

Part A

Aegon Life Insurance Company Limited

Aegon Life AD Rider
A Non-linked Non-Participating Rider
UIN- [138B006V03]

Dear <<Policyholder>>,

<<Address of the Policyholder>>

We thank you for including our rider in your financial planning. We are delighted to present your policy documents which represent your contract with Aegon Life Insurance Company. These are original and important documents.

In case you are not satisfied with the Terms and Conditions of the Rider, you can opt to cancel your Rider within 30 days from the date of receipt of this Policy. We will deduct proportionate risk premium charges, stamp duty paid and medical costs (if any) from the premium paid by you.

Warm regards,

Managing Director & Chief Executive Officer

Policy Preamble

Policy Number:

Life Assured:

Aegon Life Insurance Company has entered into this contract of insurance on the basis of the Proposal Form together with the Premium deposit, statements, report or other documents and declarations received from the Proposer for effecting a rider contract on the life of the person named in the Schedule hereto.

The Company agrees to pay the benefits under this Rider on the happening of the insured event, while this Rider is in force, subject to the Terms and Conditions stated herein.

On examination of this Policy, if You notice any mistake or error, this Policy should be returned to Us for rectifying the same.

POLICY SCHEDULE

Name of the Plan: **Aegon Life AD Rider (UIN 138B006V03)**

The Policy is evidence of contract of Insurance between Aegon Life Insurance Company Limited (“The Company”) and the Policyholder (“You”). The Policy is based on the proposal made by you to the Company along with necessary documents, information, statements, medical examination reports, if any, and declarations made by you or obtained by the Company on your behalf, and are governed by the terms and conditions and the Schedule hereunder written which forms part of the Contract of insurance

Policy No:
Date of Commencement of Rider:
Date of Commencement of Risk:
Name of the Policyholder:
Gender of the Policyholder:
Address of the Policyholder:
Name of the Life Assured:
Gender of the Life Assured:
Address of the Life Assured:
Date of Birth of Life Assured:
Whether Age Admitted: Yes/ No

Rider Particulars:

Item	Aegon Life AD Rider
Sum Assured (Rs.)	
Annualized Rider Premium (Rs)	
Rider Premium (Rs.)	
Rider Term (years)	
Rider Premium Payment Term (years)	
Rider Premium Payment Frequency	
Premium Due Date	
Date of last Rider Premium Payment	
Date of Maturity	

Special Conditions:

Endorsement of Stamp Duty payment:

Indication as to Digital Signature on the Document

Part B

DEFINITIONS

The words and phrases defined below shall have the meanings assigned to them in this Policy unless the context otherwise requires. Words implying masculine include the feminine, and vice versa. Words in singular include the plural and vice versa.

Age means age of the Life Assured as on the last birthday unless specifically otherwise provided.

Accident is a sudden, unforeseen and involuntary event caused by external, visible and violent means.

Accidental Death is death caused solely by external, violent, unforeseeable and visible means, occurring independently of any other causes. The death should occur within ninety (90) days of such trauma but before the expiry of the Rider Term

Annualized Rider Premium means the yearly Rider Premium less modal factor, applicable taxes, and underwriting extra, if any.

Base Policy is the base plan on which this rider is purchased.

Company, We, Us, Our means Aegon Life Insurance Company Limited or its successors.

Date of Commencement of Rider is the start date of the Rider.

Date of Commencement of Risk is the date from which the insurance cover under the Rider commences.

Date of Maturity means the date on which the Rider terminates and is mentioned in the Policy Schedule.

Due Date means the date on which the Rider Premium is due and payable as per the Premium Payment Frequency opted by You.

Life Assured means the person to whom the insurance cover is granted by Us under the Base Policy.

Rider means the Aegon Life AD Rider more fully described in this document.

Rider Premium is the amount payable by You to avail the Benefits under this Rider. This amount may change depending on the applicable taxes and the Premium Payment mode selected by You.

Rider Premium Payment Term means the period during which the Rider Premium is payable.

Rider Term is the period for which this Rider cover is granted as per the rules of the Company.

You, Your means the Policyholder named in the Policy Schedule.

Part C

Benefits

This is an add-on benefit which is in addition to the benefits under the Base Policy and this Rider is only granted along with the Base Policy and benefits shall be subject to continuation of the Base Policy along with this Rider.

All the payments under the Rider will be made in Indian rupees and will be subject to prevailing tax laws

C.1 Death Benefit

In case of Accidental Death of the Life Assured, the Sum Assured under this Rider, as mentioned in the Policy Schedule, will be paid along with the benefits under the Base Policy.

C.2 Maturity Benefit

The Rider does not provide any Maturity Benefit.

C.3 Payment of Rider Premium

The Rider Premium is payable as per the frequency of Policy Premium payment mode under the Policy. Any tax on Rider Premium will be levied and collected in addition to the Rider Premium.

To enjoy uninterrupted benefits under the Rider, You are required to make payment of the Rider Premium on or before the due date or within Grace Period.

If amount received towards payment of Rider Premium is less than the Rider Premium due and payable, the same will not be accepted. In such cases the Rider Premium due and payable on the due date will be treated as unpaid.

Advance Rider Premium will be accepted as per prevailing IRDAI guidelines.

C.4 Grace Period

Grace Period is 30 Days for annual and half-yearly premium payment frequencies and 15 days for monthly premium payment frequency from the Due Date for payment of Rider Premium.

If the Grace Period falls on a holiday, then the Grace Period will end at the close of the business hours of the next working day.

The Rider will be in force during the Grace Period.

If the Life Assured dies due to accident during the Grace Period, the outstanding Rider Premium as on the date of occurrence will be deducted from the Benefit payout.

C.5 Change in Rider Sum Assured

Sum Assured for this Rider cannot be changed during the Rider Term.

C.6 Rider Termination

The Rider will terminate on the earliest of:

- On payment of Rider Sum Assured;
- The next premium Due Date following the receipt of a request by us of discontinuance of the Rider under Clause D.2;
- The date on which the Policy is terminated;
- The Date of Maturity of the Rider as stated in the Policy Schedule.

Part D

D.1 Free Look Cancellation

If You are not satisfied with any of the Terms and Conditions of the Rider, You may return the Policy document to the Company for cancellation along with a letter stating the reasons for disagreement within 30 days (Thirty days), from the date of receipt of this policy.

On cancellation of the rider during the free-look period, Company will return the Rider premium paid subject to the deduction of proportionate risk premium for the period of cover, Stamp duty paid and medical costs incurred (if any).

The rider will terminate on payment of this amount and all rights, benefits and interests under this rider will stand extinguished.

If Base Policy is cancelled for the free look, the rider is also considered free looked.

D.2 Discontinuance

You can request for Discontinuance of the Rider. On receipt of such request Rider coverage will discontinue from next Rider Premium Due Date.

D.3 Rider Revival

A lapsed Rider may be revived (along with the base plan) as per the Terms and Conditions applicable to Revival of the Base Policy to which it is attached and the Revival happens along with the Base Policy.

D.4 Addition of Rider

If the Rider is not revived along with the Policy, then a new rider can be added anytime during the Policy Term of the Base Policy, subject to the outstanding Term of the base Policy being at least 5 years. Addition of the Rider will be subject to underwriting rules of the Company. If the Rider is purchased anytime other than on the Due Date, proportionate premium will be payable from the Date of Commencement of the Rider to the next Due Date.

D.5 Surrender Benefit

The Rider does not provide any Surrender Benefit.

Part E

Not Applicable as this product is a non-linked rider.

Part F

F.1 Assignment & Nomination

(i) Assignment (as per Section 38 of Insurance Act 1938 as amended from time to time)

The rider benefits cannot be assigned.

(ii) Nomination (as per Section 39 of Insurance Act 1938 as amended from time to time)

Not Applicable

F.2 Fraud or misrepresentation

Fraud, Misrepresentation and forfeiture would be dealt with in accordance with provisions of Sec 45 of the Insurance Act 1938 as amended from time to time.
(A simplified version of the provisions of Section 45 is enclosed in Annexure for reference)

F.3 Misstatement of Age or gender

As per the clause F.2, if the age or gender of the Life Assured has been misstated or incorrectly mentioned, then We may at Our sole discretion take the following action subject to the underwriting norms prevailing at the time of taking such action:

If at the correct age, the Life Assured was not insurable under this Rider according to our requirements, we reserve the right to refund the Rider Premium paid and terminate the Rider.

If at the correct age, the Life Assured was insurable, then we may revise the Rider Premium and/or applicable benefits payable under the Rider from the Date of Commencement of Risk by adjusting or deducting the differential Rider Premium that would have been payable.

F.4 Suicide Exclusion

If death occurs due to Suicide within one year from the Date of Commencement of the Rider or within one year from the Date of Revival of the Rider, the nominee or beneficiary will be entitled to at least 80% of the Rider Premiums paid, provided the Rider is in force.

F.5 Exclusions:

The Policyholder shall not be entitled for the payment under this Rider if the claim results from or is accelerated by

- Suicide or self-inflicted injury, whether the Life Insured is medically sane or insane.
- War, terrorism, invasion, act of foreign enemy, hostilities, civil war, martial law, rebellion, revolution, insurrection, military or usurper power, riot or civil commotion. War means any war whether declared or not.
- Service in the armed forces, or any police organization, of any country at war or service in any force of an international body.
- Committing an assault, a criminal offence, an illegal activity or any breach of law with criminal intent.

- Taking or absorbing, accidentally or otherwise, any intoxicating liquor, drug, narcotic, medicine, sedative or poison, except as prescribed by a licensed doctor other than the owner of this policy or the Life Insured.
- Inhaling any gas or fumes, accidentally or otherwise, except accidentally in the course of duty. The intent under this exclusion is to exclude accidental gas/fumes leak incidents which could lead to exposing the population to such toxic gas/fumes and lead to deaths (like Bhopal Gas Tragedy). However, if the incidence happens as part of the life assured's job then the claim is payable. In case of voluntary inhalation of fumes and gases, suicide clause shall apply
- Body or mental infirmity or any disease.
- Participation in aviation other than as a fare-paying passenger in an aircraft that is authorized by the relevant regulations to carry such passengers between established aerodromes.

F.6 Payment of Accidental Death Claim

We will require the following primary documents in support of a claim to enable processing of the claim intimation under the Rider.

- Post Mortem Report - dully filled
- Police Inquest Report
- Panchanama / First Information Report in case of death due to accident
- Copy of Driving Licence of Insured in case of death due to accident
- Claimant's statement in prescribed form

We are entitled to ask for additional documents (including Policy document) or information for the processing of the claim. We may also seek professional/independent assistance for speedy disposal of the claim. You and/or the Nominee/legal heir/s shall have no objection for Us to obtain any details/information to form an opinion about the claim.

F.7 Force Majeure

If due to any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances which are beyond our control, which restricts performance of our obligations under this Policy, then, this Policy will be wholly or partially suspended during the continuance of such force majeure conditions. Once the force majeure conditions ceases to exist, then, we will resume our obligations under this Policy for such period during which the force majeure conditions existed.

F.8 Electronic Transactions

You shall adhere to and comply with all such terms and conditions as, We may prescribe from time to time. Any transactions carried out by or through any electronic facilities or means established by or on behalf of Us, in respect of the Policy, shall constitute legally binding and valid transactions on You.

F.9 Taxation

The tax benefits and Benefits payable under the Policy would be as per the prevailing provisions of the tax laws in India. We reserve the right to recover statutory levies including Service Tax (plus applicable education cess) by way of adjustment to the Rider Premiums payable or make necessary recoveries from the benefits payable under the Policy.

F.10 Travel, Residence and Occupation

This Policy does not impose any restrictions as to travel, residence or occupation except for Exclusions mentioned under clause F.5

Part G

G.1 Notices

Any notice, direction or instruction given to Us under the Policy shall be in writing and delivered by hand, post, facsimile or from registered electronic mail to:

Customer Service Department
Aegon Life Insurance Company Limited,
Building No. 3, Third floor, Unit No. 1
NESCO IT Park, Western Express Highway
Goregaon (E), Mumbai 400 063
Toll free number: 1800 209 9090
E-mail: customer.care@aegonlife.com
or such other address as may be informed by Us.

Any notice, direction or instruction to be given by Us under the Policy shall be in writing and delivered by hand, post, courier, facsimile or registered electronic mail at the updated address in the records of the Company.

You are requested to communicate any change in address immediately to enable us to serve you promptly.

G.2 Applicable Law

This Policy is subject to the provisions of the laws of India.

G.3 Currency and Payment

All payments to or by the Company will be in Indian rupees and shall be in accordance with the prevailing regulations and other relevant laws of India.

G.4 Consumer Grievance Cell:

You may reach us for any complaints/ grievances in any of the following manner:

- a. By calling the Toll Free Number 1800 209 9090 between 9 a.m. to 7 p.m. Monday to Saturday or
- b. By writing an e-mail to customer.care@aegonlife.com or
- c. By registering the grievance on the website of the Company at www.aegonlife.com or

In case of disagreement with the response of the Company or of no- response within 15 days, the grievance can be escalated to Grievance Redressal Officer by an e-mail to grievance.manager@aegonlife.com or written letter at

Grievance Redressal Officer
Aegon Life Insurance Company Limited,
Building No. 3, Third floor, Unit No. 1
NESCO IT Park, Western Express Highway
Goregaon (E), Mumbai 400 063

In case You are still not satisfied with our resolution, or have not received any response within 10 days, You may contact the following official of the IRDAI for resolution:
IRDAI Grievance Call Centre (IGCC)
Toll Free No:155255 or 1800 4254 732

Email ID: complaints@irda.gov.in

You can also register your complaint online at <http://www.igms.irda.gov.in/>

You can also register Your complaint through fax/paper by submitting Your complaint to:

Consumer Affairs Department
Insurance Regulatory and Development Authority of India
9th floor, United India Towers, Basheer Bagh
Hyderabad - 500 029, Andhra Pradesh
Fax No: 91- 40 - 6678 9768

G.5 Insurance Ombudsman

In case You are not satisfied with the decision/resolution or have not received any reply to Your complaints/ grievances within a period of 15 days, You may approach the Insurance Ombudsman, if your complaint pertains to:

- (i) Any partial or total repudiation of claim;
- (ii) Premium paid or payable in terms of the Policy;
- (iii) Delay in settlement of claim;
- (iv) Non-issue of policy document to customers after receipt of Installment / Rider premiums
- (v) Any claim related dispute on the legal construction of the policies in so far as such disputes relate to claims.

The complaint should be made in writing duly signed by You, Nominee or by Your legal heirs with full details of the complaint and the contact information of complainant.

As per Rule 13(3) of the Redress of Public Grievances Rules 1998, the complaint to the insurance ombudsman can be made:

- (a) If the complaint is not resolved to Your satisfaction by the Company.
- (b) Within a period of one year from the date of rejection by the Company; and
- (c) You have not initiated any other complaint/litigation.

The addresses of the Insurance Ombudsmen are given on the last page of this document. You are requested to visit the website of the Company for updated information on contact details of the Company and Insurance Ombudsmen.