

Aditya Birla Sun Life Insurance
Group Protection Solutions

Frequently Asked Questions

ABSLI Group Protection Solutions - Frequently Asked Questions

Presenting ABSLI Group Protection Solutions, a policy for voluntary coverage offered to Banking Customers of Aditya Birla Idea Payments Bank (ABPB).

1. What is ABSLI Group Protection Solutions?

- ABSLI Group Protection Solutions is a pure risk coverage plan, which offers financial protection to your family members in case of your death (natural or accidental). It provides peace of mind to you and provides support to your dependents to continue their life in a dignified manner, even in the absence of the earning member.

2. Am I eligible for this plan?

- You are eligible if -
 - You are between age 18 and 50 years (age last birthday);
 - You are holding a bank account with Aditya Birla Payment Bank; and
 - You are a Resident
 - Have a Full KYC update status.

3. How can I buy this plan?

- You can buy this plan if you are an active ABPB savings/wallet account holder meeting the eligibility criteria, on completion of the enrolment form and the Declaration of Good Health.

4. What are the payment options available to me?

- You have 2 payment options, Annual and Monthly. However, any change to the mode can be done only at your next enrolment and not in between the policy year. For all monthly mode policies, since premium is paid on installment basis, in case of any claim balance of remaining installment premium will be deducted from the claim amount

5. What is the Basic Death Benefit under this plan?

- In an event of the death of the Member, ABSLI shall pay the Sum Assured for Basic Death Benefit as mentioned in the Certificate of Insurance to the nominee / legal heir, as the case may be, subject to applicable exclusions as mentioned in the T & C. Please refer to the T & C for further details.

6. What is the Accidental Death Rider Benefit under this plan?

- In an event of the death of the Member due to an Accident, ABSLI shall pay the Sum Assured for Accidental Death Benefit as mentioned in the Certificate of Insurance to the nominee / legal heir, as the case may be, subject to applicable exclusions.

The total coverage for the specific member shall cease on payment of any of the benefits.

7. What is the Sum Assured available under this plan?

- The Sum Assured available under this plan are as follows:

Level	Death Benefit	AD Rider Benefit
L1	1 Lac	1 Lac
L2	3 Lacs	3 Lacs
L3	5 Lacs	5 Lacs
L4	10 Lacs	10 Lacs

The above fixed packages are available to eligible customers satisfying the following self-declared income conditions:

Level	Traditional Customers	Digital Customers
L1	Available	Available
L2	Available	Available
L3	Income >= 1.2 Lacs	Income >= 1.2 Lacs
L4	Not Available	Income >= 2 Lacs

For the purpose of the above eligibility, traditional customers are the ones who have enrolled into the bank through retail outlets, while the Digital Customers are the ones who have opened (Self apply) their Aditya Birla Payment Bank accounts through mobile banking & internet banking.

8. What are the premium rates in this plan?

- The annual premium rates for the age group 18 - 50 years under this plan are as follows:

Level	Annual Premium Rates (Per 1,00,000 Sum Assured)	
	Basic Death Benefit	Accidental Death Benefit
L1 - L4	240.38	62.21

The premium rates mentioned above are per 1,00,000 sum assured. Premium rates are annually reviewable on the scheme anniversary. Premiums are payable in advance. GST payable additionally at prevailing rates.

9. Do I need to undergo any medical tests?

- No, you need not undergo any medical tests to get this plan. Coverage is basis the declaration of good health at the time of enrolment.

10. Is there any Income Tax exemption and if “Yes” under which section and what amount?

- Yes. The premium paid is eligible for Income Tax benefits under Section 80 C.

11. What is the claim processing mechanism?

The group member should notify the group policyholder ABPB on their toll free number 18002092265, ABPB will further notify ABSLI.

Documents required to settle a Death Claim are:

- Copy of death certificate issued by Municipal Authority
- Death claim form dully filled
- Claimant’s statement to be filled by the nominee/Legal heir of the deceased member
- Medical Attendant’s Certificate
- Relationship proof / evidence from the nominee/Legal hire establishing his/her relationship with the deceased member - KYC proofs
- Pre Printed cancelled cheque / bank statement / passbook copy containing Account No. and IFSC code from the beneficiary for NEFT payment

In case of Unnatural or Accidental Death following additional requirements shall be called for certified copies of which need to be attested with seal and signature of the Group Policyholder.

1. First Information Report
2. Post Mortem Report

In case the nominee / beneficiary predeceases the Member Insured, claim shall be processed in accordance with the additional legal requirements required to disburse the claim to the legal heirs of the deceased member.

ABSLI may request additional information or requirement to support a proof of claim along with proof of death. If the information or requirements are not provided, benefits will not be payable till such information or requirements are received.

Wherever warranted, ABSLI may conduct Investigations to ascertain the genuineness of the Claim.

ABSLI will ensure that the Investigations, Claim decision etc are completed as soon as possible and within the Regulatory timelines set for the same.

12. In how many days should the claim be submitted?

- The claim should be submitted as soon as possible ideally within 30 Days from the date on which the claim arises.

13. In how many days will the claim be processed?

- A claim can be intimated by calling the ABPB contact centre toll free number (1800 209 2265). After this the insurance company will contact the Nominee/Legal heir/Claim initiator and communicate the list of documents and formalities to be carried out generate a claim number and share the same with you for future reference of the claim.

14. What is the claim settlement period?

- Please refer to Certificate of Insurance (Col) or contact call centre for details.

15. When does the cover terminate?

- The coverage under this policy shall terminate on occurrence of any of the following events:
 - (i). For Group Policyholder, upon cancellation of this Group Policy by the Group Policyholder by giving a minimum of 30 days written notice to ABSLI.
 - (ii). For Member, upon the earliest of the:
 - a. Payment of Basic Death Benefit
 - b. Payment of Accidental Death Benefit
 - c. The member cover renewal date following the date on which member attains age 51 years.
 - d. In case of non-receipt of premium / renewal premium for the Insured Member concerned on or before the premium / renewal due date
 - e. The date the member ceases to be an Aditya Birla Payment Bank account customer, for any reason. If this occurs during the coverage year, in case the customer has opted for the annual mode of premium payment, the coverage will continue until expiry of the coverage year and shall not be renewed thereafter. In case of monthly mode of premium, the coverage shall continue for the period for which the premium has been paid.

16. Can the cover be reinstated?

- The cover cannot be reinstated once it is lapsed.

17. Is there a Grace Period for the premiums to be paid?

- A grace period of 30 days from the premium due date is available to the members covered under this plan.

18. Is there any waiting period for any of the benefits?

For death benefit waiting period of 45 days shall apply, accidental deaths will be covered during this period.

19. When would the insurance cover start?

20. The insurance cover start will be as per the date of risk commencement in the COI.

21. Is there a free look period available?

➤ There is no freelook period available under this plan.

22. What are the exclusions under this plan?

The following are the exclusions for Death Benefit under this plan:

- a. **Suicide Clause:** If a Member commits suicide, whether sane or insane or not at the time in the first year of coverage. Under such circumstances, liability of ABSLI shall be limited to a refund of the 80% of the Premium(s) received, without any interest. Such refund shall be made to the Nominee of the deceased Member.
- b. **Waiting Period Clause:** No life insurance cover shall be available during a period of 45 days starting from the Date of Commencement of Cover, except death due to accident.

The following are the exclusions for Accidental Death Benefit under this plan:

- **Suicide:** ABSLI will not pay any part of this rider sum assured if the death of the Life Insured is a direct or indirect result of suicide or attempted suicide, while sane or insane
- **Others :** ABSLI will not pay any part of this rider sum assured if the death of the Life Insured is a direct or indirect result of any of the following:
 - Intentional self-inflicted injury, suicide or attempted suicide, while sane or insane
 - War, invasion, act of foreign enemy, hostilities (whether war be declared or not), armed or unarmed truce, civil war, mutiny, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, strikes
 - Taking part in any naval, military or air force operation during peace time
 - Participation by the insured person in a criminal or unlawful act
 - Insured person being under the influence of drugs, alcohol, narcotics or psychotropic substances unless taken in accordance with the lawful directions and prescription of a registered medical practitioner
 - Death as a result of any disease or infection
 - Participation by the insured person in any flying activity, except as a bona fide, fare-paying passenger of a recognized airline on regular routes and on a scheduled timetable
 - Engaging in or taking part in professional sport(s) or any hazardous pursuits, including but not limited to, diving or riding or any kind of race; underwater activities involving the use of breathing apparatus or not; martial arts; hunting; mountaineering; parachuting; bungee jumping;
 - Any injury incurred before the effective date of the cover
 - Nuclear Contamination; the radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or accident arising from such nature
 - Failure to seek or follow medical advice

23. How can I update the nominee details for this policy?

➤ To all queries please call at ABPB toll free number **1800 209 2265**

24. What is the Grievance Redressal Process?

Grievance Redressal Procedure:

You may register your grievance or complaint specific to this policy with Aditya Birla Sun Life Insurance Head Customer Response & Resolution at Customer Care Unit, G-Corp Tech Park, 5th & 6th

Floor, Kasar Vadavali, Ghodbunder Road, Thane - 400601, or call on our toll free no. 1-800-270-7000 or email us at ABSLI.grouphelpline@adityabirlacapital.com

The complaint should be made in writing duly signed or through email by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant