

## Welcome Letter

Date

<<Name and address of MPH>>

**Subject: Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan- Master Policy No.**

Dear Sir,

We thank you for choosing Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited as your preferred Insurance partner to provide Corporate Group Term Plan to your employees/members.

We are pleased to enclose your Policy Pack for our Corporate Group Term Plan bearing **MASTER POLICY NO. GT000017** issued on \_\_\_\_\_ comprising of the following documents:

1. Policy Document
2. Master Policy Schedule
3. First Premium Receipt
4. List of members covered / included under Master Policy (Annexure-A)
5. Terms and Conditions
6. Complaint Redressal Procedure
7. Stamp Endorsement
8. List of documents which are attached separately along with Master Policy Pack–
  - a. Copy of your Master Proposal Form
  - b. Copy of Signed Quotation
  - c. Service request forms & formats

**Below attached is the premium summary for your reference –**

Premium Summary			
Date	Transaction Description	Credit (Receipts)	Debits (Usages)
Total (in ₹)			
Float balance available (in ₹)			0.00
(Receipts – Usages)			

It is our objective to provide financial protection for your employees/members supported by the highest levels of customer service.

We request you to kindly go through the entire policy document to ensure that all details captured herein are correct. For any discrepancy found in the above mentioned documents please write to us at

[grouphelpdesk@canarahsbclife.in](mailto:grouphelpdesk@canarahsbclife.in) or contact us on 1800-103-0003 or 1800-180-0003 (BSNL/MTNL) or SMS us at 97790-30003.

Yours Truly  
For Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited.

**Chief Operating Officer**

## POLICY DOCUMENT

Plan Name: **Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan**

UIN Number: **136N020V01**

Name of Master Policy Holder:.

Master Policy No.:

*Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited ("Company") has received a proposal and first premium from the Master Policyholder. The Proposal and declaration along with statements, reports or other documents leading to the issuance of this Master Policy has been accepted by the Company and the Master Policyholder as the basis of this contract. This contract will be valid in consideration of and subject to the receipt of subsequent premiums as per the payment frequency mentioned in the Master Policy Schedule annexure. The Company shall pay relevant benefits and other amounts that become payable upon occurrence of one or more events mentioned in this Master Policy on receipt of proof that is satisfactory to the Company.*

*The date of commencement of risk under this Master Policy is as set out in the Schedule.*

Chirag Jain  
Chief Operating Officer

**Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan**  
 UIN: 136N020V01

**MASTER POLICY SCHEDULE**

**MASTER POLICY DETAILS:**

Proposal No:		Master Policy No:	
Master Policyholder:			
Address of Master Policyholder:			
Master Policy commencement date:		Annual renewal date of policy:	
Plan Type:	<b>Yearly Renewable Group Term Plan</b>	Scheme Name:	<b>Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan</b>
Minimum Age at Entry:		Maximum Age At Entry:	
Initial No. of Members covered:		Premium Rates agreed (as per signed quotation)	
Premium Mode:		Free Cover Limit: (in ₹):	
Total Applied Sum Assured (in ₹):		Total Inforce Sum Assured (in ₹):	
*Premium charged on inforce sum assured (in ₹):		Benefit Basis:	
Spouse cover applicable		Benefit basis for Spouse	
Rider coverage (if any)		Policy expiry date unless renewed:	

\* Premium amount mentioned above is inclusive of service tax & education cess. Service Tax & education cess at the applicable rates would be charged on the premium payable under the policy.

\* Premium specified above is the amount actually adjusted against the initial members for providing inforce sum assured and not on the actual sum assured applied. The details on sum assured inforce is provided in the list of member's included as a separate annexure to the policy.

*Chief Operating Officer*

---

**First Premium Receipt**

---

Date:

Master Policy No.:

Master Policyholder:

Receipt Number:

Address:

To:

This is to acknowledge receipt of premium against above referred Master Policy Number, as per detail given below.

---

**SUMMARY OF POLICY INFORMATION**

---

Plan	Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan
Basic Premium (in ₹)	
Service Tax @ 12% on Premium (in ₹)	
Edu. Cess @ 2% on Service Tax (in ₹)	
Secondary & Higher Cess @ 1% on Service Tax (in ₹)	
Total Premium (in ₹)*	
No of initial members covered	

Should you need any further assistance, please call us on our Toll Free No.1800-103-0003 or 1800-180-0003 (BSNL/MTNL). You may also e-mail us at [grouphelpdesk@canarahsbclife.in](mailto:grouphelpdesk@canarahsbclife.in) or SMS us at 97790-30003.

Yours Sincerely,

Authorized Signatory

**Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited**

Note: \* Subject to Direct Credit / Realization of Demand Drafts

\*Premium rounded up to 2 decimals

Service Tax Registration No: AADCC1881FST001.

**Annexure-A****List of Members covered / included in the Canara HSBC Oriental Bank of  
Commerce Life Corporate Group Term Plan****Master Policy No:**

<b>Master Policy No</b>	
<b>No. of Lives</b>	

<b>Sr No</b>	<b>Member No</b>	<b>Emp No</b>	<b>Member Name</b>	<b>Date of Birth</b>	<b>Sum assured inforce</b>	<b>Premium on inforce sum assured (incl. of service tax)</b>
1	00001	0241	VIJAY SAMPATH	22-Jan-66	5,000,000.00	5,618.00
2	00002	0173	MANAS MOHAN	10-Aug-69	5,000,000.00	5,618.00
3	00003	0165	VISHWANATH KOTIAN	17-Jan-73	5,000,000.00	5,618.00
4	00004	0234	SANDEEP PADOSHI	10-Jul-74	3,000,000.00	3,370.80
5	00005	0232	ERIC D SOUZA	24-Jun-59	3,000,000.00	3,370.80
6	00006	0244	NILOUFER VENKATRAMAN	04-Dec-67	3,000,000.00	3,370.80
7	00007	0090	KUSHAL RUIA	23-Feb-78	3,000,000.00	3,370.80
8	00008	0277	RAJESH IYER	03-Nov-70	3,000,000.00	3,370.80
9	00009	0034	PRAKASH BATNA	30-Jul-79	3,000,000.00	3,370.80
10	00010	0219	SASIKANTH CHEMALAMUDI	15-May-83	3,000,000.00	3,370.80
11	00011	0253	DIVIYA MEHRA	11-Mar-81	3,000,000.00	3,370.80
12	00012	0259	CHITRA BHAGWAT	15-Jan-73	3,000,000.00	3,370.80
13	00013	0194	KRISHNAKANT CHATURVEDI	12-May-82	3,000,000.00	3,370.80
14	00014	0093	SURESH SONAWANE	21-Mar-73	3,000,000.00	3,370.80
15	00015	0053	REENA I PURI	10-Sep-57	3,000,000.00	3,370.80
16	00016	0226	SHUBHADEEP BHATTACHARYA	07-Dec-79	3,000,000.00	3,370.80
17	00017	0245	RAJ MANI PATEL	04-Aug-82	3,000,000.00	3,370.80
18	00018	0091	SANTOSH PALAV	13-Jul-69	3,000,000.00	3,370.80
19	00019	0238	LALIT SHARMA	23-Dec-85	2,000,000.00	2,247.20
20	00020	0025	RAJANI THINDIATH	05-Oct-79	2,000,000.00	2,247.20
21	00021	0223	YOGESH GAUTAM	10-Jan-75	2,000,000.00	2,247.20
22	00022	0142	RAJESH SAKPAL	20-Feb-76	2,000,000.00	2,247.20
23	00023	0190	MAYUR SHAH	01-Nov-83	2,000,000.00	2,247.20
24	00024	0227	NEEL DEBDUTT PAUL	09-Mar-86	2,000,000.00	2,247.20
25	00025	0239	BHAVANI	18-Dec-71	1,500,000.00	1,685.40
26	00026	0019	SAVIO MASCARENHAS	10-Feb-70	1,500,000.00	1,685.40
27	00027	0312	NEHA SUMITRAN	21-Jul-86	1,500,000.00	1,685.40
28	00028	0285	SHYAM SALUNKE	17-Sep-77	1,500,000.00	1,685.40

Sr No	Member No	Emp No	Member Name	Date of Birth	Sum assured inforce	Premium on inforce sum assured (incl. of service tax)
29	00029	0121	SUBHIR RAO	27-Aug-80	1,500,000.00	1,685.40
30	00030	0094	SAGAR R SORKHADE	14-Apr-80	1,500,000.00	1,685.40
31	00031	0161	SANDEEP SHIVDASAN	20-Jul-88	1,500,000.00	1,685.40
32	00032	0256	DEVANG MAKWANA	19-Jul-84	1,500,000.00	1,685.40
33	00033	0211	JANAK FOTARIA	26-Dec-84	1,000,000.00	1,123.60
34	00034	0271	AISHWARY GUPTA	21-Jan-85	1,000,000.00	1,123.60
35	00035	0314	CHITTARANJAN MODHAVE	16-Feb-75	1,000,000.00	1,123.60
36	00036	0112	VASANT PAWAR	09-Apr-77	1,000,000.00	1,123.60
37	00037	0260	SAGAR SAWANT	26-Sep-83	1,000,000.00	1,123.60
38	00038	0263	MAHESH SAVITA	27-Mar-80	1,000,000.00	1,123.60
39	00039	0128	SUDAM KUTE	11-Oct-70	1,000,000.00	1,123.60
40	00040	0303	S M MEENAKSHI	23-Jan-75	1,000,000.00	1,123.60
41	00041	0278	KRUNAL SHAH	26-Apr-85	1,000,000.00	1,123.60
42	00042	0267	SWATI GUPTA	17-Sep-86	1,000,000.00	1,123.60
43	00043	0258	RITIKA BASU	02-Jun-85	1,000,000.00	1,123.60
44	00044	0243	RAHUL SINGHANIA	26-Jul-85	1,000,000.00	1,123.60
45	00045	0136	MANAV PATHAK	23-Jul-83	1,000,000.00	1,123.60
46	00046	0057	SUNDER MOORTHY	26-Apr-78	1,000,000.00	1,123.60
47	00047	0180	VIJAY KUMAR	23-Jul-67	1,000,000.00	1,123.60
48	00048	0030	SANJAY J LOKARE	02-Dec-73	1,000,000.00	1,123.60
49	00049	0294	GHANSHYAM B	01-Apr-82	1,000,000.00	1,123.60
50	00050	0170	SHILPI BHATNAGAR	06-May-86	1,000,000.00	1,123.60
51	00051	0225	RAMESH C	03-Jun-82	1,000,000.00	1,123.60
52	00052	0218	HETA DESAI	06-Jan-88	1,000,000.00	1,123.60
53	00053	0305	ABHISHEK SRIVASTAVA	05-Nov-88	1,000,000.00	1,123.60
54	00054	0013	NARAYAN MAHALE	14-Oct-56	1,000,000.00	1,123.60
55	00055	0311	P M ARUN	23-Apr-88	750,000.00	842.70
56	00056	0076	SABUSARASAN	20-May-79	750,000.00	842.70
57	00057	0097	SHAILESH S AMBRE	13-Jun-83	750,000.00	842.70
58	00058	0214	ZOHEB PASHA	01-Mar-89	750,000.00	842.70
59	00059	0301	SHRIYA GHATE	23-Aug-85	750,000.00	842.70
60	00060	0248	NATASHA SAGAL	13-Jul-86	750,000.00	842.70
61	00061	0266	DIPTI GIRISH	04-Jul-80	750,000.00	842.70
62	00062	0150	KRUPA SHITOLE	15-Mar-81	750,000.00	842.70
63	00063	0281	N MAHIBALAN	21-Jan-65	750,000.00	842.70
64	00064	0002	ARCHANA AMBERKAR	20-Mar-65	750,000.00	842.70
65	00065	0200	RAKESH C S	20-May-79	750,000.00	842.70
66	00066	0139	P NAGARAJ	14-Jun-81	750,000.00	842.70
67	00067	0085	S PRAKASH	15-May-79	750,000.00	842.70
68	00068	0107	ATUL S RANE	08-May-84	750,000.00	842.70

Sr No	Member No	Emp No	Member Name	Date of Birth	Sum assured inforce	Premium on inforce sum assured (incl. of service tax)
69	00069	0247	AZEEM BANATWALA	08-Dec-88	750,000.00	842.70
70	00070	0144	RAMUDU UPPARA	04-Apr-77	750,000.00	842.70
71	00071	0221	DOLLY PAHLAJANI	11-Jun-86	750,000.00	842.70
72	00072	0043	ADARSH R	16-Jul-86	750,000.00	842.70
73	00073	0230	SUBRAMANIAM PARASURAM	06-Oct-65	750,000.00	842.70
74	00074	0068	ARUN KUMAR K K	23-Jun-84	750,000.00	842.70
75	00075	0016	RAJESH PATHAK	30-Aug-74	750,000.00	842.70
76	00076	0209	NIMESH MEWADA	13-Feb-88	750,000.00	842.70
77	00077	0083	PRACHI KILLEKAR	27-Mar-67	750,000.00	842.70
78	00078	0074	SANJANA KAPUR	27-Oct-86	750,000.00	842.70
79	00079	0300	MIRUNALINI S	14-Feb-87	750,000.00	842.70
80	00080	0004	C D RANE	18-Sep-51	750,000.00	842.70
81	00081	0319	NAVEEN TANWAR	03-May-88	750,000.00	842.70
82	00082	0022	UMESH SARODE	08-Jul-59	750,000.00	842.70
83	00083	0162	APARNA KAPUR	27-Sep-89	750,000.00	842.70
84	00084	0272	SHRUTI DAVE	03-Aug-88	750,000.00	842.70
85	00085	0261	SIVAJITH S	05-Apr-79	750,000.00	842.70
86	00086	0317	PRIYANKA TALREJA	17-Mar-87	750,000.00	842.70
87	00087	0047	JAYANTHI V	06-Oct-80	750,000.00	842.70
88	00088	0302	KASHMIRA SARODE	22-May-89	750,000.00	842.70
89	00089	0021	SUDESH PAWAR	02-Feb-68	750,000.00	842.70
90	00090	0087	SANTOSH JAWALE	22-Aug-83	750,000.00	842.70
91	00091	0313	SAUDAMINI TAMBAY	18-Nov-89	750,000.00	842.70
92	00092	0155	SHIVAPRASAD RAO	11-Aug-74	750,000.00	842.70
93	00093	0010	JUBEL D CRUZ	21-Mar-58	750,000.00	842.70
94	00094	0268	AMOL FASAGE	15-Aug-82	750,000.00	842.70
95	00095	0296	PRIYAMBADA RASTOGI	17-Oct-75	500,000.00	561.80
96	00096	0015	PRASAD SAWANT	17-Jun-82	500,000.00	561.80
97	00097	0215	GANESH GURAV	01-Jun-87	500,000.00	561.80
98	00098	0009	JITENDRA PATIL	13-May-66	500,000.00	561.80
99	00099	0254	SANDEEP PALANDE	15-May-81	500,000.00	561.80
100	00100	0276	KAYOMARZ FEROZE BACHA	03-Jan-88	500,000.00	561.80
101	00101	0274	SNEHAL PATEL	12-Oct-64	500,000.00	561.80
102	00102	0279	TANVI LAD	31-Jul-85	500,000.00	561.80
103	00103	0290	SACHIN MOHITE	05-Jan-87	500,000.00	561.80
104	00104	0298	SEAN D MELLO	28-Dec-90	500,000.00	561.80
105	00105	0262	SILAMBARASAN K	19-Apr-85	500,000.00	561.80
106	00106	0224	AJAY SURESH MISTRY	14-Apr-83	500,000.00	561.80
107	00107	0283	VINEET NAIR	07-May-87	500,000.00	561.80
108	00108	0280	RISHAL BHIDE	17-Jun-87	500,000.00	561.80



Sr No	Member No	Emp No	Member Name	Date of Birth	Sum assured inforce	Premium on inforce sum assured (incl. of service tax)
109	00109	0131	SANJEEV KUMAR	03-Jan-78	500,000.00	561.80
110	00110	0020	SHRIKANT WAGLE	20-Jul-59	500,000.00	561.80
111	00111	0116	JAYALAXMI B	24-Aug-56	500,000.00	561.80
112	00112	0228	PRANAY BENDRE	02-Dec-88	500,000.00	561.80
113	00113	0286	DEVENDRA GILATAR	29-Nov-84	500,000.00	561.80
114	00114	0310	VIJAYAN V V	15-Dec-69	500,000.00	561.80
115	00115	0005	CARISA ROCHA	12-Feb-80	500,000.00	561.80
116	00116	0291	ABBAS TINWALA	26-Dec-72	500,000.00	561.80
117	00117	0146	SUMAN BANERJEE	27-Jul-81	500,000.00	561.80
118	00118	0308	ARIJIT GHOSH	10-Dec-81	500,000.00	561.80
119	00119	0309	AJAY L YADAV	12-Apr-85	500,000.00	561.80
120	00120	0304	VARAD LOKE	02-Oct-92	500,000.00	561.80
121	00121	0282	SUMIT GUPTA	07-Jul-86	500,000.00	561.80
122	00122	0169	RAHUL KAMBLE	23-Jun-82	500,000.00	561.80
123	00123	0307	WINSON BOSCO	23-Feb-87	500,000.00	561.80
124	00124	0208	SARAVANAN K	31-Oct-81	500,000.00	561.80
125	00125	0295	AKSHAY KHADILKAR	01-Jun-89	500,000.00	561.80
126	00126	0188	NAVEEN A	21-Jun-83	500,000.00	561.80
127	00127	0040	THERESA MENEZES	20-Aug-70	500,000.00	561.80
128	00128	0293	MITHUN SANAS	02-Apr-88	500,000.00	561.80
129	00129	0102	SATISH KADAM	20-Mar-62	500,000.00	561.80
130	00130	0100	BABURAO CHAUGULE	03-Feb-68	500,000.00	561.80
131	00131	0003	ARVIND SHINTRE	31-Aug-69	500,000.00	561.80
132	00132	0038	ANANTH S REDDY	25-Jul-80	500,000.00	561.80
133	00133	0103	SHRIDHAR KADAM	01-Jun-65	500,000.00	561.80
134	00134	0292	VIJAY KINJLE	30-Sep-61	500,000.00	561.80
135	00135	0318	VIRAJ NANEKAR	05-Jan-90	500,000.00	561.80
136	00136	0105	R B SHARMA	04-Sep-57	500,000.00	561.80
137	00137	0316	AMIN HARSHAD DAMODAR	28-May-89	500,000.00	561.80
138	00138	0037	SUBHASH S PITALE	11-May-81	500,000.00	561.80
139	00139	0041	SHRIKANT HALDANKAR	31-Aug-72	500,000.00	561.80
140	00140	0153	JITENDRA BHOR	19-Jul-89	500,000.00	561.80
141	00141	0287	BAPU KURME	06-Jun-85	500,000.00	561.80
142	00142	0288	SUNIL SONAWANE	28-Feb-73	500,000.00	561.80
143	00143	0159	VIJAY PAWAR	17-Feb-67	500,000.00	561.80
144	00144	0240	VISHWANATH PAWAR	02-Apr-60	500,000.00	561.80
145	00145	0134	PRAKASH WAVEKAR	05-Apr-86	500,000.00	561.80
<b>Total (₹)</b>					<b>161,500,000.00</b>	<b>181,461.40</b>

**Note:**

1. For any future correspondence, kindly mention Member No. of the members.

2. Premium is inclusive of service tax & education cess.

**Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan  
UIN – 136N020V01**

**TERMS AND CONDITIONS**

**1. DEFINITIONS AND INTERPRETATION**

**1.1 Definitions**

In this Master Policy, unless the context requires otherwise, the following words and expressions shall have the meaning ascribed to them respectively herein below:

**Act** means the Insurance Act, 1938;

**Age** means age at last birthday;

**Annual Renewal Date** means the date of renewal of the Master Policy specified in the Master Policy Schedule;

**Authority** means the Insurance Regulatory and Development Authority or such other authority or authorities, as may be designated under the applicable laws and regulations as having authority to oversee and regulate life insurance business in India, or any other area that has an impact on the business of life insurance;

**Beneficiary** means the person or persons who has/have been nominated by the Insured Member as beneficiary/beneficiaries and whose name or names has/have been entered by the Policyholder in the Register of Insured Members.

**Claimant** means the Beneficiary or the person who is entitled to prefer a claim for Death Benefit under the Master Policy as per Clause 4 hereof;

**Company** means Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited, a company incorporated under the provisions of the Companies Act, 1956 and carrying on the business of life insurance;

**Cover End Date** means the date of the expiry of Insurance Cover provided to the Insured Member under this Policy;

**Benefit** means the benefit as defined in Clause 4 hereto which is payable by the Company to the Beneficiary of the Insured Member through the Master Policyholder upon the death of the Insured Member, as applicable, subject to terms and conditions of the Master Policy;

**Effective Date of Coverage** means the date specified towards the respective Insured Member in the Register of Insured Members on which the Insurance Cover for that respective Insured member under this Master Policy commences.

**Insurance Cover** means the cover effected hereunder on the life of the Insured Members;

**Insured Member** means any person who satisfies the eligibility criteria as mentioned in Clause 2 hereof who has been provided insurance cover under this Policy and whose name and details appear in the Register of Insured Members of the Master Policy;

**Insured Event** means the death of the Insured Member while this Policy is in force;

**Master Policy** means this **Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan** life insurance Policy, comprising these terms and conditions, the Master Policy Schedule, Annexure, Register of Insured Members, endorsement or addendum/s (if any), Proposal Form including other correspondence issued by the Company, all of which shall form an integral part of this Policy;

**Master Policy Commencement Date** means the date of commencement of the Master Policy as specified in the Master Policy Schedule;

**Master Policyholder** means the entity named as such in the Master Policy Schedule to whom this Policy has been issued by the Company;

**Master Proposal Form** means the proposal form submitted by the Master Policyholder pursuant to and on the basis of which this Master Policy has been issued by the Company;

**Premium** means the amount of premium specified by the Company which is payable by the Master Policyholder to the Company as per the terms of this Master Policy;

**Register of Insured Members** means a register maintained by the Company containing the details of each Insured Member, including but not limited to name, Age, sex, Sum Assured in respect of each Insured Member, Effective Date of Coverage and any special conditions, if applicable to such Insured Member;

**Sum Assured** means the amount specified in the Register of Insured Members of the Master Policy which is payable as per the terms of the Master Policy upon the death of an Insured Member;

**Spouse Cover** means the Insurance Cover availed by the Insured Member for his/her spouse, subject to the Master Policyholder opts specifically for Spouse Cover option.

## 1.2 Interpretation

This Master Policy is divided into numbered clauses for ease of reference and reading. Except as stated, these divisions and the corresponding clause headings do not limit the Master Policy or its interpretation in any way. Unless the context requires otherwise, words of one gender shall include the other gender and the singular shall include the plural and vice versa and references to any statute include subsequent changes to that statute.

## 2. ELIGIBILITY CRITERIA FOR AN INSURED MEMBER

2.1 A person shall be eligible to become an Insured Member if such person is:

- (i) a natural person; and
- (ii) above or equal to the minimum age at entry and below or equal to the maximum age at entry as specified in the Policy Schedule;

- (iii) the employee of the Master Policyholder and his/her provident fund is deducted by the Master Policyholder under Provident Fund Scheme in case of Master policy issued in lieu of EDLI;
- (iv) an employee with the Master Policyholder;
- (v) Legal spouse of the Insured Member of this scheme, in case of Spouse Cover;

2.2 A person shall automatically cease to be an Insured Member at the date earliest of:

- (i) the day following expiry of Cover End Date; or
- (ii) a claim received in respect such Insured Member for benefits under this Policy, irrespective of whether the claim is admitted or not; or
- (iii) the Insured Member ceases to comply with the Eligibility Criteria prescribed in Clause 2.1
- (iv) Master Policyholder surrenders the Master Policy.
- (v) Death of the Insured Member whose spouse is covered under the Spouse Cover opted by the Master Policyholder.
- (vi) the date of lapsation of the Master Policy

### **3. INSURANCE COVER UNDER MASTER POLICY**

- 3.1 The Company may cover a person under this Master Policy who satisfies the eligibility criteria as provided in Clause 2 of this Master Policy after receipt of the Insured Member details as per the requirements of the Company along with the requisite amount of Premium in advance.
- 3.2 Every Insured Member or Master Policyholder on behalf of Insured member shall produce evidence of insurability in the form and manner prescribed by the Company before effecting the insurance cover on his/her life under this Master Policy or before effecting any increase in Sum Assured, if any.

### **4. DEATH BENEFITS**

- 4.1 Subject to the provisions contained herein and fulfillment of the terms and conditions of this Master Policy, upon the death of the Insured Member, the Company will make payment of the Sum Assured pertaining to the deceased Insured Member, subject to Clause 4.4 and conditions provided herein:
  - 4.1.1 Upon the satisfactory proof of the death of the Insured Member, its cause and receipt of documents required under this Master Policy, the Company shall pay the Sum Assured applicable to the respective deceased Insured Member, to the Beneficiary through Master Policyholder, subject to other provisions of this Master Policy.
  - 4.1.2 No Death Benefit shall be payable under this Master Policy if the death of the Insured Member occurs on a date prior to the Effective date of Coverage or after the Cover End Date or in circumstances specified in Clause 11.5.
- 4.2 Subject to the provisions contained herein and fulfillment of the terms and conditions of this Master Policy and Master Policy Schedule having made all due payments of Premium, the Company agrees to pay the Sum Assured to the Beneficiary through Master Policyholder as specified in the Register of Insured Members of the Master Policy.

### **4.3 Payment of Death Benefit**

4.3.1 The Master Policyholder shall endeavor within 60 days of the death of an Insured Member to intimate the Company in writing and in the form and manner specified by the Company to claim Death Benefit. The Company shall pay the Sum Assured to the Beneficiary through Master Policyholder subject to following terms:

- (i) The Master Policyholder provides the Company with such information and/or documentation that the Company may request in order to establish the fact of, date of, circumstances relating to and cause of death of the Insured Member and the Company's liability hereunder;
- (ii) The Master Policyholder shall cooperate and assist the Company in any investigation that the Company may decide to undertake in respect of the circumstances leading to death of the Insured Member;
- (iii) The Master Policyholder agrees to indemnify and keep indemnified and hold the Company free and harmless from and against any and all demands, liabilities, losses, expenses, costs or claims which arise from, in relation to or are howsoever connected with or attributable to payment of Sum Assured by the Company to the Master Policyholder.
- (iv) A discharge or receipt by the Master Policyholder of the death benefits payable under the policy shall be a good, valid and sufficient discharge to the Company for all purpose.

4.3.2 **In case of claim for Death Benefits, the following documents are required to be submitted to the Company:**

- (i) Death certificate issued by municipal authorities along with Age Proof;
- (ii) Company Specific Claim formats duly completed and signed – Claimants Statement, Physician's Statement, Treating Hospital Certificate / Hospital Records;
- (iii) Post-mortem/ chemical viscera report (if performed)
- (iv) Police reports (First information report, Panchnama, Police Investigation Report, Police Final Report) only in case of unnatural or accidental deaths.
- (v) Leave records

4.3.3 Notwithstanding anything contained in Clause 4.3.2 above, depending upon the cause or nature of the claim, the Company reserves the right to call for other and/or additional documents or information, including documents/information concerning the title of the Claimant, to the satisfaction of the Company for processing the claim.

4.3.4 **Mode of payment of Death Benefits**

All Death Benefits and other sums under this Master Policy shall be payable in the manner and currency permitted under the Regulations.

### **4.4 Increase/Decrease of the Sum Assured**

4.4.1 The Sum Assured for the Insured Members can be increased or decreased during the Policy Term, subject to the following:

- (i) The increase or decrease in the sum assured shall be within the limits and as per the Sum Assured criteria pre-defined by the Company;
- (ii) Receipt of additional premium by the Company on account of increase in the Sum Assured;
- (iii) Intimation by the Company to the Master Policyholder confirming the Increase or Decrease in the Sum Assured.

4.4.2 The Company shall refund the premium (if any) on account of decrease in the Sum Assured at the end of the Policy year or shall adjust the same in the renewal premium payable under this Master Policy.

4.4.3 The premium payable on account of the increase in the Sum Assured shall be calculated on pro-rata basis.

#### **4.5 Discharge**

Any discharge given by the Master Policyholder or Claimant, or by any person authorized by the Master Policyholder or Claimant in writing in respect of the Death Benefits or the sums payable as mentioned in the Register of Insured Members of the Master Policy shall constitute a valid discharge to the Company in respect of such payment. The Company's liability towards the said Insured Member under Master Policy shall be automatically discharged by such payment.

#### **5. PREMIUM**

- 5.1** The Master Policyholder shall pay the due premium on behalf of the Insured Member covered under this Master Policy. The Company reserves the right to revise its existing premium rates and insurability condition at the time of renewal of the Master Policy.
- 5.2** The Company reserves the right to increase the Premium rates for person/s who in the opinion of the Company's underwriters pose higher risk to the Company. In such an event, the revised rates quoted by the Company shall apply for such Insured Members.
- 5.3** If any person is admitted as a Insured Member under this Master Policy after the Master Policy Commencement Date, a proportionate premium shall become payable by the Master Policyholder to cover for the period from Effective date of coverage of the said admitted Insured Member till the next annual date of renewal of the Master Policy as agreed by the Master Policyholder.
- 5.4** If any Insured Member disqualifies the Eligibility Criteria as specified under Clause 2.1 above, and the Insured Member ceases to be a member of the Master Policy, the premium paid for the unexpired period of risk will be refunded by the Company at the end of the Master Policy Term or adjusted in the renewal premium.

#### **6. AGE ADMISSION**

The Age of the Insured Member is admitted on the basis of the declaration made by the Insured Member in the member data details submitted by Master Policyholder. If the Age of the Insured Member is found to be different from that declared in the member data details, the Company may, adjust the Premiums and/or the Death Benefits and/or recover the

additional amounts, if any, as it deems fit. Insurance Cover of the Insured Member shall however become void from the Effective Date of Coverage, if at any time the Age of the Insured Member is found to be higher than the maximum or lower than the minimum entry Age that was permissible under this Master Policy at the time of Master Policy Commencement Date.

**7. ASSIGNMENT**

Neither this Master Policy nor the benefits payable hereunder to an Insured Member are assignable.

**8. SURRENDER**

The Master Policyholder can surrender the Master Policy anytime during the Policy Term, however, there is no Surrender value under this Master Policy. On surrender, the Master Policy shall be terminated and cannot be revived thereafter. Further, the Sum Assured under the policy ceases the moment the policy is surrendered and no death benefit is payable under the Master Policy thereafter.

**9. GRACE PERIOD, TERMINATION AND RENEWAL OF THE MASTER POLICY**

- 9.1 In the event of the Master Policyholder's failure to pay the Premiums due on the premium due date, the Company will allow a Grace Period of 15 days for monthly premium mode and 30 days for all other modes. After the expiry of the Grace Period without payment of the Premium in full, the Insurance Cover under the Master Policy shall be deemed to have automatically lapsed as at the Due Date and all liability of the Company under this Policy shall cease as on the Due Date.
- 9.2 In the event of any claim under Clause 4 during the Grace Period, Benefit shall be payable as per the terms and conditions mentioned herein, subject to receipt of due premiums under the Master Policy.
- 9.3 Subject to the terms and conditions mentioned herein, the Master Policy shall continue to be in force for a period of 1 (one) year from the Master Policy Commencement Date and can be subsequently renewed on each anniversary date and payment of the renewal premium determined by the Company.

**10. REVIVAL OF THE MASTER POLICY**

Subject to the approval of the Company and the prevailing rules of the Company pertaining to revival of the Insurance Cover under this Master Policy, the Master Policy may be revived within 2 years from the date of lapse of the Master Policy.

**11. General Conditions**

- 11.1 **No Participation in surplus or Profits.** This Master Policy does not confer any rights on the Master Policyholder nor any Insured member to participate in surplus or profits of the Company.

- 11.2 **Review, revision.** The Company reserves the right to review, revise, delete and / or alter any of the terms and conditions of this Master Policy, including without limitation the Death Benefits, with the approval of the Authority.
- 11.3 **List of Beneficiary.** The Master Policyholder shall maintain the beneficiary details of the Insured Members covered under the Master Policy.
- 11.4 **Register of Insured Members.** The Register of Insured Members at the inception of this Policy is attached to this Master Policy as **Annexure I**. The Register of Insured Members will be updated from time to time by the Company in its Policy Administration System by addition or deletion of Insured Members as applicable, and a copy of such updated register shall be provided to the Master Policyholder at such times as may be agreed between the Master Policyholder and the Company.
- 11.5 **Exclusions**
- 11.5.1 **Suicide exclusion**
- If an Insured Member commits suicide for any reason, while sane or insane, within one year from the Effective Date of Coverage or from the reinstatement of the Insurance Cover, the Death Benefit under this Policy shall not be payable and the Insurance Cover for the Insured Member under this Master Policy shall automatically cease. This clause is applicable only in case of Spouse Cover except where this Master Policy is issued on account of a takeover from existing scheme. In case this clause is applicable the Company shall refund pro-rata premium for the remaining period from the date of death.
- 11.6 **Loans:** No loans will be admissible under this Master Policy.
- 11.7 **Misrepresentation of Facts:** In issuing this Master Policy the Company has relied on the accuracy and completeness of information provided by the Master Policyholder in the member data details and/or any other declarations or statements made or as may be made hereafter by the Master Policyholder. Subject to the provisions of the applicable Regulations including Section 45 of the Act, in the event any such information, declaration or statement is found to be false or incorrect or any material information is found to be withheld or misrepresented, the respective Insurance Cover under the Master Policy shall become null and void from commencement, and the Company shall cease to be liable for payment of any Death Benefits under the same.

## **12. GENERAL PROVISIONS**

- 12.1 **Release and discharge:** The Insurance Cover for an Insured Member will terminate automatically on payment of the Death Benefits as specified in the Registered of Insured Members issued by the Company under the Master Policy and the Company will be relieved and discharged from all obligations under the Insurance Cover.
- 12.2 **Limitation of Liability:** The Maximum liability of the Company under this Master Policy in respect of an Insured Member shall not, in any circumstances, exceed the amount of Death Benefit provided to such Insured Member. The Company's liability in respect of a Death Benefit shall end on the Cover End Date or on payment of the Sum Assured applicable on the date of death of an Insured Member to the Master Policyholder in case claim admitted by the Company.



**12.3 Grievance Redressal /Complaints:** Any grievance or complaints to the Company must be made in writing and delivered to the address of its Grievance Redressal Officer, which is currently:

Complaint Redressal Unit  
Canara HSBC Oriental Bank of Commerce Life Insurance Company Limited  
Unitech Trade Center, 2nd Floor,  
C- Block, Sushant Lok , Ph - I, Sector - 43,  
Gurgaon, Haryana – 122 009  
India  
Resolution Centre : 1800-10-30003  
Email id: [cru@canarahsbclife.in](mailto:cru@canarahsbclife.in)

Any change in the address or details above will be communicated by the Company to the Master Policyholder in writing.

#### **12.4 Taxes, duties and levies**

It shall be the sole responsibility of the Master Policyholder/Claimant to ensure compliance with all applicable provisions of the Regulations, including taxation laws, and payment of all applicable taxes in respect of the Premiums and Death Benefits or other payouts made or received by the Master Policyholder/Claimant under this Policy and the Company does not accept any liability or responsibility in this regard. Except as may be specifically required by the Regulations, the Company shall not be responsible for any tax liability arising in relation to this Master Policy, the Premiums payable or the Death Benefits or other payouts made in terms of this Master Policy. The Company shall be entitled to deduct such amounts towards taxes, duties or such other levies as may be required from any sum received by it or payable under this Master Policy, and deposit the amount so deducted with the appropriate government or regulatory authorities.

#### **12.5 Disclosure of information**

If the Master Policyholder or Beneficiary or anyone acting for them or with their knowledge makes any false or fraudulent claim with the Company for payment of Death Benefit hereunder, then the Insurance Cover in respect of Insured Member in respect of whom the false/fraudulent claim was made shall become void and Premiums received in respect of such Insured Member shall stand forfeited in favour of the Company.

#### **12.6 Loss of Master Policy document – issue of duplicate**

The Company will replace a lost Master Policy Document when satisfied that it is lost. However, the Company reserves the right to make such investigations into and to call for such evidence of the loss of the Master Policy Document, at the Master

Policyholder's expense, as the Company considers necessary before issuing a duplicate Master Policy Document. The Company has the right to charge a fee for the issue of a duplicate Master Policy.

It is hereby understood and agreed that Master Policyholder shall protect the Company and hold the Company harmless against any claims, costs, expenses, awards or judgments arising out of or howsoever connected with the original Master Policy or arising out of issuance of duplicate Master Policy.

#### **12.7 Terms & Conditions, Schedule, Endorsements etc to form part of Contract**

This Master Policy comprising of the terms and conditions set forth herein, the Master Policy Schedule and the endorsements, if any, made on or applicable to this Master Policy, the Master Proposal Form or any other document executed under this Master Policyholder including quote questionnaire shall form an integral part and the entire contract, evidenced by this Master Policy. The liability of the Company is at all times subject to the terms and conditions of this Master Policy and the endorsements made from time to time.

#### **12.8 Governing Law and Jurisdiction**

This Master Policy shall be governed by and interpreted in accordance with the laws of India.

#### **12.10 Free Look Period**

The Master Policyholder shall have the option to request for cancellation of the Insurance Cover by returning the original Master Policy along with a written request stating the reasons for objection to the Master Policyholder, within a period of 15 days from the receipt of the Master Policy. If the Master Policyholder requests for cancellation of the Master Policy as mentioned above, the Company shall terminate the Master Policy and shall return premiums paid by the Master Policyholder subject to

deduction of proportionate risk premium for the period on cover and expenses incurred on medical examinations of the Insured Members and stamp duty charges.

***Refund premium under Freelook option = (Premium Received) – (Stamp Duty + Medical Expenses + Pro Rata Risk Premium)***

#### **12.11 Section 45 of the Act**

No policy of life insurance effected before the commencement of this Act shall, after the expiry of two years from the date of commencement of this Act and no policy of life insurance effected after the coming into force of this Act shall, after the expiry of two years from the date on which it was effected, be called in question by an insurer on the ground that a statement made in the Proposal Form or in any report of a medical officer, or referee, or friend of the insured, or in any other document leading

to the issue of the Master Policy, was inaccurate or false, unless the insurer shows that such statement was on a material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the Master Policyholder and that the Master Policyholder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose:

*Provided that nothing in this section shall prevent the insurer from calling for proof of Age at any time if it is entitled to do so, and no policy shall be deemed to be called in question merely because the terms of the Master Policy are adjusted on subsequent proof that the Age of the life insured was incorrectly stated in the Proposal Form.*

## COMPLAINT REDRESSAL PROCEDURE

We, at Canara HSBC Oriental Bank of Commerce Life strive to ensure that our customers get only the very best of service from us. We understand the customer's grievance and try to resolve the same by ascertaining all the facts and documents available to provide a fair resolution on the complaint.

1. In case you wish to register a complaint with us, you may visit our website, approach our Resolution Centre, Grievance Officers at Branch locations, or you may write to us at the following address:

Complaint Redressal Unit  
Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.  
Unitech Trade Centre, 2nd Floor,  
Sushant Lok, Phase-1, Sector- 43,  
Gurgaon-122009, Haryana, India  
Toll Free: 1800-103-0003 / 1800-180-0003 (BSNL/MTNL)  
Email: [cru@canarahsbclife.in](mailto:cru@canarahsbclife.in)

We shall respond to you within two weeks from the date of our receiving your complaint. Kindly note that in case we do not receive revert from you within eight weeks from the date of your receipt of our response we will treat your complaint as closed.

2. In case you do not receive a satisfactory response from us within the above timelines, you may write to our Complaint Redressal Officer at: The Complaint Redressal Officer

Complaint Redressal Officer  
Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.  
Unitech Trade Centre, 2nd Floor,  
Sushant Lok, Phase-1, Sector- 43,  
Gurgaon-122009, Haryana, India  
Toll Free: 1800-103-0003 / 1800-180-0003 (BSNL/MTNL)  
Email: [cro@canarahsbclife.in](mailto:cro@canarahsbclife.in)

3. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman for your State or an appropriate judicial/quasi-judicial authority having jurisdiction over the matter for redressal of your grievance.

### List of Insurance Ombudsmen

Office of the Ombudsman	Name of the Ombudsman	Areas of Jurisdiction	
AHMEDABAD	Mr. Amitabh	Insurance Ombudsman, Office of the Insurance Ombudsman 2nd floor, Ambica House Nr. C.U.Shah College, Ashram Road, AHMEDABAD- 380 014, Tel: 079-27546840 Fax: 079-27546142 Email: <a href="mailto:ins.omb@rediffmail.com">ins.omb@rediffmail.com</a>	Gujarat, UT of Dadra & Nagar Haveli, Daman & Diu
BHOPAL	Mr. N.A.Khan	Insurance Ombudsman, Office of the Insurance Ombudsman Janak Vihar Complex, 2nd floor , 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.) - 462023 Tel: 0755-2569201 Fax: 0755-2769203, E-mail: <a href="mailto:bimalokpalbhupal@airtelmail.in">bimalokpalbhupal@airtelmail.in</a>	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Mr. S.K.Dhal	Insurance Ombudsman, Office of the Insurance Ombudsman 62, Forest Park, BHUBANESHWAR - 751 009 Tel.0674-2596455 Fax: 0674-2596429 E-mail: <a href="mailto:ioobbbsr@dataone.in">ioobbbsr@dataone.in</a>	Orissa
CHANDIGARH	Mr. K.M.Chadha	Insurance Ombudsman, Office of the Insurance Ombudsman S.C.O. No. 101-103, 2nd floor, Batra Building, Sector 17-D, CHANDIGARH-160 017 Tel: 0172-2706468 Fax: 0172-2708274 E-mail: <a href="mailto:ombchd@yahoo.co.in">ombchd@yahoo.co.in</a>	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Mr. V.Ramasaamy	Insurance Ombudsman, Office of the Insurance Ombudsman Fatima Akhtar Court, 4th floor, 453 (old 312) Anna Salai, Teynampet, CHENNAI-600 018 Tel: 044-24333668/5284 Fax: 044-24333664 E-mail: <a href="mailto:insombud@md4.vsnl.net.in">insombud@md4.vsnl.net.in</a>	Tamil Nadu, UT- Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Mr. Surendra Pal Singh	Insurance Ombudsman, Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road, NEW DELHI – 110 002 Tel.011-23239633 Fax: 011-23230858 E-mail: <a href="mailto:iobdelraj@rediffmail.com">iobdelraj@rediffmail.com</a>	Delhi & Rajashtan
GUWAHATI	Mr. Sarat Chandra Sharma	Insurance Ombudsman, Office of the Insurance Ombudsman "Jeevan Nivesh", 5th floor, Nr. Panbazar Overbridge, S.S.Road, GUWAHATI-781 001 (ASSAM) Tel: 0361-2132204/5 Fax: 0361-2732937 E-mail: <a href="mailto:ombudsmanghy@rediffmail.com">ombudsmanghy@rediffmail.com</a>	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland & Tripura

HYDERABAD	Mr. K. Chandrahas	Insurance Ombudsman, Office of the Insurance Ombudsman 6-2-46, 1st floor, Moin Court, A.C.Guards, Lakdi-Ka-Pool, HYDERABAD-500 004 Tel: 040-65504123 Fax: 040-23376599 E-mail: <a href="mailto:insombudhyd@gmail.com">insombudhyd@gmail.com</a>	Andhra Pradesh, Karnataka & UT of Yanam - a part of the UT of Pondicherry
ERNAKULAM	Mr. James Muricken	Insurance Ombudsman, Office of the Insurance Ombudsman 2nd floor, CC27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G.Road, ERNAKULAM-682015 Tel: 0484-2358759 Fax: 0484-2359336 E-mail: <a href="mailto:iokochi@asianetindia.com">iokochi@asianetindia.com</a>	Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry
KOLKATA	Ms. Manika Datta	Insurance Ombudsman, Office of the Insurance Ombudsman North British Bldg.29, N.S.Road, 4th floor, KOLKATA-700 001 Tel: 033-22134866 Fax: 033-22134868 E-mail: <a href="mailto:iombkol@vsnl.net">iombkol@vsnl.net</a>	West Bengal, Bihar, Jharkhand & UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Mr. M.S.Pratap	Insurance Ombudsman, Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6th floor, Nawal Kishore Rd. Hazaratganj, LUCKNOW-226001 Tel: 0522-2231331 Fax: 0522-2231310 E-mail: <a href="mailto:insombudsman@rediffmail.com">insombudsman@rediffmail.com</a>	Uttar Pradesh & Uttaranchal
MUMBAI	Mr. S. Viswanathan	Insurance Ombudsman, Office of the Insurance Ombudsman 3rd floor, Jeevan Seva Annexe, S.V.Road, Santacruz (W), MUMBAI - 400054 Tel: 022-26106928 Fax: 022-26106052 E-mail: <a href="mailto:ombudsmanmumbai@gmail.com">ombudsmanmumbai@gmail.com</a>	Maharashtra & Goa

---

**Stamp Endorsement**

---

**Master Policyholders Details:**

Name of Master Policyholder:		Master Policy No:	
Plan:	Canara HSBC Oriental Bank of Commerce Life Corporate Group Term Plan	Stamp Value (in ₹):	





**Below is the list of documents which are attached separately along with Master Policy Pack–**

- a. Copy of your Master Proposal Form
- b. Copy of Signed Quotation
- c. Service request forms & formats