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 said first premium and all related documents referred to therein have been agreed to by the said proposer and RLIC as basis of this Assurance do by
Reliance Term Plan agree in consideration of and subject to the due receipt of subsequent installments of premiums as set out in the Schedule to pay Beneficiary to whom the Company will pay the benefits herein mentioned. The policy 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 said person or persons claiming payment.

It and 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 referred to as Schedule and every endorsement placed on the Policy by RLIC shall be deemed part of the Policy.

Definitions: “commencement date” means the commencement date of this Policy as shown in the Schedule.
“schedule” means the schedule issued by us for this Policy, together with any amendments to the Schedule which we may issue from time to time.
“maturity date” means the expiry date for the beneficial as shown in the Schedule.
“we/our/us/Company” means Reliance Life Insurance Company Limited.

15 Days Free Look Period: The Policyholder may cancel this Policy by returning it to the Company within 15 days of receiving it together with a letter requesting it to be cancelled. The Company will refund the premium paid by the Policyholder less a deduction for the disproportionate premium for the time that the Company has provided cover up to the date of cancellation and for expenses incurred by the Company for medical examination of the Life Assured, Stamp Charges and expenditure incurred in that connection.

Terms and Conditions:
1. Premiums
i) The annual premiums are due and payable on the commencement date and on each Policy Anniversary thereafter until the expiry date of the premium paying term.
ii) The Company may agree to accept payment of the annual premium by instalments under terms and conditions specified by the Company. At the discretion of the Company, the Policyholder may change the frequency of payment of regular premiums at any Policy Anniversary but not at other times. The installment payment date, commence date and expiry dates of the premium paying term are shown in the Schedule.
iii) Premiums shall be deemed to have been paid only when received at the Company's principal place of business in Mumbai.

2. Basic benefits: The Company will pay the basic Sum Assured shown in the Policy Schedule if the Life Assured dies while this Policy is in force.

3. Payment of benefits: The Company will not pay any benefits under this Policy until the Company's requirements have been met to the Company's satisfaction. The Company will seek submission of:
- 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 the records of the Company,
- a claim discharge signed by the party to whom the benefits are payable,
- proof of death in the case of a death claim, and
- such additional requirements as the Company may find it necessary to call for.

4. Lapse: If 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.

5. Reinstatement: If this Policy has lapsed, the Policyholder may apply to the Company within 1 year from the date of lapse to reinstate the Policy, on terms and conditions to be quoted by the Company at that time.

6. Suicide: The Company will not pay any claim on death if the Life Assured, whether sane or insane, commits suicide within 12 months from the date of issue of this Policy or the date of any reinstatement of this Policy.

7. Travel residence and occupation: This Policy is free from all restrictions as to travel, residence, occupation and use specifically restricted in the Policy Schedule.

8. Nomination of Beneficiary
i) During the lifetime of the Life Assured and while this Policy is in force, the Policyholder (proprietor of the Life Assured) may at any time by written notice to the Company nominate any person or persons as Beneficiary to whom the Company shall pay benefits upon the death of the Policyholder. The nomination, or any change of nomination of any Beneficiaries, will be registered in the Company's records and acknowledged by the Company to the Policyholder in writing.

9. Assignment: The Policyholder may assign this Policy but no assignment shall in any way prejudice the Company's rights under the Assignment. 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.

10. Endorsements: The terms and conditions of this Policy cannot be varied or changed except by a Policy endorsement approved and signed by an Authorised Official of the Company.

11. Proof of age: We may require proper proof of the age of the Life Assured before paying any benefits, if age has not been admitted earlier. If the age has been incorrectly stated the Policy will not be invalidated on that count alone, provided the proved age does not affect the original terms of acceptance of the Contract, in which case we will adjust the terms of the Policy to reflect the proved age. If the proved age is found higher / lower than that declared earlier, then we may reduce / enhance the benefits on an appropriate basis as decided by us from time to time.

12. Forfeiture in certain events: If there is any inaccurate or false statement made in the Proposal, Personal Statement, Declaration or related documents in connection with this Policy, then subject to applicable law this Policy shall be void and the Policyholder shall pay to the Company all monies that have been paid by the Policyholder shall belong to the Company.

13. Non-Participating: This is a non-participating Policy and will not share in the surplus earnings of the Company.

14. Taxes and Charges: The Company will pass on to Policyholder any taxes, duties or charges levied by any statutory authority at anytime, including any Service Tax that is currently applicable.

Accidental Death and Disablement Benefit (Applicable only if opted for)

1. Definitions: “accidental death” occurs if the Life Assured sustains any bodily injury resulting solely and directly from an accident caused by outward, violent and visible means and where such injury solely and directly and independently of all other causes results in the death of the Life Assured within 180 days of its occurrence. “Total and Permanent Disability” means that the Life Assured has solely and directly as a result of an accident caused by outward, violent and visible means suffered for at least six months:
- total and irrecoverable loss of the sight of both eyes, or
- loss by severance of two limbs at or above wrist or ankle, or
- total and irrecoverable loss of the sight of one eye and loss by severance of one limb at or above wrist or ankle, and totally and permanently disabled has a corresponding meaning.

2. Premiums: The premiums for the Accidental Death and Disablement Benefit are due and payable on the commencement date and on each Policy Anniversary thereafter at the rate shown in the Policy Schedule. The premium is not refundable in the event of cancellation of this Policy.

3. Accidental Death Benefit: The Company will pay the Accidental Death and Disablement Sum Assured shown in the Policy Schedule on the accidental death of the Life Assured at any time before the expiry date of this Benefit and will while this Policy is in force.

4. Total and Permanent Disability Benefit: The Company will pay an amount equal to the Accidental Death and Disablement Sum Assured shown in the Policy Schedule on the first equal annual installments if the Life Assured becomes totally and permanently disabled at any time before the expiry date of this Benefit and while this Policy is in force.

5. Waiver of Premium Benefit: The Company will waive all future premiums payable under this Policy up to a limit of Rs. 40,000 per annum if the Life Assured becomes totally and permanently disabled at any time while this Policy is in force.

6. Payment of claims:
- Written notice of injury or death on which a claim may be based must be given to the Company within 30 days of the date of the accident causing the
injury or death or as soon as reasonably possible if notice cannot be given within 30 days.

iii) The Life Assured shall provide evidence to the satisfaction of the Company regarding the circumstances of the accident and the extent of the disability.

iii) The Company may require the Life Assured to undergo medical examination by a medical practitioner nominated by the Company, the Company's expense and whenever the Company may reasonably require.

iv) The Company may require, at reasonable intervals, further evidence from the Life Assured of continued total and permanent disablement. If the Life Assured fails to furnish such evidence, or if the Life Assured becomes able to perform any of the major kind of work, or is rendered incapable of performing any work by reason of any occurred, matures, expires, or is surrendered provided that termination of these Benefits shall be without prejudice to any claim arising prior to such termination.

ii) On admission of a Total and Permanent Disablement Claim, cover under the accidental Death Benefit shall automatically terminate.

iii) Cover for the Accidental Death and Disablement Benefit will expire on the Policy Anniversary following the 60th birthday of the Life Assured or the Policy expiry date shown in the Policy Schedule if this is earlier.

9. Non-Participating Policy: This rider benefit does not participate in the surplus earnings of our Policyholder's Fund.

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 or party 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 the 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 statement 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.

Reliance Life Insurance
Annexure to Policy Document

1. Claims: The documents that are normally required to be submitted by a claimant in support of a claim under the Policy are given in the Policy Document under the heading “Payment of benefits”.

2. Change of address: Please inform us in writing if you are changing your address of the Policyholder or the Nominee. This will ensure that our correspondence reaches you or your Nominee at the right address and at the right time.

3. Information on Policyholder: As and when Reliance Life Insurance may be required upon, we shall furnish information on its Policyholders.

Government Authorities, Reliance Life Insurance is legally bound to disclose such information on its possession as required.

4. 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. 11, 2ng Floor, Dhirubhai Ambani Knowledge City

Nav Nabi Mumbai, Maharashtra 400071, 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/headquarters@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. Panigrahali - 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 Grievances 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 Grievances 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 inssofar 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 heir, file a complaint with the 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 Grievances 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
• 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, Naryag Colony, Ahmed Road, Ahmedabad 380 014. Tel: 079-27456150; Fax: 079-27456142; E-mail: insombahd@rediffmail.com)
- Bhopal (Madhya Pradesh, Haryana, Himachal Pradesh, Jammu & Kashmir, Ut of Chandigarh: S.C.O. No.101, 102 & 103, 2nd Floor, Bata Building, Sector-17, Chandigarh 160 017 Tel: 0172-2706196; Fax: 0172-2708274; E-mail: omcbhp@yahoo.co.in)
- Chennai (Tamil Nadu, UT-Pondicherry Town and Karakal) (which are part of UT of Pondicherry): Fatima Akhtar Court, Sector 1, 453 (old 312) Anna Salai, Teynampet, Chennai 600 018 Tel: 044-24333678; Fax: 044-24333664; E-mail: insomchd@vsnl.net.in)
- Delhi (Delhi & Rajasthan): 22 A, Universal Insurance Bldg., Asaf Ali Road, New Delhi 110 002 Tel: 011-23239611; Fax: 011-23239088; E-mail: iobjdela@rediffmail.com
- Guwahati (Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura): Jeevan Nivesh, 5th Floor, No. 145, Banjara, Santacruz (West), Mumbai 400054. Tel: 022-24335659; Fax: 022-24336368; E-mail: hyd2_insombud@sancharnet.in
- Kolkata (West Bengal, Bihar, Chand Bardhan & Ut of Assam): 1st Floor, A-2, Northbrook Towers, 1 Northbrook Udyog Bldg., 222, Mohan Nath Road, Kohata 700 003 Tel: 033-22134869; Fax: 033-22133686; E-mail: iobjkolb@vsnl.net
- Lucknow (Uttar Pradesh & Uttaranchal): Jeevan Bhanwan, Phase 2, 6th Floor, Nawal Kishore Building, Hazratganj, Lucknow 226 003. Tel: 0522-2201188; Fax: 0522-2231310; E-mail: iobjlok@sancharnet.in
- Mumbai (Maharashtra, Goa, Jeevan Seva Saree, 3rd Floor, S.V. Road, Santacruz (W), Mumbai 400 054 Tel: 022-26160928; Fax: 022-26160532; E-mail: ombudsman@vsnl.com
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/nearby 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, Nirion 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 website 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 Term Plan is a pure life insurance plan that offers you comprehensive and affordable coverage for a limited period of time to suit your needs.

**Key Features**

- Get higher insurance protection at economical rates
- Optional accidental & disability rider to enhance protection
- Economical way to protect your family against financial liabilities like loss of income and outstanding loans etc.
- Discount on premium rates for women
- Suitable for business owners who want to cover the life of their key employees

**How does this plan work?**

You pay premium every year for the entire policy term. On death your beneficiary will get the sum assured. There is no maturity benefit under this plan.

**Benefits**

Life cover benefit: In the unfortunate event of loss of life, your beneficiary will receive the sum assured.

Maturity benefit: There is no maturity benefit payable under this Policy.

Rider benefit: You also have the option to add Reliance Accidental Death and Total and Permanent Disablement Rider.