**ALL UNIT LINKED POLICIES ARE DIFFERENT FROM TRADITIONAL INSURANCE POLICIES AND ARE SUBJECT TO DIFFERENT RISK FACTORS. IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER**

# Grow your investments smartly and continue living like today!


- Life insurance cover to the extent of 105% of all premiums paid including top-up premium
- Build a retirement corpus
- Flexibility to alter vesting date and premium payment term
- Loyalty additions*

## HDFC Life Smart Pension Plan

A Unit Linked, Non-Participating Individual Pension Plan

HDFC Life

*Sar utha ke jiyo!*

*Loyalty addition would be added to the fund starting from 10th policy anniversary for the other than 'Single Premium' policies paying annualized premium of ₹ 1,00,000 at least and for all the Single Premium paying policies.

# HDFC Life Smart Pension Plan

A Unit Linked, Non-Participating Individual Pension Plan
(This product can also be sold through online sale)

HDFC Life Smart Pension Plan provides life insurance and helps you to save along your working years and build a retirement corpus to prepare for your retirement. You will need to choose a target vesting date, premium payment term and fund options according to the number of years you expect to save and your risk appetite. On the date of vesting, you may utilise your retirement corpus to get regular annuity/pension payments or alternatively take part of it as lumpsum. A host of flexibilities to alter target vesting date, premium payment term, fund proportions and encashment options (subject to conditions) allow you to further customize the plan along your retirement journey.

## KEY REASONS TO BUY THIS PLAN

- **Life insurance cover to the extent of 105% of all premiums paid including top-up premium**
- **To build a retirement corpus**
- **Flexibility to alter vesting date and premium payment term**
- **Loyalty additions***

*Loyalty addition would be added to the fund starting from 10th policy anniversary for the other than 'Single Premium' policies paying annualized premium of ₹ 1,00,000 at least and for all the Single Premium paying policies.

| | | |
|---|---|---|
| Premium Payment Term (PPT) | Single Premium or<br>Other than Single Premium: 5 to 30 years | |
| Policy Term (PT) | Minimum: 5 years or PPT whichever is higher<br>Maximum: 55 years | |
| Minimum Age at Entry<br>(as on last birthday) | 18 years | |
| Maximum Age at Entry<br>(as on last birthday) | 70 years | |
| Minimum Age at Vesting Date<br>(as on last birthday) | 40 years (55 years for QROPS/QOPS) | |
| Maximum Age at Vesting Date<br>(as on last birthday) | 80 years | |
| Premium Payment Frequency | Yearly, Half-yearly, Monthly | |
| Minimum Premium (Rs.) | 5 Pay: | ₹ 1,00,000 (Annual)<br>₹ 50,000 (Half-Yearly)<br>₹ 10,000 (Monthly) |
| | Others: | ₹ 30,000 (Annual)<br>₹ 15,000 (Half-Yearly)<br>₹ 3,000 (Monthly) |

| | | |
|---|---|---|
| | Single Premium | ₹ 1,00,000 |
| Maximum Premium (Rs.) | No Limit (subject to Board approved underwriting policy) | |

## BENEFITS UNDER THE PLAN

### Death Benefit:

On death of the life assured before the end of policy term, the nominee will receive death benefit which shall be higher of the following:

i) Fund value

ii) Sum Assured on Death

Fund value is the number of units multiplied by the prevailing NAV. Sum Assured on Death in this policy at any time during the policy term will be 105% of total premiums including top-up premiums paid reduced to the extent of the partial withdrawals from the fund value with respect to contractual premiums made during the two-year period immediately preceding the death of the life assured. Partial withdrawals made from fund value with respect to top-up premiums will not affect Sum Assured on Death.

**Utilization of Death Benefit:** On death of the life assured prior to the vesting date, the nominee will have the following options:

i) Withdraw the entire death benefit under the policy,

ii) To utilize the entire death benefit of the policy or part thereof for purchasing an immediate annuity (subject to eligibility conditions of immediate annuity) or deferred annuity at the then prevailing annuity rate from the Company. However, the nominee will have the option to purchase annuity from any other insurer at the then prevailing annuity rate to the extent of 50%, of the entire death benefit of the policy net of commutation or such percentage, as may be prescribed by the IRDAI from time to time. The purchase of annuity shall be subject to terms and conditions of the product. In case the death benefit is not sufficient to purchase minimum annuity as required by regulations, nominee must utilize default option i), ie. withdraw the entire death benefit under the policy.

**Vesting Benefit i**s the fund value as on the date of vesting, on survival of the life assured.

**Loyalty Additions:** All 'Single Premium' policies and other than 'Single Premium' policies paying premium of

₹1,00,000 or more in a year will be eligible for loyalty additions. Loyalty additions will be added to the fund value at the end of every year as extra units. From policy year 10 till 19, there will be a loyalty addition of 0.25% of the average fund value of last and current policy anniversary i.e. (Fund Value at the end of last policy year (post loyalty additions) + Fund Value at the end of current policy year)/2. From policy year 20 onwards, the loyalty addition will be 0.5% of the average fund value of last 2 policy anniversaries.

Loyalty additions are a part of the Fund Value and are paid as part of Vesting Benefit or Death Benefit or Surrender Benefit.

**Utilization of Vesting Benefit: The policyholder will have the following options:**

i) To utilize the entire vesting benefit to purchase immediate annuity or deferred annuity from the Company at the then prevailing annuity rate or to commute up to 60% and utilize the balance amount to purchase immediate annuity or deferred annuity from the Company at the then prevailing annuity rate.

ii) To purchase immediate annuity or deferred annuity from another insurer at the then prevailing annuity rate to the extent of 50%, of the entire vesting benefit of the policy net of commutation or such percentage, as may be prescribed by the IRDAI from time to time.

In case the amount applied to purchase immediate annuity is insufficient to purchase minimum annuity as allowed by IRDAI regulations, such amount will be paid to the policyholder in lumpsum. For QROPS/QOPS policyholders, the commuted value is restricted up to 30% of the entire fund value after the policyholder has attained age 55.

**Postponement of Vesting Date:**

On the date of vesting, in addition to the above, the policyholder shall have an option to extend the accumulation period or deferment period within the same policy with the same terms and conditions as the original policy provided the policyholder is below an age of 60 years at the time of exercising this option.

**Funds Pattern & Objectives:**

We offer you 6 funds in which you can direct your premiums in the proportion of your choice which may be altered later through premium redirection. The fund mix at any point of time can be altered by fund switches at the discretion of the Policyholder. The 6 funds available in this plan are as follows:

| Fund Name | Investment Pattern | Objective | Risk |
|---|---|---|---|
| Individual Preserver Pension Fund (SFIN No:ULIF01216/ 12/09PNPRESERVR101 | Debt: 75% to 100% Money Market: 0% to 25% | To provide safety and growth with minimum risk | Low |
| Individual Prime Equity Pension Fund (SFINNo:ULIF01316/1 2/09PNPRIMEEQU101 | Equity: 90% to 100% Debt: 0% to 10% Money Market: 0% to 10% | To provide for equity linked market returns | High |

| Fund Name | Investment Pattern | Objective | Risk |
|---|---|---|---|
| Large Cap - Pension Fund (SFIN No: ULIF01901/06 /20PNLARGECAP101 | Equity: 90% to 100% (including equity ETF) Money Market and Liquid mutual fund related instruments: 0% - 10% | To generate long-term capital appreciation from a portfolio that is predominantly based on the stocks which are constituents of the Nifty-50, subject to the regulatory limits on the investee companies, their groups and industry sectors | High |
| Flexi Cap Pension Fund (SFIN No: ULIF07201/09/23FlexiCapPF101) | Equity and Equity Related Instruments: 80% to 100% Government securities: 0% to 20% Money Market, Cash Deposits, Liquid mutual fund related instruments : 0% to 20% | To generate superior long term returns through investment in equities of companies in the large, mid and small cap segments. | Very High |
| Top 500 Momentum 50 Pension Fund (SFIN No: ULIF07702/12/24Top500MoPF101) | Equity: 90% to 100% Money Market & Liquid Mutual Funds: 0% to 10% Govt and Corporate Bonds: 0% to 10% | The Fund aims to generate long-term capital appreciation from a portfolio that is aligned to constituents of index which consists of 50 stocks selected from top 500 stocks based on Momentum score. The weight of the stock in the index is further based only on free float market capitalization. | High |
| HDFC Life Dynamic Advantage Pension Fund (SFIN: ULIF08128/02/25-DynamicPFd101) | Equity and Equity Related Instruments: 50% to 100% Government securities or corporate bonds/debentures: 0% to 50% Money Market, Cash Deposits, Liquid mutual fund related instruments : 0% to 50% | The objective of the fund is to provide long-term capital appreciation from a mix of equity and debt investments and makedynamic asset allocation choices between equities and bondstocapture the strategic opportunities in markets based on relative valuations. | Medium |

### Automatic Asset Rebalancing Strategy

We understand that your savings objectives and your risk appetite might change over time. Thus, this strategy reduces your equity proportion as your policy nears the vesting date to ensure that any downside in equity market later in the policy term has minimal impact on your Vesting Benefit. This strategy rebalances the equity and debt ratio without your manual intervention of switching the funds. This strategy can be chosen if Systematic Transfer Strategy is not chosen.

Under this strategy, you can choose to allocate your money in a pre-decided ratio between our equity oriented funds (Individual Prime Equity Pension Fund/Large Cap - Pension Fund/Flexi Cap Pension Fund/Top 500 Momentum 50 Pension Fund/ Dynamic Advantage Pension Fund) and our debt oriented fund (Individual Preserver Pension Fund). This allocation strategy will rebalance your funds in a pre-decided ratio between Individual Prime Equity Fund/Large Cap - Pension Fund/Flexi Cap Pension Fund /Top 500 Momentum 50 Pension Fund/ Dynamic Advantage Pension Fund and Individual Preserver Fund at the beginning of every policy year, which depends upon the number of years to the vesting date of policy. The pre-decided ratio (as % of fund value) will be as given below:

| Number of years to Vesting | Individual Prime Equity Pension Fund /Large Cap - Pension Fund/Flexi Cap Pension Fund/Top 500 Momentum 50 Pension Fund/Dynamic Advantage Pension Fund | HDFC Life Preserver Pension Fund |
|---|---|---|
| 20 | 90 | 10 |
| 15 – 19 | 80 | 20 |
| 10 – 14 | 60 | 40 |
| 5 – 9 | 40 | 60 |
| 0 – 4 | 20 | 80 |

You can choose this option either at the inception or any time during the term of the policy. You can choose to enter and exit this fund strategy with immediate effect at any time during the policy term by giving a notice in writing to the Company.

### Systematic Transfer Strategy

Systematic Transfer Strategy works on the principle of rupee cost averaging method to safeguard your wealth against market volatilities. If this strategy is chosen provided that Automatic Asset Rebalancing Strategy is not chosen, the premium received net of premium allocation charge shall be allocated first to the Individual Preserver Pension Fund to purchase units. Immediately thereafter and on each subsequent monthly anniversary, fund value of [1/(13-month number in the policy year)] of the units available at the beginning of the month shall be switched to Individual Prime Equity Pension Fund/Large Cap - Pension Fund/Flexi Cap Pension/Top 500 Momentum 50 Pension Fund Dynamic Advantage Pension Fund automatically by cancelling units from the Individual

Preserver Pension Fund till availability of units in the Individual Preserver Pension Fund.

E.g.: Policy Month 1: 1/(13-1)= 1/12th of the Units to be switched

Policy Month 2: 1/(13-2)= 1/11th of the Units to be switched

Policy Month 11: 1/(13-11)= 1/2 of the Units to be switched

Policy Month 12: 1/(13-12)= Balance Units to be switched

Systematic Transfer Strategy is available only in policies with annual premium payment mode to switch 100% to equities in a systematic manner without your manual intervention of switching the funds. During the period when Systematic Transfer Strategy is in force, partial withdrawal of units shall not be permitted from the Individual Preserver Pension Fund and any Top-up premium paid will only be directed to Individual Preserver Pension Fund. You may opt out with immediate effect or opt for effective from the subsequent policy anniversary, the Systematic Transfer Strategy option by giving a written notice to the Company.

In case you fail to pay the due premium within the Grace Period, the Systematic Transfer Strategy opted for shall cease to apply and premium received after the expiry of the grace period shall be allocated to the Individual Prime Equity Pension Fund/ Large Cap - Pension Fund/Flexi Cap Pension Fund/Top 500 Momentum 50 Pension Fund/ Dynamic Advantage Pension Fund at revival of the policy. The Systematic Transfer Strategy option shall be automatically applied for all future Premiums received thereafter but within the Grace Period, unless advised otherwise.

Systematic Transfer Strategy can't be opted with Single Premium Policies.

## How the Plan Works

Step 1 : Choose the vesting date, premium payment term, premium amount and payment frequency.

Step 2 : Choose the fund to save in as per your risk appetite. Charges will vary depending upon the options chosen in step 1 & 2.

Step 3 : On survival till date of vesting, your retirement corpus (vesting benefit) which would have grown depending on the above options chosen and actual fund performance must be utilized to purchase immediate/deferred annuity and/or commute part of the vesting benefit.

## Illustration

Akshay starts saving for his retirement from the age of 35 years through HDFC Life Smart Pension Plan paying a premium of ₹10,000 every month into Large Cap - Pension Fund while opting to utilize his entire retirement corpus (on survival till vesting date) to purchase HDFC Life Smart Pension Plus : Option B - 'Life Annuity with return of 100% of Total Premiums Paid' with a deferment of 5 years to receive annuity pay-outs annually. The purchase price applied to purchase Annuity is exclusive of Goods and Services tax. It is assumed that the entire vesting benefit has been applied to purchase annuity from us. His benefits at estimated rates of return would be:

| Premium Payment Term | Policy Term | Vesting Benefit | | Annuity with Return of Premium (paid Annually) | |
|---|---|---|---|---|---|
| | | 4% Return | 8% Return | 4% Return | 8% Return |
| 10 years | 20 years | Rs. 17,59,623 | Rs. 31,69,203 | Rs. 1,52,559 | Rs. 2,76,355 |

The illustration is intended to show year-wise premium payable under the policy, at two rates of interest, i.e. 4% and 8% p.a. Some benefits are guaranteed and some benefits are variable with the returns based on the future performance of your insurer carrying on life insurance business.

The Values depicted with assumed rate of returns @ 4% and 8% p.a. are not guaranteed and they are not the upper or lower limits of returns of what one can expect and that the returns are subject to number of factors including future investment performance.

## Flexibilities Offered

### A. Top-up Premium

The plan allows you the option of paying additional unlimited Top-up amounts in addition to your premiums within policy term thereby allowing you to increase your savings at your own pace.

- Top-up premiums shall be allowed during the period of contract only, where due premiums are paid up to date.
- All Top up premiums made during the vesting period, shall have an insurance cover of 105% of the Top-Up premiums paid.
- There is no limit on top up premiums invested during the vesting period subject to the top-up amount being at least Rs 10,000 and subject to Board Approved Underwriting policy of the Company.
- Top-up premiums once paid cannot be withdrawn from the fund for a period of 5 years from the date of payment of the `Top-up' premium, except in case of complete surrender of the policy.
- Premium Allocation charge shall be applicable on Top-up premiums.
- The policyholder has an option to invest his/her top-up premium net of allocation charges (if applicable) in one or more of the available unit linked pension funds in the proportion specified by the policyholder at the time of payment of top-up premium. In case the policyholder has already chosen any one of two investment strategies – Automatic Asset Re-balancing Strategy or Systematic Transfer Plan for the base premium, the top-up amount net of allocation charges (if applicable) will be invested as per such investment strategy already chosen.

### B. Alter Premium Payment Term (for other than single premium policy)

The plan allows you the option of increasing or decreasing the premium payment term at any time before the end of premium payment term chosen earlier, subject to eligibility criteria under the plan.

## C. Partial Withdrawal

This plan offers you the flexibility to use your fund for any interim financial goals or emergencies by allowing partial withdrawal subject to the following conditions:

i) Partial withdrawal can be made only after completion of 5 policy years.

ii) Shall not exceed 25% of the fund value at the time of partial withdrawal.

iii) In the case of child policies, partial withdrawals shall not be allowed until the minor life insured attains majority i.e., on or after attainment of age 18.

iv) Minimum amount allowed is Rs. 6,000.

v) Partial withdrawal is allowed only three times during the entire term of the policy.

vi) Partial withdrawals shall not be allowed which would result in termination of a contract.

vii) Partial withdrawals with respect to the fund values from the contractual premiums shall only be counted for the purpose of adjusting the sum assured on death to be payable. Partial withdrawals made from the top-up premiums shall not be deducted for this purpose.

viii) Partial withdrawal shall be allowed only against the stipulated reasons:

- Higher education of children including legally adopted child.
- Marriage of children including legally adopted child.
- For the purchase or construction of residential house or flat in the life assured's own name or in joint name with their legally wedded spouse. However, if the life assured already owns a residential house or flat (other than ancestral property), no withdrawal shall be permitted.
- For treatment of critical illnesses of self or spouse or dependent children, including legally adopted child.
- Medical and incidental expenses arising from disability or incapacitation suffered by the life assured
- Expenses incurred by the life assured for skill development/reskilling or any other self-development activities.
- Expenses incurred by the Life assured for the establishment of her/his own venture or any start-ups

## D. Redirection of Premiums

- You have an option to redirect the future allocation of the net amount of premiums available for Investment in any desired proportion in the available Unit Linked Pension funds, either at the policy commencement Date or at any time during the vesting period.
- You can also choose pre-defined investment strategy as Automatic Asset

Rebalancing Strategy or Systematic Transfer Plan.

- Unlimited free premium redirection requests are allowed during the vesting period.

## Policy Discontinuance / Surrender

**Grace Period:** Grace Period is the time granted by the Company from the due date of the premium payment without levy of interest or penalty. During grace period, the policy is considered to be in force. Grace period is 15 days for monthly premium payment mode and 30 days for other premium payment modes.

**Policy Discontinuance:** It is the state of the Policy that could arise on account of Surrender of the Policy or non-payment of the due premium within Grace Period. Policyholder should pay premiums within the Grace Period.

**Lock-in Period:** Proceeds from a discontinued policy cannot be paid by the Company within the first five years from inception of such policy except in the event of death of life assured.

## Discontinuance of Policy during Lock-in-Period:

**For other than 'Single Premium' policies:**

a) Upon expiry of the Grace Period, in case of Discontinuance of Policy due to non-payment of Premium, the Fund Value after deducting the applicable Discontinuance charges, shall be credited to the Discontinued Policy Fund and the risk cover and rider cover, if any shall cease.

b) All such discontinued policies shall be provided a Revival Period of three years from date of first unpaid Premium. On such Discontinuance, Company shall communicate the status of the Policy, within three months of the first unpaid Premium, to the Policyholder and provide the option to revive the Policy within the Revival Period of three years.

   i) In case the Policyholder opts to revive but does not revive the Policy during the Revival Period, the proceeds of the Discontinued Policy Fund shall be paid$ to the Policyholder at the end of the Revival Period or Lock-in Period whichever is later. In respect of Revival Period ending after Lock-in Period, the Policy will remain in Discontinued Policy Fund till the end of Revival Period. The Fund management charges of Discontinued Policy Fund will be applicable during this period and no other charges will be applied.

   ii) In case the Policyholder does not exercise the option as set out above, the Policy shall continue without any risk cover and the Policy fund shall remain invested in the Discontinued Policy Fund. At the end of the Lock-in Period, the proceeds of the Discontinued Policy Fund shall be paid$ to the Policyholder and the policy shall terminate.

   iii) However, the Policyholder has an option to Surrender the Policy anytime and proceeds of the discontinued Policy shall be payable$ at the end of Lock-in Period or date of Surrender whichever is later.

c) **In case of Single Premium policies:** The Policyholder has an option to Surrender any time during the Lock-in Period. Upon receipt of request for Surrender, the Fund Value, after deducting the applicable Discontinuance charges, shall be credited to the Discontinued Policy Fund.

i) The Policy shall continue to be invested in the Discontinued Policy Fund and the proceeds from the Discontinuance fund shall be paid$ at the end of Lock-in Period. Only fund management charge shall can be deducted from this fund during this period. Further, no risk cover shall be available on such Policy during the Discontinuance period.

In case the Life Assured dies after the Discontinuance of the Policy, Fund Value as on date of intimation of death shall be payable$ on death and the Policy shall terminate.

"Proceeds of the discontinued Policies" means the (Fund/Flexi Cap Pension Fund) Value as on the date the policy was discontinued after addition of interest.

The minimum guaranteed interest rate applicable to the Discontinued Policy Fund shall be declared by the Authority from time to time. The current minimum guaranteed interest rate applicable to the Discontinued Policy fund is 4% per annum.

## Discontinuance of the Policy after Lock-in Period:

a) **For other than Single Premium policies:**

i.) Upon expiry of the grace period, in case of discontinuance of Policy due to non-payment of premium after lock-in period, the Policy shall be converted into a reduced paid up policy with the paid-up sum assured as stated under clause 4(B)(a)(2)(ii) of Schedule-I of IRDAI (Insurance Products) Regulations, 2024 i.e. original sum assured multiplied by a ratio of"total period for which premiums have already been paid" to the "maximum period for which premiums were originally payable". The Policy shall continue to be in reduced paid-up status without rider cover, if any. All charges as per terms and conditions of the Policy shall be deducted during the revival period. However, the mortality charges shall be deducted based on the reduced paid up sum assured only.

ii) On such Discontinuance, Company shall communicate the status of the Policy, within three months of the first unpaid Premium, to the Policyholder and provide the following options:

(1) To revive the Policy within the Revival Period of three years, or

(2) To opt for complete withdrawal of the Policy.

iii) In case the Policyholder opts for (1) but does not revive the Policy during the

Revival Period, the Fund Value shall be paid$ to the Policyholder at the end of the Revival Period.

iv) In case the Policyholder does not exercise any option as set out above, at the end of the Revival Period or before the end of Policy Term , the policy shall continue to be in reduced paid up status. At the end of the revival period, the proceeds of the Policy fund shall be paid$ to the Policyholder and the Policy shall terminate.

In case the Life Assured dies in the Revival Period, higher of Fund Value as on date of intimation of death or 105% of total premiums paid excluding the partial withdrawals made during the two-year period immediately preceding the death of the Life Assured shall be payable$ on death and the policy shall terminate. Loyalty Additions as a % of average Fund Value at the current and last Policy Anniversary shall be added to the Fund Value every Policy year during the Revival Period.

v) All charges as per terms and conditions of the policy shall be deducted during the revival period

vi) However, the Policyholder has an option to Surrender the Policy anytime and proceeds of the Policy fund shall be payable$.

b) **In case of Single Premium Policies:** The Policyholder has an option to Surrender the Policy any time. Upon receipt of request for Surrender, the Fund Value as on date of Surrender shall be payable$.

$The Benefit shall be paid out as per the option chosen by the Policyholder as explained under 'Utilization of Death Benefit' , 'Utilization of Vesting Benefit' and 'Policy surrendered during the Lock-in Period' & 'Policy Surrendered after completion of Lock-in Period' respectively for the events of death, vesting & Surrender.

## Revival of a Discontinued Policy

**Revival of a Discontinued Policy during Lock-in Period:**

a) Where the policyholder revives the Policy, the policy shall be revived restoring the risk cover in accordance with the BAUP, along with the investments made in the segregated funds as chosen by the policyholder, out of the discontinued fund, less the applicable charges as in sub-section (b ii) below, in accordance with the terms and conditions of the Policy.

b) The Company, at the time of Revival:

i. Shall collect all due and unpaid premiums without charging any interest or fee.

ii. Shall levy policy administration charge and premium allocation charge as applicable during the Discontinuance period.

iii. May levy policy administration charge and premium allocation charge as applicable during the Discontinuance period,. Guarantee charges, if applicable during the discontinuance period may be deducted provided the guarantee continues to be applicable. No other charges shall be levied

**Revival of a Discontinued Policy after Lock-in Period:**

a) The policyholder can revive the Policy as per the Revival of Policy clause provided under the definition section and in accordance with clause 1(A)(1.10) of Schedule-I of IRDAI (Insurance Products) Regulations, 2024. Policyholder revives the Policy, the Policy shall be revived restoring the original risk cover in accordance with the terms and conditions of the Policy and BAUP.

b) The Company, at the time of Revival:

   i. Shall collect all due and unpaid premiums without charging any interest or fee.

   ii. May levy premium allocation charge as applicable. The guarantee charges shall be deducted, if guarantee continues to be applicable.

   iii. No other charges shall be levied.

**Surrender:** At any point of time during the policy term, the policyholder can opt to surrender the policy subject to the terms mentioned below:

**Policy Surrendered during the Lock-in Period:** In case the policy is surrendered during the lock-in period, the fund value net of Policy Discontinuance Charges shall be credited to the Discontinued Policy Fund and the policy will be treated as mentioned in section on "Treatment of Policy while in Discontinued Policy Fund". With respect to the policy surrendered during lock-in period, the fund value credited to the Discontinued Policy Fund will continue to be invested in Discontinued

Policy Fund till the end of lock-in period or death of life assured, whichever is earlier. On death of life assured before end of lock-in period, death benefit will be the Discontinued Policy Fund as on date of death of policyholder and must be utilized by the nominee in the same manner as death benefit. On survival of the policyholder till the end of lock-in period, the policy will be terminated and Discontinued Policy Fund as on that date will be utilized by Policyholder in the same manner as vesting benefit.

**Policy Surrendered after completion of Lock-in Period: I**n case the policy is surrendered after completion of lock-in period, the policy stands terminated and fund value as on date of surrender must be utilized by policyholder in the same manner as vesting benefit.

**Settlement Option:**

a) Policy holder shall have settlement option on death under this product.

b) During the settlement period the risk will be borne by the policyholder

c) The period of settlement shall not, in any case, be extended beyond a period of five years from the date of maturity or death whichever is earlier.

d) Switches shall be allowed during the settlement period. Partial withdrawals shall not be allowed during the settlement period.

e) We shall levy fund management charge, switching charge and mortality charges if any, during the settlement period. We shall not levy any other charges.

f) Complete withdrawal shall be allowed at any time during the settlement period without levying any charge

## What are your Tax Benefits

- Premiums paid may be eligible for tax benefits under the Income Tax Act, 1961, subject to the provisions contained therein.
- Part of the benefit can be taken as tax-free commuted value, as prescribed under the Income Tax Act, 1961. The remaining amount (or full amount) can be used to purchase a life annuity at the then prevailing annuity rates.

The aforesaid tax benefits are subject to change in tax laws and to the terms set out in the said Sections. We therefore urge you to carefully analyze in consultation with your tax advisor the tax benefits/tax implications, if any that may arise on saving in this policy.

## Charges

**A. Premium Allocation charges:**

Premium Allocation charges for other than 'Single Premium' Policy

| Policy Year | For all channels except Online / Direct Marketing/Web Aggregators: | | For Online / Direct Marketing/ Web Aggregators: | |
|---|---|---|---|---|
| | Allocation charge (Annual Mode) | Allocation charge (Half-Yearly & Monthly Mode) | Allocation charge (Annual Mode) | Allocation charge (Half-Yearly & Monthly Mode) |
| 1 | 12% | 9% | 4% | 3% |
| $2^{nd}$ Year Onwards | 4% | 3% | 4% | 3% |

**Premium Allocation charges for 'Single Premium' Policy**

| Single Premium (₹ ) | For all channels except Online / Direct Marketing/Web Aggregators: | For Online / Direct Marketing/ Web Aggregators: |
|---|---|---|
| | Allocation Charge | Allocation Charge |
| 1,00,000 - 3,49,999 | 1.5% | 0.5% |
| 3,50,000 – 4,99,999 | 1.0% | Nil |
| 5,00,000 & above | Nil | Nil |

Premium allocation charge for top-up premium is 1%.

B. Policy Administration Charges

The Company can review the Policy Administration charge after giving 30 days' notice and with prior approval from IRDAI. The maximum Policy Administration Charge cannot exceed the cap as allowed by IRDAI from time to time. Currently, the maximum Policy Administration Charge is Rs. 500 per month. These charges are applicable throughout the Policy Term & would be deducted at the beginning of each Policy month by way of cancellation of units.

| Premium Size | Regular/Limited Pay | Single Pay/ Top - Up Premium |
|---|---|---|
| Less than 10 Lakhs | Policy Year 1 -5: 0.1%<br>Policy Year 6 -10: 0.3%<br>Policy Year 11 -15:0%<br>Policy Year 16+:0.3% | Policy Year 1 - 5 : 0.08 %<br>Policy Year 6 – 10 : 0.15%<br>Policy Year 11 - 15: 0%<br>Policy Year 16+:0.15% |
| 10 Lakhs and above | Policy Year 1 -5: 0.1%<br>Policy Year 6 -10: 0.3%<br>Policy Year 11 -15:0%<br>Policy Year 16+:0.3% | 0 |

## C. Mortality Charges

Mortality Charge is the charge levied at the beginning of each Policy month by cancellation of units, for providing the Death Benefit. The Mortality Charges will vary based on Age, gender of Life Assured, and sum at risk. The sum at risk will be calculated as 105% of total premiums paid excluding the partial withdrawals made from fund value with respect to contractual premiums during the two-year period immediately preceding the death of the Life Assured, less fund value subject to minimum zero. The Mortality Charges are guaranteed during the entire term of the Policy. Annual mortality charges per Rs. 1,000 Sum at Risk are mentioned below:

Annual Mortality Charges for female lives are equal to three year younger males. However, for female lives aged 18, 19 and 20 years, mortality charges for male life aged 18 shall be applicable.

| Age (Years) | 25 | 35 | 45 | 55 | 65 |
|---|---|---|---|---|---|
| Male | 0.94 | 1.18 | 2.47 | 7.18 | 15.37 |
| Female | 0.94 | 1.03 | 1.90 | 5.26 | 12.40 |

Fund Management Charge is a charge levied on a daily basis as a percentage of the value of assets held in the unit fund at the time of computation of the unit price. The Fund Management Charges applicable, at present, are as follows:

Fund Management Charges on Discontinued Policy Fund – Pension is 0.5% per annum. The Company can review the fund management charge after giving 30 days' notice and with prior approval from IRDAI. The maximum fund management charge cannot exceed the cap as allowed by IRDAI from time to time. Currently the maximum cap allowed by IRDAI is 1.35%.

| Fund Name | %of Fund Value per annum |
|---|---|
| Individual Preserver Pension Fund | 1.00% |
| Individual Prime Equity Pension Fund | 1.35% |
| Large Cap - Pension Fund | 0.85% |
| Flexi Cap Pension Fund | 1.35% |
| Top 500 Momentum 50 Pension Fund | 1.35% |
| Dynamic Advantage Pension Fund | 1.35% |

**E. Charges on Partial Withdrawal / Fund Switching / Re-direction**

Nil

**F. Policy Discontinuance Charges**

Policy Discontinuance Charges is levied one time on the date of Policy Discontinuation. Policy can be discontinued any time in accordance with the Policy Term subject to the following Policy Discontinuation Charges:

1) For other than Single Premium Policy:

| Where the Policy is discontinued during the Policy Year | Policy Discontinuance Charges for Policy having Annualized premium up to ₹ 50,000 | Policy Discontinuance Charges for Policy having Annualized premium above ₹ 50,000 |
|---|---|---|
| 1 | Lower of 20% ^^ (AP or FV) subject to a maximum of ₹ 3000 | Lower of 6% ^^ (AP or FV) subject to a maximum of ₹ 6000 |
| 2 | Lower of 15% ^^ (AP or FV) subject to a maximum of ₹ 2000 | Lower of 4% ^^ (AP or FV) subject to a maximum of ₹ 5000 |
| 3 | Lower of 10% ^^ (AP or FV) subject to a maximum of ₹ 1500 | Lower of 3% ^^ (AP or FV) subject to a maximum of ₹ 4000 |
| 4 | Lower of 5% ^^ (AP or FV) subject to a maximum of ₹ 1000 | Lower of 2% ^^ (AP or FV) subject maximum of ₹ 2000 |
| 5 and onwards | Nil | Nil |

^^AP – Annualized Premium
FV – Fund Value

2. For Single Premium Policy:

| Where the Policy is discontinued during the Policy Year | Policy Discontinuance Charges for Policy having Annualized premium up to ₹ 3,00,000 | Policy Discontinuance Charges for Policy having Annualized premium above ₹ 3,00,000 |
|---|---|---|
| 1 | Lower of 2% ^^(SP or FV) subject to a maximum of ₹ 3000/- | Lower of 1% ^^(SP or FV) subject to a maximum of ₹ 6000/- |
| 2 | Lower of 1.5% ^^(SP or FV) subject to a maximum of ₹ 2000/- | Lower of 0.70% ^^(SP or FV) subject to a maximum of ₹ 5000/- |
| 3 | Lower of 1% ^^(SP or FV) subject to a maximum of ₹ 1500/- | Lower of 0.50%^^ (SP or FV) subject to a maximum of ₹ 4000/- |
| 4 | Lower of 0.5% ^^(SP or FV) subject to a maximum of ₹ 1000/- | Lower of 0.35% ^^(SP or FV) subject to a maximum of ₹ 2000/- |
| 5 and onwards | Nil | Nil |

SP – Single Premium
FV – Fund Value
The Company can review the policy discontinuance charge after giving 30 days' notice and with prior approval from IRDAI. The maximum policy discontinuance charge cannot exceed the cap as allowed by IRDAI from time to time. There will be no discontinuance charge levied on top-up premiums.

**Terms and Conditions:**

**QROPS:** Access to benefits/pay out if this product is purchased as QROPS (Qualifying Recognized Overseas Pension Scheme), through transfer of UK tax relieved assets or as QOPS (Qualifying Overseas Pension Scheme)

i. **Benefits on Surrender / Discontinuance:** If this product is purchased as QROPS through transfer of UK tax relieved assets or as QOPS, the access to benefits from Policy proceeds in the form of Partial Withdrawal, Commutation and Annuity, would be restricted till the Policyholder attains 55 years of Age or the end of the Lock-in Period whichever is later, except where Critical Ill Health condition** is diagnosed.

**Critical Ill Health condition is where a recognized medical practitioner has provided a written certificate confirming the member is expected to live for less than one year.

ii. **Cancellation in the Free-Look Period:** If this product is purchased as QROPS through transfer of UK tax relieved assets, the proceeds from cancellation in free look period can only be transferred back to the Fund House from where the money was received.

iii. **Multiple Policies under this Scheme:** The QROPS/QOPS policy holder can have multiple QROPS/QOPS policies under this scheme but cannot then hold a non-QROPS/non-QOPS policy under this scheme.

iv. **Benefits on Vesting:** If this product is purchased as QROPS through transfer of UK tax relieved assets or as QOPS, access to benefits from policy proceeds both in the form of commutation and Annuitisation, would be restricted till the Policyholder attains 55 years of age or vesting age, whichever is later

v. **Overseas Transfer Charge:** In the event of applicable tax charge arising as a result of an overseas transfer (His Majesty's Revenue & Customs (HMRC) - policy paper – The overseas transfer charge – guidance, published 8th March 2017) for which the Scheme Manager i.e. HDFC Life Insurance Company may become liable, we shall deduct an amount only to the extent of the applicable tax charge from the Policy Fund Value and remit the same to HMRC.

### Free Look Provisions:

The Policyholder shall have a period of 30 days from the date of receipt of the Policy Document to review the terms and conditions of this Policy and if the Policyholder disagrees with any of the terms and conditions, he/she has the option to return the Policy stating the reasons for the cancellation upon which the Company shall return an amount that shall at least be equal to non-allocated premium plus charges levied by cancellation of units plus fund value at the date of cancellation less stamp duty deducted and proportional mortality charges levied for the period of cover (if any). All Benefits and rights under this Policy shall immediately stand terminated on the cancellation of the Policy.

### Riders:

No riders are allowed under this plan.

### Suicide:

In case of death due to suicide within 12 months from the date of commencement of the policy or from the date of revival of the policy, as applicable, the nominee of the policyholder shall be entitled to the fund value, as available on the date of intimation of death. Further any charges other than Fund Management Charges (FMC) recovered subsequent to the date of death shall be added back to the fund value as available on the date of intimation of death.

### Policy Loan:

No loans are allowed under this policy.

**Assignment Provisions: Assignment should be in accordance with provisions of sec 38 of the Insurance Act 1938 as amended from time to time.**

**[A Leaflet containing the simplified version of the provisions of Section 38 is enclosed in Annexure - (I) for reference].**

**Nomination Provisions: Nomination should be in accordance with provisions of sec 39 of the Insurance Act 1938 as amended from time to time.**

**[A Leaflet containing the simplified version of the provisions of Section 39 is enclosed in Annexure - (II) for reference].**

## Risk factors:

A) HDFC Life Smart Pension Plan is a Non-Participating, Unit Linked Individual Pension Plan.

B) Linked products are different from traditional insurance products and are subject to the risk factors.

C) HDFC Life Insurance Company Limited is only the name of the Insurance Company and HDFC Life Smart Pension Plan is only the name of the product and does not in any way indicate the quality of the product, its future prospect or returns.

D) The various fund offered under this contract are the names of funds and do not in any way indicate the quality of these plans, their future prospects and returns.

E) Investments in ULIPS are subject to market and other risks and there can be no assurance that the objectives of the Unit Linked Funds in the ULIP will be achieved.

F) The premiums paid in ULIP policies are subject to investment risks associated with capital markets and the Unit Price of the Units may go up or down based on performance of fund and factors influencing the capital market and the insured is responsible for his/her decisions.

G) Past performance of Unit Linked Fund and other Funds of the Company is not indicative of future performance of any of these funds.

H) The ULIP does not offer a guaranteed return and investment risk is borne by the Policyholder.

I) The premiums and funds are subject to certain charges related to the fund or to the premiums paid

J) Please know the associated risks and the applicable charges, from your Insurance agent or the Intermediary or policy document of the insurer

K) The purpose of this brochure is to provide a general overview about this policy. The information herein is indicative of the terms, conditions, warranties and exceptions contained in the policy terms and conditions of HDFC Life Smart Pension Plan. Please refer to the policy terms and conditions to understand in detail the associated risks, benefits, etc. about the product

L) In the event of any inconsistency / ambiguity between the terms contained herein and the policy terms and conditions, the policy terms and conditions will prevail.

M) The acceptance of the proposal shall be subject to prevailing board approved underwriting policy.

**Disclaimer regarding Large Cap - Pension Fund:**

i. "The Large Cap - Pension Fund is not sponsored, endorsed, sold or promoted by NSE INDICES LTD. NSE INDICES LTD does not make any representation or warranty, express or implied, to the owners of the Large Cap - Pension Fund or anymember of the public regarding the advisability of investing in securities generally or in the Large Cap - Pension Fund particularly or the ability of the_NIFTY 50 Index) to track general stock market performance in India. The relationship of NSE INDICES LTD to the Licensee is only in respect of the licensing of certain trademarks and trade names of its Index which is determined, composed and calculated by NSE INDICES LTD without regard to the Licensee or the Large Cap - Pension Fund. NSE INDICES LTD does not have any obligation to take the needs of the Licensee or the owners of the Large Cap - Pension Fund into consideration in determining, composing or calculating the NIFTY 50 Index (NSE INDICES LTD is not responsible for or has participated in the determination of the timing of, prices at, or quantities of the Large Cap - Pension Fund to be issued or in the determination or calculation of the equation by which the Large Cap - Pension Fund is to be converted into cash. NSE INDICES LTD has no obligation or liability in connection with the administration, marketing or trading of the Product(s)".

ii. NSE INDICES LTD does not guarantee the accuracy and/or the completeness of the _NIFTY 50 Index or any data included therein and they shall have no liability for any errors, omissions, or interruptions therein. NSE INDICES LTD does not make any warranty, express or implied, as to results to be obtained by the Licensee, owners of the Large Cap - Pension Fund, or any other person or entity from the use of the _NIFTY 50 Index or any data included therein. NSE INDICES LTD makes no express or implied warranties, and expressly disclaim all warranties of merchantability or fitness for a particular purpose or use with respect to the Index or any data included therein. Without limiting any of the foregoing, NSE INDICES LTD expressly disclaim any and all liability for any damages or losses arising out of or related to the Large Cap - Pension Fund, including any and all direct, special, punitive, indirect, or consequential damages (including lost profits), even if notified of the possibility of such damages"

iii. "An investor, by subscribing or purchasing an interest in the Large Cap - Pension Fund, will be regarded as having acknowledged, understood and accepted the disclaimer referred to in Clauses above and will be bound by it.

iv. The asset allocation and exposure norms will not apply for the segregated fund (Large Cap - Pension Fund SFIN No: ULIF01901/06/20PNLARGECAP101) attached to this insurance product for the first 6 (six) months from its launch or till the said segregated fund reaches INR 5 Crore, whichever is earlier. If after the said 6 months the segregated fund goes below INR 5 Crores, the Company will provide an option of free switch to another fund with similar fund objective/risk profile having same/lower fund management charges (FMC) and if there is no such fund with similar risk profile, the Company will give an option to choose a fund from a set of alternate funds, which are close to risk profile of this segregated fund with same or lower FMC.

Since the proposed fund (Large Cap - Pension Fund) is the lowest FMC equity oriented fund within the fund offerings of Company, the Company shall not be in a position to offer the lower FMC. However, the Company shall allow free switch to the below mentioned fund with similar risk profile, as per their current applicable FMC.

| Sl. No. | SFIN | Fund Name | Risk Profile | Fund Management Charge |
|---|---|---|---|---|
| 1 | ULIF01316/12/09PNPRIMEEQU101 | Individual Prime Equity Pension Fund | High | 1.35% |

**NAV calculation:**

NAV means the price of the Units of each Unit Linked Fund arrived at by dividing the Net Asset Value of the Unit Linked Fund by the total number of outstanding units in the Unit Linked Fund. Net Asset Value (NAV) per unit of a Unit Linked Fund shall be calculated as follows:

$$\frac{\text{(Market Value of Investment held by the fund + Value of Current Assets- Value of Current Liabilities and Provisions, if any)/}}{\text{(Number of Units existing on Valuation Date (before creation / redemption of Units))}}$$

The NAV for each business day to be declared/recorded at the end of each business day. The NAV shall be computed to four decimal points. The NAV of the Units declared by the Company is net of fund management charges.

The value of the benefits payable in respect of a claim, requests for switch/surrender/partial withdrawal received before 3pm on any business day will depend on the number of units and the NAV of the respective funds as on such date. Any claim intimation, requests for switch / surrender/partial withdrawal received after 3pm on any business day will be processed based on the NAV declared on the immediately following business day.

In respect of premiums (other than premiums paid by ECS, Standing Instructions or Auto Debit) received before 3 PM on any business day, the NAV as of the date of receipt of such premium shall be applicable and premiums received after 3 PM on any business day will be processed based on the NAV declared on the immediately following business day. In respect of premiums paid by ECS, Standing Instructions or Auto Debit the NAV as on the date of realization shall be applicable

**Section 41: Prohibition of Rebate:** Under the provisions of Section 41 of the Insurance Act 1938 as amended from time to time

(1) No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to take or renew or continue an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing or continuing a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

(2) Any person making default in complying with the provisions of this section shall be punishable with fine which may extend to ten lakh rupees.

**Fraud And Misrepresentation:**

Fraud and Misrepresentation would be dealt with in accordance with provisions of Sec 45 of the Insurance Act 1938 as amended from time to time.

**Non-Disclosure: In accordance with Section 45 of the Insurance Act, 1938, as amended from time to time:**

1. No policy of life insurance shall be called in question on any ground whatsoever after the expiry of three years from the date of the policy, i.e., from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later.
2. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground of fraud: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision is based.
3. Notwithstanding anything contained in sub-section (2), no insurer shall repudiate a life insurance policy on the ground of fraud if the insured can prove that the mis-statement of or suppression of a material fact was true to the best of his knowledge and belief or that there was no deliberate intention to suppress the fact or that such mis-statement of or suppression of a material fact are within the knowledge of the insurer: Provided that in case of fraud, the onus of disproving lies upon the beneficiaries, in case the policyholder is not alive.
4. A policy of life insurance may be called in question at any time within three years from the date of issuance of the policy or the date of commencement of risk or the date of revival of the policy or the date of the rider to the policy, whichever is later, on the ground that any statement of or suppression of a fact material to the expectancy of the life of the insured was incorrectly made in the proposal or other document on the basis of which the policy was issued or revived or rider issued: Provided that the insurer shall have to communicate in writing to the insured or the legal representatives or nominees or assignees of the insured the grounds and materials on which such decision to repudiate the policy of life insurance is based: Provided further that in case of repudiation of the policy on the ground of misstatement or

suppression of a material fact, and not on the ground of fraud, the premiums collected on the policy till the date of repudiation shall be paid to the insured or the legal representatives or nominees or assignees of the insured within a period of ninety days from the date of such repudiation.

5. Nothing in this section shall prevent the insurer from calling 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 that the age of the life insured was incorrectly stated in the proposal.

This is not a comprehensive list of amendments of Insurance Laws (Amendment) Ordinance,2014 and only a simplified version prepared for general information. Policy Holders are advised to refer to Original Ordinance Gazette Notification dated December 26 , 2014 for complete and accurate details

**Nomination as per Section 39 of insurance Act 1938 as amended from time to time.**

(1) 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

(2) 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

(3) Nomination can be made at any time before the maturity of the policy

(4) 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

(5) 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

(6) 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

(7) Fee to be paid to the insurer for registering change or cancellation of a nomination can be specified by the Authority through Regulations

(8) 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

(9) 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 favor 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 specially mentioned on the policy. In such a case only, the provisions of Section 39 will not apply.

**Assignment as per Section 38 of the Insurance Act 1938 as amended from time to time:**

This policy may be transferred/assigned, wholly or in part, with or without consideration.

2) 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.

3) 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.

4) The assignment must be signed by the transferor or assignor or duly authorized agent and attested by at least one witness.

5) 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 there of certified to be correct by both transferor and transferee or their duly authorized agents have been delivered to the Insurer.

6)Fee to be paid for assignment or transfer can be specified by the Authority through Regulations.

7) On receipt of notice with fee, the Insurer should grant a written acknowledgement of receipt of notice. Such notice shall be conclusive evidence against the insurer of duly receiving the notice.

8) 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.

9) 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.

Section 39 (Nomination) and 38 (Assignment & Transfer) are simplified versions prepared for general information only and hence are not comprehensive. For full texts of these sections please refer to Section 38 and Section 39 of the Insurance Act, 1938 as amended by Insurance Laws (Amendment) Act dated March 23, 2015.

## Grievance Redressal Mechanism

You can contact us at any of the below touchpoints in case of any concern:
Helpline number: 022-68446530 (Call Charges apply) | NRI Helpline number +91 89166 94100 (Call Charges apply) E-mail Address: service@hdfclife.com | nriservice@hdfclife.com (For NRI customers only)

You can let us know of your concerns/grievances through any of below options:
Option 1: Written letter duly signed by the policyholder at any HDFC Life Branch. There is a Grievance Redressal Officer at the respective branch to address the customer’s complaint.
To know more about branch address and timing's you can visit this link: https://www.hdfclife.com/contact-us#BranchLocator. Please note, branches are closed on Sundays, national holidays and region-specific public holidays.
Option 2: Write to us from your registered email ID at service@hdfclife.com.
Option 3: Visit us at our website https://www.hdfclife.com/customer-service/grievance-redressal
You may refer to the escalation matrix in case there is no response to a grievance within the prescribed timelines

If you are still not satisfied with our response, you may approach the Insurance Ombudsman located in your region.

For more information on our Grievance Redressal Mechanism and the detailed address of the Insurance Ombudsman, please refer Part G of the policy document given to you.

c. Manner in which complaint is to be made -

1) Any person who has a grievance against an insurer or insurance broker, may himself or through his legal heirs, Nominee or Assignee, make a complaint in writing to the Insurance Ombudsman within whose territorial jurisdiction the branch or office of the insurer or the insurance broker, as the case may be, complained against or the residential address or place of residence of the complainant is located.

2) The complaint shall be in writing, duly signed or made by way of electronic mail or online through the website of the Council for Insurance Ombudsmen, by the complainant or through his legal heirs, Nominee or Assignee and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against whom the complaint is made, the facts giving rise to the complaint, supported by documents, the nature and extent of the loss caused to the complainant and the relief sought from the Insurance Ombudsman.

3) No complaint to the Insurance Ombudsman shall lie unless—

a. the complainant has made a representation in writing or through electronic mail or online through website of the insurer or insurance broker concerned to the insurer or insurance broker, as the case may be, named in the complaint and—

i. either the insurer or insurance broker, as the case may be, had rejected the complaint; or

ii. the complainant had not received any reply within a period of one month after the insurer or insurance broker, as the case may be, received his representation; or

iii. the complainant is not satisfied with the reply given to him by the insurer or insurance broker, as the case may be;

a. The complaint is made within one year—

i. after the order of the insurer or insurance broker, as the case may be, rejecting the representation is received; or

ii. after receipt of decision of the insurer or insurance broker, as the case may be, which is not to the satisfaction of the complainant;

iii. after expiry of a period of one month from the date of sending the written representation to the insurer or insurance broker, as the case may be, if the insurer named fails to furnish reply to the complainant.

4) The Ombudsman shall be empowered to condone the delay in such cases as he may consider necessary, after calling for objections of the insurer or insurance broker, as the case may be, against the proposed condonation and after recording reasons for condoning the delay and in case the delay is condoned, the date of condonation of delay shall be deemed to be the date of filing of the complaint, for further proceedings under these rules.

5) No complaint before the Insurance Ombudsman shall be maintainable on the same subject matter on which proceedings are pending before or disposed of by any court or consumer forum or arbitrator.

6) The Council for Insurance Ombudsmen shall develop a complaints management system, which shall include an online platform developed for the purpose of online submission and tracking of the status of complaints made under rule 14 of Insurance Ombudsman Rules, 2017.

### d. Implementation of Ombudsman Award -

The Insurer is required to comply with the award of the Insurance Ombudsman within 30 days of receipt of award by the Insurer. In case the Insurer does not honour the ombudsman award, a penalty of Rs. 5000/- per day shall be payable to the complainant. Such penalty is in addition to the penal interest liable to be paid by the Insurer under the Insurance Ombudsman Rules, 2017. This provision will not be applicable in case insurer chooses to appeal against the award of the Insurance Ombudsman.

Contact us today

To buy: 1800-266-9777 (Toll free)
(Available all days 10am to 7pm)

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HDFC Life

Sar utha ke jiyo!

**The Linked Insurance products do not offer any liquidity during the first five years of the contract. The policyholders will not be able to surrender/withdraw the monies invested in Linked Insurance Products completely or partially till the end of fifth year.**

**HDFC Life Insurance Company Limited ("HDFC Life").** CIN: L65110MH2000PLC128245, IRDAI Registration No. 101.

Registered Office: 13th Floor, Lodha Excelus, Apollo Mills Compound, N. M. Joshi Marg, Mahalaxmi, Mumbai - 400 011.

Email: service@hdfclife.com, Tel. No: 022-68446530. Available Mon-Sat 10 am to 7pm (Local charges apply). Website: www.hdfclife.com.

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Life Insurance Coverage is available in this product. HDFC Life Smart Pension Plan (UIN: 101L164V06) is the name of the Unit linked product. Unit Linked Life Insurance products are different from the traditional insurance products and are subject to the risk factors. The premium paid in Unit Linked Life Insurance policies are subject to investment risks associated with capital markets and the NAVs of the units may go up or down based on the performance of fund and factors influencing the capital market and the insured is responsible for his/her decisions. HDFC Life Insurance Company Limited is only the name of the Insurance Company, HDFC Life is only the name of the brand and HDFC Life Smart Pension Plan (UIN: 101L164V06) is only the name of the unit linked life insurance contract. The name of the company, name of the brand and name of the contract does not in any way indicate the quality of the contract, its future prospects or returns. Please know the associated risks and the applicable charges, from your Insurance agent or the Intermediary or policy document of the insurer. The various funds offered under this contract are the names of the funds and do not in any way indicate the quality of these plans, their future prospects and returns. This document has no monetary value at any time and is not a proof of any contract with HDFC Life Insurance Company Ltd. This Product brochure is indicative of the terms, warranties, conditions and exclusions contained in the insurance policy.

HDFC Life Smart Pension Plan (UIN:101L164V06) A Unit Linked, Non-Participating Individual Pension Plan. For more details on risk factors, associated terms and conditions and exclusions please read sales brochure carefully before concluding a sale. This version of the product brochure invalidates all previous printed versions for this particular plan. This Product brochure is indicative of the terms, warranties, conditions and exclusions contained in the insurance policy. Please know the associated risk and applicable charges from your insurance agent or the intermediary or policy document of the insurer. ARN: PP/03/25/22122.

**BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS**

• IRDAI or its officials do not involve in any activities of insurance business like selling insurance policies, announcing bonus or investment of premiums, refund of amounts.
Policyholders or the prospects receiving such phone calls are requested to lodge a police complaint.