, 1938. 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.

iv. Suicide Claim Provision: If the Life Assured, whether sane or insane, commits suicide within 12 months from the date of commencement of this policy, then the death benefit will be limited to 80% of the single premium amount paid, excluding any extra premiums, if any, and the company will not pay any insured benefit.

v. Policy Loan: Loan will be available under this policy for up to 80% of the surrender value under the base plan. The current interest on the loan payable is 10.50% p.a..The Company reserves the right to revise the applicable interest rate from time to time, depending on the economic environment, experience and other factors.

Before payment of any benefit (death, surrender or maturity) to the policyholder for a policy under which the 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.

At the time of issuance of loan and subsequent policy anniversaries, the Loan account statement with the repayment schedule will be sent to the Policyholder.

vi. 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.

vii. Incontestability: In case it is found that any untrue or incorrect statement is contained in the Proposal/Personal Statement/Declaration and other connected documents, or any material information has been withheld, then, subject to the provision of Section 45 of the Insurance Act, 1938, the policy shall be void and no benefits shall be payable there under.

viii. **Electronic Transaction:** The Policyholder shall adhere to and comply with all such terms and conditions as prescribed by the Company from time to time and hereby agree and confirm that all transactions effected by, or through facilities, for effecting remote transactions, including the Internet, World Wide Web, Electronic data interchange, Call centers, Tele service operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

ix. **Forfeiture in certain events:** In issuing this Policy, the Company has relied on, and may rely on the accuracy and completeness of the information provided by the Policyholder and any other declarations or statements made, or as may be made hereafter, by the Policyholder. 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 Premiums received under this Policy.

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

xi. **Currency:** All Benefits and other sums under this Policy shall be payable in India and in Indian Currency.

xii. **Valid Discharge:** Any discharge given by the Person to whom the benefits are payable, or by any person authorized by the person to whom the 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 a 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.

The Policy shall terminate automatically on payment of the benefit (Death, Maturity or Surrender) as the case may be, and the Company shall be relieved and discharged from all obligations under this Policy thereafter.

xiii. **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.

xiv. **Waiver:** Failure or neglect by either party to enforce at anytime, the provisions of this Policy shall not be construed or deemed to be a waiver of either party's right herein, nor in anyway affect the validity of the whole or any part of this policy nor prejudice either party's right to take subsequent action.

xv. **Endorsement:** The terms and conditions of this Policy cannot be waived or changed except by a policy endorsement approved and signed by authorized officials of the Company

xvi. **Information about the Policyholder:** As and when Reliance Life Insurance Company Ltd may be called upon, under the law, to furnish information on its Policyholders to the government authorities, the Company will be legally bound to disclose such information in its possession, as required.

xvii. **Free Look:** The policyholder may cancel this policy by returning it to the Company within 15 days of receiving it for all distribution channels except for **Distance Marketing*** channel, which will have 30 days Free look period. The Company will refund the premiums paid by the policyholder, less a deduction for the proportionate premium for the time that the Company has provided cover up to the date of cancellation and for the following expenses incurred by the Company:

a) Proportionate mortality cover charges incurred to cover the Policyholder from the date of commencement of Risk till the date of Free Look cancellation.

b) Medical examination of the Policyholder, if any

c) Stamp Charges and expenditure, if any, incurred in the above regard

***Distance Marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes:**

a) Voice mode, which includes telephone-calling

b) Short Messaging services (SMS)

c) Electronic mode which includes e-mail, internet and interactive television (DTH)

d) Physical mode which includes direct postal mail and newspaper & magazine inserts; and

e) Solicitation through any means of communication other than in person.

xviii. **Foreclosure:** This is not applicable under the policy.

xix. **Withdrawals / Partial Withdrawals:** These are not allowed under the policy.

xx. **Travel, residence and occupation:** This policy is free from all restrictions as to travel, residence and occupation, unless specifically restricted in the Policy Schedule.

xxi. **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.

xxii. **Notice/Communication/Instruction:** Any of the Notices/Communication/ Instruction required to be issued by the Company in terms of this Policy may be issued, either by issuing individual notices to the Policyholder, including electronic

mail and/or facsimile, or by issuing a general notice, including publishing such notices in newspapers and/or on the Company's website.

The Company is required to serve the notice on the Policyholder as per the details specified by the Policyholder in the Proposal Form. In the event of a change of address, an intimation should be submitted by the Policyholder to the Company which should then be duly acknowledged by the Company where after the Notice/Communication/Instruction should be served as per the changed details given by the Policyholder. Any notice / communication and / or instruction shall be deemed "served" Seven (7) days after posting of the same or immediately upon receipt of acknowledgement of communication by hand delivery or immediately by e-mail or immediately upon hosting of the same on the website of the Company.

In the event Policyholder wishes to serve a notice on the Company, then the Policyholder is required to serve the notice in writing on "Reliance Life Customer Service" on the following address:

Reliance Life Customer Service

Address: Reliance Life Insurance Company Limited, H Block, 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:

15. Grievance Redressal: 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) or Email: rlife.customerservice@relianceada.com or

Step 1.2: Contact the Customer Service executive at your nearest branch of the Company or

Step 1.3: Write to: **Reliance Life Customer Care**
Reliance Life Insurance Company Limited
H Block, 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 still unhappy with the solution offered,

Step 3: Write to **Mr. Tarit Kumar – 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, **Mr. Sameer Karekatte – Head, Legal & Compliance** at rlife.gro@relianceada.com or at the address mentioned above.

16. Dispute reconciliation: 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 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 in so far as such disputes relates to claims; delay in settlement of claims and non-issuance 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.

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

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

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

3. If it is not simultaneously under any litigation

While we expect to satisfactorily resolve your grievances, you may also at any time approach the Insurance Ombudsman. **The detailed list of Ombudsman is provided in Annexure B below.**

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

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

Section 41 of the Insurance Act, 1938 states: Prohibition of rebates

1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take 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 fine which may extend to five hundred rupees.

Section 45 of the Insurance Act, 1938 states: 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 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:

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.

Unique Identification Number (UIN) of **Reliance Life Insurance Smart Maturity Benefit Plan: 121N091V01**

Reliance Life Insurance Company Limited. (IRDA Registration No: 121)

Registered Office: Reliance Life Insurance Company Limited (Reg. No. 121), H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra - 400710, 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 - 400 063, India.

For more information call us at our 24x7 Call Centre Number- **3033 8181** (Local call charges apply) or our Toll Free Number **1800 3000 8181**

Visit us at www.reliance-life.com.

Insurance is the subject matter of solicitation. Please read the product brochure and offer document carefully before concluding a sale. Kindly consult a tax expert.

ANNEXURE A

The Maturity Factors for Reliance Life Insurance Smart Maturity Benefit Plan are mentioned in the table below. The Maturity Factor (MF) will be increased with High premium benefit factor.

Age at Entry	Maturity Factor (MF)	Age at Entry	Maturity Factor (MF)	Age at Entry	Maturity Factor (MF)
12	173.86727%	32	173.28329%	52	167.38970%
13	173.81643%	33	173.19984%	53	166.77034%
14	173.77413%	34	173.10239%	54	166.11079%
15	173.73529%	35	172.99108%	55	165.40439%
16	173.69970%	36	172.86555%	56	164.64568%
17	173.66740%	37	172.72488%	57	163.82905%
18	173.63845%	38	172.56772%	58	162.92635%
19	173.61282%	39	172.39225%	59	161.91481%
20	173.59047%	40	172.19886%	60	160.79630%
21	173.57135%	41	171.98669%	61	159.57190%
22	173.55525%	42	171.74766%	62	158.24149%
23	173.54176%	43	171.47316%	63	156.80363%
24	173.53014%	44	171.16038%	64	155.25564%
25	173.51919%	45	170.80963%	65	153.59301%
26	173.50736%	46	170.42167%	66	151.72634%
27	173.49278%	47	169.99750%	67	149.67298%
28	173.47308%	48	169.53873%	68	147.53369%
29	173.44539%	49	169.04763%	69	145.31745%
30	173.40641%	50	168.52594%	70	143.03476%
31	173.35255%	51	167.97380%		

The above table is indicative and the factors may vary subject to conditions. Please refer Policy Schedule for the exact value of benefits.

High Premium Benefit Factor	
Single Premium (₹)	% Increase in Maturity Factor (MF)
25,000 – 44,999	0.00%
45000 – 99,999	5.00%
1,00,000 – 2,49,999	8.00%
2,50,000 and above	10.00%

Indicative Illustration	
Age at Entry = 35 years	
Single Premium = ₹ 45,000/-	
Maturity Factor = 172.99%	
High Premium Benefit Factor applicable = 5%	
Maturity Factor applicable = 172.99% * (1+5%) = 181.64%	
Death Benefit = 181.64% * 45,000 = ₹ 81,738/-	
Maturity Benefit = 181.64% * 45,000 = ₹ 81,738/-	

Annexure B

The detailed list of the Insurance Ombudsman is also mentioned below for reference.

List of Insurance Ombudsmen

- **Ahmedabad (Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu):** Office of the Insurance Ombudsman: 2nd Floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad 380 014. Tel: 079-27546840; Fax:079-27546142; E-mail: ins.omb@rediffmail.com
- **Bhopal (Madhya Pradesh & Chhattisgarh):** Office of the Insurance Ombudsman: Janak Vihar Complex, 2nd Floor, Malviya Nagar, Bhopal. Tel: 0755-2569201/02; Fax:0755-2769203; E-mail: bimalokpalbhopal@airtelmail.in
- **Bhubaneswar (Orissa):** Office of the Insurance Ombudsman: 62, Forest Park, Bhubaneswar 751 009 Tel: 0674-2596455; Fax - 0674-2596429; E-mail: iobbsr@dataone.in
- **Chandigarh (Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh):** Office of the Insurance Ombudsman: S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17-D, Chandigarh 160 017 Tel: 0172-2706468; Fax: 0172-2708274; E-mail: ombchd@yahoo.co.in
- **Chennai (Tamil Nadu, UT-Pondicherry Town and Karaikal [which are part of UT of Pondicherry]):** Office of the Insurance Ombudsman: Fatima Akhtar Court, 4th Floor, 453 (old 312) Anna Salai, Teynampet, Chennai 600 018 Tel: 044-24333668 / 5284; Fax: 044-24333664; Email:chennaiinsuranceombudsman@gmail.com
- **New Delhi (Delhi & Rajasthan):** Office of the Insurance Ombudsman: 2/2 A, Universal Insurance Bldg. Asaf Ali Road, New Delhi 110 002 Tel: 011-23239633; Fax: 011-23230858; E-mail: iobdelraj@rediffmail.com
- **Guwahati (Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura):** Office of the Insurance Ombudsman: Jeevan Nivesh, 5th Floor, Nr. Panbazar Overbridge, S.S. Road, Guwahati 781 001 Tel: 0361-2132204/5; Fax: 0361-2732937; E-mail: ombudsmanghy@rediffmail.com
- **Hyderabad (Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry):** Office of the Insurance Ombudsman: 6-2-46, 1 st floor, Moin Court Lane, Opp. Saleem Function Palace, A.C. Guards, Lakdi-Ka-Pool, Hyderabad 500 004. Tel: 040-65504123; Fax: 040-23376599; E-mail: insombudhyd@gmail.com
- **Kochi (Kerala, UT of (a) Lakshadweep, (b) Mahe – a part of UT of Pondicherry):** Office of the Insurance Ombudsman: 2nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, Ernakulam 682 015 Tel: 0484-2358759; Fax: 0484-2359336; E-mail: iokochi@asianetindia.com
- **Kolkata (West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim):** Office of the Insurance Ombudsman: 4th Floor, Hindusthan Bldg. Annexe, 4, C.R. Avenue, Kolkata 700 072 Tel: 033 22124346/(40); Fax 033 22124341; Email: iombsbpa@bsnl.in
- **Lucknow (Uttar Pradesh and Uttaranchal):** Office of the Insurance Ombudsman: Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Road, Hazratganj, Lucknow 226 001. Tel.: 0522-2231331; Fax: 0522-2231310; E-mail: insombudsman@rediffmail.com
- **Mumbai (Maharashtra, Goa):** Office of the Insurance Ombudsman: Jeevan Seva Annexe, 3rd Floor, S.V. Road, Santacruz (W), Mumbai 400 054 Tel: 022-26106928; Fax: 022-26106052; E-mail: ombudsmanmumbai@gmail.com

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)

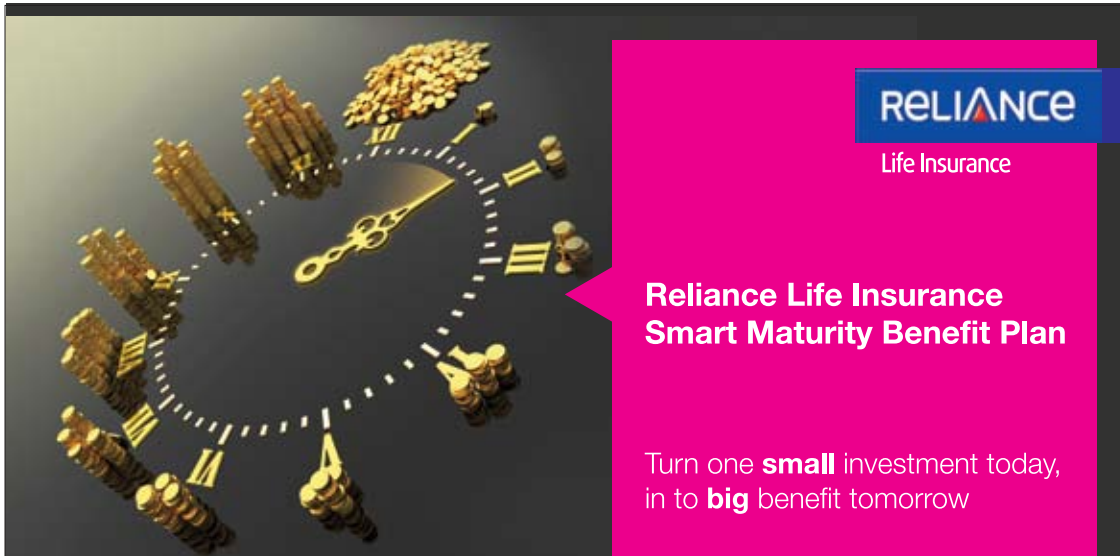
Registered Office: H Block, 1st Floor, Dhirubhai Ambani Knowledge City, Navi Mumbai, Maharashtra 400 710, India

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.



RELIANCE

Life Insurance

Reliance Life Insurance Smart Maturity Benefit Plan

Turn one **small** investment today, in to **big** benefit tomorrow

We, at Reliance Life Insurance Company Limited, understand your needs. Presenting Reliance Life Insurance Smart Maturity Benefit Plan that meets your insurance needs, by allowing you to pay only once and also being insured at the same time. Now live life with ease and also safeguard yourself and your finances through our plan.

Reliance Life Insurance Smart Maturity Benefit Plan

Reliance Life Insurance Smart Maturity Benefit Plan is a Non Linked, Non-Participating, Single Premium, Savings cum Protection Plan, where you pay the premium only once throughout the policy term. On maturity, you receive the amount that is guaranteed. We also protect your loved ones in the unfortunate event of your demise by paying them the Death Benefit under the policy which is linked to the premium amount that you pay.

Key Features

- ▶ Pay only once for the entire policy term
- ▶ Get Guaranteed Maturity benefit at the end of the policy term.
- ▶ Get Life Cover for 10 years
- ▶ In the unfortunate event of death, your beneficiary receives the death benefit directly linked to your single premium amount
- ▶ Avail loan facility to meet your financial requirements
- ▶ Benefit from a higher Maturity Factor, with a higher single premium amount.

Plan at a glance

Minimum Age at Entry	12 years
Maximum Age at Entry	70 years last birthday
Maximum Age at Maturity	80 years last birthday
Policy Term	Fixed for 10 years
Premium paying mode	Single premium only
Minimum Premium payable	₹ 25,000/-
Maximum Premium payable	No Limit

Plan Benefits

Guaranteed Maturity Benefit - On maturity, you receive the Guaranteed Maturity benefit amount under your policy. The maturity benefit depends on your age, premium amount and the maturity factor*.

Guaranteed Maturity Benefit = Single Premium paid excluding any extra premiums * Maturity Factor

Death Benefit: In the unfortunate event of your death, we will pay your nominee/beneficiary the following benefits, depending on the age of the Life Assured -

The Single Premium amount paid, excluding the extra premiums paid, if any, multiplied by the Maturity Factor.

***Maturity Factor:** The available Maturity Factors (MF) at policy inception will depend on the following factors:

1. Age at entry
2. Single Premium Amount

For complete maturity factor table, you can refer our website www.reliancelife.com.

Example:

Age at entry of the policyholder = 35 years
 Single premium amount = ₹ 25,000
 Maturity Factor = 172.99%
 Death Benefit = Single Premium amount * Maturity Factor
 = 25,000*172.99%
 = ₹ 43248

Guaranteed Maturity Benefit = Single Premium amount * Maturity Factor
 = 25,000* 172.99%
 = ₹ 43248

Loan Facility

You can avail of loan facility after one policy year, up to 80% of the surrender value under the base plan, to meet your financial requirements, subject to applicable conditions.

Current interest on loan is payable at 10.50% p.a. The Company reserves the right to revise the applicable interest rate from time to time depending on the economic environment, experience and other factors.

High Premium Benefit Factor Advantage

Increase the percentage of your Maturity Factor through High Premium investment, which increases your maturity amount and death benefit as well. The table below shows the increase in the Maturity Factor in relation to the single premium paid.

Single Premium (₹)	Increase in Percentage of the Maturity Factor
25,000 - 44,999	0.00%
45,000 - 99,999	5.00%
1,00,000 - 2,49,999	8.00%
2,50,000 and above	10.00%

Surrender Value

You are allowed to surrender your policy only after completion of the first policy year. Once a policy is surrendered, it cannot be reinstated.

The Surrender value will be higher of the Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV).

Tax Benefits

Tax benefits under the policy will be as per the prevailing Income Tax laws. The tax laws are subject to amendments and interpretation from time to time. You are advised to consult a tax expert.

Service Tax

The Service Tax and Education Cess will be charged on base single premium, including extra premiums, if any as per applicable rates declared by the Government time to time. In future, the Company may decide to pass on any additional taxes levied by the Government 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.

The service tax on the base single premium will be collected from the policyholder along with the base premium.

General Exclusions

If the Life Assured, whether sane or insane, commits suicide within 12 months from the date of commencement of this policy, the death benefit will be limited to the 80% of the single premium amount excluding any extra premiums, if any and the company will not pay any insured benefit.

Free Look Period

In the event, you disagree with any of the terms and conditions of this policy, you may cancel this policy by returning it to the Company within 15 days of receiving it, for all distribution channels except for Distance Marketing* channel, which will have 30 days of receiving it, subject to stating your objections.

Nomination and Assignment

Nomination, as defined under Section 39 of the Insurance Act 1938, and Assignment, as defined under Section 38 of the Insurance Act 1938, will be allowed under this policy.

► 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.

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 3000 8181 & 3033 8181**

Email: rlife.customerservice@relianceada.com ► Website: www.reliancelife.com

This document is indicative of the terms and conditions, warranties and exceptions in insurance policy. For more details on terms and conditions please read sales brochure carefully before concluding a sale. In the event of conflict, if any, between the terms and conditions contained herein and those contained in policy documents, the terms and conditions contained in the policy document shall prevail.

UIN for Reliance Life Insurance Smart Maturity Benefit Plan: UIN: 121N091V01. Insurance is the subject matter of the solicitation.