



**WELCOME TO A  
WORLD OF SECURITY**

**AEGON**Life

<Policy Number>  
<Customer Name>  
<Customer Address 1 >  
<Customer Address 2>  
<City Name><Pincode>  
<State>  
India  
<Contact Number>

## PART A

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [I38N016V06]

Dear <<Policy holder>>,

We thank you for including our product 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.

We also enclose a copy of your proposal form and other declarations. In case you are not satisfied with the terms and conditions of the policy, you can opt to cancel your policy within 30 days (Thirty days) from the date of receipt of this policy. Upon such cancellation, We will return the Policy Premium paid subject to the deduction of proportionate risk premium for the period of cover, stamp duty paid and medical costs incurred (if any).

You will be issued a Telephone Personal Identification Number (TPIN) which will be sent to you separately, for security reasons. Using the allotted TPIN you will be able to:

- 1) Access your Policy information through your phone from our user friendly Interactive Voice Response (IVR) system and
- 2) Transact in efficient and secure way through your phone, thereby eliminating the need to send us written instructions in most of the cases.

In case of claims or any service related queries, please feel free to contact us at Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063 or call us at 1800 209 9090.

You can also email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)

We welcome you to Aegon Life Insurance and wish you all the very best

Warm regards,

A handwritten signature in blue ink, appearing to read "Vineet Arora".

Vineet Arora

Managing Director & Chief Executive Officer

## KEY FEATURES DOCUMENT

### Your Policy Simplified

You have bought	: Aegon Life iTerm Insurance PAn UIN- [I 38N016V06]
Policy Number	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
The policy is issued to	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Date of Birth of the Life Assured is	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
The nominee is are	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your contact details are	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
	: <XXXXXXXXXXXXXXXXXXXXXXXXXXXX>

Keeping in touch is important. In case any of the details mentioned here are not accurate, please call us on [1800 2099 090](tel:18002099090) or write to us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com) to have this rectified.

Your Policy covers	<Based on product type - refer attachment><plan_code>
Your Policy does not cover	Death by suicide within the first year of the policy
Riders attached to your Policy <small>*applicable only if chosen</small>	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your Sum Assured	₹<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your Premium amount is	₹<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your Policy is Issued On	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
You pay every	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your next Premium is due on	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
You will pay Premium till	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Your Coverage is until (Maturity date)	<XXXXXXXXXXXXXXXXXXXXXXXXXXXX>
Can this policy be surrendered?	<Yes / No>
Your Maturity Benefit is	Term -<Not applicable> Term with return of Premium - <Premiums paid during the Policy term> Non PAR Traditional - <Guaranteed Payouts> PAR-<% of Sum Assured + All Accrued Bonuses> ULIP - <Accrued Fund Value>

### Commonly used terms and what they mean to you:

- **Maturity Benefit** – Proceeds you shall receive on reaching the maturity date mentioned above

Disclaimer - This Key Feature Document is only a brief summary of the features of the product to facilitate easy understanding and is not an alternative to Policy Document. The Proposer/Policy holder is advised to go through the exhaustive terms and conditions of Policy document. In case of any dispute with regard to features/benefits/exclusions of the product, the Terms and Conditions of the Policy document would prevail over the information mentioned above.

## POLICY PREAMBLE

Policy Number: <xxxxxxxxxxxxxxxx>

Life Assured: <xxxxxxxxxxxxxxxx>

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 life insurance contract on the life of the person named in the Schedule hereto.

The Company agrees to pay the benefits under this Policy on the happening of the insured event, while this Policy 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 iTerm Insurance Plan [UIN I38N016V06]

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 Policy :  
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

## Policy Particulars

Total Sum Assured:

- Lump-sum Sum Assured: ₹
- Income benefit Sum Assured: ₹

Item	AL iTerm Insurance Plan	AL AD Rider	AL WoP Rider on CI	AL Women CI Rider	AL iCI Rider	AL iDisability Rider
Total Sum Assured ₹	Add the two Sum Assureds mentioned above		Outstanding premiums of base plan and riders (if any)			
Annualized Premium (₹)						
Policy Premium (₹)						
Policy Term (years)						
Premium Payment Term (years)						
Premium Payment Frequency						
Premium Due Date						
Date of last Policy Premium Payment						
Date of Maturity						

## NOMINATION DETAILS

Name of the Nominee	Date of Birth of the Nominee	Percentage

Name of the Appointee (only in case the Nominee is below 18 years of age) :

Date of Birth of the Appointee :

Special Conditions : NA

Authorised Signatory :



Name : Saba Adil

Designation : Chief People & Operating Officer

This document is digitally signed.

Stamp Duty (₹) : <xxxx>

The stamp duty of ₹<xxxx> (Rupees <xxxxxxx xxxxx xxxx xxxx xxx> rupees only) paid by pay order, vide Receipt no. <xxx xxxx xxx xxxx xx> dated <xx xxx xxx >

IRDAI Company Registration Number:138

Registered Office:Aegon Life Insurance Company Limited, Building No.3,Third Floor, Unit No.1, NESCO IT Park,Western Express Highway Goregaon (E), Mumbai - 400063.

Tel: +91 226118 0100,  
Fax: +91 2261180200/300,  
Corporate Identity No:  
U66010MH2007PLC169110.

☎ 1800 209 90 90 (Toll free, 9 am to 7 pm, Mon to Sat)  
☎ MENU to 9221-010101  
☎ customer.care@aegonlife.com  
🌐 www.aegonlife.com

## PART B

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [138N016V06]

### POLICY 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.

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

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

**Claimant** means the Nominee / Appointee (if Nominee is a minor)/ Assignee; and where there is no assignment or nomination in existence, the legal heir/s of the Policyholder.

**Date of Commencement of Policy** is the start date of the Policy and is mentioned in the Policy Schedule.

**Date of Commencement of Risk** is the date from which the insurance cover under the Policy commences and is mentioned in the Policy Schedule.

**Date of Maturity** means the date on which the insurance cover will terminate.

**Due Date** means the date on which the Policy Premium is due and payable as per the premium payment frequency opted by You.

**Income Benefit Sum Assured** is the amount of insurance cover opted by You for calculation of monthly payout benefit and is specified in the Policy Schedule

**Life Assured** is the person for whom the insurance cover is granted by Us under this Policy

**Lump-sum Sum Assured** is the amount of insurance cover opted by You for lump-sum payout and is specified in the Policy Schedule.

**Policy** means the contract of insurance entered into between the Policyholder and Us as evidenced by this document.

**Policy Anniversary** is the annual anniversary of the Date of Commencement of Risk.

**Policy Premium** is the amount payable by You to avail the Benefits under this Policy and is mentioned in Policy Schedule. This amount depends on the premium payment frequency selected by You and includes applicable Goods & Service Tax which may change depending upon the prevailing service tax rules

**Policy Term** means the period commencing on the Date of Commencement of Risk and ending on the Date of Maturity as mentioned in the Policy Schedule.

**Premium Payment Term** means the period during which the Policy Premium is payable and is mentioned in the Policy Schedule.

**Proposal Form** is the application form submitted to the Company for purchasing this Policy.

**Total Sum Assured** means the amount of total insurance cover opted by You and is specified in the Policy Schedule. This amount is the summation of the Lump-sum Sum Assured and the Income Benefit Sum Assured.

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

# PART C

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [138N016V06]

## BENEFITS

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

### C.1 Death Benefit

If the Policy is in force (where all due premiums have been paid) and the Life Assured dies before the Date of Maturity, the death benefits will be paid to the Claimant in the following manner, post acceptance of the claim:

- 100% of the Lump-sum Sum Assured (as mentioned in the Policy Schedule) effective on the date of death.
- 1.2% of the Income Benefit Sum Assured (as mentioned in the Policy Schedule) effective on the date of death, every month for 100 months.

On intimation of a valid claim, if the Claimant wants lump-sum instead of monthly Income Benefit, then the Total Sum Assured will be paid as lump sum immediately once the claim is accepted by Us.

The Policy will terminate on payment of the above benefits.

### C.2 Maturity Benefit

There is no Maturity Benefit payable if the Life Assured is alive on the Date of Maturity.

### C.3 Terminal Illness Benefit

If the Policy is in force and the Life Assured is diagnosed with any Terminal Illness, then an amount equal to 25% of the Total Sum Assured will be paid to the Policyholder.

The Lump-sum Sum Assured and the Income Benefit Sum Assured will be reduced proportionately after the payment under this Clause. All future Policy Premium will be waived thereafter.

#### C.3.1 Definition of Terminal Illness:

Terminal Illness is defined as an advanced or rapidly progressing incurable and un-correctable medical condition which, in the opinion of two (2) independent Medical Practitioners specializing in treatment of such illness, is highly likely to lead to death of the Life Insured within 6 months of the date of diagnosis of Terminal Illness.

A Medical Practitioner is a person holding valid and subsisting license, issued by appropriate medical council and is acting within the scope of his license. The Medical practitioner should neither be the insured person(s) himself nor related to the insured person(s) by blood or marriage.

The Independent Medical Practitioner means a person who studies, diagnoses and treats the medical condition which the Life Insured is suffering from.

The Company must be notified of the diagnosis within 30 days of the same being made.

#### C.3.2 Exclusions for Terminal Illness

The benefit under this clause will not be payable if Terminal Illness arises directly or indirectly as a result of any one or more of the following:

- Infection with Human Immunodeficiency Virus (HIV) or conditions due to any Acquired Immune Deficiency Syndrome (AIDS)
- Attempted suicide in the first year from date of commencement of risk or date of revival of policy.

In case a Terminal Illness claim is not payable due to the above exclusions, the Policy will continue with the applicable death cover.



#### C.4 Life Stage Benefit Option

Under this option, You will have the option to increase the Total Sum Assured of your Policy on happening of any one or all of the following events:

Event	Additional Sum Assured as % of Total Sum Assured at Date of Commencement of Risk
Marriage (One Marriage Only)	50%
Birth/Adoption of 1st Child	25%
Birth/Adoption of 2nd Child	25%

The Lump-sum Sum Assured and the Income Benefit Sum Assured will accordingly increase by the above mentioned percentages, upon exercise of the option each time.

The increase in the Total Sum Assured will be subject to our prevailing Board approved underwriting policy, and fulfilment of the below mentioned conditions:

- You have opted for a Limited/Regular Premium Paying policy.
- The Policy was underwritten on “standard” terms at the issuance stage.
- The Policy can still continue to be underwritten on “standard” terms at the time of exercise of option.
- Any increase in the Total Sum Assured shall be effective from the Policy Anniversary succeeding the option exercise date.
- This option needs to be exercised within 180 days of the happening of the event(s).
- Payment of additional Policy Premium for the increased Sum Assured.

#### C.5 Payment of Policy Premium

To enjoy uninterrupted benefits under the Policy, You are required to make payment of the Policy Premium on or before the expiry of Grace Period.

Policyholder can pay the Policy Premium in annual mode, half-yearly mode or monthly mode. The modal factor applicable to the premium payment modes other than annual mode will be as under:

- a. Half-yearly Premium = Annualized Premium multiplied by 0.512
- b. Monthly Premium = Annualized Premium multiplied by 0.087

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

If the amount received towards Policy Premium is more than the installment due, the excess amount will be refunded to the Policyholder. No interest or reward is payable on the excess amount received.

Advance Premium:

- a) Collection of advance premium shall be allowed within the same financial year for the premium due in that financial year. However, where the premium due in one financial year is being collected in advance in earlier financial year, We may collect the same for a maximum period of three months in advance of the due date of the premium.
- b) The Policy Premium so collected in advance shall only be adjusted on the due date of the Premium

#### C.6 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 Policy 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 Policy will be in force during the Grace Period.

The outstanding Policy Premium will be deducted from the Death Benefit, if the Life Assured dies during the Grace Period.

### C.7 Policy Termination

The Policy will terminate on the earliest of the following:

- The Date of Maturity, if the Life Assured survives till the Date of Maturity.
- Upon payment of Death Benefit as may be applicable.
- On payment of amount as mentioned in Clause C.8
- On payment of amount pursuant to the exercise of Free-Look option as mentioned in D.1
- On discontinuance of Policy Premium as mentioned in Clause D.2.
- On payment of Surrender Benefit as mentioned in Clause D.4

All the rights, benefits and interests under this Policy will stand extinguished upon the termination of the Policy.

### C.8 Suicide Exclusion

If death occurs due to suicide within 12 months from the Date of Commencement of Risk, the death benefit is refund of 80% of the premium(s) paid (excluding taxes & cesses) provided the Policy is in-force.

If death occurs due to suicide within 12 months from the date of revival of the Policy, the death benefit is higher of 80% of the premiums paid (excluding taxes & cesses) till the date of death or the Surrender Value available as on the date of death.

If death occurs due to suicide within 12 months from the date of exercising life stage option (resulting in the increase in death benefit), the death benefit is the aggregate sum of the following:

- Total Sum Assured at Date of Commencement of Risk, plus
- Any increase in Sum Assured by exercising the life stage option prior to 12 months from the date of death (due to suicide); plus
- 80% of the premiums paid (excluding taxes & cesses) for the last increased Additional Sum Assured.

## PART D

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [I38N016V06]

### D.1 Free Look Option

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

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

### D.2 Discontinuance of Policy Premium

If the Policy Premium due remains unpaid even after the expiry of Grace Period from the date of unpaid Policy Premium, the Policy will lapse with effect from the Due Date of the first unpaid Policy Premium ("Lapse Date") and no benefit is payable in case of death of the Life Assured.

### D.3 Revival of the Policy

The Policyholder can apply for revival of the lapsed Policy within two years from the Due Date of the first unpaid Policy Premium ("Revival Period").

The revival shall be subject to the following conditions:

- Satisfactory evidence of insurability of the Life Assured and
- Payment in full of an amount equal to all the Policy Premiums due but unpaid till the Effective Date of Revival

The Company reserves the right to accept or decline the revival request. The Effective Date of Revival is the date on which the above requirements are fulfilled and acceptance of the same by the Company.

Any evidence of insurability requested at the time of revival will be based on the prevailing underwriting guidelines duly approved by the Board.

#### D.4 Surrender Benefit

In case You are paying your due Policy Premiums every Policy or till your age of 60 years, the Policy does not acquire any Surrender Value throughout the Policy Term and therefore there is no amount payable to You upon Surrender.

In case You have paid your due Policy Premium in a lump-sum as a Single Premium, You may surrender the Policy anytime. On Surrender, the Company will pay the Surrender Value as per the following formula:

- $\text{Surrender Value} = 70\% * \text{Single Premium (excluding taxes \& cesses)} * (\text{outstanding Policy Term in complete months} / \text{Policy Term in months})$

#### D.5 Loans

You are not entitled to avail of loan under this Policy.

## PART E

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [I38N016V06]

Not Applicable as this product is a Non Linked Insurance Plan.

## PART F

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [I38N016V06]

#### F.1 Assignment & Nomination

(i) **Assignment**

Assignment of the Policy can be availed as per Section 38 of Insurance Act 1938 as amended from time to time. (A simplified version of the provisions of Section 38 is enclosed in Annexure 1 for reference)

(ii) **Nomination**

Nomination facility can be availed as per Section 39 of Insurance Act 1938 as amended from time to time. (A simplified version of the provisions of Section 39 is enclosed in Annexure 2 for reference)

#### 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 3 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 take any of 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 Plan according to our requirements, We reserve the right to refund the Premiums paid and terminate the Policy.

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

### F.4 Payment of claim

We will require the following primary documents in support of a Death / Terminal Illness claim to enable processing of the claim intimation under the Policy. All benefits will be paid to the "Claimant" as defined in Section B.

- For Death Benefit:
  - In case of unnatural Death - Certificate of the Doctor / Medical Officer certifying the cause of death, post mortem report, First Information Report, Inquest Report and the Final Investigation Report of the Police;
  - Death Certificate issued by the local authority or the authority authorized to issue the same under the Registration of Births and Deaths Act, 1969; and
  - Claimant's statement in prescribed form
- For payment of Terminal Illness Benefit
  - Certificate from two (2) independent Medical Practitioners specializing in treatment of such illness certifying the Terminal Illness;

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 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 of the Company, the performance of this Contract will be wholly or partially suspended during the continuance of such force majeure conditions.

### F.6 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.7 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 Goods and Services Tax (plus applicable cess) by way of adjustment to the Policy Premiums payable or make necessary recoveries from the benefits payable under the Policy.

# PART G

Aegon Life iTerm Insurance Plan  
A Non-linked Non Participating Plan  
UIN- [I38N016V06]

## 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, - Corporate Identity No.: U66010MH2007PLC169110. Building No. 3, Third floor, Unit No. 1, NESCO IT Park, Western Express Highway, Goregaon (E), Mumbai 400 063. Or such other address as may be informed by Us.

Toll free number: 1800 209 9090

E-mail: [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)

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 :

- By calling the Toll Free Number 1800 209 9090 between 9 a.m. to 7 p.m. Monday to Saturday (excluding National holidays) or
- By writing an e-mail to [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com) or
- By registering the grievance on the website of the Company at [www.aegonlife.com](http://www.aegonlife.com)

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](mailto:grievance.manager@aegonlife.com) or written letter at

### Grievance Redressal Officer

Aegon Life Insurance Company Limited, - Corporate Identity No.: U66010MH2007PLC169110. 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](mailto: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,  
Parishrama Bhawanam,  
5-9-58/B, Basheerbagh,  
Hyderabad – 500 004.  
Phone: +91-40- 6682 0964/6678 9768 (Ext –251)  
E-mail: lifecomplaints@irda.gov.in

### 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 Policy 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 Ombudsman 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 Ombudsman.

<Customer Name>

<Customer Address>

<xxx xxxxx xxxxxx > >

<xxx xxxxx xxxxxx >

<xxx xxxxx xxxxxx >

<Customer Contact No.

## First Premium Receipt

Product Name	:	Aegon Life iTerm Insurance Plan UIN- [I38N0I6V06]
Branch	:	
Date	:	
Policy Number	:	
Agent	:	
Name of the Policyholder	:	

Premium Amount ₹ (in figures)*	:	
Premium Amount Rupees (words)*	:	
Premium Amount for AD Rider ₹	:	
Premium Amount for Women CI Rider ₹	:	
Premium Amount for WoP on CI Rider ₹	:	
Premium Amount for iCI Rider ₹	:	
Premium Amount for iDisability Rider ₹	:	
Total Premium Amount ₹ (In Figures)	:	
Total Premium Amount ₹ (In Words)	:	
Next Premium Due Date	:	
Frequency Mode	:	
Date of Commencement	:	

The revenue stamp of Re. 1 (Re. One Only) is paid via certificate no. Mudrank 2016/333/PK111/MI dated 22/02/2016.



### Authorised Signatory

Eligible for benefits as applicable under the prevailing Income Tax Act, 1961  
Premium paid under the plan is eligible for Tax Benefits u/s 80C / 80D#

Disclaimer: Above views are based on our interpretation of current provisions in Income Tax Act 1961. For any confirmation / impact analysis Customer is advised to refer the matter to his Tax consultant.

\*Goods and Services Tax applicable rates. GST registration number: <XXX XXX XXX> under category Life Insurance.

#Tax Benefit is subject to provisions of Income Tax Act

IRDAI Company Registration Number: I38

Registered Office: Aegon Life Insurance  
Company Limited, Building No.3, Third Floor,  
Unit No.1, NESCO IT Park, Western Express  
Highway Goregaon (E), Mumbai - 400063.

Tel: +91 226118 0100,  
Fax: +91 2261180200/300,  
Corporate Identity No:  
U66010MH2007PLC169110

☎ 1800 209 90 90 (Toll free, 9 am to 7 pm, Mon to Sat)  
☎ MENU to 9221-010101  
✉ customer.care@aegonlife.com  
🌐 www.aegonlife.com

## Complaints Redressal Procedure

1. In case you have any query, complaint or grievance, you can get in touch with us at any of the following point of contact:

- Call us on 1800 209 9090 anytime from 9 am to 7 pm, Monday to Saturday
- Email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)
- You can also write to us at: Customer Service

Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063

2. In case you are not satisfied with the decision or response of the above office, or have not received any response within 10 days, you may escalate the complaint to our Grievance Manager. You can email at [grievance.manager@aegonlife.com](mailto:grievance.manager@aegonlife.com)

OR

Write at: Grievance Manager

Aegon Life Insurance Company Limited Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon (E), Mumbai – 400063

3. In case you are not satisfied with the resolution provided by the Grievance Manager, then you may write at [gro@aegonlife.com](mailto:gro@aegonlife.com).

Grievance Redressal Authority :- \_\_\_\_\_(Name of the Branch Head)

4. In an unlikely event that you are not satisfied with the decision or resolution that we have offered, you may approach the Insurance Ombudsman, if your grievance pertains to:

- Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
- Delay in settlement of claim
- Dispute with regard to Premium
- Non-Receipt of your Insurance Document

List and addresses of the Insurance Ombudsman is given at the end of this policy document for your ready reference. The updated list can also be accessed from the website [www.aegonlife.com](http://www.aegonlife.com)

### Note:-

- a. The complaint should be made in writing duly signed by the complainant or by his legal heirs, with full details of the complaint and the contact information of complainant.
- b. As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made in the following situations:
  - Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
  - Within a period of one year from the date of rejection by the insurer
  - If it is not simultaneously under any litigation



## Annexure 1

### A. Section 38 - Assignment and Transfer of Insurance Policies

Assignment or transfer of a life insurance policy is as below in accordance with Section 38 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

01. This policy may be transferred/assigned, wholly or in part, with or without consideration.
02. An Assignment may be effected in a policy by an endorsement upon the policy itself or by a separate instrument under notice to the Insurer.
03. The instrument of assignment should indicate the fact of transfer or assignment and the reasons for the assignment or transfer, antecedents of the assignee and terms on which assignment is made.
04. The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.
05. The transfer of assignment shall not be operative as against an insurer until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to the insurer.
06. Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.
07. On receipt of notice with fee, the insurer should Grant a written acknowledgment of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.
08. If the insurer maintains one or more places of business, such notices shall be delivered only at the place where the policy is being serviced.
09. The insurer may accept or decline to act upon any transfer or assignment or endorsement, if it has sufficient reasons to believe that it is
  - a. not bonafide or
  - b. not in the interest of the policyholder or
  - c. not in public interest or
  - d. is for the purpose of trading of the insurance policy.
10. Before refusing to act upon endorsement, the Insurer should record the reasons in writing and communicate the same in writing to Policyholder within 30 days from the date of policyholder giving a notice of transfer or assignment.
11. In case of refusal to act upon the endorsement by the Insurer, any person aggrieved by the refusal may prefer a claim to IRDAI within 30 days of receipt of the refusal letter from the Insurer.
12. The priority of claims of persons interested in an insurance policy would depend on the date on which the notices of assignment or transfer is delivered to the insurer; where there are more than one instruments of transfer or assignment, the priority will depend on dates of delivery of such notices. Any dispute in this regard as to priority should be referred to Authority.
13. Every assignment or transfer shall be deemed to be absolute assignment or transfer and the assignee or transferee shall be deemed to be absolute assignee or transferee, except
  - a. where assignment or transfer is subject to terms and conditions of transfer or assignmentOR
  - b. where the transfer or assignment is made upon condition that
    - i. the proceeds under the policy shall become payable to policyholder or nominee(s) in the event of assignee or transferee dying before the insured OR
    - ii. the insured surviving the term of the policySuch conditional assignee will not be entitled to obtain a loan on policy or surrender the policy. This provision will prevail notwithstanding any law or custom having force of law which is contrary to the above position.
14. In other cases, the insurer shall, subject to terms and conditions of assignment, recognize the transferee or assignee named in the notice as the absolute transferee or assignee and such person
  - a. shall be subject to all liabilities and equities to which the transferor or assignor was subject to at the date of transfer or assignment and
  - b. may institute any proceedings in relation to the policy
  - c. obtain loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to the proceedings
15. Any rights and remedies of an assignee or transferee of a life insurance policy under an assignment or transfer effected before commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by this section.

**[ Disclaimer : This is not a comprehensive list as mentioned in Insurance Act, 1938 (as amended from time to time), but only a simplified version prepared for general information. Policy Holders are advised to refer to the Act for complete and accurate details]**

## Annexure 2

### B. Section 39 - Nomination

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended from time to time. The extant provisions in this regard are as follows:

01. The policyholder of a life insurance on his own life may nominate a person or persons to whom money secured by the policy shall be paid in the event of his death.
02. Where the nominee is a minor, the policyholder may appoint any person to receive the money secured by the policy in the event of policyholder's death during the minority of the nominee. The manner of appointment to be laid down by the insurer.
03. Nomination can be made at any time before the maturity of the policy.
04. Nomination may be incorporated in the text of the policy itself or may be endorsed on the policy communicated to the insurer and can be registered by the insurer in the records relating to the policy.
05. Nomination can be cancelled or changed at any time before policy matures, by an endorsement or a further endorsement or a will as the case may be.
06. A notice in writing of Change or Cancellation of nomination must be delivered to the insurer for the insurer to be liable to such nominee. Otherwise, insurer will not be liable if a bonafide payment is made to the person named in the text of the policy or in the registered records of the insurer.
07. Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations.
08. On receipt of notice with fee, the insurer should grant a written acknowledgment to the policyholder of having registered a nomination or cancellation or change thereof.
09. A transfer or assignment made in accordance with Section 38 shall automatically cancel the nomination except in case of assignment to the insurer or other transferee or assignee for purpose of loan or against security or its reassignment after repayment. In such case, the nomination will not get cancelled to the extent of insurer's or transferee's or assignee's interest in the policy. The nomination will get revived on repayment of the loan.
10. The right of any creditor to be paid out of the proceeds of any policy of life insurance shall not be affected by the nomination.
11. In case of nomination by policyholder whose life is insured, if the nominees die before the policyholder, the proceeds are payable to policyholder or his heirs or legal representatives or holder of succession certificate.
12. In case nominee(s) survive the person whose life is insured, the amount secured by the policy shall be paid to such survivor(s).
13. Where the policyholder whose life is insured nominates his
  - a. parents or
  - b. spouse or

- c. children or
- d. spouse and children
- e. or any of them

the nominees are beneficially entitled to the amount payable by the insurer to the policyholder unless it is proved that policyholder could not have conferred such beneficial title on the nominee having regard to the nature of his title.

14. If nominee(s) die after the policyholder but before his share of the amount secured under the policy is paid, the share of the expired nominee(s) shall be payable to the heirs or legal representative of the nominee or holder of succession certificate of such nominee(s).
15. The provisions of sub-section 7 and 8 (13 and 14 above) shall apply to all life insurance policies maturing for payment after the amendment of Insurance Act, 1938 (i.e 26.12.2014).
16. If policyholder dies after maturity but the proceeds and benefit of the policy has not been paid to him because of his death, his nominee(s) shall be entitled to the proceeds and benefit of the policy.
17. The provisions of Section 39 are not applicable to any life insurance policy to which Section 6 of Married Women's Property Act, 1874 applies or has at any time applied except where before or after Insurance Act, 1938 (as amended from time to time), a nomination is made in favour of spouse or children or spouse and children whether or not on the face of the policy it is mentioned that it is made under Section 39. Where nomination is intended to be made to spouse or children or spouse and children under Section 6 of MWP Act, it should be specifically mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

**[ Disclaimer :This is not a comprehensive list as mentioned in Insurance Act 1938 (as amended from time to time), but only a simplified version prepared for general information. Policy Holders are advised to refer to the Act for complete and accurate details. ]**

### Annexure 3

#### C. Section 45 – Policy shall not be called in question on the ground of mis-statement after three years

Provisions regarding policy not being called into question in terms of Section 45 of the Insurance Act, 1938, as amended from time to time are as follows:

01. No Policy of Life Insurance shall be called in question on any ground whatsoever after expiry of 3 yrs from
  - a. the date of issuance of policy or
  - b. the date of commencement of risk or
  - c. the date of revival of policy or
  - d. the date of rider to the policy whichever is later.
02. On the ground of fraud, a policy of Life Insurance may be called in question within 3 years from
  - a. the date of issuance of policy or
  - b. the date of commencement of risk or
  - c. the date of revival of policy or
  - d. the date of rider to the policy whichever is later.

For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which such decision is based.
03. Fraud means any of the following acts committed by insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:
  - a. The suggestion, as a fact of that which is not true and which the insured does not believe to be true;
  - b. The active concealment of a fact by the insured having knowledge or belief of the fact;
  - c. Any other act fitted to deceive; and
  - d. Any such act or omission as the law specifically declares to be fraudulent.
04. Mere silence is not fraud unless, depending on circumstances of the case, it is the duty of the insured or his agent keeping silence to speak or silence is in itself equivalent to speak.
05. No Insurer shall repudiate a life insurance Policy on the ground of Fraud, if the Insured / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of material fact are within the knowledge of the insurer. Onus of disproving is upon the policyholder, if alive, or beneficiaries.
06. Life insurance Policy can be called in question within 3 years on the ground that any statement of or suppression of a fact material to expectancy of life of the insured was incorrectly made in the proposal or other document basis which policy was issued or revived or rider issued. For this, the insurer should communicate in writing to the insured or legal representative or nominee or assignees of insured, as applicable, mentioning the ground and materials on which decision to repudiate the policy of life insurance is based.
07. In case repudiation is on ground of mis-statement and not on fraud, the premium collected on policy till the date of repudiation shall be paid to the insured or legal representative or nominee or assignees of insured, within a period of 90 days from the date of repudiation.
08. Fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer. The onus is on insurer to show that if the insurer had been aware of the said fact, no life insurance policy would have been issued to the insured.
09. The insurer can call 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 of age of life insured. So, this Section will not be applicable for questioning age or adjustment based on proof of age submitted subsequently.

**[ Disclaimer :This is not a comprehensive list as mentioned Insurance Act 1938 (as amended from time to time)but, only a simplified version prepared for general information. Policy Holders are advised to refer to the Act for complete and accurate details.]**

For unattended grievances of the Policyholders with respect to their suggestions or complaints, Central Government has established offices of insurance ombudsman who are empowered to receive and consider complaints regarding life insurance from any person who has any grievance against an insurer.

## Ombudsman

### Address & Contact Details of Ombudsman Centres

Office of The Governing Body of Insurance Council  
(Monitoring Body for Offices of Insurance Ombudsman)  
3rd Floor, Jeevan Seva Annexe, Santacruz(West), Mumbai – 400054. Tel no: 26106671/6889.  
Email id: [inscoun@gbic.co.in](mailto:inscoun@gbic.co.in) website: [www.gbic.co.in](http://www.gbic.co.in)

If you have a grievance, approach the grievance cell of Insurance Company first. If complaint is not resolved/ not satisfied/not responded for 30 days then You can approach The Office of the Insurance Ombudsman (Bimalokpal) Please visit our website for details to lodge complaint with Ombudsman.

Office of the Insurance Ombudsman,  
2nd Floor, Ambica House, Ashram Rd,  
**AHMEDABAD-380 014.**  
Tel.:- 079-27545441/27546840  
Fax :079-27546142  
Email: [bimalokpal.ahmedabad@gbic.co.in](mailto:bimalokpal.ahmedabad@gbic.co.in)

Office of the Insurance Ombudsman,  
2nd Floor, Janak Vihar Complex, 6,  
Malviya Nagar,  
**BHOPAL-462 003.**  
Tel.:- 0755-2769201/9202  
Fax : 0755-2769203  
Email: [bimalokpal.bhopal@gbic.co.in](mailto:bimalokpal.bhopal@gbic.co.in)

Office of the Insurance Ombudsman,  
62, Forest Park,  
**BHUBANESHWAR-751 009.**  
Tel.:- 0674-2596455/2596003  
Fax :0674-2596429  
Email:  
[bimalokpal.bhubaneswar@gbic.co.in](mailto:bimalokpal.bhubaneswar@gbic.co.in)

Office of the Insurance Ombudsman,  
SCO No.101-103,2nd Floor, Batra  
Building, Sector 17-D,  
**CHANDIGARH-160 017.**  
Tel.:- 0172-2706468/2772101  
Fax : 0172-2708274  
Email: [bimalokpal.chandigarh@gbic.co.in](mailto:bimalokpal.chandigarh@gbic.co.in)

Office of the Insurance Ombudsman,  
Fathima Akhtar Court, 4th Floor, 453  
(old 312), Anna Salai, Teynampet,  
**CHENNAI-600 018.**  
Tel.:- 044-24333668 /24335284  
Fax : 044-24333664  
Email: [bimalokpal.chennai@gbic.co.in](mailto:bimalokpal.chennai@gbic.co.in)

Office of the Insurance Ombudsman,  
2/2 A, Universal Insurance Bldg., Asaf Ali  
Road, **NEW DELHI-110 002.**  
Tel.:- 011-23234057/23232037  
Fax :011-23230858  
Email: [bimalokpal.delhi@gbic.co.in](mailto:bimalokpal.delhi@gbic.co.in)

Office of the Insurance Ombudsman,  
“Jeevan Nivesh”, 5th Floor, S.S. Road,  
**GUWAHATI-781 001.**  
Tel.:- 0361-2132204/5  
Fax : 0361-2732937  
Email: [bimalokpal.guwahati@gbic.co.in](mailto:bimalokpal.guwahati@gbic.co.in)

Office of the Insurance Ombudsman,  
6-2-46, 1st Floor, Moin Court, A.C.  
Guards, Lakdi-Ka-Pool,  
**HYDERABAD-500 004.**  
Tel : 040-65504123/23312122  
Fax:040-23376599  
Email: [bimalokpal.hyderabad@gbic.co.in](mailto:bimalokpal.hyderabad@gbic.co.in)

Office of the Insurance Ombudsman,  
2nd Floor, CC 27/2603, Pulinat Bldg.,  
M.G. Road,  
ERNAKULAM-682 015.  
Tel : 0484-2358759/2359338 Fax :  
0484-2359336  
Email: [bimalokpal.ernakulam@gbic.co.in](mailto:bimalokpal.ernakulam@gbic.co.in)

Office of the Insurance Ombudsman,  
Hindustan Building, Annexe, 4th Floor,  
C.R.Avenue,  
**KOLKATA - 700072.**  
Tel No: 033-22124339/22124346  
Fax:22124341  
Email: [bimalokpal.kolkata@gbic.co.in](mailto:bimalokpal.kolkata@gbic.co.in)

Office of the Insurance Ombudsman,  
Jeevan Bhawan, Phase-2,  
6th Floor, Nawal Kishore Road,  
Hazaratganj,  
**LUCKNOW-226 001.**  
Tel : 0522 -2231331/2231330  
Fax :0522-2231310  
Email: [bimalokpal.lucknow@gbic.co.in](mailto:bimalokpal.lucknow@gbic.co.in)

Office of the Insurance Ombudsman,  
3rd Floor, Jeevan Seva Annexe, S.V. Road,  
Santacruz(W),  
**MUMBAI-400 054.**  
Tel : 022-26106960/26106552

Fax :022-26106052  
Email: [bimalokpal.mumbai@gbic.co.in](mailto:bimalokpal.mumbai@gbic.co.in)

Office of the Insurance Ombudsman,  
Ground Floor, Jeevan Nidhi II, Bhawani  
Singh Road,  
**JAIPUR – 302005.**  
Tel: 0141-2740363  
Email: [bimalokpal.jaipur@gbic.co.in](mailto:bimalokpal.jaipur@gbic.co.in)

Office of the Insurance Ombudsman,  
3rd Floor, Jeevan Darshan, N.C. Kelkar  
Road, Narayanpet  
**PUNE – 411030.**  
Tel: 020-32341320  
Email: [Bimalokpal.pune@gbic.co.in](mailto:Bimalokpal.pune@gbic.co.in)

Office of the Insurance Ombudsman,  
24th Main Road, Jeevan Soudha Bldg.,  
JP Nagar, 1st Phase, Ground Floor  
**BENGALURU – 560025.**  
Tel No: 080-26652049/26652048  
Email: [bimalokpal.bengaluru@gbic.co.in](mailto:bimalokpal.bengaluru@gbic.co.in)

Office of the Insurance Ombudsman,  
4th Floor, Bhagwan Sahai Palace,  
Main Road, Naya Bans, Sector-15,  
**NOIDA – 201301.**  
Tel: 0120-2514250/51/53  
Email: [bimalokpal.noida@gbic.co.in](mailto:bimalokpal.noida@gbic.co.in)

Office of the Insurance Ombudsman,  
1st Floor, Kalpana Arcade Building,  
Bazar Samiti Road, Bahadurpur,  
**PATNA – 800006.**  
Tel No: 0612-2680952  
Email id : [bimalokpal.patna@gbic.co.in](mailto:bimalokpal.patna@gbic.co.in)

## Keeping your policy safe

1. Make a set of photocopies of your policy documents.
2. Verify the details featured on your policy certificate and read through the policy document.
3. Share the details of your policy with your nominee as well as your immediate family member.
4. Quote your policy number without fail in all your communication with us.
5. Avoid any kind of damage to your policy certificate.
6. Do not write or make any changes on the front or reverse of the certificate.

## Staying in touch

- Call us on our toll free no. 1800 209 9090 anytime from 9am to 7pm, Monday to Saturday.
- Email us at [customer.care@aegonlife.com](mailto:customer.care@aegonlife.com)
- Write to us at Aegon Life Insurance Company Limited, Building No. 3, Third Floor, Unit No. 1, Nesco IT Park, Western Express Highway, Goregaon(E), Mumbai - 400063.

## Claims

- Documents required for claims submission are mentioned in the terms and conditions enclosed herewith.
- Claim documents are to be sent to us at the address mentioned on the policy schedule. You can also send the claim documents through your nearest Aegon Life Insurance branch. Please visit our website [www.aegonlife.com](http://www.aegonlife.com) to locate your nearest branch.
- You can intimate your claim by calling us on 1800 209 9090 anytime from 9am to 7pm, Monday to Saturday.

## Make Life Simple

Now, manage your Aegon Life account from anywhere.

Using Internet you can:

- View your policy details
- Check your renewal premium details and securely pay online using your debit / credit card
- View, download and print your renewal receipts and premium notices
- Post your queries and concerns

Getting started is a simple registration process. All you need to do is visit [www.aegonlife.com](http://www.aegonlife.com), login as a 'Customer', enter your basic details (like date of birth and policy no.), create your user id and password.

Call our toll free number and the user-friendly Interactive Voice Response (IVR) System will:

- Enable you to make your renewal premium payment using your debit / credit card
- Allow you to carry out policy transactions (like fund switch, change of address, etc.) by using your TPIN.

So, start accessing your policy at your fingertips.

