

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

PART – A

YOUR WELCOME LETTER

[Name of the group policyholder]

Date :dd-mm-yyyy

[Address]

<Mobile number>

<Policy No> <Sourcing Branch>

Dear M/s [X], (Client ID: XXXXXX)

Welcome to PNB MetLife Family. Thank you for purchasing a PNB MetLife group product and showing your faith and confidence in us. At PNB MetLife, we believe in putting customer first. We endeavor to provide products that meet your needs and constantly support it with superior customer service.

PNB MetLife brings together financial strength, credibility and reliability of MetLife Inc. one of the leading global provider of insurance, annuities and employee benefit programs, serving more than 90 million+ customers for the last 140+ years and Punjab National Bank, a leading bank in India serving more than 80 million + customers in the last 120 +years. You can be Double Sure that you have chosen the right partner for life.

Please find enclosed the Group Policy Document along with other related information, including a copy of your Application. Some key details of your Group Policy are:

Group Policyholder	[X]	Type of Group	Non-employer-employee]
Group Policy Number	<group policy no>	Premium Received	Rs. XXXXX.XX
Name of the Plan	PNB MetLife Complete Care Plus		
Policy Term	[Annually renewable]		

Free look Provision: Please go through the terms and conditions of your Policy very carefully. If you have any objections to the terms and conditions of this Group Policy, you may cancel the Group Policy by giving a signed written notice to us within 15 days from the date of receiving the Group Policy, stating the reasons for your objection and you will be entitled to a refund of the premium paid, subject to a deduction of proportionate risk premium for the period of cover, stamp duty and/or the expenses incurred on medical examination (if any).

We value your patronage and are committed to offering you the best services always. For any queries or concerns you can contact us via the touch points given below, we are always there to help you. For easy reference details of Agent/Broker/Corporate Agent for your policy is also mentioned below.

Name	Valued Advisor	Code	XXXXXX
E-Mail ID	valuedadvisor@pnbmetlife.co.in	Mobile /Landline No.	XXXXXXXXX

Yours Sincerely,
For PNB MetLife India Insurance Co. Ltd.

[Signature]

[Name of signing authority]

[Designation of signing authority]

In case of any queries / concerns, You can reach Us at:

Call us at 1800-425-6969 (Toll Free) Or 022-4179 0300 (8 am – 8 pm) / Fax: 022-4023 1225	Email Us at indiaservice@pnbmetlife.co.in	Visit www.pnbmetlife.com to manage your policy online. Register online using your Customer ID & Policy No.	Visit your nearest PNB MetLife Office. Our address details are available on www.pnbmetlife.com
--	--	---	--

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN: 117N093V03

Date of last modification: [19/05/2017]

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

GROUP POLICY PREAMBLE

[PNB MetLife Complete Care Plus]

Non-linked, Non-participating one year renewable Group Term Assurance Plan

This is a contract of insurance between You and PNB MetLife India Insurance Company Limited. This contract of insurance has been effected on receipt of the due premiums/ premium deposit and is based on the details provided in the Application received together with the other information, documentation and declarations received from You for effecting a life insurance contract on the lives of the persons named in the Group Policy Schedule below.

We agree to pay the benefits under this Group Policy on the occurrence of the insured event described in Part C of this Group Policy, subject to the terms and conditions of the Group Policy.

On examination of the Group Policy, if You notice any mistake or error, please return the Policy document to Us in order that We may rectify the mistake/error.

Signed by and on behalf of PNB MetLife India Insurance Company Limited

[Signature]

[Name of signing authority]

[Designation of signing authority]

GROUP POLICY SCHEDULE

Name of the Plan	[PNB MetLife Complete Care Plus]
Nature of the Plan	[Non-linked, Non-participating one year renewable Group Term Assurance Plan]
UIN	[117N093V03]

Group Policy number	Date of issue	Issuing office
---------------------	---------------	----------------

1. Details of the Group Policyholder

Name of the Group
Policyholder

Lender-Borrower Group Y/N

2. Group Policy Details

Date of Inception of the Group Policy	
Annual Renewal Date	
Term of Cover	One year from the Date of Inception of the Group Policy
Free Cover Limit / Risk Cover Limit	
Base Plan	PNB MetLife Complete Care Plus
Riders Applicable	
Number of lives (At inception)	
Initial Premiums Received	Rs.
Initial Coverage Amount per Member	<Sum Assured for Flat Coverage> <Sum Assured for each Category for Graded Coverage>
Initial Total Coverage Amount	Rs.
Premium Due Dates	
Definition of Insured Member	
Risk Ceasing Age	

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE). UIN: 117N093V03

Date of last modification: [19/05/2017]

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

Eligibility Criteria	
Special Provisions	E.g., Waiting Period

3. Coverage Structure

Grade Description	Base Plan	MetLife Group ADB Plus	MetLife Group SI (only for Employer Employee)	MetLife Group APTD Plus	MetLife Group APPD Plus
Employee / Member Cover		-	NA	-	-

4. Contribution: Premiums to be borne by

Contribution	Grade Name	Base Plan	MetLife Group ADB Plus	MetLife Group SI (only for EE)	MetLife Group APTD Plus	MetLife Group APPD Plus
			-	NA	-	-
			-	NA	-	-

*PH: Group Policyholder, IM: Insured Member

5. Details of Agent/Corporate Agency/Intermediary

Name	
License number	
Phone number	
Address	
Email address	

6. Premium Details

Premium payment type	[Regular Premium]
Premium amount	Rs. <>
Service tax/cess*	
Total premium amount	Rs. <>

* Includes service tax at prevailing rates. Premium rates are subject to change in case of any variance in the present tax rates or in the event of any new or additional tax/levy being made applicable/ imposed on the premium(s) competent authority, the same would be borne by the Group Policyholder.

PART – B

DEFINITIONS APPLICABLE TO YOUR POLICY

The words or terms below that appear in this **Group Policy** in initial capitals and bold type will have the specific meaning given to them below. These defined words or terms will, where appropriate to the context, be read so that the singular includes the plural, and the masculine includes the feminine.

1. **Accident** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Age** means the age of the **Insured Member** as of last birthday.
3. **Appointee** shall mean a person who is appointed by the **Insured Member** to receive the **Sum Assured** for and on behalf of the **Nominee**, if the **Nominee** is a minor on the date of the payment of the **Sum Assured** on the happening of the insured event.
4. **Annual Renewal Date** means the date on which the **Group Policy** is due for renewal as stated in the **Group Policy Schedule**.
5. **Authority** means the Insurance Regulatory and Development Authority of India
6. **Credit Account Statement** means the statement which is provided by **You** to **Us** in accordance with **Part C**.
7. **Date of Inception of the Group Policy** means the date of commencement of risk under this **Group Policy** with respect to an **Insured Member** as specified in the **Group Policy Schedule**.
8. **Effective Date of Coverage** is same as the date on which an **Eligible Member** is added to the **Group Policy** as an **Insured Member**.
9. **Eligible Member** means a person who meets and continues to meet all the eligibility criteria specified in the **Group Policy Schedule**.
10. **Group Policy** shall mean this this contract of insurance, as evidenced by the **Policy Document**
11. **Group Policy Schedule** means the policy schedule set out above that **We** have issued, along with any annexures, tables and/or endorsements, attached to it from time to time.
12. **Insured Member** means an **Eligible Member** who is named as a person insured in the **Group Policy Schedule**.
13. **Nominee** means the person named in the **Group Policy Schedule** to receive the benefits under the **Group Policy** in respect of the **Insured Member**.
14. **Non - Medical Insurance Limit** means the maximum amount of insurance coverage agreed to be provided to the **Insured Member** who submits a satisfactory Declaration of Good Health with **Us**.
15. **Outstanding Loan Balance Amount** means the amount of total outstanding loan amount which is payable by the **Insured Member** to **You** on the date of the **Insured Member's** death.
16. **Policy Document** means this **Group Policy**, any endorsements in this document issued by **Us**, the **Group Policy Schedule**, the **Application** and the **Annexure**.

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN: 117N093V03

Date of last modification: [19/05/2017]



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

17. **Premium** means the payment of one of the regular periodic payments that **You** pay or agree to pay to **Us** for effecting or continuing the coverage under this **Group Policy** as stated in the **Group Policy Schedule**.
18. **Premium Due Date** means the date on which the **Premium** becomes payable as stated in the **Group Policy Schedule**.
19. **"Regulated entities"** means entities falling in any of the below criteria:
- i. Reserve Bank of India (RBI) Regulated Scheduled Commercial Banks with RBI regulated Scheduled Banks (including Co-operative Banks).
 - ii. NBFCs having Certificate of Registration from RBI.
 - iii. National Housing Bank (NHB) Regulated Housing Finance Companies.
20. **Rider** means the rider terms and conditions that are attached to and form a part of the **Group Policy**. The **Group Policy Schedule** will specify if any **Riders** are available and in force under the **Group Policy**.
21. **Sum Assured** means the amount that **We** promise to pay upon the death of an **Insured Member** covered under this **Group Policy**.
22. **Waiting Period** shall mean a period of 30 days from the date on which the **Insured Member** was added to the **Group Policy**. In case of the death of the **Insured Member** during the **Waiting Period**, the **Sum Assured** shall not be payable except in the case of the death happening on account of an **Accident**. **Waiting Period** shall be applicable only to groups where membership is voluntary in nature.
23. **We, Us or Our** means PNB MetLife India Insurance Company Limited.
24. **You or Your** means the **Group Policyholder** named in the **Group Policy Schedule**.



PART – C

POLICY FEATURES, BENEFITS & PREMIUM PAYMENT CONDITIONS

1. Policy Features

PNB MetLife Complete Care Plus is a non-linked, non-participating one year renewable Group Term Assurance Plan. This Group Policy offers the benefits listed below and is renewable annually. The benefits will be payable subject to the terms and conditions of this Group Policy, including the Premium Payment Conditions set out below.

2. Commencement of Insurance Coverage for Insured Members

2.1. Insurance coverage under this Group Policy for an Insured Member shall commence after the completion of the waiting period of 30 days from the date on which the Insured Member was added to the Group Policy as an Insured Member.

2.2. Increase or Decrease in Insurance Coverage of Insured Members

2.3. No increase or decrease to the benefits for the Insured Members shall be permitted.

3. Policy Benefits

3.1. Death Benefit for Insured Members

On the occurrence of the death of an Insured Member when the Group Policy is in force the Sum Assured would be payable as death benefit by Us. If the Insured Member's death occurs during the Waiting Period and while the Group Policy is in force, the Sum Assured shall not be payable unless the Insured Member's death is due to an Accident.

3.2. Payment to Nominee(s) & Conditions Applicable to Lender-Borrower Groups

For Other than Regulated Entities:

Upon the intimation of claim to Us by You in the manner prescribed under Clause 7 in Part D of this Policy Document and after Our scrutiny of the documents and satisfaction of the bonafides of the claim, We shall pay the Sum Assured under the Group Policy to the Nominee(s) and/or the Appointee, as the case may be, and shall stand discharged of Our obligation under the Group Policy, upon such payment. For administrative convenience, We may make the payment to the Nominee and/or the Appointee through You.

For Regulated Entities:

(i) The Insured Member shall give Us a written authorization in the form specified by Us to make payment of the Insured Member's Outstanding Loan Balance Amount to You on his death from the Death Benefit payable under this Group Policy. This written authorization may be given to Us at the stage of addition to the Group Policy as an Insured Member or at any time thereafter when the Insured Member's cover under the Group Policy is in force;

(ii) If We have received a written authorization from the Insured Member to make payment of the Insured Member's Outstanding Loan Balance Amount to You, then on the death of the Insured Member when the Group Policy is in force, We will pay the Outstanding Loan Balance Amount to You (to the extent of the Sum Assured) and the remainder of the Sum Assured amount, if any, shall be payable to the Nominee/legal heirs of the Insured Member, in the Nominee's name. We shall, under no circumstance, pay any amount more than the Outstanding Loan Balance as provided in the Credit Account Statement, to You.

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN: 117N093V03

Date of last modification: [19/05/2017]



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

(iii) You agree that in order for the **Outstanding Loan Balance Amount** in respect of an **Insured Member** to be paid to You from the Death Benefit of the **Insured Member**, You shall provide Us within 90 days of the **Insured Member's** death a **Credit Account Statement** in the form specified by Us, which shall contain at least the following details:

- (a) Your name;
- (b) Your Group Policy Number;
- (c) **Insured Member's** name (per Your records);
- (d) Date on which the **Insured Member's** cover under the **Group Policy** commenced;
- (e) **Sum Assured**;
- (f) Original loan amount (per Your records);
- (g) Complete particulars of recoveries made by You towards the loan;
- (h) **Outstanding Loan Balance Amount** as on the date of the **Insured Member's** death;
- (i) Balance claim amount payable to the **Nominee** of the **Insured Member**;
- (j) Declaration/Undertaking by You that the details in the **Credit Account Statement** have been verified for accuracy.

(iv) Following payment of the death benefit to You, We will provide the **Nominee** of the **Insured Member** with complete details of the amount equal to the **Outstanding Loan Balance Amount** that has been paid to You and the balance amount (if any) to the extent of the **Sum Assured** amount that has been paid to the **Nominee/legal heirs** of the **Insured Member**. This statement of details shall be provided to the **Nominee** of the **Insured Member** even if no amount was payable to the **Nominee** of the **Insured Member** as the **Sum Assured** was exhausted in the payment of the **Outstanding Loan Balance Amount**.

(v) We may, in Our discretion, on the completion of the financial year followed by Us, carry out an audit of the **Credit Account Statements** provided to Us by You in respect of the **Insured Members**. If there is any discrepancy in any such statements We will pay the difference in amounts to the **Nominee** of the **Insured Member** and You shall be solely and absolutely liable to re-pay this amount to Us with interest at the rate specified by Us within 15 days of Us identifying the discrepancy and notwithstanding Our rights to commence any other actions under applicable law.

(vi) Where the claim discharge form issued by the **Nominee** is obtained through You, then in such case, You shall submit to Us a certification/declaration, either in the claim discharge form or by way of a separate document, that the **Nominee** who submitted the claim discharge form is the same person who has been registered by You as the **Nominee** under the **Group Policy**.

3.3. Suicide Exclusion

If the **Insured Member's** death is due to suicide (whether sane or insane at the time) within one year from the **Date of Inception of the Group Policy**, Our liability to make payment under the **Group Policy** will be limited to refunding 80% of the **Premium** received in respect of the **Insured Member**, without interest.



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

4. Premium Payment Conditions

4.1. Payment of Premium

You shall pay the **Premium** in full by the **Premium Due Date** and in any event before the expiry of the grace period (a period of 15 days if the **Premium** is payable monthly and a period of 30 days if the **Premium** is payable in quarterly and half-yearly mode). If the **Premium** is not received in full at the expiry of the grace period the **Group Policy** shall lapse and insurance cover under this **Group Policy** for all **Insured Members** shall forthwith terminate. Upon the **Insured Member's** death during the grace period, the benefits under this **Group Policy** shall be payable in full. For any new **Insured Member** covered by this **Group Policy**, a proportionate **Premium** shall be charged from the day he becomes an **Insured Member**, up to the next **Annual Renewal Date** or the next **Premium Due Date** whichever occurs first. Insurance cover for such **Insured Members** shall not commence unless such proportionate **Premium** is paid to Us.

We shall be responsible to an **Eligible Member** or their **Nominees**, as applicable, for the **Sum Assured** in case of Your failure to remit the premiums received/collected from any such **Eligible Member** provided the **Eligible Member** or his/her **Nominee** is able to prove to Us that he/she had paid the necessary premium to You and had secured a proper receipt leading him/her to believe that the **Eligible Member** was covered under the **Group Policy**. In any such event, You shall be solely and absolutely liable to re-pay the amount paid by Us to any such **Eligible Member** or his/her **Nominee** with interest at the rate specified by Us within 15 days of Us raising a demand with You in this regard.



PART – D

GROUP POLICY SERVICING CONDITIONS

You are requested to refer to the Policy Servicing Conditions described below before making a request for Policy servicing to Us.

1. Free Look Period

- 1.1. You have a period of 15 days from the date of receipt of the Group Policy to review the terms and conditions of this Group Policy. If You have any objections to the terms and conditions, You may cancel the Group Policy by giving written notice to Us stating its reasons for objection and You will be entitled to a refund of the Premium received subject to a , deduction of proportionate risk premium for the period of cover , deduction of expenses incurred on medical examination of the Insured Members (if any) and the stamp duty charges. All rights under this Group Policy shall immediately stand extinguished at the cancellation of the Group Policy.
- 1.2. If the Premium is paid entirely by the Insured Member and the Insured Member disagrees with the terms and conditions of the Group Policy, he may cancel his coverage under the Group Policy by giving Us a written notice within 15 days of receiving confirmation of coverage stating the reasons for objection and We shall refund the Premium received in respect of such Insured Member after deducting proportionate risk premium for the period of cover, stamp duty charges and expenses towards medical examination, if any, for that Insured Member.

2. Revival

The Group Policy may be revived within the earlier of 60 days from the date of lapse or within the next Annual Renewal Date provided that You give Us written notice for revival along with the due Premium in full. The Group Policy will be revived in accordance with Our Board approved underwriting policy.

3. Group Policy Renewal

- 3.1. This Group Policy shall be renewed on mutually agreed terms, on the Annual Renewal Date.
- 3.2. You shall provide all requisite information with respect to this insurance cover, as may be reasonably requested by Us from time to time, in order to facilitate the renewal pricing of the Group Policy
- 3.3. If You decide to renew the Group Policy with Us, You shall communicate the decision to Us in writing before the Annual Renewal Date and You shall make the payment towards applicable renewal Premium on the Annual Renewal Date.

4. New Members Addition

After the Effective Date of the Group Policy or the Annual Renewal Date, an Eligible Member shall become an Insured Member only after due intimation to Us and submission of all information and details in the form and manner specified by Us provided coverage of such Insured Member shall commence in accordance with Part C. We shall require evidence of insurability for providing the group life cover to the Insured Members in accordance with Our Board approved underwriting policy.

5. Loan

Loans are not available under this Group Policy.

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN: 117N093V03

Date of last modification: [19/05/2017]



6. Claims Procedure

Written notification of a claim shall be given to Us along with following information and documentation within 90 days of the death of an **Insured Member** or as soon thereafter as is reasonably possible:

- (a) Claimant statement in format prescribed by Us, duly completed.
- (b) Certified copy of the official death certificate issued by a competent authority acceptable to Us.
- (c) **Credit Account Statement** showing the **Outstanding Loan Balance Amount** of the **Insured Member** (applicable only in case of Lender – Borrower groups)
- (d) **Your** declaration and certificate that that the **Insured Member** was a member of **Your** group at the time of the death of **Insured Member**.
- (e) Last attending physician's certificate, in the format provided by the Us, if the death of the **Insured Member** is due to a natural cause.
- (f) Police inquest report and post mortem report if the death of the **Insured Member** is due to an unnatural cause.
- (g) Certification of the details of the **Nominee** (if any).
- (h) Any additional document(s) as required by Us.

In the event of delay in intimation of a claim to Us, due to reasons beyond **Your/claimant's** control, **We** may condone such delay on merits.

7. Provision of Information

You shall furnish Us with all particulars relevant to the **Group Policy** and to the operation of this **Group Policy** and the particulars so furnished may be accepted by Us as conclusive. You shall also furnish the relevant particulars to Us upon an **Insured Member** or a **Nominee** becoming entitled to receive the benefits under the **Group Policy**, and We shall pay the appropriate benefits. Proof of existence and identity of the **Insured Member** or the **Nominee**, as the case may be shall be furnished to Us before the payment of benefit is made.

8. Termination of the Group Policy

8.1. Coverage under this **Group Policy** for all **Insured Members** shall terminate on the occurrence of the earliest of the following:

- (a) Expiration as a result of non-payment of **Premium** due within the grace period or renewal **Premiums** as set out in **Part C**.
- (b) Termination of the **Group Policy** by the **Group Policyholder**.

You may terminate this **Group Policy** by giving Us at least 30 days written notice. If the **Group Policy** is terminated by You, 100% of the **unexpired Premium** shall be refunded without interest, provided however in the event of such termination, the **Insured Member(s)** shall have the option to continue the risk cover on an individual basis till the expiry of the coverage.

8.2. Coverage of an **Insured Member** shall terminate automatically on the occurrence of earliest of the following:

- (a) The **Insured Member's** death;

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN 117N093V03

Date of last modification: [19/05/2017]



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

(b) The date the **Insured Member** ceases to be an **Eligible Member** or voluntarily withdraws from the membership;

Any termination of coverage of an **Insured Member** shall be without prejudice to any claim originating prior to the effective date of such termination. In case the **Insured Member** exits the **Group Policy** by way ceasing to be an **Eligible Member** or voluntarily withdraws from the membership, 100% of the **unexpired Premium** with respect to the **Insured Member** shall be refunded without interest.



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

Non-linked, Non-participating one year renewable Group Term Assurance Plan

PART – E

POLICY CHARGES

There are no policy charges applicable under the **Group Policy**.



PART – F

GENERAL TERMS & CONDITIONS

The following general terms and conditions are applicable to Your Group Policy.

1. Assignment as per Section 38 of the Insurance Act 1938:

Assignment shall be allowed as per the Section 38 of Insurance Act, 1938, as amended from time to time. **Nomination as per Section 39 of the Insurance Act, 1938:**

The Insured Member may nominate Nominee(s) or change an existing Nominee before the completion of Policy Term in accordance with and subject to the provisions of Section 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 for your reference

Taxation

Any tax benefits under the Group Policy shall be in accordance with the prevailing laws relating to taxation in India and any amendments thereto from time to time. We reserve the right to deduct charge or recover taxes

2. or applicable duties in accordance with applicable law from any payments received or made under or in relation to the Group Policy. Tax benefits are subject to change.

3. Governing laws and jurisdiction

The terms and conditions of the Policy shall be governed by and be interpreted in accordance with Indian law and all disputes and differences arising under or in relation to the Policy shall be subject to the sole and exclusive jurisdiction of the courts situated in Mumbai.

4. Section 45 of the Insurance Act 1938

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 commencement 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.

1. A policy of life insurance may be called in question at any time within three years from the date of commencement 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. For the purposes of this sub-section, the expression 'fraud' means any of the following acts committed by the insured or by his agent, with the intent to deceive the insurer or to induce the insurer to issue a life insurance policy:

- a. the suggestion, as a fact of that which is not true and which the insured does not believe to be true;
- b. The active concealment of a fact by the insured having knowledge or belief of the fact;
- c. Any other act fitted to deceive; and
- d. Any such act or omission as the law specifically declares to be fraudulent.



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

Mere silence as to facts likely to affect the assessment of risk by the insurer is not fraud, unless the circumstances of the case are such that regard being had to them, it is the duty of the insured or his agent, keeping silence to speak, or unless his silence is, in itself, equivalent to speak.

2. 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 misstatement 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. A person who solicits and negotiates a contract of insurance shall be deemed for the purpose of the formation of the contract, to be the agent of the insurer.
3. A policy of life insurance may be called in question at any time within three years from the date of commencement 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. In case of repudiation of the policy on the ground of misstatement or suppression of a material fact, and not on ground of fraud, the premiums collected on the policy till 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. The mis-statement of or suppression of fact shall not be considered material unless it has a direct bearing on the risk undertaken by the insurer, the onus is on the insurer to show that had the insurer been aware of the said fact, no life insurance policy would have been issued to the insured.
4. 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.

5. **Fraud, Misrepresentation and Forfeiture:** Fraud, Misrepresentation and Forfeiture would be dealt with in accordance with provisions of **Section 45** of the **Insurance Act 1938** as amended from time to time. A Leaflet containing the simplified version of the provisions of **Section 45** is enclosed in **Annexure A** for your reference.

6. Address for communications

All notices and communications with respect to this Group Policy shall be sent to Us at following address:

PNB MetLife India Insurance Company Limited,

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001, Karnataka.

Call us Toll-free at 1-800-425-6969,

Website: www.pnbmetlife.com,

Email: indiaservice@pnbmetlife.co.in or

Write to us: 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. Phone: +91-22-41790000, Fax: +91-22-41790203

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE). UIN: 117N093V03

Date of last modification: [19/05/2017]

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

7. Loss of the Group Policy document

If the Group Policy is lost or destroyed, You may make a written request for a duplicate Group Policy which We will issue duly endorsed to show that it is in place of the original document, provided that We receive the fee prescribed by Us for issuing the duplicate policy document. Upon the issue of a duplicate policy document, the original shall cease to have any legal force or effect. You agree that You shall indemnify and hold Us free and harmless from and against any claims or demands that may arise under or in relation to the original Group Policy document.



PART – G

GRIEVANCE REDRESSAL MECHANISM & OMBUDSMAN DETAILS

Grievance Redressal Mechanism

In case You/Insured Member/Nominee have any query or complaint or grievance, You/Insured Member/Nominee may approach Our office at the following address:

PNB MetLife India Insurance Company Limited,

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001, Karnataka.

Call us Toll-free at 1-800-425-6969.

Website: www.pnbmetlife.com.

Email: indiaservice@pnbmetlife.co.in or

Write to us: 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062.

Phone: +91-22-41790000, **Fax:** +91-22-41790203

Please address Your/Insured Member's/Nominee's queries or complaints to Our customer services department, and Your/Insured Member's/Nominee's grievances to Our grievance redressal officer, who are authorized to review Your/Insured Member's/Nominee's queries or complaints or grievances and address the same. Please note that only an officer duly authorized by Us has the authority to resolve Your/Insured Member's/Nominee's queries or complaints or grievances. We shall in no way be responsible, or liable, or bound by, any replies or communications or undertakings, given by or received from, any financial advisor or any employee who was involved in selling You this Group Policy.

In case You are not satisfied with the decision of the above office, or have not received any response within 10 days, You may contact the Authority by any of the following means for resolution:

Authority Grievance Call Centre (IGCC)

Toll Free No.: 155255

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

You can write or fax your complaints to

Consumer Affairs Department

Insurance Regulatory and Development Authority of India

9th Floor, United India Towers, Basheerbagh, Hyderabad – 500 029, Andhra Pradesh

Fax No.: +91-40- 6678 9768

E-mail ID: complaints@irda.gov.in

In case You/Insured Member/Nominee are not satisfied with Our decision/resolution of the Company, You/Insured Member/Nominee may approach the Insurance ombudsman at the address in the list of ombudsman below, if Your/Insured Member's/Nominee's grievance pertains to:

- (a) Insurance claim that has been rejected or dispute of a claim on legal construction of the Group Policy;
- (b) Delay in settlement of claim;

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN 117N093V03

Date of last modification: [19/05/2017]

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

- (c) Dispute with regard to premium; or
- (d) Non-receipt of Your Group Policy document.

The complaint should be made in writing duly signed by the You, Insured Member/Nominee or with full details of the complaint and the contact information of complainant

As per Rule 13(3) of the Redress of Public Grievances Rules 1998, the complaint to the insurance ombudsman can be made:

- (a) Only if the grievance has been rejected by the grievance redress machinery of the Insurer;
- (b) Within a period of one year from the date of rejection by the insurer; and
- (c) If it is not simultaneously under any litigation.



PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

List of Insurance Ombudsman

CONTACT LOCATION	CONTACT DETAILS	JURISDICTION
AHMEDABAD	2nd floor, Ambica House, Near C.U. Shah College, Ashram Road, Ahmedabad – 380 014 Tel.: 079-27546840, 27545441. Fax: 079-27546142 Email: bimalokpal.ahmedabad@gbic.co.in	State of Gujarat, Union Territories of Dadra & Nagar Haveli and Daman and Diu.
BENGALURU	19/19, Jeevan Soudha Building, Ground Floor 24th Main, J.P. Nagar First Phase, Bengaluru- 560 025 Tel.: 080 – 26652049/26652048 Email: bimalokpal.bengaluru@gbic.co.in	State of Karnataka.
BHOPAL	Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, Bhopal – 462 003. Tel.: 0755-2769201/202. Fax: 0755-2769203 Email: bimalokpal.bhopal@gbic.co.in	States of Madhya Pradesh and Chhattisgarh.
BHUBANESHWAR	62, Forest park, Bhubneshwar – 751 009. Tel.: 0674-2596003/2596455. Fax: 0674-2596429 Email: bimalokpal.bhubaneswar@gbic.co.in	State of Orissa.
CHANDIGARH	S.C.O. No. 101-103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172-2706468, 2773101. Fax: 0172-2708274 Email: bimalokpal.chandigarh@gbic.co.in	States of Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir and Union Territory of Chandigarh.
CHENNAI	Fatima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, Chennai – 600 018. Tel.: 044-24333668/24335284. Fax: 044-24333664 Email: bimalokpal.chennai@gbic.co.in	State of Tamil Nadu and Union Territory Pondicherry Town and Karaikal (which are part of Union Territory of Pondicherry).
DELHI	2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011-23234057/23232037. Fax: 011-23230858 Email: bimalokpal.delhi@gbic.co.in	State of Delhi.
ERNAKULAM	2nd Floor, CC-27/2603, Pulinat Building, M.G. Road, Ernakulam, Kochi-682 015. Tel.: 0484-2358759, 2359338. Fax: 0484-2359336 Email: bimalokpal.ernakulam@gbic.co.in	State of Kerala and Union Territory of (a) Lakshadweep (b) Mahe – a part of Union Territory of Pondicherry
GUWAHATI	Jeevan Nivesh' Bldg., 5th Floor, Near. Pan bazar over bridge, S.S. Road, Guwahati – 781001. Tel.: 0361-2132204/2132205. Fax: 0361-2732937 Email: bimalokpal.guwahati@gbic.co.in	States of Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD	6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040-65504123/23312122. Fax: 040-23376599 Email: bimalokpal.hyderabad@gbic.co.in	State of Andhra Pradesh, Telangana, Union Territory of Yanam which is a part of Territory of Pondicherry.
JAIPUR	Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Road, Jaipur - 302 005. Tel.: 0141 -2740363 Email: bimalokpal.jaipur@gbic.co.in	State of Rajasthan.

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE) UIN 117N093V03

Date of last modification: [19/05/2017]

PNB MetLife Complete Care Plus – Policy Terms and Conditions (Non-EE)

KOLKATA	Hindustan Bldg. Annexe, 4, C.R. Avenue, 4th Floor, KOLKATA - 700 072. TEL : 033-22124339/22124346. Fax : 033-22124341 Email:- bimalokpal.kolkata@gbic.co.in	States of West Bengal, Sikkim and Union Territories of Andaman and Nicobar Islands.
LUCKNOW	6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow-226 001. Tel.:- 0522-2231330/1 Fax:- 0522-2231310 Email:- bimalokpal.lucknow@gbic.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.:- 022-26106552/6960. Fax:- 022-26106052 Email:- bimalokpal.mumbai@gbic.co.in	States of Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
NOIDA	Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector-15, G.B. Nagar, NOIDA-201301 Tel.:- 0120-2514250/51/53 Email: bimalokpal.noida@gbic.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA	Kalpana Arcade Building, 1st Floor, Bazar Samiti Road, Bahadurpur, Patna- 800 006 Tel.: 0612- 2680952 Email: bimalokpal.patna@gbic.co.in	States of Bihar and Jharkand
PUNE	3rd Floor, Jeevan Darshan Bldg., N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020 -32341320 Email: bimalokpal.pune@gbic.co.in	State of Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.