

Important Terms & Conditions

"BSLI" means Birla Sun Life Insurance Company Limited and any of its successors.

"Certificate Of Insurance" means statement evidencing the Coverage of the Member under the Policy, subject to the terms and conditions of the Policy.

"Coverage Effective Date" means the date on which the Coverage in respect of a Member commences.

"Member" means a person whose cover is in effect under this Certificate of Insurance.

"Policy" means the Group Protection Solutions Policy taken by the Group Policyholder for providing Coverage to its Members.

"Unnatural Death" means, "A death caused by external causes—e.g., injury or poisoning—which includes death due to intentional injury, such as homicide or suicide, and death caused by unintentional injury in an accidental manner".

"Group Policyholder" Paladion Networks Pvt Ltd is the policyholder for this master policy.

Coverage Amount

- The total amount of coverage [Compulsory Cover i.e. employer provided cover + Voluntary Cover] should not exceed 10 times of your total annual salary.

Benefits

Death Benefit

In an event of the death of the Member, BSLI shall pay the Sum Assured as mentioned in the Certificate of Insurance to the nominee as chosen by the member.

Nomination

Allowed as per the provisions of Section 39 of the Insurance Act, 1938 and as amended from time to time. For more details on the nomination, please refer to our website www.insurance.birlasunlife.com.

Exclusions

Death Benefit

Waiting Period: No Life insurance cover shall be available during a period of 45 days starting from the date of first inception of cover, except for death due to accident. However this exclusion will not apply to members whose cover has been accepted post requisite medical tests.

This clause also does not apply to members, who opts for the top up cover under this proposal and are also covered under employer paid policy with BSLI.

Suicide: We will refund 80% of the premiums paid to date (excluding service tax) in the event the member dies by suicide, whether medically sane or insane, within one year after the coverage

issue date and will not pay the amount mentioned under the Death Benefit Provision i.e. sum assured.

Termination of Coverage

The Cover in respect of any Member under this policy will terminate on the earliest of the following :

- Date Member attains age retirement age
- Date of death of the Member
- Non receipt of premium / renewal premium

More Information

- Premium is payable annually in advance. 100% of the total premium including service tax to be contributed by employee
- Premium Rates are annually reviewable based on mortality experience
- Age at entry / renewal on age last birthday basis
- Service Tax and other levies, as applicable, will be extra and levied as per the extant tax laws
- As per extant tax laws, the member will be eligible for tax benefits under Section 80C and Section 10(10D) of the Income Tax Act,1961.
- Members joining during the year shall pay the pro-rated premium from the date of joining till the next renewal date of the scheme

The member in case of a voluntary policy has the option to continue the policy in case of surrender by group policy holder but only upto next renewal date.

At the time of Cessation of Employment with the Policyholder

In case a member covered in the scheme leaves the employment of Policyholder on reasons other than ill health or sickness), he / she shall remain covered till the next premium due date of the scheme without any further underwriting or requirement. In case an employee leaves the organisation for ill health reasons, he will be covered till the next premium due date of the scheme. However portability option would not be provided to such an employee.

On the first renewal of the scheme after the member has left the employment of Employer, a window period of 30 days is available to all such members to opt for continuation of the coverage. If the member decides to continue his / her coverage the following shall apply:

- Portability option is available only for Voluntary coverage. The sum assured offered under portability, will not exceed the member's existing sum assured under the Voluntary policy.
- Member to enjoy Portability option till the retirement age of the respective employer from where he had taken the cover
- NRIs will not be offered portability option
- Declaration of Good Health (DOGH) is mandatorily required at the start of cover and is to be filled at the time of renewal. If there are any disclosures in the DOGH, then the life assured will need to be assessed facultative
- The member's coverage will be accepted subject to BSLI's underwriting guidelines.
- Medicals will be conducted only in the BSLI empanelled labs located in India & the cost of such medical tests will be borne by Birla Sun Life Insurance

Claim Procedure

On Roll Employees

The Group Policyholder should notify BSLI, in writing, of the claim with proof of claim (Copy of Death Certificate issued by Municipal Authority or Gram Panchayat) to the 'Claims Department' at the registered office of BSLI within 30 days from the date on which claim arises.

Documents required to settle a Death Claim are:

1. Inforce Certificate of Insurance, issued at the inception/ renewal whichever is applicable.
2. Copy of Death Certificate of the Member duly attested by Group Policyholder
3. Death claim form dully filled by Group Policyholder
4. Claimant's Statement to be filled by the Nominee of the deceased member
5. Medical Attendant Certificate (copies of all Medical Reports, Treatment Reports, Discharge Summary duly attested by the Group Policyholder)
6. Copy of standard age proof of deceased member
7. Documentary evidence establishing beneficiary's relationship with Life assured
8. Pre Printed cancelled cheque/ Bank Statement /Passbook copy containing Account No & IFSC code

In case of Unnatural / Accidental Death following additional requirements shall be called for, copies of which need to be attested with seal and signature of the Group Policyholder.

1. First Information Report
2. Post Mortem Report
3. Final Police Inquest Report

Exit Employees

Documents required to settle a Death Claim are:

1. Inforce Certificate of Insurance, issued at the inception/ renewal whichever is applicable.
2. Copy of Death Certificate of the Member
3. Medical Attendant's Certificate (copies of all Medical Reports, Treatment Reports, Discharge Summary)
4. Claimant's Statement
5. Employers Certificate (if applicable)
6. Copy of standard age proof of deceased member
7. Documentary evidence establishing beneficiary's relationship with Life assured
8. Pre Printed cancelled cheque/ Bank Statement /Passbook copy containing Account No & IFSC code

In case of Unnatural / Accidental Death following additional requirements shall be called for,

1. First Information Report
 2. Post Mortem Report
- BSLI may request additional information or requirement(s) to support a proof of claim if the case warrants.
 - In an event of the death of the Member, BSLI shall pay the Sum Assured as mentioned in the Cost and Benefit particulars of this contract to the nominee as chosen by the Member Insured.
 - The discharge receipt has to be signed by the Group Policyholder in case of "On Roll Employees" and Beneficiary in case of "Exit Employees". The same will be valid and sufficient discharge for the purpose of this Policy.

- All claims would be released post scrutiny of the claim documents submitted and investigation / verifications if any. The TAT for claim settlement is T + 7 working days from the receipt of last requirement. T = All duly completed requests / requirements received at BSLI's office by 12 noon. Kindly note that if the claim is under investigation / verification then Final Investigation Report shall form the part of requirement.
- Claimant's KYC requirements are the part of Claimant's Statement

All claims would be released post scrutiny of the claim documents submitted and investigation / verifications if any. The TAT for claim settlement is T + 7 working days from the receipt of last requirement. T = All duly completed requests / requirements received at BSLI's office by 12 noon. Please note that if the claim is under investigation / verification then Final Investigation Report shall form the part of requirement.

Grievance Redressal Procedure

You may register your grievance or complaint specific to this policy with our Head Customer Response & Resolution at Customer Care Unit, G-Corp Tech Park, 5th & 6th Floor, Kasar Wadavali, Ghodbunder Road, Thane - 400601, or call on our toll free no. 1- 800-270-7000 or email us at bsli.grouphelpline@birlasunlife.com The complaint should be made in writing duly signed or through email by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.

Fraud and Misrepresentation

As per the provisions of Section 45 of the Insurance Act, 1938 and amended from time to time. For more details on Section 45 of the Insurance Act, 1938 please refer to our website www.insurance.birlasunlife.com.