

Part A

Aegon Life Insurance Company Limited

Aegon Life iDisability Rider
A Non-linked Non-Participating Rider

UIN- [138B014V01]

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

Part B

RIDER 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.

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.

Medical practitioner is a person who holds a valid registration from the medical council of any state of India and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of his license. Medical practitioner should also be Post - Graduate Allopathic Medical Consultant.

Rider means the Aegon Life iDisability 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 upon the applicable taxes and 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 Permanent Disability Benefit

In case the Life Assured being Permanently Disabled, either due to Accident or Sickness, as per Clause C.1.1, all future Instalment Premiums of the Base Policy to which this Rider is attached shall be waived. You will also be eligible to receive an additional lump sum benefit as a percentage of the Rider Lump-sum Sum Assured as mentioned in the table below:

S. No.	Permanent Disability	Percentage of Rider Lump-sum Sum Assured payable
1	Loss of or loss of use of both Limbs	100%
2	Loss of both eyesight	100%
3	Loss of speech	50%
4	Loss of hearing in both ears	50%
5	Loss of or loss of use of any one limb	50%

The waiver of future Instalment Premiums will be effective from the date of diagnosis of the Permanent Disability.

You are eligible to claim lump sum benefits for more than one disability, from the aforementioned list of disabilities, subject to a maximum payout of 100% of the Rider lump-sum Sum Assured.

In case of Joint Life policy, You are eligible to receive benefits under this Policy on either Life as covered under the Base Policy, subject to total benefit payment of up to 100% of Rider lump-sum Sum Assured. The benefits under this Rider will be payable subject to Base Policy and Rider policy being in force.

We shall continue to collect Installment Premium until the claim is approved. Upon claim approval under this benefit, along with the Lump-sum benefit, We will refund Base Policy Premium as well as the iDisability Rider Premium collected from date of occurrence of the disability till the claim approval date.

If the claim approval date falls 6 months beyond the date of intimation, then any Base Policy Premium as well as the iDisability rider Premium collected after date of occurrence will be refunded with an interest at prevailing Bank Rate as declared on Reserve Bank of India's website (www.rbi.org.in) plus 2%.

C.1.1 Definition of Covered Conditions under this Rider

You will be eligible to receive the benefits under this rider upon meeting the following conditions:

- (a) The disability must be caused by an Accident or due to Sickness.
- (b) Such disability must in the opinion of a Medical Practitioner appointed by the Company be deemed permanent and irrecoverable.
- (c) Loss of use of limb(s), Loss of eyesight, Loss of speech and Loss of hearing in both must be persisted continuously for a period of at least 180 days.
- (d) 180 days period will not be applicable to Loss of limb(s) from any cause.

The definitions in relation to the Permanent Disabilities are as follows:

“Loss of Limb” shall mean physical severance of the arm at or above the wrist or physical severance of the leg at or above the ankle joint as the result of an accident or medically required amputation. This has to be confirmed by a Specialist Medical Practitioner of the relevant field.

“Loss of eyesight” means total, permanent and irreversible loss of all vision in both eyes as a result of illness or accident. The diagnosis must be clinically confirmed by a Specialist Medical Practitioner of the relevant field. The blindness must not be correctable by aides or surgical procedures.

“Loss of Speech” shall mean total and irreversible loss of the ability to speak as the result of physical injury or disease. The diagnosis must be confirmed by a Specialist Medical Practitioner of the relevant field. For the above definition Loss of speech due to psychiatric disorders is excluded.

“Loss of Hearing in both ears” is a definite diagnosis of a permanent and irreversible loss of hearing as a result of sickness or accidental injury. The diagnosis must be confirmed by a Specialist Medical Practitioner of the relevant field and supported by an audiometric and sound-testing threshold. The deafness must not be correctable by aides or surgical procedures.

C.2 Death Benefit:

The Rider does not provide any Death Benefit.

C.3 Maturity Benefit

The Rider does not provide any Maturity Benefit.

C.4 Surrender Benefit

The Rider does not provide any Surrender Benefit.

C.5 Payment of Rider Premium

The Rider Premium is payable as per the frequency of Premium payment under the Base Policy to which it is attached. Any tax on Annualised Premium will be levied and collected in addition to the Annualised 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.6 Grace Period

Grace Period is 30 Days for Annual, Semi-Annual & Quarterly modes and 15 days for monthly mode from the due date for payment of Rider Premium.

If the Grace Period as applicable 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.

In case of a claim during the grace period, the unpaid due premiums if any, will be deducted from the benefit payable

C.7 Discontinuance of Rider

If you wish to discontinue this Rider, you can intimate the Company by sending an application in the specified form and this Rider shall stand terminated with effect from the immediately following Premium Due Date without any benefits.

C.8 Discontinuance & Reinstatement of Rider Premium

If the Rider Premium remains unpaid even after the expiry of Grace Period, the Rider will lapse with effect from the Due Date of the first unpaid Rider Premium. The lapsed rider may be reinstated (along with the base plan) as per the Terms and Conditions applicable to reinstatement of the Base Policy to which it is attached and the reinstatement happens along with the Base Policy. If the rider is not reinstated along with the Base Policy, then reinstatement of rider is not allowed at a later stage. However, a new rider can be added anytime during the Base Policy term subject to Board approved underwriting guidelines.

C.9 Addition of this Rider

You can anytime during the premium payment term of the Base Policy, purchase this Rider by making an application for the same. The issuance of Rider will be subject to underwriting decisions and other conditions as may be applicable. If a Rider is purchased at any time other than that on Policy anniversary, proportionate premium will be payable from the inception of the Rider to the next Premium Due Date of the base plan. From the next premium due date, the Rider Premium as per premium frequency of the base plan will be payable along with the base plan premium.

Addition of rider (anytime attachment or along with the base plan) and the medicals required for the same will be subject to Board Approved Underwriting Guidelines.

C.10 Premium reviewability

Premiums are guaranteed for the first 5 years of the Rider Premium Payment Term and for every 5 years thereafter. Reviews will be carried out to determine whether the Annualised Rider Premium will be changed at the end of the guaranteed period. Where

a change is required, new (after review) premium rates after approval from IRDAI will be levied.

The Company would inform You about the changes in premium at least 30 days in advance from the policy anniversary date

C.11 Rider Termination

This Rider will terminate immediately on the earliest of any of the following:

- On the Date of Maturity of this Rider,
- On payment of 100% of lump-sum Sum Assured under this Rider,
- If the Rider Premium is not paid within the Grace period and the Rider is not reinstated within the reinstatement period,
- On discontinuance of Rider Premium as under Clause C.8,
- The next Premium Due Date following the receipt of a request for discontinuance of this Rider under Clause C.7,
- The date on which the Base Policy is terminated.

C.12 Exclusions:

The benefit under the Rider shall not be payable in case of disability occurring directly or indirectly as a result of any of the following:

1. Intentional self-inflicted injury, or attempted suicide, while sane or insane.
2. Presence of HIV at the time of occurrence of disabilities covered under this product.
3. **“Pre-Existing Condition”** is defined as “Any condition, ailment or injury or related condition(s) for which you had signs or symptoms, and / or were diagnosed, and / or received medical advice / treatment within 48 months to prior to the first policy issued by the insurer”.
4. Insured person being under the influence of drugs, alcohol, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner.
5. Failure to follow medical advice/treatment prescribed by Medical practitioner.
6. War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, terrorist act, revolution, insurrection, military or usurped power, riot or civil commotion, strikes.
7. Taking part in any naval, military or air force operation during peace time.
8. Participation by the insured person in any flying activity, except as a bona fide, fare-paying passenger of a recognized airline on regular routes and on a scheduled timetable.
9. Participation by the insured person in a criminal or unlawful act with criminal intent.
10. Engaging in or taking part in professional sport(s) or any adventurous pursuits or hobbies
“Adventurous Pursuits or Hobbies” includes any kind of racing (other than on foot or swimming); potholing, rock climbing (except on man-made walls), hunting, mountaineering or climbing requiring the use of ropes or guides, any underwater activities involving the use of underwater breathing apparatus including deep sea diving, sky diving, cliff diving, bungee jumping, paragliding, hand gliding and parachuting.”
11. Nuclear Contamination; the radio-active, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or accident arising from such nature.

Part D

D.1 Free Look Cancellation

If the policyholder is not satisfied with any of the Terms and Conditions of the rider, Policyholder may return the policy document of the rider to the Company for cancellation within 30 days from the date policyholder received the 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 Reinstatement of the lapsed Rider

The lapsed rider may be reinstated (along with the base plan) as per the Terms and Conditions applicable to reinstatement of the Base Policy to which it is attached and the reinstatement happens along with the Base Policy.

If the rider is not reinstated along with the Base Policy, then reinstatement of rider is not allowed at a later stage. However, a new rider can be added anytime during the Policy Term subject to Board approved underwriting guidelines.

D.3 Surrender

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 Payment of Claim

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

- Certificate of the Attending Physician in prescribed form;
- Certificate of Disability from Attendant Physician Statement / Hospital / Government
- Certificate from the Hospital in prescribed form
- First Information Report in case of Disability due to accident
- Complete hospital papers including diagnosis, treatment, hospitalisation and discharge summary duly attested by hospital authorities;
- 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.5 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.6 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.7 Travel, Residence and Occupation

This Policy does not impose any restrictions as to travel, residence or occupation except for Exclusions mentioned under C.12

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

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, 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.