

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Non Linked Non-Participating Group Credit Life Insurance Plan

PART A

Forwarding Letter

Date: << >>

<< Name of Master Policyholder>>

<< Address of Master Policyholder>>

Dear Sir/Madam,

Re : Your Group Master Policy : <<_____>>

We are enclosing herewith your Master Policy document. We request you to kindly check the Master Policy details and the Master Policy terms and conditions carefully. If you have any queries, please write to us at customercare@sudlife.in or call us at 022-39546300.

In case you are not satisfied with the terms and conditions of the Master policy, then you may return the policy within the free look period by stating the reasons for objections. The free look period is 15 days from the date of receipt of the policy document. Individual Insured members, in such event, will be entitled to a refund of their respective share of amount of premium received subject to a deduction of a proportionate risk premium for the period on cover and the expenses incurred by us on medical examination and the stamp duty charges. Cheque will be issued in the name of individual insured members and will be forwarded to the Master Policyholder to facilitate the onward transmission to the respective members. All the rights under this Policy shall immediately stand extinguished at the cancellation of the Policy.

For any assistance relating to your Master Policy or claim related query, you may get in touch with us via Toll Free No: 18002668833 or Land line No: 022 39546300 (charges apply) or email us on customercare@sudlife.in

Thanking you once again for your patronage and looking forward to your continued support in future as well.

Yours sincerely,

Authorized Signatory

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Corporate Agent / Broker/ Agent/ Sales Representative Name :	
Specified Person Name:	
Specified Person/ Agent/ Broker Code:	
Specified Person/ Agent/ Broker Registration number:	
Specified Person/ Agent/ Broker Tel. No.:	
Specified Person/ Agent/ Broker Email ID :	
Specified Person/ Agent/ Broker Address:	

Policy Preamble

Star Union Dai-ichi Life Insurance Company Ltd (the “Company”), (which expression includes its assignees and successors) has received a proposal for insurance from the Proposer (the “ Master Policy holder”, which expression includes it’s assignees and successors) named in Schedule together with the particulars of the individuals admitted into this policy (the “Insured Members”) as on the Date of Commencement of the Policy (the “ Initial Insured Members”) and the premium towards the coverage of the sum of which is mentioned in the said Schedule for the grant of benefits detailed in Section 2.

The Master Policyholder has agreed to furnish such statements and particulars as may be required by the Company together with the premium payable in respect of the Coverage of those who may be admitted into the membership of this Policy from time to time after the Date of Commencement of the Policy (the “Subsequent Insured Members”). The Company and the Master Policyholder have agreed that the proposal and the particulars submitted by the Master Policyholder together with any report or other documents leading to the coverage of the Insured Members under this Master Policy shall form the basis of the contract of insurance under this Master Policy. It is agreed that on the aforesaid premises the Company will pay the appropriate benefits as stated in Section 2 to the Member, the Beneficiary or, as the case may be, the Master Policy holder (the “Claimant”) on receipt by the Company of proof to its satisfaction of the benefit/s having become payable as per the terms and conditions of the Policy and of the Claimant’s entitlement to the same.

The premium payable and the benefits that may be granted under this Master Policy will be subject to the recovery by the Company of the taxes and other statutory levies as may be applicable from time to time, and such taxes and levies will be payable to the Company, directly and in full by the Master Policyholder and in the event of the failure or omission of the Master Policy holder the same shall be recovered from any sum due and payable to the Claimant/s under this Policy. Any amendment to the terms and conditions of this Master Policy shall be given effect to either by an endorsement to the Master Policy or by any other lawful mode of documentation evidencing such amendment signed in either case by an authorized officer of the Company.

The provisions hereinafter contained together with the Schedules and endorsements/ documents evidencing the amendments form the whole of the contract of insurance under this Master Policy as fully as if recited over the signature affixed hereto.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Schedule

A. Master Policy Details

Master Policy No:	<< >>	Date of Commencement of Master Policy:	<<>>
Proposer / Master Policy holder Name:	<< >>		
Address of Master Policyholder:	<<>>		
Type of the Entity	<Regulated> 1. RBI Regulated Scheduled Commercial Banks, Co-operative Banks and Small Finance Banks 2. RBI Regulated NBFCs 3. NHB Regulated Housing Finance Companies 4. National Minority Development Finance Corporation (NMDFC) and its states channelizing Agency.	Yes/ No	
	<Non Regulated Entity>	Yes/ No	
Initial Premium Paid:	Premium Rs. << >> + GST Rs << >> Total Premium << >>	Premium Paying Term for each group member:	Single premium
Initial Total Sum Assured	<< >>	Initial No. of Members covered	<< >>

GST is as per prevailing rates and subject to changes from time to time.

B. Details of Insurance Cover for each Insured Member

Date of Commencement of Coverage for each Insured Member:	The date as mentioned in the Certificate of Insurance issued to the Insured Member.
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SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Term of the Insured Members' Coverage	a. In respect of Initial Insured Members: The remainder of the term for repayment of the loan as on the Date of Commencement of the Master Policy as mentioned in the certificate of insurance issued to the member b. In respect of Subsequent Insured Members: The term for repayment of the loan as per the original repayment schedule as agreed to between the Insured Member and the Master policy holder and as mentioned in the certificate of insurance issued to the Insured Member.
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Particulars of insured members are enclosed in the Annexure 1

C. Benefits payable: As stated in Section 2 of the Master Policy.

Special Provision (if any): << >>

Stamp Duty of Rs. (Rupee Only) is paid for this Master Policy by pay order, vide receipt no XXX dated dd/mm/yyyy.

Signed for and on behalf of Star Union Dai-ichi Life Insurance Limited.

Authorized Signatory
IRDA Regn- 142 I CIN - U66010MH2007PLC174472

Note: The Life Cover under this Master Policy shall commence only on the Date of Commencement of Risk. On examination of this Master Policy, if the Master Policyholder notices any mistake, the Master Policy Document is to be returned for correction to the Company.

This master policy has been issued, based on initial data submitted by the Master Policyholder. Any Additions/deletion from the Insured Member list will have to be intimated by the Master Policyholder to the Insurer for changes.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART B

1. Definitions

Unless excluded by or repugnant to the context or defined to the contrary the definition mentioned below shall have the following meaning: -

- a. **"Age"** refers to the age last birthday of the Insured Member.
- b. **"Beneficiary"** or **"Nominee"** means a person nominated by the Insured Member under this Master Policy and registered with the Company in accordance with Clause 15 and who is authorized to receive the death benefit payable under this Policy.
- c. **"Claimant"** means Nominee(s) (if valid nomination is effected), assignee(s) or their heirs, legal representatives or holders of a succession certificates in case Nominee(s) or assignee(s) is/are not alive at the time of claim.
- d. **"Date of Commencement of Master Policy"** is the date as mentioned in Schedule
- e. **"Date of commencement of Risk"** shall mean the date of acceptance of proposal subject to receipt of premium (including extra premium, if any).
- f. **"Death Benefit"** means the benefit payable on death of the Insured Member as specified in the policy document.
- g. **"Group"** means a group of Insured Members who assemble together with a purpose of engaging in a common economic activity and not formed with the main purpose of availing insurance cover. Such insured members are accepted by the Company as constituting a Group for the purposes of this Master Policy.
- h. **"Insured Members"** means the group of members who are covered under the Master Policy and on whose life the Company accepts to provide life cover
- i. **"IRDAI"** means the Insurance Regulatory and Development Authority of India;
- j. **"Life Cover"** means, the coverage granted by us for payment of the Death Benefit referred to in the section 2 in the event of death of the Insured Member while the Policy is in force;
- k. **"Master Policy"** means the contract between the Company and the Master Policyholder to provide Life Cover to the Insured Member on receipt of due premiums.
- l. **"Moratorium Period"** means a period from date of disbursement of loan, during which the borrower is not required to pay equated monthly instalment for the loan.
- m. **"Non-Regulated"** Entities will be entities other than those referred in clause 1 (n) of the definition.
- n. **"Regulated Entities"** for the purpose of this contract means the entity being defined as RBI regulated Scheduled Commercial Bank including Co-operative Banks and Small Finance Banks, NBFC's with Certificate of Registration and National Housing Bank regulated Housing Financial Companies, National Minority Development Finance Corporation (NMDFC) and its states channelizing Agency.
- o. **"Sum Assured"** means the loan amount outstanding at the beginning of the policy month during which the death occurs, as specified in the loan schedule on the Certificate of Insurance issued to each Insured Member on his/ her admission.
- p. **"Surrender Value"** means the amount which is payable in accordance with Section 5 at the time of surrender by the Master Policyholder or the Insured Member.
- q. **"We", "Us", "Our", "Company" or "Ours"** refers to Star Union Dai-ichi Life Insurance Company Limited
- r. **"You", "Your" or "Yours"** refers to the Master Policyholder

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART C

2. Benefits payable under the Master Policy

i. **Death Benefit:**

In the event of death of the Insured Member, the Sum Assured as defined in the loan schedule on the Certificate of Insurance shall be payable.

The death benefit will be paid to the extent of loan outstanding at the beginning of the policy month during which the death occurs as defined in the loan schedule on the Certificate of Insurance issued to the Insured Member in favor of the Master Policyholder (if specifically authorized by the Insured Member).

The balance, if any will be made in the name of the Nominee/Beneficiary of the Insured Member and may be sent to the Master Policyholder for administrative convenience and onward transmission. This Sum Assured, as specified in the Certificate of Insurance, will be payable irrespective of the actual loan outstanding.

On payment of Death Benefit as above, all insurance cover provided under this Master policy for the member would automatically be terminate.

Please note, for lender-borrower groups i.e. RBI Regulated Scheduled commercial banks including Co-operative Banks and Small Finance Banks, Non-Banking Financial Companies registered with Reserve Bank of India and National Housing Bank registered Housing regulated Finance Companies and National Minority Development Finance Corporation (NMDFC) and its states channelizing Agency, payment of benefit will be as per clause 13 of this policy contract.

ii. **Maturity Benefit:**

There is no Maturity value under this scheme.

3. Payment of Premium

This is a Single premium product.

4. Grace Period

Since this is a single premium product there is no grace period applicable.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART D

5. Surrender Value-

i) On Surrender by the Master Policyholder :

In case of surrender of the policy by the Master Policyholder, an option to withdraw from the policy or to continue in the policy will be given to the Insured Member.

If the Insured Member opts to withdraw from the policy, the surrender value (higher of GSV or SSV) for the Insured Member will be paid and the life cover ceases immediately.

If the Insured Member opts to continue in the policy, life cover for the Insured Member continues as an individual policy till the coverage is terminated.

ii) On Surrender by the Insured Member :

Surrender value is available under this product at any point of time from the start of the cover. The Surrender Value will be the higher of Guaranteed Surrender Value or Special Surrender Value.

Guaranteed Surrender Value (GSV) will be

$70\% \text{ of the Premium paid (excluding extra premium and taxes, if any) } \times (\text{Unexpired Policy Term in months} / \text{Total Policy Term in months}) \times (\text{Sum Assured benefit at the time of surrender}^{\#} / \text{Sum Assured at inception})$

[#]If moratorium option is chosen then the Sum Assured benefit at the time of Surrender will be equal to the minimum of Sum Assured at inception or Sum Assured at the time of Surrender.

Special Surrender Value (SSV) will be arrived by the company, using the actuarial basis as approved by the IRDAI from time to time.

The life cover for the Insured Member will cease immediately on payment of Surrender Value.

6. Suicide

In case of a group covered on a voluntary basis, if the Insured Member commits Suicide, whether sane or insane, within twelve months from the Date of Commencement of the Insurance Cover for that member, the Company will refund higher of 80% of the Premium paid for that member or the surrender value and the insurance cover for that member will automatically cease.

Suicide exclusion is not applicable for the groups covered on compulsory basis.

7. Moratorium period option

The plan provides life cover during the Moratorium period as per the options chosen by the Insured Members.

Moratorium Option 1 - Interest is paid by the borrower during the moratorium period:

In this case, the Sum Assured remains constant / flat as per the loan schedule throughout the moratorium period. After the moratorium period Sum Assured will decrease during the outstanding term (total term of policy minus moratorium period) of the loan.

Moratorium Option 2 - Interest is not paid by the borrower during the moratorium period:

In this case, the Sum Assured increases to the extent of accrued interest, as per the loan schedule during the moratorium period. After the moratorium period, the Sum Assured starts decreasing during the outstanding term (total term of policy minus moratorium period) of the loan.

Moratorium period ranges from 0 to 8 years and shall be in multiples 1 year.

8. Interest rate on the loan:

The interest rate on the loan taken by the Insured Member will be as provided by the Master Policyholder at the time, the Insured Member enters the Master Policy. The loan schedule on the Certificate of Insurance will be made as per the

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Interest rate on the loan as specified in the proposal form, provided by the Master Policyholder. The interest rate ranges from 8% to 18% and shall be in multiples of 1%.

In case the loan interest rates is not in multiples of 1%, the Insured Member will be allowed to choose the immediate lower or immediate higher interest rate that is in multiples of 1%. Interest rate chosen at the time of inception of the cover shall not be allowed to change subsequently during the policy term.

The benefits under the policy will be paid based on the loan schedule generated at the inception of the contract in respect of each Insured Member.

9. Termination of Coverage:

The cover on the life of an Insured Member(s) will cease on the happening of the earliest of the following:

- a) On the expiry of the term of the loan.
- b) On the date of death admitted in respect of the Insured Member
- c) The date a valid Surrender request (either on repayment of loan or otherwise) is received for that Insured Member.

10. Free Look cancellation by the Master Policyholder

In case the Master Policyholder is not satisfied with the terms and conditions of the Master policy, he may return the policy within the free look period by stating the reasons for his objections. The free look period is 15 days from the date of receipt of the policy document. Individual Insured members, in such event, will be entitled to a refund of their respective share of amount of premium received subject to a deduction of a proportionate risk premium for the period on cover and the expenses incurred by us on medical examination and the stamp duty charges.

Cheque will be issued in the name of individual Members and will be forwarded to the Master Policyholder to facilitate the onward transmission to the respective members. All the rights under this Policy shall immediately stand extinguished at the cancellation of the Policy.

11. Loan

Loans are not available under the Master Policy.

12. Revival/ Reinstatement

Not applicable under the Master Policy.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART E
CHARGES

There are no explicit charges applicable for the policy.

SAMPLE

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART F

13. Claim Processing:

- i. All claims must be notified to the Company in writing in the format supplied by the Company preferably within 180 days from the date of the death of the Insured Member.
- ii. The primary documents normally required for processing a claim are:
 - a. Original Certificate of Insurance issued to each Insured Member
 - b. Claimant's statement/ Claim Form
 - c. Death certificate issued by the Municipal Authority/Local Authority
 - d. Leave Records [from date of joining this scheme – in case of employer–employee schemes only]
 - e. Police panchnama, Police Inquest Report and FIR copy where applicable
 - f. Post Mortem Report/Coroners verdict in case of accidental deaths
 - g. Any other document or information required by us for assessing and approving the claim request.
- iii. The claimant can even download the forms from our website www.sudlife.in or can obtain the same from any of our branches and offices.
- iv. Additional Requirements for Regulated Entities:
 - a. The death benefit to the extent of loan outstanding will be paid in favour of the Master Policyholder, provided the Insured Members provides an authorization to do so. The balance, if any will be paid in the name of the nominee/ beneficiary of the Insured Member and may be sent to the Master Policyholder for administrative convenience and onward transmission. The Insured Members may provide the said authorization either on the Entry Date or at a later date;
 - b. You shall provide us details of the credit account statement with respect to the Insured Members as per the guidelines issued by IRDAI from time to time;
 - c. We reserve the right to audit or cause an audit into the accuracy of the credit account statements of the Insured Members in respect of which claims will be settled, on completion of every financial year and shall audit or cause an audit into the accuracy of the credit account statement of the deceased Members furnished by You; or
 - d. You shall provide a certification from Your internal/statutory auditors that the outstanding loan balance being shown in the credit account statement/ claim discharge form is correct as per the conditions governing the credit account/ loan account.
 - e. The Claim form must be duly authenticated by the Master Policyholder to the satisfaction of the Company.
- v. Please note for above mentioned scenarios, you have to intimate to the Company preferably within 180 days from the date of death of the Insured Member. The Company will condone the delay beyond this point provided the nominee gives valid reasons. In case of any force majeure events like earthquake, cyclone etc. if the member or the master policyholder or beneficiary is unable to produce any documents, the company may undertake investigations and then decide to pay the claim.
- vi. All amounts due under this Master Policy are payable in Indian Currency at the office of the Company situated at Navi Mumbai, but the Company at its absolute discretion may fix an alternative place of payment for the claim at any time before or after the claim arises.

14. Assignment

- a. The Master Policyholder can assign this Policy by an endorsement upon the Policy itself or by a separate instrument in accordance with Section 38 of the Insurance Act as amended from time to time. For assigning this Master Policy, the Master Policyholder should submit a written request to the Company and upon receipt of such written request, the Company may, accept the transfer or assignment or decline to act upon any endorsements made as mentioned

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

above, where it has sufficient reason to believe that such transfer or assignment is not bonafide or is not in the interest of the Master Policyholder or in public interest or is for the purpose of trading of insurance policy. The Company shall before refusing to act upon the endorsement, record in writing the reason for such refusals and communicate the same to the Master policyholder not later than 30 days from the date of the policyholder giving notice of such transfer or assignment. Any person aggrieved by the decision of an insurer to decline upon such transfer or assignment may within a period of 30 days from the date of receipt of the communication from the insurer containing the reason for such refusal, prefer a claim to IRDAI.

- b. The Company does not accept any responsibility and/or express any opinion on the validity or legality of any assignment made by the Master Policyholder.

15. Nomination

- a. Under this Policy, the Member can nominate a person as its nominee to receive the death benefits under this Policy in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time.
- b. Any change in nomination can be made by the Member at any time during the Policy Term by sending a written notice to the Company and by registering the same with the Company. The Company may charge Rs.50/- (Rupees Fifty only) in case of policies issued in electronic form and Rs.100/- (Rupees one hundred only) in case of policies issued in physical form as a fee for registering cancellation or change of the nomination.
- c. Where the nominee is a minor, the Member is required to appoint an appointee to receive the benefits under this Policy during the minority of the nominee.
- d. The Company does not accept any responsibility and/or express any opinion on the validity or legality of the nomination made by the Member.
- e. If the nominee is not alive on the date of death of the Member, then, the member legal heirs/ estate shall be deemed to be the nominee for receiving the death benefits under this Policy.

16. Fraud and Misrepresentation & Forfeiture

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Section 45 of the Insurance Act 1938 as amended from time to time.

- a. No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.
- b. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy whichever is later, on the ground of fraud:
Provided that the insurer shall have to communicate in writing to the insured or the legal representative or nominees or assignees of the insured the grounds and material on which such decision is based.
- c. Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insurer can prove that the mis-statement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer:
Provided that; in case of fraud the onus of disproving lies upon the beneficiaries in case the policyholder is not alive.
- d. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued:
Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

Provided further that in case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.

- e. 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.

17. Variation of the Master Policy

The Company may vary the premium rates, subject to prior IRDAI approval, terms, conditions and provisions of this Master Policy for Subsequent Insured Members by giving the Master Policyholder three months' notice in writing of such variation and such variation shall apply to all the Subsequent Insured Members with effect from such date as may be mutually agreed between the Company and the Master Policyholder. Provided that any change in the taxes or statutory levies shall be applicable automatically in respect of all the Insured Members (Initial and Subsequent) or such class or group of such Insured Members and with effect from such date as may be prescribed by law . Where any variation is not agreed to by the Master Policyholder the assurances effected under this Policy in respect of all the Insured Member and where the variation is not agreeable to any Insured Member the assurance effected in respect of such Insured Member, shall be void on and from the date the change in taxes or statutory levies shall be effective, or, as the case may be, the date of expiry of the period of notice.

18. Discontinuance of the Master Policy

This Master Policy may be discontinued at the option of the Master Policyholder or the Company in respect of Coverage of prospective loan borrowers of the Master Policy holder by giving the other party at least three months prior notice in writing, or such shorter notice or subject to such terms and conditions as may be agreed to in writing between the Master Policyholder and the Company and duly endorsed on the Policy. However the rights and obligations of the Company and the Master Policy holder shall continue as theretofore during the notice period. Individual Insured Member can opt for continuation of their life cover as an individual policy till the end of the coverage period.

19. Notices

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

- i. **The Master Policyholder / Beneficiary-** Any notice, information or communication from the Company to the Master Policyholder shall be mailed to the address of the Master Policyholder mentioned in Schedule to this document or to the changed address as intimated to the Company in writing and endorsed on the Policy document.

- ii. **The Company**

Address: Group Ops Department,
Star Union Dai-ichi Life Insurance Company Ltd.,
Corporate Office,
11th Floor, Vishwaroop IT Park, Sector 30 A,
Vashi, Navi Mumbai 400 703

It is very important that the Master Policyholder immediately communicates any change of address or nomination to enable the Company to service his Master Policy effectively. The Company may change the address stated above and intimate the Master Policyholder of such change by suitable means.

20. Governing Laws & Jurisdiction:

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

The terms and conditions of the Master Policy shall be governed by and subject to the laws of Republic of India.

21. Other Matters

- i. The Master Policyholder shall at the request of the Company produce the Master Policy whenever required for the purpose of stamping, reference or inspection.
- ii. The Company shall not be liable for any action taken in good faith upon any statements and particulars furnished by the Master Policyholder, which shall be, or shall be proved to have been erroneous. Such of the Master Policyholders' records in original, as in the opinion of the Company have a bearing on the benefits provided or the premiums payable hereunder shall be open for inspection by the Company whenever required.
- iii. Where the Company is liable to deduct any tax, levy or any other duties on the benefits to be paid under this Master Policy pursuant to any directive from the Government or any competent authority, the Company shall deduct appropriate amounts for that purpose from the respective benefits and shall not be liable to the beneficiaries for the sums so deducted.
- iv. This Master Policy is subject to prevailing Indian Laws. Any dispute that may arise in connection with this Master Policy shall be subject to the jurisdiction of the competent Courts applicable as per relevant laws.

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

PART G

22. Grievance Redressal Procedure

- a. Grievance Redressal Mechanism has been set-up for the resolution of any dispute or grievances/ complaint in respect of your Master Policy. You/ Insured Member are requested to submit a written complaint at any of the below mentioned touch points:
- a) Toll Free No 1800 266 8833 or Customer Care No at 022-39546300 (charges apply) between Monday – Saturday from 8:00 am to 8:00 pm
- b) Email to Us at customercare@sudlife.in
- c) Write to Us at Customer Care, Star Union Dai-ichi Life Insurance Co. Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703.
- b. If You/ Insured Member are not satisfied with the response provided by any of the above touch points, You/ Insured Member may write to the Grievance Redressal Officer at grievanceredressal@sudlife.in or send a communication at Grievance Redressal Officer, Star Union Dai-ichi Life Insurance Company Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703.
- c. To further escalate the matter, You/ Insured Member may write to the Chief Grievance Redressal Officer at cgro@sudlife.in or send a communication at Chief Grievance Redressal Officer, Star Union Dai-ichi Life Insurance Company Ltd., 11th Floor, Vishwaroop IT Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai – 400 703.
- d) If you are not satisfied with the response or do not receive a response from us within 15 days, you may approach the Grievance Cell of the Insurance Regulatory and Development Authority of India (IRDAI) on the following contact details:
IRDAI Grievance Call Centre (IGCC)
TOLL FREE NO:155255
Email ID: complaints@irda.gov.in
- You can also register your complaint online at <http://www.igms.irda.gov.in/>
Address for communication for complaints by fax/paper:
Consumer Affairs Department
Insurance Regulatory and Development Authority of India
9th floor, United India Towers, Basheerbagh
Hyderabad – 500 029, Telangana
Fax No: 91- 40 – 6678 9768
- An acknowledgment to all complaints received will be sent within 3 working days of receipt of the complaint/grievance.

Manner of making complaint to Insurance Ombudsman:

- a) If the Policyholder is not satisfied with the decision/ resolution or complaint is still not resolved, then they may approach the Insurance Ombudsman (at the address given below), by making a complaint in writing to the Ombudsman within whose jurisdiction the branch or office of the insurer complained against is located, or the residential address or place of residence of the complainant is located, and if his/ her issues pertains to the following as per the provisions of Rule 13(1) of the Insurance Ombudsman Rules 2017:
- i. delay in settlement of claim;
- ii. any partial or total repudiation of claims

SUD Life Insurance Company Limited
Master Policy Document - SUD Life Shiksha Suraksha 2 Plan

- iii. dispute over premium paid or payable in terms of insurance policy;
 - iv. misrepresentation of policy terms and conditions at any time in the policy documents or policy contract;
 - v. Legal construction of insurance policies in so far as the disputes relates to claim;
 - vi. Policy servicing related grievances against insurer and their agents and intermediaries;
 - vii. Issuance of policy not in conformity with proposal form submitted
 - viii. Non issuance of insurance policy after receipt of premium;
 - ix. any other matter resulting from violation of provision of Insurance Act, 1938 or the regulation, circulars, guidelines or instruction issued by the IRDAI from time to time or the terms and conditions of the policy contract, in so far as they relate to issues mentioned in clause (i) to (viii)
- b) The complaint should be made in writing duly signed by the complainant or by his/ her legal heirs, nominee or assignee with full details of the complaint, the name and contact details of complainant and the name of the branch or office of the insurer against which the complaint is made, the nature and extent of the loss caused to the complainant and the relief sought from the Ombudsman.
- c) As per provision of Rule 14(3) of the Insurance Ombudsman Rules, 2017 , the complaint to the Ombudsman can be made:
- i. Only if a representation had been made to the Company in regard to the grievance and the same has been rejected by the Company or the complainant is not satisfied with the reply of the Company or no reply has been received to the representation for a period of 1 month after it is received by the Company;
 - ii. Within a period of 1 year from the date of receipt of rejection order or from the date of receipt of final reply of the Company;
 - iii. The complaint is not on the same subject matter for which any proceedings before any court or consumer forum or arbitrator is pending or were so earlier.

Address of the Insurance Ombudsman:

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Office of the Insurance Ombudsman, 6th Floor, Jeevan Prakash Bldg, Tilak Marg, Relief Road, Ahmedabad - 380001. Tel nos: 079-25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Office of the Insurance Ombudsman, Jeevan Soudha Building,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka
BHOPAL	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh & Chhattisgarh

SUD Life Insurance Company Limited
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BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa
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 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , Chandigarh
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu,Pondicherry Town and Karaikal (which are part of Pondicherry)
NEW DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi@ecoi.co.in	Delhi
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telgana, Yanam – a part of the UT of Pondicherry
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in	Rajasthan
ERNAKULAM	Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road,	Kerala , Lakshadweep , Mahe – a part of Pondicherry

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	Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	
KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal , Andaman & Nicobar Islands , Sikkim
LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddha Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.

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PUNE	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane Excluding Mumbai Metropolitan Region.
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SAMPLE

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Member Data -

Annexure 1

For each Insured Member to be covered, Master Policyholder should supply details in respect of each of the Insured Member:														
Unique Custo mer-id *	Loan / RD a/c num ber	Name of the mem ber *	Dat e of Bir th *	Gend er	Morat orium Option *	Mora toriu m Perio d	Loan Sancti on Date	Loa n Am ou nt/ Su m Ass ure d *	Ter m of Loa n	Term of Cove r	Rate of Inter est	Address	Benefici ary 1 Details	Benefici ary 2 Details

***Mandatory Fields**