

“IN THIS POLICY, THE INVESTMENT RISK IN INVESTMENT PORTFOLIO IS BORNE BY THE POLICYHOLDER.”



MetLife India Insurance Company Private Limited
(Insurance Regulatory And Development Authority Life Insurance Registration No.117) Registered Office: 'Brigade Seshamahal',
5, Vani Vilas Road, Basavanagudi, Bangalore - 560 004. www.metlife.co.in Phone: +91-80-2643 8638 FAX: +91-80-2652 1970

Met Gratuity Policy

The MetLife India Insurance Company Limited (“the Company”) has entered into this contract for Met Gratuity (the “Group Policy”) on the basis of the Application of Met Gratuity (the “Application”), any declaration that may be required from the Members and/or the Group Policy Holder (the “Declaration”) and the first Premium received from the Group Policy Holder, for effecting a Met Gratuity scheme for the Members Insured named in the Group Policy Schedule hereto (the “Schedule”).

This Group Policy is subject to Terms and Conditions stated herein and the Final Quote, the Schedule, attached Riders and Addendums.

The Company agrees to pay the benefits stated in this Group Policy, subject to the Terms and Conditions stated herein, while this Group Policy is in force and effect, to the lawfully entitled person.

The effective date and number of this Group Policy are as set out in the Schedule.

Authorized Signatory

MetLife India Insurance Company Ltd

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1.0	Definitions	
1.1	“Account”	: Account is the means of recording the number and value of Units purchased with the contributions made by the Group Policy Holder.
1.2	“Fund Value”	: Fund Value is the total number of Units held in the Account multiplied by the Unit Price (NAV).
1.3	“Accrued Gratuity”	: The benefits payable by way of Gratuity in respect of a Member for the period of service rendered by him with the Employer as per the terms of the employment.
1.4	“Annual Renewal Date”/“Policy Anniversary”	: The date on which the Group Policy is due for renewal as stated in the Schedule.
1.5	“Accumulation Period”	: A period of twelve months ending 31st day of March or any anniversary thereof provided that if the Policy commences on a date other than 1st April, the First Accumulation Year shall be reckoned from the date of commencement to the immediately next 31st March.
1.6	“Annual Wage Bill”	: The total of all Salaries payable by the Employer, on an annualised basis.
1.7	“Total Statutory Gratuity Benefits”	: The Gratuity Benefits specified under the Payment of Gratuity Act, 1972, as amended from time to time that would be payable based on the Members present salary for the Total Service.
1.8	“Extraordinary Gratuity Benefits”	: The Gratuity Benefits higher than that stipulated under the provisions of Payment of Gratuity Act, 1972, as amended from time to time. If this Group Policy provides for Extraordinary Gratuity Benefits the details of the same shall be provided in the Schedule to this Group Policy.
1.9	“Beneficiary”	: The person or persons last nominated by a Member and registered with the Group Policy Holder and the Company to receive the benefits under this Group Policy in the event of the Member’s death while being covered under this Group Policy.
1.10	“Contribution”	: Amount payable by the Trustees to the Company for providing the gratuity benefits to the Members under the Group Policy. Such amount will be arrived at based on actuarial valuation done by the Company
1.11	“Coverage”	: One Year Renewable Group Term Insurance provided to Members under this Group Policy
1.12	“Coverage Amount”	: Refer to Sum Assured
1.13	“Claim”	: Sum Assured of the Group Life Cover payable by the Company on the

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		occurrence of the Insured Event.
1.14	“Effective Date of Coverage”	: The date an Eligible Member becomes an Insured Member under this Group Policy. i.e., the date on which the Company assumes the risk, subject to the provisions of article 3.
1.15	“Effective Date of Group Policy”	: Date the Group Policy takes effect.
1.16	“Eligible Member”	: Person(s) who meet the eligibility criteria as stated in the Schedule and thus become eligible to be covered.
1.17	“Employer”	: Employer is as mentioned in the Schedule.
1.18	“Sum Assured”	: The amount that Company promises to pay on the occurrence of Insured Event(s) as set out in the Schedule.
1.19	“Free Cover Limit”	: It defines the maximum amount of Sum Assured as stated in the Schedule that can be accepted on an Insured Member on a non-individually underwritten basis.
1.20	“Fund”	: Fund means the Employer’s Gratuity Fund constituted under the Trust Deed for payment of benefits under this Group Policy .
1.21	“Fund Options”	: Fund Options means the Debt Fund, Balanced Fund, each as described under Article 5.5 of this Group Policy and any other fund established by The Company from time to time for investment of contributions in accordance with this Group Policy .
1.22	“Future Service”	: This is the service in respect of a Member for the period from the Annual Renewal Date until he or she attains the Normal Retirement Age (NRA).
1.23	“Future Service Liability”	: Future Service Liability is defined as the Sum Assured of Group Life Cover arrived at for each Eligible Member of the Group based on the criteria as indicated in the Accepted Copy of the Final Quote. However, the eligibility of any Insured Member for the Sum Assured above the Free Cover Limit is dependent on the Member fulfilling the Individual Underwriting requirements as set out in the Article 3 of this Group Policy Document.
1.24	“Group”	: The Group refers to the Eligible Employees of the Employer, covered under this Group Policy being issued to the Group Policy Holder
1.25	“Group Policy Holder”	: The Trustees of the Met Gratuity Fund, set up by the Employer, as mentioned in the schedule.
1.26	“Group Life Cover”	: The Company shall be providing Group Life Cover to the Members of this Group policy . This Group Life Cover is an Integral part of this Group Policy and the same is extended to the Eligible Members of the Group in lieu of the Future Service Liability as defined hereinabove and is subject to the terms and conditions laid down in this Group Policy Document.

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1.27	“Individual Underwriting”	:	The process of identifying and classifying the potential degree of mortality risk represented by an Insured Member.
1.28	“Insured Event”	:	Under the circumstances covered in this Group Policy, Insured Event would mean the death of a Member subject to the exclusionary provisions mentioned under Article 6.9 of this Group Policy Document.
1.29	“Member / Insured Member ”	:	An Eligible Member who is covered under the Group Policy and whose name is part of the Annexure to this Group Policy and any Addendum thereto.
1.30	“Normal Retirement Age”	:	This shall be the Age of the Members at which the members are subjected to retirement from the services of the Employer as per the policy of the Employer
1.31	“Premium”	:	Where applicable the Premium refers to one or regular payments required to be made from time to time by the Group Policy Holder to keep the Group Life Cover in force in respect of all Members including new Members.
1.32	“Premium Due Date”	:	The date(s) on which Premium becomes payable and is(are) as mentioned in the schedule.
1.33	“Salary”	:	Salary, unless otherwise specified in the Schedule, shall mean all emoluments which are earned by an employee while on duty or on leave in accordance with the terms and conditions of his employment and which are paid or are payable in to him in cash and includes dearness allowance but does not include any bonus, commissions, house rent allowance, over time wage and other allowance.
1.34	“Service”	:	Continuous service rendered by an Employee with the Employer including periods of authorized leave. For the purpose of calculating completed Service periods, service in excess of six months will be taken as one year service and period upto six months shall be taken as nil.
1.35	“Surrender Penalty”	:	Surrender Penalty is the penalty payable by the Group Policy Holder to the Company upon the Group Policy Holder terminating the Policy.
1.36	“Total Service”	:	The continuous service rendered by an Employee with the Employer (including periods of authorized leave) from the date employee joining the Employer until the employee attains the Normal Retirement Age.
1.37	“Trust” / “Trustees”	:	Trustees shall mean the Trustees for the time being of the Fund and Trust refers to the trust set up by the Employer for administering their gratuity scheme for their Eligible Employees. For the purpose of this Group Policy the terms “Trust” and “trustees” have been used interchangeably.
1.38	“Trust Deed”	:	It is the Trust Deed executed by the Employer for establishing the Fund.
1.39	“Total Sum Assured”	:	Total Sum Assured is the sum of Sum Assured of this Group Policy and any other life coverage on the Insured Member taken by the Group Policy Holder with MetLife India Insurance Company Limited. The Total Sum Assured shall

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			be reckoned only if this Group Policy provides for Extraordinary Gratuity Benefits or the Group Life Cover is in excess of the difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity.
1.40	“Unit”	:	Unit refers to a proportionate part of a unit linked fund solely for the purpose of establishing the benefits under this Group Policy.
1.41	“Unit Price”	:	Unit Price is the price at which the Company allocates/cancels Units in the Fund Option at each Valuation Date.
1.42	“Writing”	:	A record which is on or transmitted by paper or electronic media which is acceptable to the Company and consistent with applicable law.
1.43	Business Day/Working Day		All working days Monday to Friday of the Company's head office, situated at Bangalore, India.
1.44	NAV not available on any business day		In case the company is unable to calculate NAV for any reasons beyond its control the next available NAV will be used for all computations.

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2.0	Contributions	
2.1	Annual Fund Contributions	The amount of Contributions shall be determined by The Company as of the Effective Date of Group Policy and each Annual Renewal Date on the basis of actuarial valuation of the individual employer's gratuity scheme. The contribution is not guaranteed and may vary from year to year.
2.2	Past Service Contribution	The Group Policyholder may pay, at its sole discretion, additional Contributions towards past Service of one or more Members with the same Employer. These Past Service Contributions may be paid in 1/2/3/4/5 annual instalments.
2.3	Payment of Contributions	The Group Policy Holder is solely responsible for making payments of Contributions in time as and when due. The Company is not required to receive Contributions from anyone other than the Group Policy Holder.
2.4	Creation of Account	<p>An Account shall be created for each Group Policy Holder, upon receipt of the Contribution.</p> <p>The Contributions shall be invested in accordance with Article 5 of this Group Policy.</p> <p>The allocated number of Units shall be credited to the Group Policy Holder's Account. Each Account shall reflect:</p> <ul style="list-style-type: none"> • the amount of the Contribution made; • the date of Contribution; • the Name of Unit Linked Fund with proportion as selected by Group Policy Holder; and • the number of Units allocated for each Unit Linked Fund. <p>NAV is the price at which the company allocates/cancels unit in the unit linked fund at each valuation date.</p>
3.0	Commencement of Group Life Cover	
3.1	For the Members joining the Group Policy on the Effective Date of Group Policy	
	3.1.1	<p>In case the Group Life Cover for any Insured Member under this Group Policy is equal to the difference between the Total Statutory Gratuity Benefits, and the Accrued Gratuity of the Member concerned, the Group Life Cover for the Members joining the Group Policy on the Effective Date of Group Policy shall commence from the same date.</p> <p>The Group Life Cover can also be uniform sum assured to be fixed by employer or based on any other formula to be defined by employer and will be mentioned under Policy Schedule.</p>
	3.1.2	If however, the Group Life Cover offered under this Group Policy is in excess of the difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity or if the Group Policy Holder proposes to pay Extraordinary Gratuity Benefits; the Total Sum Assured, as defined hereinabove, shall be considered for determining Individual Underwriting requirements for all Eligible Members to be covered under this Group

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		<p>Policy.</p> <p>In such cases, for Eligible Members with Total Sum Assured for all Group Policies below or equal to the Free Cover Limit, the insurance coverage shall commence on the Effective Date of Group Policy as stated in the Schedule.</p> <p>If however, the Eligible Member's Total Sum Assured is greater than the Free Cover Limit, the insurance coverage up to the Free Cover Limit shall commence on the Effective Date of Group Policy as stated in the Schedule.</p>
		<p>The eligibility of the Insured Member for receiving coverage for the Total Sum Assured above Free Cover Limit shall be determined after completion of the Individual Underwriting process as per the internal guidelines of the Company, the cost of which shall be borne fully by the Company, and coverage shall take effect on the date the Company states in Writing, provided all other eligibility conditions are met by the Insured Member on that date.</p> <p>However, if the Individual Underwriting process cannot be completed due to the Insured Member's inability to complete the process within the time period specified by the Company, or the Company declines coverage for the Total Sum Assured above Free Cover Limit based on the results of the Individual Underwriting process, the Total Sum Assured of such Insured Member shall be restricted to Free Cover Limit.</p>
3.2	New Member Addition	
	3.2.1	<p>New Member will be allowed to enter the Group Policy based on intimation given by the Group Policy Holder to the Company in a form and manner as described hereinafter</p> <p>The Group Policy Holder shall provide the details regarding the new Member in a format and as per a schedule that is mutually agreed upon by the Group Policy Holder and the Company</p>
	3.2.2	<p>In case the Group Life Cover for any Insured Member under this Group Policy is equal to difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity for the Member concerned, the Group Life Cover for the new Member joining the Group Policy would be deemed to have commenced from the date the New Member becomes an Eligible Member under the terms and conditions laid down in the Schedule of this Group Policy.</p>
	3.2.3	<p>If however, the Group Life Cover offered under this Group Policy is in excess of the difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity of the Member concerned or if the Group Policy Holder proposes to pay Extraordinary Gratuity Benefits; the Total Sum Assured, as defined hereinabove, shall be considered for determining Individual Underwriting requirements for all Eligible Members to be covered under this Group Policy.</p> <p>In such cases, for a New Member whose Total Sum Assured for all Group Policies is below or equal to the Free Cover Limit, the insurance coverage would be deemed to have commenced from the date the New Member becomes an Eligible Member under the terms</p>

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		<p>and conditions laid down in the Schedule of this Group Policy.</p> <p>If however, in case of a New Member whose Total Sum Assured is greater than the Free Cover Limit, the insurance coverage up to the Free Cover Limit would be deemed to have commenced from the date the New Member becomes an Eligible Member under the terms and conditions laid down in the Schedule of this Group Policy.</p> <p>The eligibility of the Insured Member for receiving coverage for the Total Sum Assured above Free Cover Limit shall be determined after completion of the Individual Underwriting process as per the internal guidelines of the Company, and coverage shall take effect on the date the Company states in Writing, provided all other eligibility conditions are met by the Insured Member on that date.</p> <p>However, if the Individual Underwriting process cannot be completed due to the Insured Member's inability to complete the process within the time period specified by the Company, or the Company declines coverage for the Total Sum Assured above Free Cover Limit based on the results of the Individual Underwriting process, the Total Sum Assured of such Insured Member shall be restricted to Free Cover Limit</p>
3.3	Increase in cover for existing Insured Members	
	3.3.1	<p>The Insured Member is eligible for increase in Sum Assured of the Group Life Cover during the term of the Group Policy either due to change in the class or grade of an existing Insured Member(s), or a change in salary of such Insured Member(s), or both. However, any such increase shall take effect on the Next Annual Renewal Date subject to the provisions mentioned hereinafter.</p>
	3.3.2	<p>In case the Group Life Cover for any Insured Member under this Group Policy is equal to the difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity for the Member concerned, the increase in Group Life Cover would deemed to be effective from the Next Annual Renewal Date.</p>
	3.3.3	<p>If however, the Group Life Cover offered under this Group Policy is in excess of the difference between the Total Statutory Gratuity Benefits and the Accrued Gratuity of the Member concerned or if the Group Policy Holder proposes to pay Extraordinary Gratuity Benefits; the Total Sum Assured, as defined hereinabove, shall be considered for determining Individual Underwriting requirements for all Eligible Members to be covered under this Group Policy.</p> <p>If for an Eligible Member, the Total Sum Assured after increase is below the Free Cover Limit as stated in the Schedule, the increase in the coverage shall take effect on the Annual Renewal Date falling due immediately after the date the of change in the Member's employment class or grade, and/or an increase in Salary.</p> <p>If for an Eligible Member, after increase a portion of the Total Sum Assured is above the Free Cover Limit as stated in the Schedule, then the portion of the increased Total Sum Assured that is up to Free Cover Limit shall take effect on the Annual Renewal Date falling due immediately after the date the of change in the Member's employment class or grade, and/or an increase in Salary.</p> <p>The eligibility of the Insured Member for the portion of the increased Total Sum Assured above Free Cover Limit shall be determined after completion of the Individual Underwriting process as per the internal guidelines of the Company, the cost of which shall be borne fully by the Company, and coverage shall take effect on the date the Company states in Writing, provided all other eligibility conditions are met by the Insured</p>

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		<p>Member on that date.</p> <p>However, if the Individual Underwriting process cannot be completed due to the Insured Member's inability to complete the process within the time period specified by the Company, or the Company declines coverage for the Total Sum Assured above Free Cover Limit based on the results of the Individual Underwriting process, the Total Sum Assured of such Insured Member shall be restricted up to the Free Cover Limit.</p>
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4.0	Premiums	
4.1	Calculation of Premiums	<p>The Premium for the Group Life Cover up-to the Free cover Limit shall be ascertained by the Company from the premium rates as contained in the Final Quote (New Business quote or Renewal quote) on the Effective Date of the Group Policy at inception or each Annual Renewal Date</p> <p>For Insured Member/s with coverage above the Free Cover Limit, the final Premium Rate(s) and Premium shall be determined after completion of the Individual Underwriting process for the Insured Member/s, and such final Premium Rate shall be applicable only on the Sum Assured above the Free Cover Limit as stated in the Schedule.</p> <p>The Premium paid shall be towards the Group Life Cover for the period in respect of which it is paid and no further.</p>
4.2	Premiums for new Members	For any new Insured Member covered by this Group Policy, a proportionate Premium shall be charged from the day he/she achieves the status of an Insured Member under this Group Policy, up to the next Annual Renewal Date or the next Premium Due date whichever occurs first.
4.3	Proration of Premiums for the outgoing Members	If any Insured Member ceases to be an Eligible Member for any or all of the Insurance Benefit(s) provided under this Group Policy, Premium shall be charged till the date he/she remains an Eligible Member for those Insurance Benefit(s).
4.4	Grace Period	<p>Each Premium / Contribution is due after the Effective Date of Group Policy, as per Premium / Contribution Due Dates specified in the Schedule which may be paid within a Grace Period of 30 days after the Due Date.</p> <p>All the insurance coverage provided under this Group Policy shall stay in effect during this Grace Period. However, in the event of a claim during the Grace Period, the claim shall be settled in accordance with Article 6, only on the payment of the Premiums due. If the Group Policy Holder chooses to cancel the Group Policy then the Claim shall be settled in accordance with Article 6, only on the payment of the Premium for the entire period till the effective date of cancelling the Group Policy</p> <p>The Group Policy shall terminate / lapse after the expiry of this Grace Period subject to the Article 7.2.4 of this Policy Document. However, Premium shall be payable for such Grace Period and the same shall be adjusted along with any charges, as may be applicable, from the Fund Value being refunded to the Group Policy Holder.</p>
5.0	The Fund	

Chennai: +91-44-24315831/32 Bangalore: +91-80-26438638 Hyderabad: +91-40-23398480/23398481 Kochi : +91-484-2343686 Trivandrum: +91-471-3095214/246/248/2533331
Thrichur : +91-487-2444822 / 823 Coimbatore : +91-422-5368100 / 200 / 300 Delhi : +91-11-23321443/ 448 Kolkata : +91-33-22178823/ 24 Mumbai : +91-22 24954771

Toll Free: 1-800-425-6969 Write to us at metlifeindia@metlife.com

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5.1	General	The Fund will be managed on unitized basis. The Fund will be invested in accordance with the Insurance Regulatory and Development Authority (IRDA) Regulations.
5.2	Allocation of Units	<p>Any Contribution received from the Group Policy Holder shall be used to create Units using the respective Unit Linked Fund's Net Asset Value (NAV), subject to following:</p> <ul style="list-style-type: none"> • If the contributions are received by Local Cheque/DD (payable at par at Company's designated office) before 15:00 hrs on a business/working day, the same day's closing NAV shall be used. • If the contributions are received by Local Cheque/DD (payable at par where the contributions are received) after 15:00 hrs on a business/working day, the closing NAV of next business/working day shall be used. <p>If the contributions are received by any other authorized mode other than Local Cheque/DD as mentioned above, the closing NAV of business/working day on which such contributions are realised shall be used.</p> <p>However, the first Contribution received by the Company along with the Proposal Form will be used to buy Units in the Unit-Linked Funds as per the Policyholder's Premium Allocation Instruction using the Net Asset Value of the respective Unit-Linked Funds, as applicable on the day the Proposal is completed and results into the Policy.</p> <p>Net Asset Value (NAV) for each Unit Linked Fund offered by the Company is computed on a, i.e on every business/working day basis. However if there is no valuation done on a business/working day due to market closure, then the above mentioned valuation date is the date when the next valuation is done.</p>
5.3	Redemption of Units	<p>Redemption for payment of Gratuity Benefits or Termination of this policy, shall be processed by cancellation of Units held in Account as requested by the Group Policy Holder. The Fund Value in the group policyholder's account is determined using the Net Asset Value on the corresponding Valuation Date falling on or immediately after the Date of Receipt of Written Request at Company's designated office, subject to following:</p> <p>If the request is received before 15:00 hrs on a business/working day, the same day's closing NAV shall be used.</p> <p>If the request is received after 15:00 hrs on a business/working day, the closing NAV of the next business/working day shall be used.</p> <p>The valuation is done on a daily basis, i.e on every business/working day. However if there is no valuation done on a business/working day due to market closure, then the above mentioned valuation date is the date when the next valuation is done.</p>
5.4	Calculation of NAV	<p>The Net Asset Value would be calculated as:</p> <p>(Market value of investments +/- Expenses incurred + Current Assets + Accrued Income -</p>

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		<p>Current Liabilities and Provisions – Fund Management Charge) / (Number of outstanding units under the relevant Unit Linked Fund)</p> <p>The Net Asset Value would be rounded up to four decimal places. There would be not any difference between the prices at which the units are sold or bought.</p>						
5.5	Fund Options	<p>Met Group Gratuity offers two different Unit Linked Funds (namely Debt Fund and Balanced Fund) to the group policyholders, which have different risk-return profiles and different asset allocation patterns. Each Unit Linked Fund is referenced to separate and identifiable assets of the Company.</p> <p>Debt Fund</p> <p>Investment Objective</p> <p>To earn regular income by investing in high quality Fixed Income securities.</p> <p>Investment Pattern</p> <p>This fund will primarily invest in a portfolio of bonds and other fixed income securities issued by the Government, Government Agencies and Corporate Issuers. To meet liquidity needs, a small portion of the investments will be held in the form of money market instruments.</p> <p>Balanced Fund</p> <p>Investment Objective</p> <p>To generate Capital appreciation and current income, through a judicious mix of investments in equities and Fixed income securities.</p> <p>Investment Pattern</p> <p>This fund will invest in listed equities and high quality fixed income securities, government bonds, infrastructure bonds and cash deposits in India. The fund intends to adopt a relatively balanced approach towards bonds and equities exposure with the objective of achieving capital appreciation with minimal short-term performance volatility. To meet liquidity needs, a small portion of the investments will be held in the form of money market instruments</p> <p>The investment patterns for these unit linked funds shall be governed by the investment regulations (stipulated by IRDA) applicable to linked plans. In addition, the following investment restrictions shall apply:</p>						
		<table border="1"> <thead> <tr> <th>Asset Class</th> <th colspan="2">Investment Fund Options</th> </tr> </thead> <tbody> <tr> <td>Min – Max percentage of assets invested in</td> <td>Debt Fund</td> <td>Balanced Fund</td> </tr> </tbody> </table>	Asset Class	Investment Fund Options		Min – Max percentage of assets invested in	Debt Fund	Balanced Fund
Asset Class	Investment Fund Options							
Min – Max percentage of assets invested in	Debt Fund	Balanced Fund						

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		<table border="1"> <tr> <td>Govt and Govt approved Securities</td> <td>0% - 90%</td> <td>0% - 60%</td> </tr> <tr> <td>Corporate bonds rated by an approved rating agency</td> <td>0% - 60%</td> <td>0% - 60%</td> </tr> <tr> <td>Money market and other Liquid assets</td> <td>0% - 40%</td> <td>0% - 40%</td> </tr> <tr> <td>Infrastructure sector as Defined by the IRDA</td> <td>0% - 60%</td> <td>0% - 60%</td> </tr> <tr> <td>Listed equities</td> <td>Nil</td> <td>0% - 35%</td> </tr> </table> <p>If the Group Policy Holder does not select a Fund Option in which to invest, the units shall be invested in the Debt Fund, or the most conservative fund then being offered by The Company under this Group Policy.</p>	Govt and Govt approved Securities	0% - 90%	0% - 60%	Corporate bonds rated by an approved rating agency	0% - 60%	0% - 60%	Money market and other Liquid assets	0% - 40%	0% - 40%	Infrastructure sector as Defined by the IRDA	0% - 60%	0% - 60%	Listed equities	Nil	0% - 35%
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5.6	Switching Options	<p>Switching between Unit Linked Funds can be done at any time by Group Policy Holder submitting a written request to the Company. Depending upon the request, the Fund Value in partial or full in the Account can be switched to the new Unit Linked Fund (s).</p> <p>For each switch between the funds, the company shall charge the group policyholder an amount of Rs.500. The switching charges shall be deducted from the amount switched and the balance amount shall be used to buy units in the new Unit Linked Fund. The first two switches in a Policy Year shall not be subject to this charge.</p> <p>However, the Company reserves the right to increase this charge up to a maximum of Rs.1,000 with prior approval of IRDA (Insurance Regulatory and Development Authority.)</p> <p>For the purpose of Switching, NAV prevailing on the corresponding Valuation Date falling immediately on or after the Date of Receipt of Written Request at our designated office will be used.</p> <ul style="list-style-type: none"> • If the request is received before 15:00 hrs on a business/working day, same day's closing NAV shall be used. • If the request is received after 15:00 hrs on a business/working day, closing NAV of next business/working day shall be used. <p>The valuation is done on a daily basis, i.e on every business/working day. However if there is no valuation done on a business/working day due to market closure, then the above mentioned valuation date is the date when the next valuation is done.</p>															
5.7	Premium Redirection	<p>All Contributions paid could be allotted in any proportion between the various funds offered. This needs to be chosen at the time of the proposal and also could be altered later.</p> <p>The Policyholder would have the option to change the premium allocation proportions once every policy year, free of charge. Subsequent changes in a Policy year would be considered as an alteration and attract charge of Rs. 500/- per request.</p> <p>However, the Company reserves the right to increase this charge up to a maximum of Rs.2,000 with prior approval of IRDA (Insurance Regulatory and Development</p>															

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		Authority.)
5.8	Valuation of Fund Options	<p>The assets, to which the Unit Linked Funds are referenced, shall be valued on every Working day of MetLife's head office and shall be based on whether the company is net purchasing (Appropriation price) or net selling (Expropriation price) the assets in order to meet the day to day transactions.</p> <p>The Appropriation Price of a Unit Linked Fund shall be determined by the Company and will be computed as: Market value of investment held by the fund plus the expenses incurred in the purchase of the assets plus the value of any current assets plus any accrued income net of fund management charges less the value of any current liabilities less provisions, if any.</p> <p>The Expropriation Price of a Unit Linked Fund shall be determined by the Company and will be computed as: Market Value of investment held by the fund less the expenses incurred in the sale of the assets plus the value of any current assets plus any accrued income net of fund management charges less the value of any current liabilities less provisions, if any.</p> <p>The Company shall make all decisions pertaining to selection and/or valuation of the assets to which a Unit Linked Fund is referenced subject to Regulatory Guidelines.</p>
5.9	Other Factors Governing Fund Options	<p>Limitation of Interest:</p> <p>The allocation of the Units to the Account shall be notional and shall operate solely for the purpose of determining the value of benefits under the Group Policy.</p> <p>The assets to which the Unit Linked Funds are referenced, and any income arising from these assets shall remain the property of the Company at all times. Accordingly, the Group Policy does not confer any title to, or any beneficial interest in any assets of the Company, or to any income from these assets including, but not limited to, any assets to which any Unit Linked Fund is referenced or income there from.</p> <p>Closure of an Existing Fund Option:</p> <p>Although the above Unit Linked Funds are open ended, the Company may, with prior approval from the Insurance Regulatory and Development Authority close any of the above mentioned Unit Linked Fund (s). The group policyholder shall be given a Written notice of the.</p> <p>Company's intention to close any of the Unit Linked Fund (s) at least 90 days prior to such closure date.</p> <p>On receipt of notice from the Company, the Group Policy Holder shall inform the Company alternative choice of available Unit Linked Fund (s), to which the value of the Unit Linked Fund being closed is to be Switched, before the closure date.</p> <p>If the Group Policy Holder does not inform the Company before the closure date, the Company shall switch the value of the Unit Linked Fund being closed to an available Unit Linked Fund which has the highest proportion of assets allocated for investments in Government Securities.</p> <p>Switching as mentioned above shall be subject to Article 5.6. However no fee will be charged for switching to another Unit Linked Fund in the event of such closure of a Unit Linked Fund.</p>

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		<p>Introduction of a New Unit Linked Fund Option:</p> <p>New Unit Linked Fund (s) may be established by the Company from time to time with prior approval from the Insurance Regulatory and Development Authority. Group Policyholder shall be notified of establishment of such new Unit Linked Fund(s). The Company may offer the group policyholder the option to switch to new Unit Linked Funds at such price and subject to such terms and conditions as may be imposed by the Company at that time. Switching between the existing Fund Options will be subject to such conditions as mentioned in Article 5.6.</p>															
5.10	<p>Changes to Terms and Conditions</p>	<p>The Company reserves the right to change these Terms and Conditions, the Rules for the Unit Linked Funds and the benefits conferred by this Group Policy if there is a change in the law, legislation or taxation affecting the Company or the Unit Linked Funds or the Group Policy, or if there is a change in circumstances which makes it impossible or impracticable for the Company to follow these Terms and Conditions with prior approval from the Insurance Regulatory and Development Authority.</p> <p>The Company will intimate the Group Policy Holder about any changes to the Terms and Conditions, Rules for the Unit Linked Funds and benefits within three months from the date of the change.</p> <p>If the Group Policy Holder does not agree with the change and does not so intimate the Company within three months after the Company has sent notification thereof, the Group Policy Holder shall be deemed to have accepted the change.</p> <p>If the Group Policy Holder do not agree with the change and intimates the Company within three months after the Company has sent notification thereof, the Group Policy Holder shall be allowed to surrender the Units in the Unit Account and terminate the Group Policy as detailed in Article 7.2.2.</p>															
5.11	<p>Fund Management Charge</p>	<p>Fund management charge is not guaranteed and may be changed by the Company by giving at least six months' notice to the group policyholders and subject to prior approval of IRDA on the change. However, the maximum Fund Management Charge is set at 2.5%pa of funds under management.</p> <p>Normal Fund Management Charge: Fund Management Charge in table below will be charged on the end of year fund of the scheme and appropriate units will be deducted from the fund:</p> <table border="1"> <thead> <tr> <th>Fund size lower band</th> <th>Fund size upper band</th> <th>Charging structure</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>999,999</td> <td>1.20%</td> </tr> <tr> <td>1,000,000</td> <td>4,999,999</td> <td>1.00%</td> </tr> <tr> <td>5,000,000</td> <td>9,999,999</td> <td>0.85%</td> </tr> <tr> <td>10,000,000</td> <td>and above</td> <td>0.75%</td> </tr> </tbody> </table> <p>Additional Fund Management Charge: If more than 100% allocation has been opted, Additional Fund Management Charge as per table below will be charged for the first 5 years, in addition to the Normal Fund Management Charge mentioned above.</p>	Fund size lower band	Fund size upper band	Charging structure	0	999,999	1.20%	1,000,000	4,999,999	1.00%	5,000,000	9,999,999	0.85%	10,000,000	and above	0.75%
Fund size lower band	Fund size upper band	Charging structure															
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		Additional allocation	Additional FMC
		1%	0.10%
		2%	0.20%
		3%	0.30%
		4%	0.40%
		5%	0.50%
		At the time of each policy anniversary, if the fund size changes, the corresponding fund management charges can be applicable.	
5.12	Additional Monthly Charge	A charge equivalent to $\{(Total\ Premium\ allocated\ during\ first\ year - Total\ Premium\ paid\ during\ first\ year) / 60\}$ will be deducted at the beginning of every month. In case of any premium paid during the first policy year at any time other than at the time of commencement of Policy, the additional monthly charge due for the months elapsed with respect to each such premium will be deducted upfront. This charge is applicable only if more than 100% allocation has been chosen.	
6.0	Benefits		
6.1	Benefits Payable	Benefits payable under this Group Policy are payable to the Group Policy Holder in trust for the Beneficiary or Member, as applicable subject to the provisions of Article 8.11. However, the Group Policy Holder may by a general letter authorize the Company to pay benefits under this Group Policy directly to the Member or Beneficiary, as the case may be. The Discharge Receipt signed by the Group Policy Holder will be valid and sufficient discharge for the purpose of this Group Policy.	
6.2	Benefits on Leaving Service	<p>If Benefits Payable are as per Payment of Gratuity Act After completion of 5 years of Service, the benefits payable for any Member from the Fund shall be Accrued Gratuity equal to 15 days' Salary (last drawn prior to the date of the termination of the Member's Service with the Employer) for each year of completed Service, computed as per the provisions of and subject to the maximum limits specified under the Payment of Gratuity Act, 1972, as amended from time to time.</p> <p>If Benefits Payable are higher than payable as per Payment of Gratuity Act The benefits payable from the Account shall be as provided under in the Schedule to this Group Policy.</p>	
6.3	Benefits on or after Normal Retirement	Benefits payable upon retirement of a Member on or after Normal Retirement Age or upon death whilst in extended Service after Normal Retirement Age are as follows: If Benefits Payable are as per Payment of Gratuity Act The benefits payable for any Member from the Account shall be Accrued Gratuity equal to 15	

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	Age	<p>days' salary (last drawn prior to the date of the termination of the Member's Service with the Employer) for each year of completed Service, computed as per the provisions of and, subject to the maximum limits specified under the Payment of Gratuity Act, 1972, as amended from time to time.</p> <p>If Benefits Payable are higher than payable as per Payment of Gratuity Act The benefits payable from the Account shall be as provided in the Schedule to this Group Policy.</p>
6.4	Benefits on Death before the Normal Retirement Age	<p>The Benefits payable would be made up of two components; 1. Gratuity and 2.Group Life Cover. The extent of the benefits are explained below:</p> <p>1. Gratuity:</p> <p>If Benefits Payable are as per Payment of Gratuity Act The benefits payable for any Member from the Account shall be Accrued Gratuity equal to 15 days' salary (last drawn prior to the date of the termination of the Member's Service with the Employer) for each year of completed Service, computed as per the provisions of and, subject to the maximum limits specified under the Payment of Gratuity Act, 1972, as amended from time to time.</p> <p>If Benefits Payable are higher than payable as per Payment of Gratuity Act The benefits payable from the Account shall be as provided in the Schedule to this Group Policy.</p> <p>2. Group Life Cover:</p> <p>The applicable Group Life Cover for each member is the life cover available either as the effective date of coverage or the date of last renewal prior to death, whichever is later. The minimum death benefit is Rs 1000.</p>
6.5	Notification of a claim	<p>The Group Policy Holder shall inform the Company in Writing, at its Address for Communication mentioned hereinafter, of any instance of separation/retirement or death of a Member or Members covered under this Group Policy . In case of Death of a Member covered under this Group Policy the Group Policy Holder must notify the Company in Writing within 30 days after occurrence of the Insured Event, or as soon thereafter as is reasonably possible.</p>
6.6	Filing of a claim	<p>The primary documents required by the Company for processing a Death Claim include:</p> <ul style="list-style-type: none"> ▪ Claimant Statement prescribed by the Company. ▪ Certified copy of the official death certificate issued by a competent authority acceptable to the Company. ▪ Leave records of the Insured Member. ▪ Duly filled Employer's Declaration Form signed by a Trustee. ▪ Last attending physician's certificate, in the format provided by the Company, if the Insured Event is due to natural cause. ▪ Police inquest report, and post mortem report if the Insured Event is due to an unnatural cause. ▪ Any additional document(s) as required by the Company <p>For claim arising on account of separation from the Employer including retirement, the duly filled Employer's Declaration Form signed by a Trustee shall be forwarded by the Group Policy</p>

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		Holder to the Company.
6.7	Processing of claim	<p>In case of a separation (including retirement) claim under this Group Policy the Accrued Gratuity shall be paid out as per the instructions of the Group Policy Holder received by the Company in the form of the duly filled Employer's Declaration Form. Such payment of Benefits shall be subject to the stipulations mentioned under the Article 8.11.</p> <p>For a claim arising out of the death of a Member covered under this Group Policy, the Accrued Gratuity shall be paid in accordance with the process mentioned hereinabove.</p> <p>In case of a claim arising out of the Death of an Insured Member, the Group Life Cover amount for the Member concerned shall be paid or repudiated giving all the relevant reasons, within 30 days from the date of receipt of all required documents and clarifications for the purpose of settlement of the claim. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, which shall be done in no case later than 6 months from the date of receipt of primary documents.</p>
6.8	Repudiation of claim for the Group Life Cover	If the Company repudiates a claim in whole or in part, the notification of the claim decision shall state in detail the reasons for repudiation of the claim.
6.9	Exclusion applicable for the Group Life Cover	If an Insured Member commits suicide, whether sane or not at the time, within one year from the Effective Date of Coverage as stated in the Schedule, then the liability of the Company towards the Group Life Cover of the deceased Member shall be limited to a refund of the Premium(s) received, in respect of the deceased Member without interest, less any expenses incurred by the Company, in respect of the said deceased member.
6.10	Transfer of Equitable Interest	<p>In respect of a Member who exits and to whom the Gratuity benefits are not payable (as he or she has not completed requisite number of years of Service with the Employer for being eligible to receive the Accrued Gratuity) and the Employer is willing to transfer the Gratuity Amount to the fund of the new employer/organization of such Member, then the amount will be deducted from the Group Policy Holder's Fund and paid to the fund of the new employer/organization subject to the rules of the funds of both Group Policy Holder and of the new employer / organization.</p> <p>Similarly, Gratuity amounts can be transferred in to the Fund, subject to the Rules of the Fund of both Group Policy Holder and the previous employer</p>
7.0	Termination	
7.1	Termination of Group Life Cover for Members	
	<p>The Coverage in respect of any Member under this Group Policy will terminate on the earliest of the following dates:</p> <ul style="list-style-type: none"> • The Normal Retirement Age of the Member • The date of cessation of Employment of the Member with the Employer • If due Premiums for this Group Life Cover remain unpaid on expiry of Grace Period as defined in 4.4 • The date of death of the Member • The date this Group Policy is terminated in accordance with its terms. 	

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7.2	Termination of Gratuity Benefits															
7.2.1	By a Member	No Member shall withdraw from the fund so long as he/she is in the employment of the Employer.														
7.2.2	By the Group Policy Holder	<p>The Group Policy Holder may provide to The Company a written request giving 90 days' notice that it intends to terminate this Group Policy. In such case, the Group Policy shall be terminated and the Company shall pay the Group Policy Holder the Fund Value in accordance with Article 5.3. after deducting Surrender Charge. The Surrender Charge is expressed as a percentage of Fund Value as follows:</p> <p>Surrender Charge</p> <table border="1"> <thead> <tr> <th>Policy Year</th> <th>Surrender Penalty (of Fund Value at time of Surrender)</th> </tr> </thead> <tbody> <tr> <td>1st</td> <td>Surrender not allowed.</td> </tr> <tr> <td>2nd</td> <td>4%</td> </tr> <tr> <td>3rd</td> <td>3%</td> </tr> <tr> <td>4th</td> <td>2%</td> </tr> <tr> <td>5th</td> <td>1%</td> </tr> <tr> <td>6th onwards</td> <td>NIL</td> </tr> </tbody> </table> <p>If more than 100% allocation has been opted, and policy is surrendered before completion of 5 years from policy inception, an additional surrender charge of [(60-n)*Additional Monthly Charge], where n is number of months completed from policy inception as on date of surrender, shall be levied.</p> <p>The Company reserves the right to vary these charges by giving at least six months' notice to the employer and subject to prior approval of IRDA on the change.</p> <p>The Company also reserves the right to defer the payment of the surrender benefit to the trustees, up-to a maximum of six months, for an orderly liquidation of investments.</p> <p>During the period of settlement the amount available in the Account shall continue to be linked to the Unit Prices by levying applicable charges.</p>	Policy Year	Surrender Penalty (of Fund Value at time of Surrender)	1st	Surrender not allowed.	2nd	4%	3rd	3%	4th	2%	5th	1%	6th onwards	NIL
Policy Year	Surrender Penalty (of Fund Value at time of Surrender)															
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7.2.3	By the Company	<p>The Company may terminate this Group Policy , a benefit provision or any part of a benefit provision:</p> <ul style="list-style-type: none"> • On any date after giving 30 days' written notice to the Group Policy Holder; • On any date if required by legislation <p>On expiry of the Grace Period for payment of Premium as defined under Article 4.4. However the Company may permit Reinstatement of the policy at their discretion, on payment of premium together with additional charges and interest, and on such terms and conditions as they may deem fit.</p> <p>In case of termination of the Group Policy, the Company will pay the Group Policyholder the realizable market value of the Fund's assets held in the underlying Investment Fund, subject to applicable legislation like IRDA Regulation and Tax legislation after deduction of applicable surrender charges.</p> <p>However, if the termination of the contract by the company is not due to the policyholder's</p>														

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		violation of terms and conditions of the contract, no surrender charges will be levied.
7.2.4	Automatic Termination	<p>The Group Policy shall automatically terminate after 30 days after the balance of the Account is zero.</p> <p>Provided further the balance of account is positive, but less than the risk premium required at the time of renewal of attached Met Group Life, the group policy shall terminate after 30 days from the renewal date</p>
7.2.5	Reinstatement	<p>If the premiums/contributions are not paid for within the grace period , the policy holder may reinstate the policy within two years from the date of first unpaid premiums/ contributions. Such reinstatement can only be made by paying all unpaid premiums/contributions. During the period of reinstatement the policy shall continue to be in effect by levying appropriate risk premium and the fund management charge. At the end of allowed period of reinstatement, if the policy is not reinstated the policy shall be terminated by paying the account value after deducting the surrender charges.</p> <p>The policyholder is however entitled to submit a written notice to the Company within the period allowed for reinstatement of the policy opting to continue of the policy. The Company will continue deduction of fund management charges and keep the policy in effect as long as the fund value does not fall below the amount equivalent to the sum of risk premium required for the attached Met group Life product and the surrender charge.</p> <p>Where the account value falls below the equivalent amount as mentioned above, the policy shall stand terminated and the account value shall be paid after deducting the applicable surrender charge.</p>
8.0	General Terms	
8.1	Generality	In this policy, where the context so admits, the masculine shall include the feminine, the singular shall include the plural.
8.2	Admissibility	An eligible employee shall be admitted as a Member of this Group Policy from the date on which he enters the Group Policy.
8.3	Future membership	All future Employees of the employer shall become Members hereof when they become eligible in accordance with the terms and conditions of this Group Policy.
8.4	Evidence of Age	Evidence of age of the Member satisfactory to the Company must be furnished to the Company before paying any benefits hereunder.
8.5	Evidence of Insurability	The Company shall require the Evidence of Insurability for providing the Group Life Cover to the Members covered under this Group Policy . Such Evidence of Insurability shall include, but not limited to Actively At Work Clause and such other provisions as mentioned in the copy of Final Quote accepted by the Group Policy Holder.
8.6	Providing the Data, other requirements for administrative and	<p>The Group Policy Holder shall furnish the Company 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 the Company as conclusive.</p> <p>The Group Policy Holder shall also furnish the relevant particulars to the Company upon Member or a Nominee becoming entitled to receive the benefits under the Group Policy, and the Company shall pay the appropriate benefits.</p>

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	settlement of claims	Proof of existence and identity of the Member or the Nominee, as the case may be shall be furnished to the Company before the payment of benefit is made.
8.7	Modifications to the Group Policy	Any amendment or modification of the Group Policy shall have effect for the purpose of this Group Policy only to such extent as the Company shall in writing agree and the consequential changes to the relevant provisions hereof shall be given effect to by endorsements to the Group Policy .
8.8	Intimation of variation of benefits	Variations in the total benefits assured hereunder as on the Annual Renewal Date shall be given effect to by endorsements to the Group Policy.
8.9	Non-assignment of benefits	The benefits payable hereunder are strictly personal and cannot be assigned, charged or alienated in any way by the Members or the Nominees.
8.10	Availability of Loans	The Group Policy Holder or Insured Member will not be entitled to any loan under this Group Policy.
8.11	Limited Liability of the Company	<p>The liability of the Company in respect of any Accrued Gratuity of Members shall strictly be restricted to the Fund Value of the Group Policy Holder.</p> <p>In case of insufficient funds in the Group Policy Holder's Account to meet Accrued Gratuity liability of Members, for any reasons, including but not limited to</p> <ul style="list-style-type: none"> • Non payment of past service contributions, • Erosion in value of the Fund, • Instances of large number of exits at one single point (e.g. by way of Voluntary Retirement Scheme of the Employer) <p>The Group Policy Holder will be required to make additional payments into the Fund to enable the Company to pay such Accrued Gratuity amounts due to Members leaving the Service of the Employer. In any case including events such as the closure of the Employer's business for any reason whatsoever, the Company shall be liable to pay only the amounts lying to the Credit of the Group Policy Holder's Fund Value after deducting charges and penalties, wherever applicable.</p> <p>The Company shall not be considered in default in the performance of its obligations, or be liable in damages or otherwise to, any circumstances which are beyond the reasonable control of the Company and are not avoidable by the exercise of reasonable effort or foresight by the Company. Without limiting the generality of the foregoing, such circumstances shall include natural catastrophe, labour, industrial or civil disturbances, armed conflict, government regulations (whether or not valid), Acts of God, market conditions, and delays caused by other parties.</p>
8.12	Non participation	This Group Policy is not entitled to participate in any distribution of surplus that may be declared by the Company.
8.13	Discharge	A discharge given by the Group Policy Holder or on their behalf by any person duly authorized and in writing by the Group Policy Holder shall be a valid discharge to the Company in respect of any payment to be made under this Group Policy .
8.14	Statutory Orders and Provisions	1. In any case, where the Company is liable to account to the revenue authorities for income-tax or any other taxes or duties on the benefits to be paid under this Group Policy , the Company shall be entitled to deduct the appropriate amounts for that purpose from the respective payments and shall not be liable to the Group Policy

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		<p>Holder for the sums so deducted.</p> <ol style="list-style-type: none"> 2. Where the Company is liable to account to the Revenue Authorities for income tax or any other taxes or duties or any payments under this Group Policy, the Company shall deduct such sums from the respective payments and the Company shall not be liable to the Insured Member or the Employer for the sum so deducted. 3. Any dispute which may arise in connection with this Group Policy shall be submitted to the appropriate Court. 4. If the Group Policy Holder fail to observe or comply with any of the terms and conditions of this Group Policy, the Company may decline to accept further premium hereunder and thereupon the Group Policy Holder shall be deemed to have discontinued payment of Premiums hereunder. <p>In case any condition herein contained or endorsement made hereto is contravened or in case it appears hereafter that an untrue or incorrect averment is contained in the Proposal Form or other statements furnished to the Company by the Group Policy Holder or that any material information has been withheld, then the benefits under this Group Policy insofar as the same relate to a Member shall be void and the relative Assurances shall cease and be determined and the amounts paid therefore to the Company shall be forfeited to the Company.</p>
8.15	Free look provision	<p>The Group Policy Holder shall have a period of 15 days from the date of receipt of the Group Policy document to review the terms and conditions of this Group Policy. If there are any objections to any of the Terms and Conditions, the Group Policy Holder shall have the option to return the Group Policy along with a letter stating the reasons for the objections. The policy will accordingly be cancelled and an amount equal to the sum of all the charges (Excluding the cost of insurance, medical expenses if any and stamp Duty charges) deducted from the policy and the fund value as on the date of receipt of letter will be refunded to the Group Policy Holder. All the Group Policy Holder's rights under this policy shall stand extinguished immediately on the cancellation of the policy under the free look option.</p> <p>For this purpose, the fund value in the unit account will be determined using the net Asset Value on the corresponding valuation date falling on or immediately after the date of Receipt of written request at our designated office. The rules in this regard are as follows:</p> <ol style="list-style-type: none"> a. If the request is received before 15:00 hrs on a business/ working day, the corresponding Valuation Date is the same business/working day b. If the request is received after 15:00 hrs on a business/ working day, the corresponding Valuation Date is the next business/working day <p>If there is no valuation on a business/working day, then the above mentioned corresponding Valuation Day shall be the date when the next valuation is done.</p>
8.16	Governing Laws and Jurisdiction	<p>The terms and conditions of the Group Policy shall be governed by and subject to the laws of the Republic of India. The parties shall be subject to the jurisdiction of the law courts situated in Bangalore for all matters and disputes arising from or related to or concerning the Application, the Declaration, and the Group Policy.</p>
8.17	Incontestability	<p>In accordance with the provisions of Section 45 of the Insurance Act, 1938, No policy of life insurance 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 for insurance 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 policy, was inaccurate or false, unless the insurer shows that such statement was material matter or suppressed facts which it was material to disclose and that it was fraudulently made by the policy holder and that the policy holder knew at the time of making it that the statement was false or that it suppressed facts which it was material to disclose.</p>

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8.18	Disclosure	This Group Policy has been issued on Employer's and the Group Policy Holder's representations that the Employer and the Group Policy Holder has made full and accurate disclosures of all material facts and circumstances and that Employer has not misrepresented or suppressed any material facts or circumstances. In the event it comes to the Company's knowledge that Employer has misrepresented or suppressed any material facts and circumstances the Company shall reserve the right at its sole discretion to take such action, as it deem appropriate including cancellation of the Group Policy and forfeiture of Premium(s) received.
8.19	Breach of Warranty	If any falsification, inaccuracy, mis-statement, concealment or suppression of information contained in the Application, the Declaration and/or such other documents on the basis of which this Group Policy is issued, is proved, any claim for the Benefit(s) shall stand repudiated.
8.20	Address for Communications	All Communications with respect to this Group Policy shall be sent to the following Address: MetLife India Insurance Company Ltd Registered Office: 'Brigade Seshamahal' 5-Vani Vilas Road, Basavanagudi, Bangalore - 560 004
9.0	Grievance Redressal Mechanism	
9.1	Designated Authority in the Company	The Employer may approach following grievance redressal authority in the Company, in the event the Employer or the Members Insured are aggrieved with any of the decisions taken by the Company. The authority is empowered to promptly review and address the grievances and take appropriate action. The Officer-in-Charge (Customer Services) MetLife India Insurance Company .Ltd+ Registered Office: 'Brigade Seshamahal' 5-Vani Vilas Road, Basavanagudi, Bangalore - 560 004
9.2	Insurance Ombudsman	The Central Government has framed rules known as "Redressal of Public Grievances Rules 1998 and created an authority called "Insurance Ombudsman" to resolve all complaints relating to settlement of claims on the part of insurance companies. Complaints to the "Ombudsman" can lie only when the Company rejects the complaint or no reply received within one month of the complaint or the reply is not satisfactory. A complaint can be made to the ombudsman within one year after the Company rejects the representation.