

Kotak Premier Pension Plan
A Participating Non-Linked Pension Plan

(UIN-107N094V02)

DEFINITIONS

i. Act:

Means Insurance Act, 1938, as amended from time-to-time.

ii. Age:

Means the age of the Life Insured on his/her last birthday (as per the English calendar).

iii. Assured Benefit:

Means, 105% of the total Premiums (excluding taxes, and rider premium, if any) paid under the Policy till the date of death or till the date of vesting as the case may be. This is the minimum guaranteed benefit to be paid either on death or on vesting.

iv. Bonus:

The following three types of Bonuses may be paid under this Policy, as per the terms and conditions mentioned under the Policy:

a. Interim Bonus:

In the event of a claim, part-way through a financial year or before declaration of the Simple Reversionary Bonus for the financial year in which such a claim is intimated, an interim bonus (if applicable) may be available at such rate as may be decided by the Company. This bonus will apply to the Policy Year for which bonus has not been allotted in the earlier financial year.

b. Simple Reversionary Bonus:

At the end of each financial year the Company may declare a bonus expressed as a percentage of the Basic Sum Assured. The simple reversionary bonus will be this percentage multiplied by the Basic Sum Assured. Simple reversionary bonuses are not guaranteed. This bonus will be applicable from 6th Policy Year onwards, provided, five consecutive years' annual Premiums due up to the date of declaration of bonus have been paid in full.

Kotak Premier Pension Plan

UIN-107N094V02

Page 1 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

c. **Terminal Bonus:**

The Company may decide to pay Terminal Bonus in case of death of Life Insured after 10 full Policy Years. This bonus may also be payable on Maturity and shall be a percentage of the Basic Sum Assured. Terminal Bonus will not be available on policies which have been made Reduced Paid-up or surrendered.

v. **Claimant:**

Means the Policyholder; or the Life Insured; or the Assignee; or the nominee; or the legal heir of the Policyholder or the nominee, as the case may be.

vi. **Date of Commencement of Policy:**

The date mentioned in Schedule as Date of Commencement of Policy

vii. **Date of Commencement of Risk:**

The date mentioned in Schedule as Date of Commencement of Risk.

viii. **Grace Period:**

Means the time granted by the Company i.e. 30 days from the due date for the payment of Premium for annual, half-yearly and quarterly mode and 15 days for monthly mode, without levy of any interest or penalty during which time the Policy is considered to be in-force with the risk cover without any interruption as per the terms of the Policy. Grace Period is not applicable for Single Premium payment option under the Policy.

ix. **Guaranteed Additions:**

In the first 5 policy years the policy will be eligible for Guaranteed Additions at the rate indicated below. The accrued Guaranteed Additions will be payable on maturity, Vesting, surrender or death whichever is earlier. The rate of the Guaranteed Additions shall be as follows:

<< ___% >> p.a. of Basic Sum Assured, declared at the end of each financial year.

x. **Lapse:**

Means cessation of the benefits under the Policy upon non-payment of the due Premiums within the Grace Period.

Kotak Premier Pension Plan

UIN-107N094V02

Page 2 of 33

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- xi. Minimum Age & Maximum Age:**
Minimum Age of the Life Insured at entry is 30years.
Maximum Age of the Life Insured at entry is 55years for Regular/Limited Premium Payment option and 60 years for Single Premium Payment option.
Minimum Age of the Life Insured at vesting/maturity is 45 years.
Maximum Age of the Life Insured at vesting/maturity is 70years.
- xii. Policy:**
Means the contract of insurance entered into between the Policyholder and the Insurer as evidenced by Policy Document.
- xiii. Policy Document:**
Means the present contract of insurance which has been issued on the basis of the proposal, other representations and documents submitted by the Policyholder and/or the Life Insured(s).
- xiv. Policy Year:**
Means the period from the last Policy anniversary date (or the date of commencement of Policy) up to the next Policy anniversary date.
- xv. Premium:**
Means the Single Premium (for Single Premium payment option) or the total initial Premium and subsequent Premiums due (in case of other than Single Premium payment option) and payable under the Policy. The Premium shall be subject to taxes as may be applicable from time to time.
- xvi. Premium Payment Term (PPT):**
This is the period during which the Policyholder shall pay the Premium to get the full benefits as mentioned in the Schedule of the Policy. If the Premium Payment Term is less than the Policy Term, it shall mean Limited Premium payment Policy.
- xvii. Revival:**
Means reinstatement of the lapsed or Reduced Paid-Up benefits of the Policy in accordance with the provisions of the Policy Document.
- xviii. Surrender:**
Means termination of the Policy by the Policyholder before the Date of Maturity, in accordance with the provisions of the Policy Document.

Kotak Premier Pension Plan

UIN-107N094V02

Page 3 of 33

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xix. Policy Term:

Means the period mentioned in the Schedule, it is the period during which the Life Insured is covered, subject to terms and conditions of the Policy Document.

Kotak Premier Pension Plan

UIN-107N094V02

Page 4 of 33

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PART C

A. BENEFITS PAYABLE

1. Death Benefit:

i. Death Benefit available during the Policy Term shall be the sum of:

- a. Assured Benefit
- b. Accrued Guaranteed Additions
- c. Accrued Reversionary Bonuses(if any)
- d. Terminal Bonus(if any)

ii. Death Benefit during Reduced-Paid-Up:

On death of the Life Insured during the Policy Term after being Reduced Paid-Up, the benefit available will be the Assured Benefit plus Accrued Guaranteed Additions and Accrued Reversionary Bonuses (if any)

If the Life Insured dies during the Policy Term, the nominee shall exercise one of the following options:

- To utilize the entire proceeds of the Policy or part thereof for purchasing an immediate annuity at the then prevailing rate from the Company; or
- Withdraw the entire proceeds of the Policy.

2. Vesting/Maturity Benefit:

i. On Survival to the end of the Policy Term, Vesting / Maturity Benefit will be:
Higher of;

i. [Basic Sum Assured] + [Accrued Guaranteed Additions] + [Accrued Reversionary Bonuses (if any)] + [Terminal Bonus (if any)],

OR

ii. Assured Benefit

Kotak Premier Pension Plan

UIN-107N094V02

Page 5 of 33

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ii. Vesting/Maturity Benefit during Reduced-Paid-Up:

On maturity of the Policy after being made Reduced Paid-Up, the benefit available will be the Reduced Paid-up Basic Sum Assured (as mentioned in the section of Reduced Paid-Up) plus Accrued Guaranteed Additions and Accrued Reversionary Bonuses (if any).

On the date of vesting, the Policyholder shall exercise one of the following options:

- To commute to the extent allowed under Income Tax Act (currently 1/3rd) and utilize the balance amount to purchase immediate annuity from the Company, which shall be guaranteed for life, at the then prevailing annuity rate, or
- To utilize the entire proceeds to purchase a single premium deferred pension product from the Insurer; or
- To extend the accumulation period within the same policy with the same terms and conditions as the original policy provided the Life Insured is below 55 years of age

3. Surrender Benefit:

a) The Surrender benefit available under the Policy shall be the higher of:

- i. Guaranteed Surrender Value; or
- ii. Special Surrender Value.

Once the surrender value is paid, the Policy shall stand terminated.

b) Guaranteed Surrender Value:

i. For Regular & Limited Premium Paying policy:

The policy will acquire a Guaranteed Surrender Value (“GSV”) after payment of full Premiums for three consecutive Policy Years.

Kotak Premier Pension Plan

UIN-107N094V02

Page 6 of 33

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ii. For Single Premium Paying policy:

The policy will acquire a GSV anytime after payment of the Single Premium.

On the date of surrender, the Policyholder shall exercise one of the following options:

- To commute to the extent allowed under Income Tax Act (currently 1/3rd) and utilize the balance amount to purchase immediate annuity from the Company, which shall be guaranteed for life, at the then prevailing annuity rate, or
- To utilize the entire proceeds to purchase a single premium deferred pension product from the Company.

iii. Guaranteed Surrender Value will be calculated as under:

GSV will depend on the year of surrender of Policy and GSV factor will be a percentage of total Premiums / Single Premium paid (excluding Goods and Services Tax and Rider premium if any). In addition, the value of subsisting Bonuses and Guaranteed Additions (if any) will also be available.

a. For Regular / Limited Premium paying policies:

GSV factors as percentage of total Premiums paid is given in the table below:

Year of Surrender	GSV factor (as % of Total Premiums paid)
3 rd year	30%
4 th to 7 th year	50%
8 th year onwards	$50\% + (\text{Year of surrender} - 7) \times (\text{Y} - 50\%) / (\text{Policy Term} - 7)$ Where Y: 70% for Regular Premium Paying Term; : 80% for Limited Premium Paying Term

Kotak Premier Pension Plan

UIN-107N094V02

Page 7 of 33

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b. For Single Premium paying policies:

GSV Factors as percentage of the Single Premium paid is given in the table below:

Year of Surrender	GSV Factors (as % of Single Premium paid)
1 to 3 year	70%
4 th year onwards	90%

c. Value of Subsisting Bonus and Guaranteed Additions (if any) is calculated as:

[Accrued Bonuses and Guaranteed Additions (if any) X GSV factor as on the date of surrender]

d. GSV factors as percentage of subsisting bonuses and Guaranteed Additions (if any) is given in the table below:

Remaining term to maturity	GSV Factors (as % of subsisting bonuses & Guaranteed Additions)	Remaining term to maturity	GSV Factors (as % of subsisting bonuses & Guaranteed Additions)
0	100.00%	16	21.01%
1	90.50%	17	19.17%
2	81.91%	18	17.50%
3	74.15%	19	16.01%

Kotak Premier Pension Plan

UIN-107N094V02

Page 8 of 33

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4	67.13%	20	14.67%
5	60.80%	21	13.46%
6	55.07%	22	12.38%
7	49.90%	23	11.41%
8	45.23%	24	10.53%
9	41.01%	25	9.75%
10	37.20%	26	9.05%
11	33.76%	27	8.43%
12	30.66%	28	7.87%
13	27.86%	29	7.37%
14	25.34%		
15	23.06%		

e. Special Surrender Value (“SSV”):

The Company may consider paying a SSV when the Policy acquires a Guaranteed Surrender Value. Such special surrender value will be solely determined by the Company at its discretion, and the same will be quoted in writing by the Company, on receipt of a written request from the Policyholder.

4. Rider Benefits:

The Policyholder may opt for the Rider Benefits. The Riders currently available under the Product, subject to Underwriting (and the Terms and Conditions of respective Riders) are:

Kotak Premier Pension Plan

UIN-107N094V02

Page 9 of 33

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- A. Kotak Accidental Death Benefit (ADB - UIN: 107B001VXX)
- B. Kotak Permanent Disability Benefit (PDB - UIN: 107B002VXX)

Please note that the Policyholder can opt for other riders to be introduced in future if permitted and as per Rider Terms and Conditions.

Addition of riders will be effective from the Policy anniversary. For details please refer to the Rider Annexure.

5. Conditions for extension of accumulation period/ Postponement of Vesting Date

- a. If the Policyholder chooses to extend the accumulation period / postponing the vesting date, s/he needs to intimate the same to the Company at least 3 months prior to the original maturity date.
- b. The extension has to be within the limits specified under the product, i.e. Policy term and applicable maximum maturity ages should be adhered to.
- c. Upon extension, Assured Benefit and Guaranteed Death Benefit will continue to be applicable.
- d. All terms and conditions of the original policy shall apply during this extended period

B.PREMIUMS PAYABLE

Mode of Premium payment:

Due date(s) of Future Premium Payments:

<u>Benefit</u>	<u><<Regular /Limited/Single>> Premium (Rs.)</u>	<u>Extra Premium (Rs.)</u>	<u>Date of Commencement</u>	<u>Date Last Premium Due</u>
Base Plan				

Kotak Premier Pension Plan

UIN-107N094V02

Page 10 of 33

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Total ____ <<single /annual/half-yearly/quarterly/monthly>> Premium for Basic Benefit is: Rs._____. Goods and Services Tax and Cess at prevailing applicable rate will be collected together with the Premiums.

Kotak Premier Pension Plan

UIN-107N094V02

Page 11 of 33

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Modal Factors:

<u>Frequency</u>	<u>Modal Factor</u>
Single:	100% of the tabulated rates
Yearly:	100% of the tabulated rates
Half-yearly:	51% of yearly premium
Quarterly:	26% of yearly premium
Monthly:	8.8% of yearly premium

Special Conditions, if any:

C. LAPSE

- i. This section is not applicable for Single Premium payment option.
- ii. The Policy shall lapse from the due date of the first unpaid Premium, if Premiums for the first three Policy Years are not paid within the Grace Period
- iii. During the lapse phase the Policy will not be eligible for either Guaranteed Additions or declared bonuses.

Signed for and on behalf of Kotak Mahindra Life Insurance Company Limited at Mumbai on

Authorised Signatory

Kotak Premier Pension Plan

UIN-107N094V02

Page 12 of 33

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PART D

1. Revival:

The Policyholder can revive a Lapsed/ Reduced Paid-Up Policy by making an application within a period of two years from the due date of the first unpaid Premium and before the date of maturity of the Policy. The revival of the Policy shall be done upon payment of a) Premiums in arrears; b) late payment charges (currently 9% per annum of outstanding premiums) at such rates as may be prescribed by the Company from time to time on Premiums in arrears, and as per the Board Approved Underwriting Principles

The Company may, at its absolute discretion, accept or decline the request for revival (made by the Policyholder in writing) of a Lapsed/Reduced Paid-Up Policy, or accept the request for revival on such terms and conditions as it deems fit. The revival of the Policy will be effective after the Company's approval is communicated in writing to the Policyholder.

In the event, the Lapsed Policy is not revived within two years of due date of the first unpaid Premium and before the date of maturity of the Policy, the Policy shall stand terminated and the benefits available under the Policy shall cease.

If policy is in Reduced Paid-Up mode (Please refer Clause on Reduced Paid-Up below) and is not revived as aforesaid, it will continue in that mode till the end of the Policy Term.

Policy will not be eligible for declared bonuses / guaranteed additions during the lapse period. However, all benefits under the Policy (including guaranteed additions and declared bonuses) will be reinstated on the revival of the Policy.

All benefits under the policy will be reinstated on the revival of the Policy.

Revival clause is not applicable for Single Premium payment option.

Kotak Premier Pension Plan

UIN-107N094V02

Page 13 of 33

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2. Surrender:

Please refer to section on 'Surrender Benefit'.

3. Reduced Paid-Up:

- i. Single Premium Payment Policy shall be considered as fully paid-up Policy.
- ii. For Regular and Limited Premium Payment Policies, after the Policy acquires Surrender Value, if the subsequent Premiums are not paid within the Grace Period the Policy will be converted into a Reduced Paid-Up policy by default. Once the Policy becomes a Reduced Paid-Up policy, the Policy will not be eligible for any future bonuses and guaranteed additions. Rider benefits may or may not cease depending upon the rider features.
- iii. If a Reduced Paid-Up Policy is surrendered, the Surrender Value will be calculated as specified in the 'Plan Benefits on Surrender' section.
- iv. The Basic Sum Assured is reduced to Reduced Paid-Up Basic Sum Assured as follows:
Basic Sum Assured \times [(Total Premiums paid/ Total premiums payable during the entire policy term)]
- v. A Reduced Paid-Up policy may be reinstated (to the original benefits) within 2 years of the date of becoming Reduced Paid-Up (subject to the same conditions outlined for revivals above).
- vi. For the benefits available on Vesting / Death / Surrender under Reduced Paid-Up Policy, please refer to Benefit Payable section under Part C.

4. Forfeiture of Policy:

The policy will be forfeited if,

- Lapsed policy is not revived as mentioned in 'Revival' clause above; or
- any condition herein contained or endorsed hereon is contravened

Kotak Premier Pension Plan

UIN-107N094V02

Page 14 of 33

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5. Loans:

Loans under this policy are not allowed.

6. Free Look Provision:

The policyholder is offered 15 days free look period for a policy sold through all channels (except for Distance Marketing* Channel which will have 30 Days) from the date of receipt of the policy wherein the policyholder may choose to return the policy, stating the reasons thereof, within 15 days / 30 days of receipt if s/he is not agreeable with any of the terms and conditions of the plan. Should s/he choose to return the policy, s/he shall be entitled to a refund of the premium paid after adjustment for the expenses of medical examination (if any), stamp duty and proportionate risk premium for the period of cover. A policy once returned shall not be revived, reinstated or restored at any point of time and a new proposal will have to be made for a new policy.

*Distance Marketing includes every activity of solicitation (including lead generation) and sale of insurance products through the following modes: (i) Voice mode, which includes telephone calling (ii) Short Messaging service (SMS) (iii) Electronic mode which includes e-mail, internet and interactive television (DTH) (iv) Physical mode which includes direct postal mail and newspaper & magazine inserts and (v) Solicitation through any means of communication other than in person.

Kotak Premier Pension Plan

UIN-107N094V02

Page 15 of 33

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Part E

Not Applicable

Kotak Premier Pension Plan

UIN-107N094V02

Page 16 of 33

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PART F

1. Suicide Exclusion

In case of Life Insured committing suicide within one year from the date of issuance of Policy, only 80% of the Premiums paid shall be payable to the nominee.

In the event of suicide after one year from the date of issuance of Policy, following will be applicable:

In case of Life Insured committing suicide within 1 year from the date of Minor Revival (revival done within 6 months from the date of first unpaid premium), Suicide Exclusion shall not be applicable and the Death Benefit under the Policy shall be payable.

In case of suicide within 1 year of the date of Major Revival (revival done after 6 months from the date of first unpaid premium), the benefit payable shall be higher of 80% of Premiums Paid or Surrender Value (if any) at the date of death.

2. Proof of Age

The Premium has been calculated on the basis of the Age, gender, occupation, health status and tobacco usage status of the Life Insured as declared in the proposal form. If at a future date, the Age, gender, occupation, health status and/ or tobacco usage status is found to be different from what was declared, without prejudice to the Company's other rights and remedies, including cancellation of Policy and other remedies as provided under the Insurance Act, 1938, and any other laws then prevailing, the Company shall have the right to recover premium without interest before settling his/her claim or alter the benefits payable under this Policy. In case of excess Premium, the Insurer shall refund the same without interest, after deducting expenses (if any). If the correct Age of the Life Insured(s), as on the Date of Commencement of Policy, makes him ineligible to obtain this Policy, the Policy shall necessarily be cancelled by paying the Surrender Value, if any, acquired under the Policy.

Kotak Premier Pension Plan

UIN-107N094V02

Page 17 of 33

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3. Payment of Premiums

For Single Premium payment option:

Policy requires only single Premium payment. The Premium is payable in advance before the date of commencement of the Policy.

For other than Single Premium payment option(s):

The annual Premiums are payable in advance on the anniversary of the date of commencement of the Policy. However, with the consent of the Company, the Premium(s) can also be paid in Half-yearly/ Quarterly/Monthly installments.

Grace Period, as applicable is available for payment of Premiums due.

Premiums may be revised by the Company to give effect to any changes in the prevailing tax laws or other legislation.

As a gesture of goodwill, the Company may by way of written intimation remind the Policyholder of the Premiums due and payable under this Policy. However, whether or not such intimation is received by the Policyholder, it shall be the sole responsibility of the Policyholder, at all times, to discharge the Premium obligations as mentioned in the Policy.

Likewise it shall not be obligatory on the Company to issue any communication to a Policyholder conveying that his/her Premium paying instrument (including those for any other payments under the Policy) has bounced and/or any standing instructions by the Policyholder to a bank has not been honoured, thereby resulting in non-payment/non-receipt of the Premium(s)/payments under the Policy. As mentioned above it shall be the sole responsibility of the Policyholder, to ensure that the Premiums as mentioned herein (including for any other payments under the Policy) are duly and properly discharged.

Kotak Premier Pension Plan

UIN-107N094V02

Page 18 of 33

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4. Assignment and Nomination

- i. Assignment shall not be allowed under this Policy.
- ii. Nomination is allowed as per Section 39 of the Act, as amended from time-to-time. [A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in Annexure – 2 for reference].
- iii. The Policyholder may at any time before the Date of Maturity of the Policy, make or change a nomination for the purpose of payment of the monies secured by the Policy in the event of a death claim. Where the nominee is a minor, the Policyholder may appoint a person (“Appointee”) to receive the money during the minority of the nominee. Nomination shall be made or changed by an endorsement to the Policy and by communicating the same in writing to the Company.
- iv. In case the Policy is lapsed, fresh nomination will not be allowed.
- v. By registering the nomination or change in nomination, the Company does not express any opinion upon the validity nor accepts any responsibility on the nomination.
- vi. The provisions of nomination shall not apply to any policy of the life insurance to which Section 6 of the Married Women’s Property (MWP) Act, 1874, applies or has at any time applied.

5. Issuance of Duplicate Policy Document

The Policyholder may request for issuance of duplicate Policy Document by making a request to the Company in writing or in the prescribed form as the case may be. Issuance of duplicate Policy Document shall be made subject to the following conditions:

- i. The Policyholder pays the applicable fee (currently Rs. 250/-).
- ii. The Policyholder submits an affidavit cum indemnity in the format prescribed by the Company
- iii. Free Look clause shall not be applicable with respect to such duplicate Policy Document.

Kotak Premier Pension Plan

UIN-107N094V02

Page 19 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

6. Claims

In the unfortunate event of death of the Life Insured, the benefit will be paid to the Policyholder/Nominee/Legal Heir or to such other person(s) as directed by a Court of competent jurisdiction in India.

All claims payable will be subject to production of proof of the claim event satisfactory to the Company, such other requirements as stipulated by the Company and the legal title of the claimant, satisfactory to the Company.

The Company reserves its rights to condone the delay on merit for delayed claims, where the delay is genuine and proved to be for reasons beyond the control of the Life Insured/ claimant.

The Primary documents normally required for processing a claim are:

- Intimation of the claim event (duly supported by evidence of claim event), in writing and in the Company's format and signed by the Claimant as the case may be giving complete details as required in the Claim Intimation Form.
- Cause of claim event with supporting documents.
- Proof of claim event with supporting documents (e.g. original death certificate in the case of a death claim/hospital reports in the case of a critical illness claim etc.)
- A report from the last attending physician or surgeon or hospital with details of periods of illness plus copies of any special reports, available. Also, all the hospitalisation papers with case history and treatment sheets, i.e., extract of admission papers [which gives admission details of the patient along with history], complete treatment given to the patient during the hospitalisation period till the claim event, should be submitted.
- If the claim event occurs due to any accident or unnatural causes, then certified copies of the First Information Report [FIR], the post mortem or the autopsy report and the coroner's statement plus any newspaper cuttings shall have to be submitted. Complete Police Report and post Mortem Report in relation to the accident of the life insured
- Where death occurs due to any car or motor accident where the life insured was the driver, a certified copy of the insured's driving license to be submitted.
- Details of any illness / accident / injury that the Life Insured / Proposer might have suffered in the past 2 / 3 years along with complete reports / records.
- Original policy document.
- Proof of age of the Life Insured / Policyholder, if this has not been previously admitted by the Company (e.g. birth certificate, school leaving certificate etc.).

Kotak Premier Pension Plan

UIN-107N094V02

Page 20 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

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- Recent photograph of the Claimant, as mentioned above.
- Current residential proof and identity proof of Claimant, as mentioned above.
- Original Cancelled cheque showing name of Bank, location of Bank Branch, Name of Account Holder and Account No. In absence of the same the client can even submit Photocopy of Bank Pass Book/Bank Statement of Claimant bearing the aforesaid details duly attested by the Concerned Bank
- The Company reserves the right to call for any additional information and documents required to satisfy itself as to the validity of a claim. The Company at its sole discretion may settle a claim by conducting its own investigation or enquiry to the satisfaction of the Company that the required documents are not available and the claimant approaching the Company is the genuine Nominee/Legal Heir.
- The amount due under this policy is payable at the office of the Company situated at Mumbai, but the Company may fix an alternative place of payment for the claim at any time before or after the policy has become a claim.

7. Policy Alteration

- Basic Sum Assured and Premium related alterations are not allowed under the Policy.
- Minor Alterations like Name/ D.O.B. / Address/ Phone No. change etc. will be allowed
- Alteration charges will be as per Policy Servicing manual.

8. Notice

Any notice, information or instruction to the Company must be in writing and delivered to the address intimated by the Company to the Policyholder which is currently:

Customer Care,

Kotak Mahindra Life Insurance Company Ltd,

Kotak Towers, 7th Floor, Zone IV,

Building No. 21, Infinity Park, Off Western Express Highway,

Goregaon Mulund Link Road, Malad East, Mumbai 400097

Toll Free: 1800 209 8800

Kotak Premier Pension Plan

UIN-107N094V02

Page 21 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

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Fax No. 022 - 6725 7452

e-mail: clientservicedesk@kotak.com

The Company may change the address stated above and intimate the Policyholder of such change by suitable means.

The Policyholder is also advised to promptly notify the Company of any change in his/her address and/or that of his/her nominee to ensure timely and effective communication of policy related information to the Policyholder.

Any notice, information or instruction from the Company to the Policyholder shall be mailed to the address specified in the proposal form or to the changed address as intimated to the Company in writing.

9. Fraud/Misrepresentation

The provisions of Section 45 of the Insurance Act 1938, as amended from time-to-time, will be applicable to this contract. [A Leaflet containing the simplified version of the provisions of Section 45 is enclosed in Annexure – 3 for reference].

10. Electronic Transactions

The Policyholder will adhere to and comply with all such terms and conditions as prescribed by the Insurer from time to time, and all transactions effected by or through facilities for conducting remote transactions including the internet, world wide web, electronic data interchange, call centers, tele-service operations (whether voice, video, data or any combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by the Insurer or on behalf of the Insurer, for and in respect of this Policy, or in relation to any of the Insurer's products and services, shall constitute legally binding

Kotak Premier Pension Plan

UIN-107N094V02

Page 22 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

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and valid transactions when executed in adherence to and in compliance with the terms and conditions for such facilities, as may be prescribed by the Insurer from time to time.

Similarly, the electronic communication received from the Policyholder/Life Insured/Legal Heir/Nominee (including their digital signature/online consent) with respect to the Policy shall be legally binding, if the same is made in accordance with the terms and conditions of this Policy and other terms and conditions of the Insurer from time to time with respect to individual transactions.

11. Force Majeure

If Our performance or any of Our obligations are in any way prevented or hindered as a consequence of any act of God or State, strike, lock out, legislation or restriction by any government or any other authority or any other circumstances beyond Our anticipation or control, the performance of this Policy shall be wholly or partially suspended during the continuance of such force majeure

12. Governing Laws

i. Anti Money Laundering Provisions:

The Prevention of Money Laundering Act, 2002, also applies to insurance transactions. As such the Insurer shall enforce the said legislation to the extent it may be applicable to this Policy.

ii. Miscellaneous

This Policy is subject to the Insurance Act 1938, as amended by the Insurance Regulatory and Development Authority Act, 1999, such amendments, modifications as may be made from time to time and such other relevant regulations as may be introduced there under from time to time by IRDAI.

Kotak Premier Pension Plan

UIN-107N094V02

Page 23 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

iii. Jurisdiction:

Without prejudice to the generality of the aforesaid provisions, this Policy shall be governed by the laws of India. The Courts of Mumbai shall have the exclusive jurisdiction to settle any disputes arising under this Policy

Kotak Premier Pension Plan

UIN-107N094V02

Page 24 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

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PART G

Grievance Redressal System

1. In case you have any query or complaint/grievance, you may approach our office at the following address:

Customer Care,

Kotak Mahindra Life Insurance Company Ltd,

Kotak Towers, 7th Floor, Zone IV,

Building No. 21, Infinity Park, Off Western Express Highway,

Goregaon Mulund Link Road, Malad East, Mumbai 400097

Toll Free: 1800 209 8800

Fax No. 022 - 6725 7452

Email ID: clientservicedesk@kotak.com

2. In case you are not satisfied with the decision of the above office, or have not received any response within 10 days, you may contact the following official for resolution:

The Grievance Redressal Officer,

Kotak Mahindra Life Insurance Company Ltd,

Kotak Towers, 7th Floor, Zone IV,

Building No. 21, Infinity Park, Off Western Express Highway,

Goregaon Mulund Link Road, Malad East, Mumbai 400097

Contact No: 022 - 1800-209-8800

Email ID: kli.grievance@kotak.com

Kotak Premier Pension Plan

UIN-107N094V02

Page 25 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

3. 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 (IRDAI) on the following contact details:

IRDAI Grievance Call Centre (IGCC) TOLL FREE NO : 1800 4254 732

Email ID: complaints@irda.gov.in

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

Address for communication for complaints by fax/paper:

Consumer Affairs Department

Insurance Regulatory and Development Authority of India

9th floor, United India Towers, Basheerbagh

Hyderabad - 500 029, Telangana

Fax No: 91- 40 - 6678 9768"

4. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman at the address given below for your grievances as specified under the Insurance Ombudsman Rules, 2017

The list of Insurance Ombudsman their contact details and areas of jurisdiction are annexed below

5. 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.
6. As per provisions of Insurance Ombudsman Rules, 2017, notification no. GSR 413(E) [F.NO.14019/22/2010-INS.II], dated 25-4-2017 the complaint to the Ombudsman can be made
- 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.

Kotak Premier Pension Plan

UIN-107N094V02

Page 26 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

List of Insurance Ombudsman:

AHMEDABAD Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	BENGALURU Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in
BHOPAL Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	BHUBANESHWAR Office of the Insurance Ombudsman, 62, Forest park, Bhubneswar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in
CHANDIGARH Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	CHENNAI Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in
DELHI Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 2323481/23213504 Email: bimalokpal.delhi@ecoi.co.in	GUWAHATI Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001 (ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati@ecoi.co.in
HYDERABAD Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	JAIPUR Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in

Kotak Premier Pension Plan

UIN-107N094V02

Page 27 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

ERNAKULAM Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	KOLKATA Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in
LUCKNOW Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	MUMBAI Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in
NOIDA Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	PATNA Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in
PUNE Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	GOVERNING BODY OF INSURANCE COUNCIL, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106889 / 671 / 980 Fax: 022 - 26106949 Email: inscoun@ecoi.co.in

Annexure 1 - List of Valid Age Proofs:

- Aadhar Card
- Birth Certificate/
- School / College Leaving Certificate, provided - it specifies Date of Birth, States that Date of Birth is extracted from School / College Records, Stamped and signed by College / School
- Passport
- Driving license
- PAN Card

Kotak Premier Pension Plan

UIN-107N094V02

Page 28 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

- Ration Card, which specifies the Date of Issue of the Ration Card and the Date of Birth or Age of the Life to be Insured
- Election ID card (also called voters ID) issued by the Election Commission of India can be accepted as valid age proof provided it was issued at least 2 years before the date of the insurance proposal.
- Extract from service register in case of:
 - Government and semi-government employees
- In case of defense/central government/ state government personnel, identity card issued respectively by the defense department /central government/ state government to their personnel showing, inter alias, the date of birth or age
- Marriage certificate in the case of Roman Catholics issued by Roman Catholic Church
- Domicile certificate in which the date of birth stated was proved on the strength of the
- school certificate or birth certificates

NOTE: Any of the abovementioned Age Proof document submitted should have been issued at least 1 year prior to the date of the cover. In other words, any age proof document which has been issued by the respective issuing authority within a span of 1 year before the risk commencement date, then the same shall not be acceptable.

Kotak Premier Pension Plan

UIN-107N094V02

Page 29 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

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Annexure 2

Section 39 - Nomination by policyholder

Nomination of a life insurance Policy is as below in accordance with Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act, 2015. 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 acknowledgement 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.

Kotak Premier Pension Plan

UIN-107N094V02

Page 30 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

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 themthe 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 commencement of Insurance Laws (Amendment) Act, 2015.
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 Laws (Amendment) Act, 2015, 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 of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Gazette Notification for complete and accurate details.]

Kotak Premier Pension Plan

UIN-107N094V02

Page 31 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

Annexure 3

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 by Insurance Laws (Amendment) Act, 2015 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 policywhichever 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 policywhichever 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.

Kotak Premier Pension Plan

UIN-107N094V02

Page 32 of 33

Kotak Mahindra Life Insurance Company Limited (formerly known as Kotak Mahindra Old Mutual Life Insurance Limited) CIN: U66030MH2000PLC128503

REGISTERED OFFICE: CIN: U66030MH2000PLC128503, Regd. Office: 2nd Floor, Plot #C-12, G- Block, BKC, Bandra (E), Mumbai-400051, Website: <http://insurance.kotak.com>, Email: clientservicedesk@kotak.com, Toll Free No.: 18002098800, Fax No.: +91 22 67425649 / 50

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 of amendments of Insurance Laws (Amendment) Act, 2015 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Gazette Notification for complete and accurate details.]

Kotak Premier Pension Plan

UIN-107N094V02

Page 33 of 33

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