

CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

This document provides key information about your policy. You are also advised to go through your policy document.

Sl. no.	Title	Description in Simple Words (Please refer to applicable Policy Clause Number in next column)	Policy Clause Number					
1.	Name of the Insurance Product and Unique Identification Number (UIN)	Edelweiss Life – Guaranteed Flexi STAR UIN: 147N112V01	Part A					
2.	Policy Number	<< >>	Part A					
3.	Type of Insurance Policy	An Individual, Non-Linked, Non-Participating, Savings, Life Insurance Product	Part A					
4.	Basic Policy details	<ul style="list-style-type: none"> • Instalment Premium << >> • Mode of premium payment (e.g. Monthly, Quarterly, half yearly or Yearly) << >> • Sum Assured on death << >> • Sum Assured on Maturity << >> • Premium payment Term << >> • Policy Term << >> 	Part A					
5.	Policy Coverage/benefits payable	<u>1. Death Benefit</u>	Part C and D					
		<table> <tr> <th>Events</th><th>Plan Option</th><th>How and when Benefits are payable</th><th>Size of such benefits</th></tr> <tr> <td>Death of the Life Insured</td><td>Lump sum</td><td>In case of death of the Life Insured during the Policy Term, while the Policy is In-Force, the Death</td><td> Sum Assured on Death. If SAD multiple 10 is chosen, the Sum Assured on Death at any point of time, provided the policy is in-force^{\$} is highest of: </td></tr> </table>		Events	Plan Option	How and when Benefits are payable	Size of such benefits	Death of the Life Insured
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Death of the Life Insured	Lump sum	In case of death of the Life Insured during the Policy Term, while the Policy is In-Force, the Death	Sum Assured on Death. If SAD multiple 10 is chosen, the Sum Assured on Death at any point of time, provided the policy is in-force ^{\$} is highest of:					

				<p>Benefit will be payable as lumpsum, and the policy will terminate without any further benefits.</p> <ul style="list-style-type: none">• 10 times the Annualized Premium[#]• Any Absolute amount assured to be paid on death• 10 times the Annual Premium* <p>If SAD multiple 7 or 5 (depending on the age) is chosen, the Sum Assured on Death at any point of time, provided the policy is in-force^{\$} is highest of:</p> <ul style="list-style-type: none">• SAD Multiple times the Annualized Premium[#]• Any Absolute amount assured to be paid on death	
			<p>Lump sum Plus Income</p>	<p>In case of death of the Life Insured during the Policy Term, while the Policy is In-Force, the Death Benefit will be payable as lumpsum, and the policy will</p>	<p>The Death Benefit under this plan option is Sum Assured on Death.</p> <p>If SAD multiple 10 is chosen, the Sum Assured on Death at any point of time, provided the policy is in-force^{\$} is highest of:</p> <p>10 times the Annualized Premium[#]</p>

			<p>terminate without any further benefits.</p>	<p>Any Absolute amount assured to be paid on death 10 times the Annual Premium*</p> <p>If SAD multiple 7 or 5 (depending on the age) is chosen, the Sum Assured on Death at any point of time, provided the policy is in-force^{\$} is highest of:</p> <p>SAD Multiple times the Annualized Premium[#]</p> <p>Any Absolute amount assured to be paid on death</p>	
		<p>Note:</p> <ol style="list-style-type: none"> The Death Benefit during the entire Policy Term will not be less than 105% of Total Premiums Paid** upto date of death or Surrender Value applicable at the time of death. Death Benefit would be reduced to the extent of unpaid premiums in the Policy Year. The Death Benefit will be payable even in case of death due to any pandemic such as COVID-19. In case the Life Insured is a minor, the risk cover will start from the Date of Commencement of Risk as mentioned in the Policy schedule and on attainment of majority the ownership of Policy will automatically vest on the Life Insured. In case of death of the Life Insured who is a minor, the death benefit will be paid to the Proposer in the policy. The Policyholder should ensure that while the Life Insured is still a minor, the Income Benefit Pay-outs are used for the benefits of the minor life. In case you have chosen to prepone your Income Benefit Pay-outs, the Sum Assured on Death will continue to be the same as that of a policy where you haven't chosen to prepone your Income Benefit Pay-out. 			

<u>2. Income pay-out:</u>			
Events	Plan Option	How and when Benefits are payable	Size of such benefits
Applicable Policy Anniversary(ies)	Lumpsum	Not Applicable	Not Applicable
	Lumpsum Plus Income	In case you have not chosen to prepone your Income Benefit Pay-out, on survival of the Life Insured, while the Policy is In-Force, Income Benefit Pay-out will commence on the date of commencement. Income Benefit Pay-outs will be payable in arrears. The Income Benefit Pay-outs will be continued till the date of death of the Life Insured or till the Date of Maturity, whichever is earlier.	Income Benefit Pay-out Amount, will be payable.
		In case you have chosen to prepone your Income Benefit Pay-out. Once chosen, you cannot	<ul style="list-style-type: none"> Preponed Income Benefit Amount will be payable in the respective

				opt out or change your Preponed Income Benefit Amount or the Policy Years in which the income is to be preponed. The Preponed Income Benefit Amount for any Policy Year will only be paid once you have paid all premiums due till the end of that Policy Year.	Policy Years. ▪ Starting from the end of 2 nd policy year falling after the completion of the Premium Payment Term till the end of the Policy Term, the Balance Income Benefit Amount, will be payable in arrears.	
<u>3. Maturity benefit:</u>						

		<p>The surrender value payable is higher of Guaranteed Surrender Value (GSV) and Special Surrender Value (SSV).</p> <p>Guaranteed Surrender Value (GSV): The policy shall acquire a Guaranteed Surrender Value on payment of premium for at least two consecutive years. The Guaranteed Surrender Value shall be</p> <p><u>Lump Sum Option:</u> The Guaranteed Surrender Value (GSV) is equal to (GSV Factor1 x Total Premiums Paid) <i>Plus</i> (GSV Factor2 x Accrued Guaranteed Additions)</p> <p><u>Lump Sum plus Income Option:</u> The Guaranteed Surrender Value is equal to</p> <p>(GSV Factor1 x Total Premiums Paid) less</p> <ul style="list-style-type: none"> - {total Income Benefit Pay-outs} or - {total of all Preponed Income Benefit Amount + total of all Balance Income Benefit Amount} <p>already paid till the date of surrender, if any.</p> <p>The GSV is floored to zero. The GSV Factors1 and GSV Factors2 varies with Policy Year of Surrender and Policy Term. You can get in touch with our sales representative or contact any of our branches or contact our customer care team to understand the GSV factors applicable for you.</p> <p>Special Surrender Value (SSV): Your Policy also acquires a Special Surrender Value. Before making a request for Surrender, you may approach us to know about the Surrender Value in respect of your Policy</p>	
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6.	Options available (<i>in case of Linked Insurance Products</i>)	Not Applicable																																																							
7.	Option available(in case of Annuity product)	Not Applicable.																																																							
8.	Riders opted, if any	<table><tr><th>Rider Name</th><th>UIN</th><th>Rider Sum Assured</th><th>Modal Premium plus applicable taxes</th><th>Term (years)</th><th>PPT (years)</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td colspan="3">Total</td><td></td><td></td><td></td></tr></table>	Rider Name	UIN	Rider Sum Assured	Modal Premium plus applicable taxes	Term (years)	PPT (years)																																											Total						Part C
Rider Name	UIN	Rider Sum Assured	Modal Premium plus applicable taxes	Term (years)	PPT (years)																																																				
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9.	Exclusions (events where insurance coverage is not payable), if any.	Suicide Exclusion: In case of death due to suicide within 12 months from the Date of Commencement of Risk or from the date of Revival of the policy, as applicable, the Nominee or Beneficiary of the Policyholder shall be entitled to at least 80% of the Total Premiums Paid till the date of death or the Surrender Value available as on the date of death whichever is higher, provided the Policy is In-Force.	Part F																																																						
10.	Waiting /lien Period, if any	Not Applicable	Part A																																																						
11.	Grace period	The grace period in the product is 15 days, where the policyholder pays the premium on a monthly basis; and 30 days in all other cases. The policy will remain in force during the grace period. If any premium remains unpaid at the end of the grace period, the policy shall lapse or become reduced paid-up as the case maybe. The policy benefit thereafter	Part C																																																						

		would have no further value except as provided under the non- forfeiture provisions.	
12	Free Look Period	<p>You have a Free Look period of thirty (30) days beginning from the date of receipt of the Policy Document, whether received electronically or otherwise, to review the terms and conditions of this Policy. If you disagree with any of the terms or conditions, or otherwise, and you have not made any claims, you may return this Policy for cancellation to us by giving us written reasons for your objection within the said Free Look period. We will refund the Premium received after deducting stamp duty charges, proportionate risk premium for the period of cover and expenses incurred by us on medical examination (if any) of Proposer/Life Insured</p> <p>To exercise the Free Look option, you would need to send the Policy Document along with a request letter to us at any of our branches or at our Corporate Office address provided below. You are required to maintain the acknowledgement received from the Company as a proof of submission</p>	Part D
13	Lapse, paid-up and revival of the Policy	<p><u>Premium discontinuance clause:</u></p> <ol style="list-style-type: none"> If all the Premium for at least first policy year has not been paid in full within the Grace Period, the Policy shall immediately and automatically lapse and no benefits shall be payable by us under the Policy, unless the Policy is revived within the Revival Period as mentioned in clause 3 of Part D. After completion of first policy year, provided one full year's Premium has been paid, and if we do not receive subsequent Premiums within the Grace Period, the Policy will acquire Reduced Paid-Up status and benefits will continue as per the Reduced Paid-Up provision. After completion of first policy year provided one full year's Premium has been paid, then on premium discontinuance the policy will continue as a 'Reduced Paid-up' policy and all the benefits shall be reduced proportionately. <p><u>Revival:</u></p> <p>If premiums are not paid within the grace period, the policy lapses or becomes reduced paid-up as per the provisions mentioned in Policy Document. The policy may be revived within the Revival Period. Revival Period means the period of five consecutive complete years from the date of first unpaid premium. During this period the policyholder is entitled to revive the policy which was discontinued due to the non-payment of premium. The revival will be considered on receipt of written application from the policyholder along with the proof of continued insurability of Life Assured and on payment of all overdue premiums. Company may charge interest (simple basis), as decided from time to time, on the unpaid premium for every completed month from the date of first unpaid premium.</p>	Part D

The revival interest rate will be declared on 1st April every year using G-sec rate with 2 years maturity as at 31st March of the same calendar year. The per month revival interest rate shall be $(x + 3\%)/12$ rounded up to nearest 0.25%, where x is G-Sec rate with 2 years maturity. Source to determine the G-Sec yield is www.ccilindia.com. The declared revival rate will be applicable for all the revivals till next declaration date i.e. 1st April of next year.

Any change in basis of determination of interest rate for revival shall only be done in accordance with the procedure laid down in the prevailing Regulations. The interest rate to be charged effective from April 2024 is 1.00% per month (simple basis) on unpaid premiums for every completed month from the date of the first unpaid premium. The proof of continued insurability and medical examination if required (medical examination cost to be borne by the policyholder) and the results thereof would be interpreted and if the life is acceptable from the underwriting point of view, then it will be allowed to revive. Revival would be as per the 'Board Approved Underwriting Policy'. All the benefits of the policy will be reinstated on the policy revival.

3. Reduced Paid-Up

If all the Premium has not been paid in full for at least first policy year, no paid-up value will be payable.

After completion of first policy year provided one full year's Premium has been paid, then on premium discontinuance the policy will continue as a 'Reduced Paid-up' policy and all the benefits shall be reduced proportionately.

Once your Policy has acquired the Reduced Paid-Up status, the following amounts will be applicable:

Events	How and when Benefits are payable	Size of such benefits/policy moni
Death of the Life Assured	In case of death of the Life Assured during the policy term, Reduced Paid-up Death Benefit will be payable as lumpsum and policy will terminate without any further benefit.	Reduced Paid-up Death Benefit ^(a)
Survival Benefit/ Applicable Policy Anniversary (ies),	Lumpsum – Nil Lumpsum Plus Income: On survival of the Life Assured, provided you have not chosen to prepone your survival benefit, Reduced Paid-up Income Benefit Pay-outs will be payable in arrears starting from the end of 2 nd Policy Year falling after the completion of the Premium Payment Term till the date of	Reduced Paid-up Income Benefit Pay-out ^(b)

		<p>Guaranteed Additions will accrue which equals to $\text{Guaranteed Additions \%} * \text{total Annualized Premium paid till the date of paid-up} * \text{Paid Up Factor}^\#$</p> <p>$^\# \text{Paid Up Factor} = \text{Total number of months for which Premiums are paid} / \text{Total number of months for which Premiums were originally payable}$</p> <p>In case you have chosen to prepone your survival benefit, once a policy becomes Reduced Paid-up, Preponed Income Benefit Amount, will continue to be paid till the Total Preponed Income Benefit Amount Payable x Total number of months for which Premiums are paid / Total number of months for which Premiums are payable is paid out. The future Preponed Income Benefit Amount payout will be discontinued after payment of the above-mentioned amount.</p> <p>Starting from the end of 2nd policy year falling after the completion of the Premium Payment Term, Reduced Balance Income Benefit Amount as defined below will be payable in arrears till maturity or death of the Life Assured, whichever is earlier.</p> <p>The Reduced Balance Income Benefit Amount = $\{[\text{Total Preponed Income Benefit Amount Payable plus Total Balance Income Benefit Amount Payable}] * (\text{Total number of months for which Premiums are paid} / \text{Total number of months for which Premiums are payable}) \text{ less sum of all Preponed Income Benefit Amount already paid} / \text{Income Duration}$</p> <p>In case the policyholder revives the policy, the policy will be restored for all the benefits payable under the policy.</p>	
14	Policy Loan, if applicable	<p>Policy loan:</p> <p><u>Conditions for grant of a loan under the Policy:</u> Policy loan is available once the policy acquires surrender value. Maximum loan amount is 60% of the surrender value.</p> <p><u>Effect of grant of loan under the Policy:</u> If a loan is granted by us under the Policy, then:</p> <ul style="list-style-type: none"> Interest will be charged on the outstanding loan amount at a rate declared by the Company from time to time based on then prevailing market conditions and will be equal to "Three-year (tenure) SBI MCLR + 0.50%, subject to floor of 7.00%". The rate of interest for policy loan as on 15th September 2024 is 9.60% per annum. The interest rate methodology is reviewable with prior approval from IRDAI. The Company will review the interest rate at least once a year and if the interest rate is revised, the same interest rate will be applied to both existing and new loan from the date of revision. 	Part D

		<ul style="list-style-type: none"> For other than in-force and fully paid-up policies, if at any point of time outstanding loan amount and accumulated interest balance equal or exceed surrender value, then the policy shall be terminated without value. Prior to this, the Company will notify the customer when his/her outstanding loan balance is 95% of the surrender value and will give an opportunity to repay all or part of the loan balance. The outstanding loan amount and accumulated interest will be recovered from any benefits payable (including income pay-out, if applicable, Death Benefit, Maturity Benefit, Surrender Benefit) and rest of the benefit amount, if any, will be paid. For in-force and fully paid-up policies: Policy can't be foreclosed on the ground of outstanding loan amount including interest exceeds the surrender value. Any benefit payable by us on the death of the Life Insured or on applicable Policy Anniversaries as Income Benefit Pay-out or on the Surrender of the Policy or on the Maturity of the Policy will first be reduced by any outstanding policy loan and accumulated interests, if any. In case the policyholder has opted for preponement of Income Benefits Pay-outs, the surrender value applicable for loan amount will be after allowing for preponement of Income Benefits Pay-outs 	
15	Claims/Claims Procedure	<p>Death Claim Procedure</p> <p>A claim would be settled within</p> <ul style="list-style-type: none"> 15 days from the date of intimation of claim, for cases not warranting investigation. 45 days from the date of intimation of claim, for cases warranting investigation <p>You are requested to intimate us of the claim at any of our branch offices or to our Corporate Office address mentioned below: Claims Officer Edelweiss Life Insurance Company Limited 6th Floor, Tower 3, Wing 'B', Kohinoor City, Kiroi Road, Kurla (W), Mumbai - 400070 Email Id: claims@edelweisslife.in Phone no: 1800 2121 212</p> <p>Receipt of the claim intimation does not amount to acceptance of claim by the Company under the Policy and is subject to review by the Company. The decision on acceptance and admissibility of the Claim will be communicated separately by the Company to the claimant.</p> <p>Click here to know more about the claim procedure, download claim form and list of documents required to register a claim</p>	Part F

16 .	Policy Servicing	<ul style="list-style-type: none"> • Click here to know the procedure/touchpoints/Turn Around Time for various Policy Servicing request: • Click here to download the applicable forms and list of documents required for various policy servicing request. 	
17 .	Grievances /Complaints	<p>Grievance Redressal Mechanism: We have established a Grievance Redressal Mechanism to assist in the resolution of any complaint, grievance, or dispute in respect of the Policy</p> <p>Click here to know the Grievance Redressal Procedure</p>	Part G

Declaration by the Policyholder

I have read the above and confirm having noted the details.

Place:

(Signature of Policyholder)

Date:

Note:

- **Click here** for the product related documents including the Customer Information sheet.
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.
- Depending on your financial needs, we request you to make an informed decision when selecting the appropriate option suitable to you

SAMPLE