

POLICY DOCUMENT

Policy Document
LifeStage Pension

Unique Identification Number (UIN) allotted by Insurance Regulatory and Development Authority (IRDA)	
LifeStage Pension	105L075V01

Rider benefits are applicable when offered by the company and if, opted for by the Policyholder.

In this Policy, the investment risk in investment portfolio is borne by the Policyholder.

Brief Policy Description: This is a regular premium unit linked pension plan that aims to rebalance the investment portfolio of the policyholder according to the age of the Life Assured and the Policy term. This plan also offers an option to keep investments in the Fixed Portfolio Strategy.

Policyholder: means the Proposer under the Policy or the owner of the Policy at any point of time.

Life Assured: means the person on whose life the Policy contract has been issued, the insured.

Policy Contract: The Policy is a legal contract between the Policyholder and ICICI Prudential Life Insurance Company Ltd (the Company), which has been issued on the basis of the proposal form and the documents evidencing the insurability of the Life Assured. The Policy contract comprises the Policy certificate and the Policy document (terms & conditions including the Unit Statement/s) to be issued from time to time. The Company agrees to provide the benefits set out in the Policy in return for the premiums paid by the policyholder.

The Company relies upon the information given by the Proposer and/or the Life Assured in the proposal form and in any other document(s) or during the medical examination, if any. The Policy is declared void in case the information given is incomplete or inaccurate or untrue or in case it is found that the policy was issued on the basis of fake/tampered documents/proofs. Further details are stated in the "Incontestability" clause under General conditions.

The Policy enables the Policyholder to participate only in the investment performance of the Fund, to the extent of allocated units and does not in any way confer any right whatsoever on the Proposer/Life Assured to otherwise share in the profits or surplus of the business of the Company in any manner whatsoever or make any claim in relation to the assets of the company.

The Policy is subject to the terms and conditions as mentioned in the Policy document and is governed by the laws of India.

Free look period: A period of 15 days is available to the Policyholder during which the Policy can be reviewed. If the Policy is not suitable, this booklet should be returned within 15 days from the day the Policyholder receives the Policy. The Company will return the Premiums paid subject to the deduction of insurance stamp duty on the Policy. The units will be repurchased by the company and any fluctuation in the fund value will be on customer's account.

1. Definitions:

In the Policy Document, unless the context otherwise requires:

- a. **"Regular Premium Contract"** means Unit Linked Insurance Plan where the premium payment is level and paid in regular intervals namely yearly, half-yearly, or monthly.
- b. **"Death Benefit"** means the amount of benefit which is payable on death as specified in the Policy document. This is stated at the inception of the policy.
- c. **"Vesting Date"** means the date on which the annuity becomes payable.
- d. **"Vesting Benefit"** means the benefit payable on the vesting date.
- e. **"Unit Linked Fund"** means the pool of the premiums paid by the Policyholders and invested in a portfolio of assets to achieve the fund(s) objective. The price of each unit in a fund depends on how the investments in the fund perform. The fund is managed by the Company.
- f. **"Unit"** means the portion or a part of the underlying segregated unit linked Fund.
- g. **"Net Asset Value (NAV)"** means the value per unit calculated in Rupees as mentioned below:

The NAV will be based on the appropriation price when the fund is expanding and the expropriation price when the fund is contracting.

The **appropriation price** is defined as follows.

Market or Fair Value of the Investments plus expenses incurred in the purchase of assets plus Current Assets and accrued interest (net of fund management charges) less Current Liabilities and provisions

Divided by,

Number of units outstanding under the Fund

The **expropriation price** is defined as follows.

Market or Fair Value of the Investments minus expenses incurred in the sale of assets plus Current Assets and accrued interest (net of fund management charges) less Current Liabilities and provisions

Divided By,

Number of units outstanding under the Fund

- h. **"Fund Value"** is the product of the total number of units under the Policy and the NAV. The Fund Value for the purpose of Claims, Surrenders or any other Clause stated in this policy shall be calculated on the basis of NAV table given in Clause 8.2
- i. **"Allocation"** means creating the units at the prevailing NAV offered by the Company. This is applicable in case of premium payment and switches.
- j. **"Redemption"** means encashing the units at the prevailing NAV offered by the Company where the process involves cancellation of units. This is applicable in case of exercising switch, vesting, surrender or in the case of payment of death benefit.
- k. **"Switch"** means facility allowing the Policyholder to change the investment pattern by moving from one fund to other fund (s) amongst the funds offered under this product.
- l. **"Surrender"** means terminating the contract once for all. On surrender, the surrender value is payable which is "Fund Value less the surrender charge" and is subject to Clause 4 on "Surrender".
- m. **"Premium Re-Direction"** is the facility allowing the policyholder to modify the allocation of amount of renewal premium into a different investment pattern from the option (investment pattern) exercised at the inception of the policy.
- n. **"Valuation of Funds"** is the determination of the value of the underlying assets of the unit linked fund.
- o. **"Premium Allocation Charge"** means a percentage of the Premium appropriated towards charges from the Premium received. The balance known as allocation rate constitutes that part of the Premium which is utilized to purchase (investment) units for the Policy. This charge is levied at the time of receipt of Premium
- p. **"Fund Management Charge"** means a charge levied as a percentage of the value of assets and shall be appropriated by adjusting the NAV. This is a charge levied at the time of computation of NAV.
- q. **"Policy Administration Charge"** means a charge levied at the beginning of each Policy month from the Policy fund by canceling units for equivalent amount.
- r. **"Surrender Charge"** means a charge levied on the Fund Value at the time of surrender of the Policy.
- s. **"Switching Charge"** means a flat charge levied on switching of monies from one fund to another available within the product. The charge will be levied at the time of effecting the switch.
- t. **"Date of Commencement of Policy"** as shown in the policy certificate is the date on which the age of the Life Assured and the term of the Policy are calculated and the same are shown on the Policy Certificate.
- u. **"Original vesting Date"** means the vesting date stated at the inception of the policy.
- v. **"Postponed vesting Date"** means the Original vesting date as postponed by the Policyholder.
- w. **"Top Up premium"** is an amount of premium that is paid by the Policyholder at irregular intervals besides basic regular premium payments specified in the contract and is treated as single premium.

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- x. **“Minimum Guaranteed NAV”** is the guaranteed NAV per unit of a tranche of the Pension Return Guarantee Fund (PRGF), at the time of termination of a tranche.

2. Postponement of the Original Vesting Date and choosing of the annuity option:

The Policyholder has the option to postpone the Original Vesting Date more than once. However on such Postponed Vesting Date the age of Life Assured shall not exceed 80 years last birthday.

The Company shall require a notice of one month before the last Vesting Date to postpone the same. Further the Policyholder shall, at least one month before the vesting date exercise his annuity option.

Where the policyholder has opted for Life Cycle based portfolio strategy, in the event of postponement of the vesting date the assets will be automatically re-balanced as per the applicable age of the life assured till the postponed vesting date as per the tables in clause 7.1 and the quarterly rebalancing will be done with respect to the new vesting date.

3. Benefits Payable and the applicable conditions:

3.1 Benefit payable to the Life Assured on the vesting date

The Fund value under the Policy shall be payable by using any one of the following options

- To utilise the entire Fund Value to purchase an Immediate Annuity as per the plan offered by the Company at that point of time or
- To receive up to one third (or as per prevailing regulations of IRDA/ Income Tax or any other regulatory body) of the Fund Value as a lumpsum and to utilise the balance amount to purchase an Immediate Annuity Plan as per the plan offered by the Company at that point of time or
- To utilise at least 2/3rd (or as per prevailing regulations of IRDA/ Income Tax or any other regulatory body) of the Fund Value to purchase an immediate annuity from any other insurance company and to avail the balance, if any in lumpsum.

3.2 Death Benefit

In the event of death of the Life Assured prior to the vesting date, the Fund value shall be payable to the named spouse of the deceased life assured by using any one of the following options.

- To receive the entire Fund value in lumpsum. The Policy shall terminate on payment of this amount or
- To receive a part of the Fund Value, in lumpsum and to utilise the balance amount to purchase the Immediate Annuity as per the option offered by the Company at that point of time or
- To utilise the entire Fund Value or any part of the Fund Value to purchase Immediate annuity from any other insurance company and to avail the balance, if any in lumpsum.

3.3 Benefits Payable death of the life assured during the postponement period.

The company shall pay only the Fund Value under the policy on death of the Life Assured.

3.4 Annuity Types available to the Annuitant (the Life Assured or his /her Spouse, as the case may be):

Currently the following annuity types are offered by the Company:

- Life Annuity with return of Purchase Price**
The annuitant shall receive the annuity for life. The purchase price shall be payable on the death of the annuitant.
- Life Annuity without return of Purchase Price**
The annuitant shall receive the annuity for life and no benefit is payable on the death of the annuitant.
- Joint Life, last survivor, without return of purchase price (Applicable only where the annuitant has a spouse at the time of commencement of the annuity)**
The annuitant shall receive annuity for life. In case of death of the annuitant after the annuity has commenced, the annuity shall become payable to the named spouse (“the joint life”) for his / her lifetime. No benefit is payable on death of the Joint Life.
- Joint Life, last survivor with return of purchase price on the death of the last survivor (Applicable only where the annuitant has a spouse at the time of commencement of the annuity)**
The annuitant shall receive the annuity for life. In case of death of the annuitant after the annuity has commenced, the annuity shall become payable to the named spouse (“the spouse”). In case of death of the Joint Life after the annuity has commenced on his / her life, the Purchase Price shall be payable to the nominee of the Joint Life.

5) Annuity guaranteed for a certain period

The annuitant would receive annuity for a certain period as selected by him (5, 10 or 15 years) and for life thereafter, if he survives the selected period. If, the annuitant dies before all the annuity installments due during the selected period are paid the balance annuity installments during the selected period shall be continued to be paid.

3.5 There is no guarantee that the above mentioned annuity types will be available at the vesting date.

3.6 Notwithstanding anything contained in Clause 1 of General Conditions of the Policy document, where the standard age proof, as acceptable to the Company, has not been provided till the vesting date, then the annuity options shall be restricted as per the then rules of the Company. In any case the age of the Annuitant shall be admitted before the commencement of the annuity.

3.7 Notwithstanding what is stated in Clause 3.1, 3.2, 3.3 and 3.4 if the named spouse under the Policy has predeceased the Life Assured or where the spouse of the Life Assured is not a nominee under the Policy, the benefits, if any, on the death of the life assured shall be payable only in lump sum in favor of the named nominee or failing which in favor of the Executors or Administrators or other legal representatives of the Life Assured who shall take out representation to the Life Assured’s estate limited to the moneys payable under this policy from any court of competent jurisdiction.

3.8 Annuity rates will be quoted on application. There are no guaranteed annuity rates. The annuity will be purchased by using the applicable proceeds under the policy and by applying the annuity rates current on the day the Company receives the application for an annuity from the policyholder.

3.9 To claim annuity payments, the survival of the annuitant on the day on which the annuity falls due has to be duly certified in such manner as the Company may require.

3.10 Where the annuity ceases on the death of the annuitant, no part of the said annuity shall be payable or be paid for such time as may elapse between the date of payment immediately preceding the death of the annuitant and the date of his death.

3.11 The life assured or spouse has the option to purchase the annuity from any other insurance company. In that case, the balance of benefit after commutation, where effected, shall be used as the purchase price to buy the immediate annuity from that company and thereafter the Company shall cease to have any obligation in respect of the annuity benefit/s payable under the policy.

4. Surrender

The Policy acquires a Surrender Value after payment of the full premium for the first Policy year. However, the surrender value would be payable only after completion of three policy years or whenever the Policy is surrendered thereafter. The surrender value payable is the Fund Value after deducting the following surrender charges.

- Applicable surrender charges where three full years’ premiums have not been paid

Complete Policy years for which premiums have been paid	Surrender Charge as a % of the Fund Value
Less than one year	100%
One year	75%
Two years	60%

In case the premium payments are discontinued within the first three policy years, all benefits shall cease after the expiry of the days of grace for payment from the due date of the first unpaid premium.

- Applicable surrender charge where three full years’ premiums have been paid

No. of completed Policy years	Surrender Charge as a % of Fund Value
3 years	8%
4 years	6%
5 years	4%
6 years	2%
7 to 9 years	1%
10 year and above	0%

The surrender shall extinguish all the rights, benefits and interest under the policy.

5. Premium

5.1 Payment of Premiums

- Premiums are payable on the due dates and at the amount mentioned in the Policy at time of commencement of the policy. However, there is a grace period for payment of premium of 15 days, where the mode of payment is monthly and 30 days for all other modes.
- If a premium is not paid on the due date or during the days of grace, the provisions as per Clause 5.5 shall apply and the Policyholder will continue to have the benefit of investment in the respective unit funds.

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- c. Premiums are payable upto the Original Vesting Date of the policy.
- d. Premiums are payable without any obligation on the company to issue a notice for the same.
- e. Premiums are payable through any of the following modes :-
 - 1. Cash *
 - 2. Cheques
 - 3. Demand Drafts
 - 4. Pay Orders
 - 5. Bankers Cheque
 - 6. Internet facility as approved by the Company from time to time
 - 7. Electronic Clearing System
 - 8. Credit Card

Where premiums have been remitted otherwise than in cash, the application of the premiums received is conditional upon the realization by the Company of the proceeds of the instrument of payment including electronic mode

* Amount and modalities will be subject to Company rules and relevant legislation / regulation.

- f. A premium shall be construed to be received only when the same is received at any of the Company's office.
- g. If the Policyholder suspends payment of premium for any reason whatsoever, the Company shall not be held liable and the benefits, if any will be available only in accordance to the policy conditions.
- h. If the premiums are paid in advance then the units will be allocated only on the respective due dates.

5.2 Premium Allocation

There will be no allocation charge applied to regular premiums payable.

On top ups an allocation charge of 1% will apply.

The number of Units purchased would be computed based on the NAV as provided in Clause 8.

If the policyholder has opted for the Fixed Portfolio Strategy, the policyholder has the option to allocate amongst one or more of the Fund(s) offered under this policy.

5.3 Premium Redirection

The Policyholder shall specify the fund(s) and the proportion in which the premiums are to be allocated at inception of the policy. The Policyholder shall have the option to change the proportion in which the premiums are to be invested at the time of payment of subsequent premiums. This will not be treated as a switch. The premium re-direction option is available only for the Fixed Portfolio Strategy. The Policyholder cannot opt for the PRGF directly for premium redirection; however, subsequently, premiums can be invested in the PRGF by means of a switch at a time that a tranche is open for subscription. Please refer to clause 9.1 for details.

5.4 Top - up premiums

99% of each Top-Up Single Premium shall be utilised to purchase units. The Policyholder may pay Top-Up Single premiums only where all the installment premiums due under the Policy till then have been paid. Top Up premiums can be paid anytime during the term of the contract till the original vesting date. The minimum / maximum amount of Top Up premium would be as per the Company rules. No charges would be applicable for surrender of top up premiums.

5.5 Continuation of the Policy

- a. If the premium is not paid by the due date or during the days of grace during the first three policy years, Fund Management Charge and the Policy Administration Charge will continue to be applicable. Further, no other transactions will be allowed during this period till the policy is revived. On death during this period, the Fund Value is only payable. The Policy shall terminate on such payment.
- b. If full premium has been paid for three policy years and three policy years have lapsed and any subsequent premium is not paid by the due date or during the days of grace, then the Policy will continue subject to the deduction of all applicable charges and subject to the foreclosure conditions mentioned in Clause 11. If payment of premium is not resumed within the revival period of two years; the policyholder shall have an option of continuing the cover without payment of renewal premiums.

If the policyholder opts for cover continuation option, then the Policy will continue subject to the deduction of all applicable charges and subject to the foreclosure conditions mentioned in Clause 11.

If the policyholder does not opt for continuation of cover as explained above, then the Policy shall be terminated by paying the fund value after applying the surrender charge as per Clause 4.

6 Funds

6.1 Investment Objectives of the Funds and Indicative Portfolio Allocation

1. Pension Flexi Growth

Objective To generate superior long-term returns from a diversified portfolio of equity and equity related instruments of large, mid and small cap companies.

Portfolio Allocation	Max (%)	Min (%)
Equity & Related Securities	100%	80%
Debt, Money Market & Cash	20%	0%

Risk- Reward profile of the Fund: High

2. Pension Flexi Balanced

Objective To achieve a balance between capital appreciation and stable returns by investing in a mix of equity and equity related instruments of large, mid and small cap companies and debt and debt related instruments.

Portfolio Allocation	Max (%)	Min (%)
Equity & Related Securities	60%	0%
Debt, Money Market & Cash	100%	40%

Risk- Reward profile of the Fund: Moderate

3. Pension Protector

Objective: To provide accumulation of income through investment in various fixed income securities. The fund seeks to provide capital appreciation while maintaining a suitable balance between return, safety and liquidity.

Portfolio Allocation	Max (%)	Min (%)
Debt Instruments, Money Market & Cash	100%	100%

Risk- Reward profile of the Fund: Low

4. Pension Maximiser (This Fund shall not be available for investment to those Policyholder whose application is received by the company's office after February 22, 2008)

Objective: To provide long-term capital appreciation through investments primarily in equity and equity-related instruments.

Portfolio Allocation	Max (%)	Min (%)
Equity & Related Securities	100%	75%
Debt, Money Market & Cash	25%	0%

Risk- Reward profile of the Fund: High to those policyholder whose application is received at the Company's office after February 18, 2008)

5. Pension Balancer

Objective: To provide a balance between long-term capital appreciation and current income through investment in equity as well as fixed income instruments in appropriate proportions depending on market conditions prevalent from time to time.

Portfolio Allocation	Max (%)	Min (%)
Equity & Related Securities	40%	0%
Debt, Money Market & Cash	100%	60%

Risk- Reward profile of the Fund: Moderate

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6. Pension Preserver

Objective: To provide suitable returns through low risk investments in debt and money market instruments while attempting to protect the capital deployed in the fund.

Portfolio Allocation	Max (%)	Min (%)
Debt Instruments	50%	0%
Money Market & Cash	100%	50%

Risk- Reward profile of the Fund: Capital Preservation

7. Pension Multiplier (This Fund shall be available for investment to those policyholders whose application is received at the Company's office on or after February 23, 2008)

Objective: To provide long-term capital appreciation from an equity portfolio predominantly invested in NIFTY scrips.

Portfolio Allocation	Max (%)	Min (%)
Equity & equity related securities	100%	80%
Debt, Money market & Cash	20%	0%

Potential Risk-Reward profile of the Fund: High

8. Pension R.I.C.H. (This fund shall be available for investment to those policyholders whose application is received at the Company's office on or after March 15, 2008)

Age (nearest birthday) of the Life Assured (in years) at the time of Policy inception or on quarterly policy anniversary as the case may be	Equity Component in the Policyholder's portfolio as represented by Pension Flexi Growth	Debt Component in the Policyholder's portfolio as represented by Pension Protector
18 – 25	85%	15%
26 – 35	75%	25%
36 – 45	65%	35%
46 – 55	55%	45%
56 – 65	45%	55%
66 – 80	35%	65%

Objective: To generate superior long-term returns from a diversified portfolio of equity an equity related instruments of companies operating in four important types of industries viz., Resources, Investment-related, Consumption-related and Human capital leveraged industries.

Portfolio Allocation	Max (%)	Min (%)
Equity & equity related securities	100	80
Debt, Money market & Cash	20	0

Potential Risk-Reward profile of the fund: High

9. Pension Return Guarantee Fund (PRGF)

Objective: The fund seeks to provide guaranteed returns through investment in a diversified portfolio of high quality fixed income instruments.

Portfolio Allocation	Max (%)	Min (%)
Debt, Money market & Cash	100	100

Risk-Reward Profile of the Fund: Low

The Pension Return Guarantee Funds are close ended funds of terms 5 and / or 10 years. They are intended to provide the Policyholder a return over a specified period, subject to a guarantee. The funds may be offered in tranches over a period of time and each tranche will be open for subscription for a brief period of time and will terminate on a specified date. The Company shall guarantee the NAV of this fund at the time of termination of each tranche. On that date, the higher of prevailing NAV or Minimum Guaranteed NAV will apply for the units in PRGF.

The Company proposes to offer new tranches of these funds from time to time and the Minimum Guaranteed NAV will be specified at the time of launch of each new tranche.

If the Policyholder opts for PRGF at inception, the first premium will be directed to the fund. Subsequent premiums are allocated to the other funds in a proportion specified by the Policyholder at the time of inception. If the Policyholder wishes to invest Subsequent premiums in the PRGF, he may do so by switching monies into the PRGF. Please refer to clause 9.1 for details.

On termination of a tranche of PRGF, the fund proceeds will be allocated to the remaining funds, in the proportion of units held therein, as on the date of termination. In an exceptional case where the entire fund is invested in the PRGF, the proceeds will be allocated to the funds opted at policy inception.

In the exceptional case where the Original Vesting Date coincides with the termination date of a tranche of PRGF, then the higher of NAV of the PRGF as on that date (subject to the same being a valuation day) and Minimum Guaranteed NAV of the PRGF tranche would apply while calculating the maturity value of the portion of investments in that tranche of PRGF.

6.2 The Company shall obtain the consent of the Policyholder, when any change in the Portfolio allocation pattern of the Funds described above is considered necessary other than on account of market conditions and /or political and economic force Majeure conditions (like but not limited to floods, cyclones, earthquake, war, etc) which are beyond human control. Such change shall be carried out as long as not more than one fourth of the Policyholders disagree. Any Policyholder who does not give his consent shall be allowed to withdraw the units in the Funds at the then prevailing NAV without any surrender charge and terminate the policy.

The Company shall notify the Policyholder about the change in asset allocation when the change is on account of market conditions and / or political and economic force Majeure conditions (like but not limited to floods, cyclones, earthquake, war, etc) which are beyond human control.

7. Portfolio Strategies available under the Policy

The Policyholder has the choice to invest in either of the Portfolio Strategies mentioned below.

7.1 Life Cycle Portfolio Strategy:

- Under this strategy, investment will be in the funds "Pension Flexi Growth" and "Pension Protector" in the proportions shown in the table below according to the age of Life Assured.
- On a quarterly basis, units shall be rebalanced as necessary to achieve the stated proportion of the fund value in the "Pension Flexi Growth" and "Pension Protector" funds as stated below. The re-balancing of units shall be done on the last day of each policy quarter. The below stated investment proportions shall apply until the last ten quarters of the policy are remaining.
- During the last ten quarters of the Policy term, the investment proportion in the "Pension Protector" shall be as per the table shown below. The units under the "Pension Flexi Growth Fund" shall be moved to "Pension Protector Fund" on the last day of the quarter to achieve 100% of investment in "Pension Protector" Fund in the last quarter of the Policy term.

Age	Pension Flexi Growth	Exposure in the Last Ten Quarters prior to the Original/Postponed Vesting Date									
		10	9	8	7	6	5	4	3	2	1
From 18 To 25	85%	76.5%	68.0%	59.5%	51.0%	42.5%	34.0%	25.5%	17.0%	8.5%	0.0%
26	75%	67.5%	60.0%	52.5%	45.0%	37.5%	30.0%	22.5%	15.0%	7.5%	0.0%
36	65%	58.5%	52.0%	45.5%	39.0%	32.5%	26.0%	19.5%	13.0%	6.5%	0.0%
46	55%	49.5%	44.0%	38.5%	33.0%	27.5%	22.0%	16.5%	11.0%	5.5%	0.0%
56	45%	40.5%	36.0%	31.5%	27.0%	22.5%	18.0%	13.5%	9.0%	4.5%	0.0%
66	35%	31.5%	28.0%	24.5%	21.0%	17.5%	14.0%	10.5%	7.0%	3.5%	0.0%

Age	Pension Protector	Exposure in the Last Ten Quarters prior to the Original/Postponed Vesting Date									
		10	9	8	7	6	5	4	3	2	1
From 18 To 25	15%	23.5%	32.0%	40.5%	49.0%	57.5%	66.0%	74.5%	83.0%	91.5%	100.0%
26	25%	32.5%	40.0%	47.5%	55.0%	62.5%	70.0%	77.5%	85.0%	92.5%	100.0%
36	35%	41.5%	48.0%	54.5%	61.0%	67.5%	74.0%	80.5%	87.0%	93.5%	100.0%
46	45%	50.5%	56.0%	61.5%	67.0%	72.5%	78.0%	83.5%	89.0%	94.5%	100.0%
56	55%	59.5%	64.0%	68.5%	73.0%	77.5%	82.0%	86.5%	91.0%	95.5%	100.0%
66	65%	68.5%	72.0%	75.5%	79.0%	82.5%	86.0%	89.5%	93.0%	96.5%	100.0%

- The policyholder does not have the flexibility to alter the above stated proportions of Pension Flexi Growth and Pension Protector while the investments are in the Life Cycle Portfolio strategy. However the policyholder can change the strategy to the Fixed Portfolio strategy at any point of time. At the time of such change, the Policyholder shall be required to indicate the proportion of future renewal premiums amongst the Funds available under this Policy and also shall be required to indicate if any switch transaction has to be carried out in respect of existing investment as of the date of change.
- Unless the Portfolio Strategy is changed to the Fixed Portfolio strategy, all the renewal premiums shall continue to be allocated in the Life Cycle Portfolio strategy.
- If the last day of the quarter is not a valuation date then the Company shall apply the NAV of the next immediate Valuation Date.
- The quarter means the quarterly anniversary of the Policy with reference to "Date of Commencement of the Policy".

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7.2 Fixed Portfolio Strategy

Under this option, the Policyholder has to decide the premium allocation amongst one or more from the six Funds mentioned in Clause 6 above.

The Policyholder shall specify the type of fund(s) and the proportion in which the premiums are to be invested in the chosen fund(s) at the inception of the policy or at the time of change to the Fixed Portfolio Strategy from the Life Cycle Portfolio strategy, as the case may be.

- 7.3** The Policyholder has an option to change the portfolio strategy four times during the policy term including the period after postponement of vesting and no charge shall be levied for the same.
- 7.4** At any point of time the entire investment under the policy can be only invested in one portfolio strategy.
- 7.5** When the Portfolio Strategy is changed from the Fixed Portfolio Strategy to the Life Stage Portfolio Strategy, the necessary switch of units shall be carried out to achieve the investment applicable for age of the of the Life Assured and the policy year at the time of such change as specified in the Clause 7.1 above. The switch of units, as necessary, shall be carried out by using the NAV of respective Funds at the date of change. This switch transaction is free of charge.

7.6 Automatic Transfer Strategy

- a. The Policyholder can choose to automatically transfer, from his investments in the Pension Preserver Fund, a pre-defined amount, every month, into any of the equity funds available under the plan (namely Pension Flexi Growth, Pension Multiplier & Pension R.I.C.H)
- b. The Policyholder may choose a transfer date of either 1st or 15th of every month. If the 1st or 15th of the month is not a Valuation Date then the Company shall apply the NAV of the next immediate Valuation Date.
- c. On transfer, the requisite number of units shall be withdrawn from Pension Preserver, at the applicable unit value, and the units shall be transferred to the new Fund as opted by the Policyholder.
- d. Currently, the minimum transfer amount is Rs. 2,000/-. The minimum amount may be revised by the Company from time to time subject to IRDA approval.
- e. This transfer will continue until the Company is notified, through a written communication from the Policyholder, to discontinue the same.
- f. The request for the Automatic Transfer Strategy shall be processed subject to the said amount being available under the respective fund of the Policyholder. The Automatic Transfer Strategy will not be applicable if the source fund value is less than the amount stated for transfer.

7.7 Valuation Date

The NAV shall be declared by the Company on a daily basis except on Bank holidays, Exchange holidays, Saturdays, Sundays and the days on which the Corporate Office is closed.

7.8 New Funds

New Funds may be introduced by the Company from time to time and the Policyholder shall be notified of the introduction of such new Funds. The Company may offer the Policyholder the option to switch to those Funds at such NAV and subject to such terms and conditions as may be specified by the Company at that time. Switching between the existing Funds is subject to the terms and conditions detailed in Clause 9.1 herein.

7.9 Investment of the Funds

The Company shall select the investments, including derivatives and units of mutual funds, by each Fund at its sole discretion subject to the investment objectives of the respective Fund and the IRDA Regulations in that regard. All assets relating to the Fund shall be and shall remain in the absolute beneficial ownership and control of the Company. There is no trust created, whether express or implied, by the Company in respect of the investments in favour of the Policyholder / Assignee/ Nominee of the Policy or any other person.

7.10 Fund Closure

- (a) Although the Funds, except the Pension Return Guarantee Fund, the Company may, at its discretion and subject only to approval from IRDA, completely close any of the Funds on the happening of any event, which in the sole opinion of the Company requires the said Fund to be closed. The Policyholders shall be given at least three months' prior written notice of the Company's intention to close any of the Funds completely or partially except in 'Force Majeure' situations/ conditions like, but not limited to, floods, cyclones, earthquake, war, etc which are beyond human control, where the Company may give a shorter notice.

- (b) In case of complete closure of a Fund, on and from the date of such closure, the Company shall cease to issue and cancel Units of the said Fund and cease to carry on activities in respect of the said Fund, except such acts as are required to complete the closure. In such an event if the Units are not switched to another Fund by the Policyholders, the Company will switch the said Units to any another Fund at its discretion and subject only to approval from IRDA. However no fee would be charged by the Company for switching to another Fund or exiting from the Policy in the event of complete closure of Funds.

In case of complete closure of the any of the Fund(s) of Life Cycle Portfolio Strategy, the Company shall continue the Life Cycle Portfolio Strategy by switching all the units lying in the closed fund(s) to other fund(s) with similar asset allocation and risk reward.

However no fee would be charged by the Company for switching to another Fund or exiting from the Policy in the event of complete closure of Funds.

7.11 Risks of investment in the Funds

The Policyholder is aware that the investment in the Units is subject to the following, amongst others, risks and agrees that he is making the investment in the Units with full knowledge of the same.

- a. LifeStage Pension Policy is only the name of the Policy and does not in any way indicate the quality of the Policy, its future prospects or returns.
- b. Pension Flexi Growth, Pension Flexi Balanced, Pension Maximiser, Pension Balancer, Pension Protector, Pension Preserver, Pension Multiplier, Pension R.I.C.H., Pension Guarantee Fund and Life Cycle Based Portfolio Strategy, Automatic Transfer Strategy and Fixed Portfolio Strategy are the names of the Funds / Asset Allocation Strategies respectively and do not in any manner indicate the quality of the Fund / Strategy, their future prospects or returns.
- c. The investments in the Units are subject to market and other risks and there can be no assurance that the objectives of any of the Funds will be achieved.
- d. The Fund Value of each of the Funds can go up or down depending on the factors and forces affecting the financial and debt markets from time to time and may also be affected by changes in the general level of interest rates.
- e. The past performance of other Funds or the Asset Allocation Strategies of the Company is not necessarily indicative of the future performance of any of these Funds.
- f. The Funds do not offer a guaranteed or assured return except for the Pension Return Guarantee Fund, which offers a Minimum Guaranteed NAV at the time of termination of a tranche
- g. All benefits payable under the Policy are subject to the tax laws and other financial enactments as they exist from time to time.

8. Units

- 8.1** The nominal value of the Units is Rs.10 each. The Units are allocated in the manner described below and such allocations may be made up to 1/1000th of a Unit or such other fraction as the Company may, in its sole discretion, decide.

8.2 Applicability of NAV

The allocation and redemption of units for various transactions would be at the NAV as described below.

Type of transaction	Applicable NAV (Where transaction is by way of a request, the same should be received before cut-off time *)
First Premium Deposit received by way of local cheque / pay order / demand drafts payable at par	NAV of the date of commencement of the policy
First Premium Deposit received by way of outstation cheque / pay order / demand drafts	NAV of the date of commencement of policy or date of realization of the amount by the Company, whichever is later
<ul style="list-style-type: none"> • Switch • Surrender • Death claim • Requests for Free Look cancellation 	NAV of the date of receipt of the request / intimation of claim (Intimation means written intimation for the purpose of claims. Request means written or through electronic mode or any other manner as decided by the Company from time to time)
Direct debit, ECS, credit card, etc for the purpose of renewal premiums	NAV of the date of receipt of instruction or the due date, whichever is later
Renewal premiums received by way of local cheque / pay order / demand drafts payable at par	NAV of the date of receipt of instrument or the due date, whichever is later
Renewal Premiums received by way of outstation cheque / pay order / demand drafts	NAV of the date of receipt of instrument or the due date or date of realization of the amount by the Company, whichever is later

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Foreclosures / revival	NAV of the date of effect of foreclosure / revival
Calculation of Fund value for the purpose of benefit payable on Vesting date	NAV of the vesting date or the date of completion of requirements whichever is later. In case the date of such payment coincides with the termination date of a tranche of PRGF, the NAV, of the units invested in that tranche of PRGF, will be subject to the MGN of that tranche.

The allocated units shall be reversed in case of non realization of the said amount.

***Cut-off time** means the time before which transaction requests (such as premiums, surrenders, withdrawals, etc.) should be received at the Company's Office for the applicability of the NAV of the same day. Currently the cut-off time is 3.00 p.m.

If the request/instruction is received after the cut-off time, then NAV of the next date or the due date, whichever is later, shall be applicable.

If the same day or the next day or the transaction due date or the re-balancing day is not a Valuation date, then the Company shall apply the NAV of the next immediate Valuation Date.

In respect of transactions which are not specifically mentioned herein but involve the allocation and redemption of units, the Company shall follow the same norms as mentioned in this clause.

For all transactions on the last day of the financial year, the NAV of that day would be applicable, irrespective of the cut-off time.

The Company may, subject to IRDA approval, change the cut-off time by which requests for transactions have to be received and accepted for the purpose of determining the NAV of the relevant Fund to be used for calculating the number of Units. The change shall be intimated to the policyholder.

8.3 Valuation of the Funds

The NAV shall be computed at least up to two decimal places. The valuation of the assets, of each Fund shall be made as per the valuation norms prescribed by the Company and the IRDA.

9. Policyholder's Options

The below mentioned options are available to the Policyholder.

9.1 Switching of Units (Applicable only for Fixed Portfolio Strategy)

To switch Units from a particular Fund to another Fund by cancellation of the Units to be switched and creation of new Units in the Fund being switched to based on the NAV of the relevant Fund computed in the manner provided in Clause 8.

- Four free switches shall be allowed in each policy year starting from the date of commencement of the Policy. Any unutilised free switch cannot be carried forward.
- Currently, for any non-free switch, a Switching charge of Rs.100/- shall be applicable. This charge is subject to change, subject to prior IRDA approval, as per the rules of the Company from time to time.
- Currently, the minimum amount per switch is Rs.2,000/- and shall be subject to change as per the rules of the Company from time to time, with prior IRDA approval.
- During the first three policy years, switches shall not be allowed unless all due premiums till date have been paid.
- The Policyholder can switch from the PRGF to another Fund at any point of time. The option to switch into the PRGF will be available only if a tranche of PRGF is open at the time of switch request

9.2 The Company may, in the general interest of the holders of unit linked policies and keeping in view unforeseen circumstances/ unusual market conditions, limit the total number of Units withdrawn on any day to 5% of the total number of Units then outstanding.

9.3 In exceptional circumstances such as unusually high volume of sale of investments within a short period, market conditions and political and economic Force Majeure, the Company may, at its discretion and subject only to approval from IRDA, defer the switching or withdrawal of Units and the surrender of the Policy for a period not exceeding one month from the date of application.

10. Charges

10.1 Policy Administration

The policy administration charge is a percentage of annual premium and will be charged for the first 10 years. It shall be recovered by cancellation of units.

The charges are given below.

Premium Band	Premium Frequency	
	Annual / Half yearly	Monthly
15,000 - 35,000	0.5% per month 0.35% per month	0.6% per month 0.45% per month
35,000-99,999	0.25% per month	0.35% per month
100,000-199,999	0.2% per month	0.3% per month
> 200,000		

10.2 Fund Management Charge

Fund Name	Fund Management Charge (% per annum of the net assets)
Pension Flexi Growth	2.25%
Pension Flexi Balanced	2.25%
Pension Maximiser	2.25%
Pension Balancer	2.25%
Pension Protector	1.50%
Pension Preserver	0.75%
Pension Multiplier	2.25%
Pension R.I.C.H.	2.25%
Pension Return Guarantee Fund	1.50%

10.2 Recovery of charges

- The Fund Management Charge pertaining to the net assets under the Fund (s) will be priced in the NAV of the Fund.
- Premium Allocation charge is recovered by way of deduction from Premium
- All other Charges would be recovered by cancellation of Units
- In the event that the Units are held in more than one Fund, the cancellation of Units will be effected in the same proportion as the Fund Value held in each Fund.

10.3 Revision of Charges

The Company reserves the right to revise the following Charges at any time during the term of the policy. Any revision will be with prospective effect subject to approval from IRDA and after giving a notice to the Policyholders.

The Company reserves the right to change the Fund Management Charge pertaining to the net assets under the Fund (s) with prior approval from the IRDA to a maximum of 3.50% per annum of the net assets for each of the Funds.

The Company reserves the right to change the total Policy Administration Charge at any time with prior approval from the IRDA. The maximum increase in the monthly policy administration charge is capped at 0.5% for each premium band.

The Company reserves the right to change the Switching Charge at any time with prior approval from the IRDA upto a maximum of Rs.200/- per switch.

If the revision in the above charges is not agreeable to the Policyholder, the Policy can be terminated by withdrawing all the units in the Funds at the then prevailing NAV, without any application of surrender charges and terminate the policy.

The premium allocation charge and the surrender charge is guaranteed for the term of the policy. However the Fund Management Charge, Policy Administration Charge & Switching Charge are not guaranteed.

11. Foreclosure of the Policy

If the full premium for the first three Policy years is not paid and the policy is not revived within a period of two years from the due date of the first unpaid premium, then surrender value as described in Clause 4 will be paid at the end of the third policy year or at the end of the reinstatement period, whichever is later.

If the full premium has been paid for three full Policy years and after three policy years have elapsed; and the Fund Value across all Funds under the Policy falls below 110% of one full year's premium, the policy shall be terminated by paying the Fund Value after applying surrender charges, if applicable as per Clause 4. In any case for the purpose of this clause the Company shall pay minimum of one full year's premium.

12. Force Majeure

If the performance by ICICI Prudential of any of its obligations herein shall be in any way prevented or hindered in consequence of any act of God or State, Strike, Lock out, Legislation or restriction of any Government or other authority or any other circumstances beyond the anticipation or control of the parties, the performance of

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this contract shall be wholly or partially suspended during the continuance of the contract.

General Conditions

1. Age

If the correct age of the Life Assured is found to be such as would have made the Life Assured uninsurable under the plan of assurance specified in the Policy Certificate, the plan of assurance shall stand altered to such plan of assurance as is generally granted by the Company for the correct age of the Life Assured, subject to the terms and conditions as are applicable to that plan of assurance. If it is not possible to grant any other plan of assurance or the Life Assured does not desire to have any other plan of assurance, the policy shall stand cancelled from the date of issue of the policy and the Fund Value shall be paid.

The Fund Value will be determined by using the NAV of the date of cancellation of the policy.

The age of the Life Assured and that of his/her spouse shall be admitted before the purchase of annuity.

2. Revival of the Policy

A policy, which has lapsed for non-payment of premium within the days of grace, may be revived subject to the following conditions: -

- a The application for revival is made within two years from the due date of the first unpaid premium. If the policy is not revived within this period, then the policy shall be foreclosed by paying the Surrender Value at the end of the revival period or at the end of three years, whichever is later.
- b The receipt of arrears of premiums
- c The revival of the policy may be on terms different from those applicable to the policy before it lapsed; and
- d The revival will take effect only on it being specifically communicated by the Company to the Life Assured.
- e During this period, the policyholder will continue to have the benefit of investment in the respective unit funds.

3. Nomination

The Life Assured, where the policy is on his/ her own life, may, at any time during the tenure of the Policy, make a nomination for the purpose of payment of the moneys secured by the policy in the event of his death. Where the nominee is a minor, the Life Assured 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. Section 39 of the Insurance Act, 1938 may be referred to for the complete provision.

The Company does not express itself upon the validity or accepts any responsibility on nomination in recording or registering the nomination or changing the nomination.

4. 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.

5. Policy Alterations

Policy alterations would be allowed after payment of atleast one full year's premium subject to the rules of the Company and IRDA guidelines at that point in time.

6. Incontestability

In accordance to the Section 45 of the Insurance Act, 1938, no Policy of life insurance 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 of insurance or any report of a medical officer, or a referee, or friend of the Life Assured, or in any other document leading to the issue of the Policy, was inaccurate or false, unless the insurer shows that such statements was on material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Policyholder and that the Policyholder 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 the 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 Assured was incorrectly stated in the proposal.

The Company would declare the Policy void in case of suppression / mis-statement / mis-representation of facts.

7. Notices

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post, facsimile or e-mail to

In case of the Policy holder/ Nominee:

As per the details specified by the policy holder/ Nominee in the Proposal Form / Change of Address intimation submitted to the Company

In case of the Company:

Address	:	Customer Service Desk
		ICICI Prudential Life Insurance Company Limited Vinod Silk Mills Compound, Chakravathy Ashok Nagar, Ashok Road Kandivali (East) Mumbai- 400 101
Facsimile	:	022 67100803 / 805
E-mail	:	lifeline@icicprulife.com

Notice and instructions sent by us to the policyholders will be deemed served 7 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

8. Payment of Claim

Before payment of any claim under the Policy, the Company shall require the delivery of the original of this Policy document alongwith written intimation and other documents as mentioned below establishing the right of the claimant or claimants to receive payment. Claim payments are made only in Indian currency.

1. Claimant's statement
2. Death certificate issued by the local and medical authority in case of death claim
3. Any other documents or information as may be required by the Company for processing of the claim depending on the cause of the claim.

9. Legislative Changes

This policy including the premiums (including the rider premiums, if applicable) and the benefits under the policy will be subject to the taxes and other statutory levies as may be applicable from time to time, and such taxes, levies etc. will be recovered, directly and completely from the Policyholder.

10. Loans

No loans are allowed under this plan.

11. Electronic Transactions

The Customer shall adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centres, teleservice 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.

12. Customer Service

- (a) For any clarification or assistance, the policyholder may contact our advisor or get in touch with any of the touch points as mentioned on the reverse of the booklet

Alternatively you may communicate with us at the Customer Service Desk address mentioned above

The Company's website must be checked for the updated contact details.

- (b) **Grievance Redressal Officer**

For any complaints/grievances, you may get in touch with our designated Grievance Redressal Officer (GRO). For GRO contact details please refer to the "Grievance Redressal" section on our website www.icicprulife.com

- (c) **Grievance Redressal Committee**

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In the event that any complaint/grievance addressed to the GRO is not resolved within 10 days you may escalate the same to the Grievance Redressal Committee at the address mentioned below.

ICICI Prudential Life Insurance Company Limited
Stream House
Kamla Mills Compound
Building 'A'
Senapati Bapat Marg
Lower Parel
Mumbai-13

(d) Insurance Ombudsman

- i. The Central Government has established an office of the Insurance Ombudsman for redressal of grievances with respect to life insurance policies.
- ii. As per provision 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 Insurance Company
 - Within a period of one year from the date of rejection by the Insurance Company
 - If any other Judicial authority has not been approached
- iii. In case if the Policyholder is not satisfied with the decision/resolution of the Company, the Policyholder may approach the Insurance Ombudsman at the address given below if the grievance pertains to:
 - any partial or total repudiation of claims
 - the premium paid or payable in terms of the policy
 - any claim related dispute on the legal construction of the policies in so far as such dispute relate to claims
 - delay in settlement of claims
 - non-issue of policy document to customers after receipt of premiums
- iv. The complaint to the office of the Insurance Ombudsman (contact details given below) should be made in writing duly signed by the complainant (Policyholder) or by his legal heirs with full details of the complaint and the contact information of complainant.

Annexure III

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman Office of the Insurance Ombudsman 2 nd floor, Ambica House Nr. C.U.Shah College 5, Navyug Colony, Ashram Road, AHMEDABAD – 380 014 Tel.079- 27546150 Fax:079-27546142 E-mail:insombahd@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2 nd floor Malviya Nagar, BHOPAL Tel. 0755-2769201/02 Fax:0755-2769203 E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park BHUBANESHWAR – 751 009 Tel.0674-2596461(Direct) Secretary No.:0674-2596455 Tele Fax - 0674-2596429 E-mail: ioobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman Office of the Insurance Ombudsman 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	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh

CHENNAI	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court , 4 th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI – 600 018 Tel. 044-24333678 Fax: 044-24333664 E-mail: insombud@md4.vsnl.net.in	Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road NEW DELHI – 110 002 Tel. 011-23239611 Fax: 011-23230858 E-mail: iobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5 th floor Nr. Panbazar Overbridge , S.S. Road GUWAHATI – 781 001 Tel. : 0361-2131307 Fax:0361-2732937 E-mail: omb_ghy@sify.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman 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. 040-23325325 Fax: 040-23376599 E-mail: hyd2_insombud@sancharnet.in	Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry
ERNAKULAM	Insurance Ombudsman Office of the Insurance Ombudsman 2 ND 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	Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry
KOLKATA	Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road , 3 rd floor, KOLKATA – 700 001 Tel.:033-22134869 Fax: 033-22134868 E-mail : iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andaman & Nicobar Islands , Sikkim
LUCKNOW	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6 th floor, Nawal Kishore Rd. Hazratganj, LUCKNOW – 226 001 Tel.:0522-2201188 Fax: 0522-2231310 E-mail: ioblko@sancharnet.in	Uttar Pradesh and Uttaranchal
MUMBAI	Insurance Ombudsman Office of the Insurance Ombudsman, Jeevan Seva Annexe, 3 rd floor, S.V.Road, Santacruz(W), MUMBAI – 400 054 PBX: 022-26106928 Fax: 022-26106052 E-mail: ombudsman@vsnl.net	Maharashtra , Goa