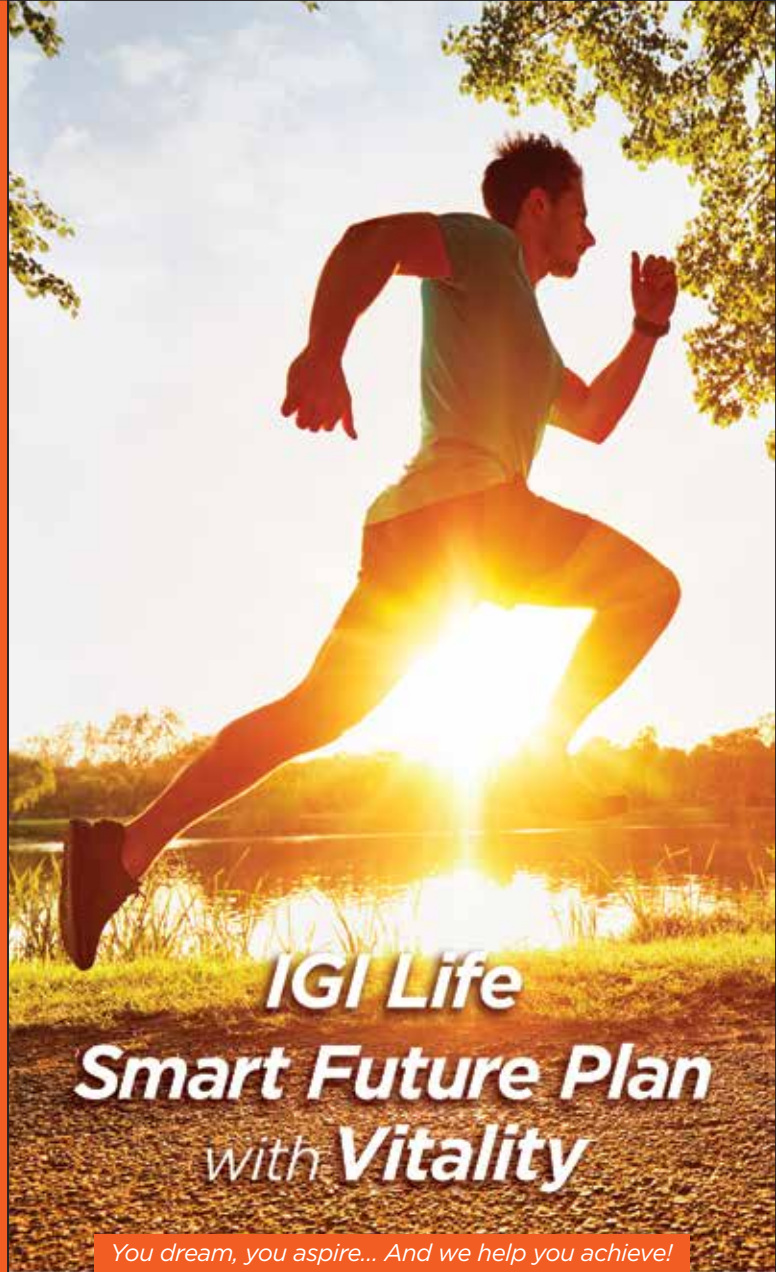


IGI LIFE INSURANCE LIMITED

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IGI Life
Smart Future Plan
with Vitality

You dream, you aspire... And we help you achieve!

IGI
Life *Vitality*[®]

Every individual has different needs at different stages of life. At IGI Life, we believe in protecting your dreams at various stages of life without compromising on your needs through financial resources. You do not have to think twice to live your dreams. We present to you, IGI Life Smart Future Plan with Vitality. You can gain control over your coverage, choose your benefit amount & earn rewards, all while helping to improve your health with IGI Life Vitality.

Vitality Active Rewards encourages and rewards you for living well. The programme takes a comprehensive approach to provide you with the tools and support to understand your health, how to improve it and offer weekly incentives to motivate you along the way.

Disclosure of product: This is a life insurance product which has two distinct elements i.e. Insurance Protection and Investment. The Investment Component is linked to the performance of underlying assets under unit-linked fund(s).

IGI Life Smart Future Plan rewards the every-day steps you take to stay healthy and inspires you to do even more.

Who can it help?

The plan is intended for far sighted individuals who want to secure the future of themselves and their loved ones while at the same time reaping benefits on their hard earned incomes. It is suitable for salaried as well as business oriented individuals falling between the age of 18-65 at the time of purchase while the plan can go up to a maximum of 85 years of age of the insured.

How much and when to pay?

You can choose the minimum amount of premium or a higher amount depending on your financial capacity that you would make each year (minimum annual premium amount for IGI Life Smart Future Plan is Rs.50,000. You can pay the premium on yearly, half-yearly or quarterly

The level of savings and protection you require depending on the goals that you have in mind. The product also provides a host of optional benefits for enhancement of protection.

What is the minimum policy term of the plan?

The term of the plan can be of any period from 10 years up to the age 85 years at maturity.

What is the minimum paying term of the plan?

The minimum premium paying term is 10 years and the maximum can go up to the policy term chosen

Free Look Period

If you cancel your policy within a free look period of 14 days from the date of receipt of the policy documents, you are entitled for a full refund of premium less any expenses incurred by IGI Life in connection with your medical or clinical examinations.

Included in the Package

Key Benefits that are embedded in the plan are as follows:

Life Insurance Benefit: In the unfortunate event of death, the higher of Account Value and Basic Face Amount (less any partial withdrawals) PLUS Account Value of AVAP (the additional premiums are termed as AVAP which stands for Account Value Acceleration Premiums) payments, if any, is payable.

Maturity Benefit: Upon maturity, you will be able to withdraw your account value PLUS account value of AVAP.

Partial Surrender: The Account Value can be withdrawn partially, by encashing a limited number of units in the sub-account(s). The amount withdrawn is considered as a permanent withdrawal and does not have to be repaid.

A processing fee of PKR 500 is also applicable on each partial withdrawal.

The minimum partial withdrawal amount is PKR 10,000, and the maximum can go up to 50% of Account Value as long as an amount of PKR 50,000 remains in the Account Value. A partial withdrawal will, however, reduce the Account Value and Basic Face Amount by the amount of partial withdrawal.

Basic Face Amount: The Basic Face Amount will be a multiple of Basic Premium depending on your age as follows:

| Age | Face Amount Multiple | |
|--------------|----------------------|---------|
| | Minimum | Maximum |
| up to 50 | 5 | 40 |
| 51 to 55 | 5 | 20 |
| 56 to 60 | 5 | 15 |
| 61 & onwards | 5 | 5 |

Vitality Benefits and Charges:

If the customer opts for the Vitality Program at policy inception, the following will be applicable. The customer can cancel the Vitality membership at any point in time. However, once the Vitality membership is cancelled, customer will have to purchase a Vitality integrated IGI Life Smart Future policy again.

Vitality Benefits - Weekly Active Rewards:

On completion (achievement) of the weekly Active Reward goal, the customer will have the option to select an Easy Tickets voucher as their reward. The voucher will be for a 50% discount off a cinema ticket booking with Easy Tickets.

OR

an Easy Tickets Mobile Top Up as their reward. The reward consists of a PKR 500 mobile voucher that can be credited to any GSM network based mobile number within Pakistan.

OR

a Foodpanda voucher as their reward. The voucher will be for a Rs.500 discount off a Foodpanda order at selected restaurants or grocery stores.

Monthly Reward - Fitness Device Cash Back Benefit:

Along with the weekly rewards, Vitality Members can earn up to 100% cashback towards the purchase price of a selected Fitness device over a 24-month period*, up to a maximum cashback cap on the purchase price. The member can earn their monthly cashback by performing physical activities over the course of the month, and subsequently earning the respective physical activity Vitality Points for those activities. By reaching a required physical activity points' threshold throughout the particular month, the member will receive an applicable cashback percentage level for reaching that particular points' threshold.

| Points earned in a month | Device Cashback per month |
|--------------------------|---------------------------|
| < 1500 | 0% |
| 1500 - 1,999 | 25% |
| 2000 - 2,999 | 50% |
| 3,000 or more | 100% |

Vitality Integrated Benefit:

At every fifth policy anniversary an additional amount (% of premium) will be paid into the account value as Vitality Integrated Benefit, subject to achievement of Silver, Gold or Platinum status. The percentage of the integrated benefit is dependent on the Vitality Status and the Face Amount multiple at the end of each year in the preceding 5-year period. The table below shows the percentages of the Vitality Integrated benefit:

| INTEGRATED BENEFIT | | | | |
|----------------------|--------|--------|--------|----------|
| Face Amount Multiple | Status | | | |
| | Bronze | Silver | Gold | Platinum |
| 5 to 10 | 0.0% | 0.00% | 0.00% | 0.00% |
| 11 to 20 | 0.0% | 2.50% | 5.00% | 9.00% |
| 21 and higher | 0.0% | 5.00% | 10.00% | 18.00% |

The Bronze, Silver, Gold and Platinum Statuses refer to the status achieved by a member as a result of achievement of various goals and assessments/questionnaires, as set out under the terms and conditions.

Vitality Integrated Benefit on Death:

In case of death of the insured life, the Integrated Benefits accrued till the date of death, and not already credited to the Account Value, will be credited to the Account Value for the computation of the Death Benefit.

Vitality Integrated Benefit on Disability:

In case of permanent total disability, the accrued Integrated Benefit will be credited to the Account Value.

Vitality Integrated Benefit on Surrender:

In case of full surrender, the Integrated Benefit accrued till the date of surrender, and not already credited to the Account Value, will not be payable.

In case of partial surrender, the Integrated Benefit will not be paid for that 5-year period in which the partial withdrawal was made.

Miscellaneous Salient Features:

The Integrated Benefit will not be paid for the 5-year period in which premium payment was skipped. The policyholder needs to

pay the due premium in a year in that policy year or in advance in order to avail the Integrated Benefit.

If the policyholder has more than one policy of the Vitality Integrated insurance product, each policy will be eligible to receive the Integrated Benefit at the end of each 5-year period given the set criteria as stated in the terms & conditions of the integrated benefit are met.

If a member previously enrolled in the Vitality Active program decides to opt out, the integration benefits and the deduction of Vitality fee will cease. However, the base unit linked plan will continue as is. Furthermore, the member will only be able to join again by buying a new policy.

Additional Benefits that can be availed: Apart from the above mentioned conventional benefits, the plan allows you to choose from a range of supplementary benefits. List of these benefits and their respective description is mentioned below:

Compulsory Supplementary Benefits*:

- **Accidental Death Benefit:** ADB pays an additional benefit in case of death due to accident.

Optional Riders*:

- **Family Protection Benefit - Disability (FPR-Disability):** Family Protection Rider waives the future premiums in case of permanent total disability due to accident or sickness of the insured up to the end of rider term.
- **HealthSure:** Provides financial protection in case of illness or accident that leads to hospitalization to cover in-patient hospital expense.
- **Level Term Insurance Benefit (LTR):** Level Term Insurance Rider enhances the benefit payable on insured's death. The LTR face amount is payable in addition to any other death benefit payable under the basic plan.
- **Income Benefit - Death (IBR-Death):** A monthly income benefit will be provided to the nominated beneficiary following the death of the insured up to the end of the elected term.
- **Income Benefit - Disability (IBR-Disability):** A monthly income benefit will be provided to the nominated beneficiary following the permanent total disability due to accident or sickness of the insured up to the end of the elected term.
- **Elaj Aasan (EA):** Elaj Aasan Face Amount will be paid if the insured is diagnosed for the first time for one of the covered diseases provided the insured is alive after the expiry of 14 days from the date of surgery or from the date of diagnosis of the disease/condition. If the insured has been diagnosed for a disease or a condition covered by EA, he/she will thereafter remain insured under EA for a reduced number of diseases or conditions in accordance with the table of First and Subsequent Diagnosis.

- **Permanent and Total Disability (PTD):** In the event the insured suffers permanent & total disability due to accident or sickness, the PTD face amount is paid in 3 installments of 20%, 30% and 50% over 24 months period during the continuance of disability. In case the insured dies before receiving all the installments, the remaining installments are payable in a single lump sum.
- **Accidental Care Benefit (ACB):** ACB pays an additional benefit in case of death or disability due to accident. The rider also provides cover in case of dismemberment due to accident.
- **Accident Medical Expense Reimbursement (AMR):** AMR provides total blanket protection for reasonable, customary and necessary medical expenses in or out of hospital that are made necessary by accident.

**Additional premium will be charged for each optional & compulsory supplementary benefits.*

Unit Pricing Methodology:

The underlying funds are valued at market value on a daily basis. The Underwriting Department clears the applications/builds the policies. On each Unit Valuation Day (UVD) the total net premium figure (reflecting premium receipts, claims, withdrawals, and switching) received is provided to the Accounts Department, who invests the premium in the mutual funds to buy units for the umbrella funds on the same day.

At the end of UVD, the NAV of the umbrella fund is re-calculated given the prices of mutual funds as at that date. The revised NAV is divided by the number of units in the umbrella fund to determine the revised bid price and offer price (105% of bid). The NAV of the additional investment made in the mutual funds is divided by the existing unit price of the umbrella fund (as calculated above) to determine the additional units added in the umbrella fund. The umbrella fund prices thereby calculated (based on the prices of mutual funds as at end of UVD are input on the system the next morning and all transactions are accordingly carried out i.e. allocation of units with respect to purchase, surrender, switching etc. The umbrella fund prices which are put in the system are updated on our website every day for the knowledge of the policyholders and are also communicated to the field force to facilitate their sales.

Premium Allocation Percentage: IGI Life Smart Future offers one of the best premium allocations thereby optimizing the returns on your investment. The proportion of Basic Premiums and AVAP allocated to Account Value is as follows:

| Policy Year | % Allocation of Premium to Account Value |
|--------------|--|
| 1 | 55% |
| 2 | 85% |
| 3 | 90% |
| 4 | 100% |
| 5 to 10 | 102% |
| 11 to 15 | 104% |
| 16 & onwards | 105% |
| AVAP | 100% |

Investment Strategies to choose from:

You have the option to choose from the following Investment Strategies to match your risk profile and financial objectives:

| IGI Secure Fund |
|---|
| Funds Classification: Money Market Fund |
| Category of Unit Linked Funds (Risk Profile): Low |
| Secure strategy aims to preserve capital through investment in sovereign bonds only. This strategy is ideal for individuals who are investment risk-averse. |
| Government Securities: 100% |

| IGI Conservative Fund |
|--|
| Funds Classification: Income Fund |
| Category of Unit Linked Funds (Risk Profile): Moderate |
| The underlying assets include government and/or other secured investments. There will no exposure to stock market under this strategy. |
| Government securities and/or other fixed income investments: 100% |

| IGI Balanced Fund |
|---|
| Funds Classification: Balanced Fund |
| Category of Unit Linked Funds (Risk Profile): Medium |
| This strategy seeks steady growth in capital through a combination of investments in stocks and government securities and/or other secured investments. |
| Stock Market Funds: 0 to 40% |
| Government securities and/or other fixed income investments: 60 to 100% |

| IGI Aggressive Fund |
|---|
| Funds Classification: Aggressive Fund |
| Category of Unit Linked Funds (Risk Profile): High |
| This strategy seeks to provide long term capital growth mainly through investments in equities. |
| Stock Market Funds: 60 to 70% |
| Government securities and/or other fixed income investments: 30 to 40% |

| IGI Islamic Fund |
|---|
| Funds Classification: Income Fund (Shariah Compliant) |
| Category of Unit Linked Funds (Risk Profile): Moderate |
| This strategy conforms to Shari'ah by investing in Shari'ah compliant instruments/assets. |
| Sukuks and/or other money market funds: 100% |

Unit Linked Fund Selection

At the time of issuance, as a default units will be allocated to a low-risk fund. After the policy has been issued the policyholder will have the option to reallocate the units in fund of his choice, based on his risk appetite, at no additional fee. The new fund mix can comprise of multiple funds and will be at the customer discretion as long as the total of the mix is a 100%.

Extra Unit Allocation*:

The longer you continue the Plan, the higher rewards you will gain in the form of extra unit allocation. The extra unit allocation, starting from policy year 5, is as follows:

| Policy Year | Extra Unit Allocation as % of Basic Premium |
|--------------|---|
| 5 to 10 | 2.0% |
| 11 to 15 | 4.0% |
| 16 & onwards | 5.0% |

* The extra unit allocation has been incorporated in the Premium Allocation Percentage table.

Illustration of Benefits:

The following example portrays the expected cash value of a person aged 35 years. The basic contribution is Rs. 50,000 per annum, and with a Protection Multiple of 21, the Sum Covered is Rs. 1,050,000. The premium paying term and policy term is 20 years. The Face Amount for compulsory Rider (ADB) is 300,000. The Projected Cash Values are as follows:

Without Vitality

If a customer does not select the vitality option, the illustrative values are as follow:

Illustration of Benefits without Vitality

| Policy Year / پالیسی کا سال | Basic Annual Premium for Year / پہلی سالہ پریمیوم | Cumulative Main Plan Premium Paid / تا سال ادا شدہ پریمیوم | 6% Unit Growth Rate / یونٹ کی شرح نمو | | | 9% Unit Growth Rate / یونٹ کی شرح نمو | | | 11% Unit Growth Rate / یونٹ کی شرح نمو | | |
|--------------------------------|---|---|---|---|--|---|---|--|---|---|--|
| | | | Main Plan Death Benefit / پہلی بلان کی موت کی صورت میں | Account Value / سرحد کارڈ کاؤنٹ کی مہلت | Cash Surrender Value / نقد دستبرداری مہلت | Main Plan Death Benefit / پہلی بلان کی موت کی صورت میں | Account Value / سرحد کارڈ کاؤنٹ کی مہلت | Cash Surrender Value / نقد دستبرداری مہلت | Main Plan Death Benefit / پہلی بلان کی موت کی صورت میں | Account Value / سرحد کارڈ کاؤنٹ کی مہلت | Cash Surrender Value / نقد دستبرداری مہلت |
| 1 | 50,000 | 50,000 | 1,050,000 | 23,412 | - | 1,050,000 | 24,126 | - | 1,050,000 | 24,603 | - |
| 2 | 50,000 | 100,000 | 1,050,000 | 62,544 | - | 1,050,000 | 65,159 | - | 1,050,000 | 66,893 | - |
| 3 | 50,000 | 150,000 | 1,050,000 | 105,663 | 105,163 | 1,050,000 | 111,507 | 111,007 | 1,050,000 | 115,515 | 115,015 |
| 4 | 50,000 | 200,000 | 1,050,000 | 155,444 | 154,944 | 1,050,000 | 166,201 | 165,701 | 1,050,000 | 173,687 | 173,187 |
| 5 | 50,000 | 250,000 | 1,050,000 | 208,206 | 207,706 | 1,050,000 | 225,753 | 225,253 | 1,050,000 | 238,151 | 237,651 |
| 6 | 50,000 | 300,000 | 1,050,000 | 263,092 | 262,592 | 1,050,000 | 289,514 | 289,014 | 1,050,000 | 308,476 | 307,976 |
| 7 | 50,000 | 350,000 | 1,050,000 | 320,216 | 319,716 | 1,050,000 | 357,829 | 357,329 | 1,050,000 | 385,253 | 384,753 |
| 8 | 50,000 | 400,000 | 1,050,000 | 379,702 | 379,202 | 1,050,000 | 431,074 | 430,574 | 1,050,000 | 469,140 | 468,640 |
| 9 | 50,000 | 450,000 | 1,050,000 | 441,680 | 441,180 | 1,050,000 | 509,659 | 509,159 | 1,050,000 | 560,865 | 560,365 |
| 10 | 50,000 | 500,000 | 1,050,000 | 506,301 | 505,801 | 1,050,000 | 594,045 | 593,545 | 1,050,000 | 661,248 | 660,748 |
| 15 | 50,000 | 750,000 | 1,050,000 | 881,588 | 881,088 | 1,050,000 | 1,128,814 | 1,128,314 | 1,050,000 | 1,333,752 | 1,333,252 |
| 20 | 50,000 | 1,000,000 | 1,354,361 | 1,354,361 | 1,354,361 | 1,896,115 | 1,896,115 | 1,896,115 | 2,386,936 | 2,386,936 | |

With Vitality:

If a customer select the vitality option, the illustrative values are as follow:

| 6% Unit Growth Rate | | | | | | | | | | | | | |
|---------------------|------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| Membership Year | Bronze | | | Silver | | | Gold | | | Platinum | | | |
| | Basic Cash Value | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit |
| 5 | 186,083 | 1,050,000 | 186,083 | 1,050,000 | 198,583 | 1,050,000 | 211,083 | 1,050,000 | 231,083 | 1,050,000 | 1,050,000 | 1,050,000 | 231,083 |
| 10 | 456,750 | 1,050,000 | 456,750 | 1,050,000 | 485,061 | 1,050,000 | 513,372 | 1,050,000 | 558,670 | 1,050,000 | 1,050,000 | 1,050,000 | 558,670 |
| 15 | 796,845 | 1,050,000 | 796,845 | 1,050,000 | 845,400 | 1,050,000 | 893,955 | 1,050,000 | 971,643 | 1,050,000 | 1,050,000 | 1,050,000 | 971,643 |
| 20 | 1,226,628 | 1,226,628 | 1,226,628 | 1,300,433 | 1,300,433 | 1,300,433 | 1,373,996 | 1,373,996 | 1,491,115 | 1,491,115 | 1,491,115 | 1,491,115 | 1,491,115 |

| 9% Unit Growth Rate | | | | | | | | | | | | | |
|---------------------|------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| Membership Year | Bronze | | | Silver | | | Gold | | | Platinum | | | |
| | Basic Cash Value | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit |
| 5 | 201,959 | 1,050,000 | 201,959 | 1,050,000 | 214,459 | 1,050,000 | 226,959 | 1,050,000 | 246,959 | 1,050,000 | 1,050,000 | 1,050,000 | 246,959 |
| 10 | 536,292 | 1,050,000 | 536,292 | 1,050,000 | 566,971 | 1,050,000 | 597,649 | 1,050,000 | 646,735 | 1,050,000 | 1,050,000 | 1,050,000 | 646,735 |
| 15 | 1,021,249 | 1,050,000 | 1,021,249 | 1,079,163 | 1,078,663 | 1,079,163 | 1,136,448 | 1,136,448 | 1,227,909 | 1,227,909 | 1,227,909 | 1,227,909 | 1,227,909 |
| 20 | 1,720,163 | 1,720,163 | 1,720,163 | 1,814,614 | 1,814,614 | 1,814,614 | 1,908,882 | 1,908,882 | 2,059,432 | 2,059,432 | 2,059,432 | 2,059,432 | 2,059,432 |

| 11% Unit Growth Rate | | | | | | | | | | | | | |
|----------------------|------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|---------------|-------------------------|
| Membership Year | Bronze | | | Silver | | | Gold | | | Platinum | | | |
| | Basic Cash Value | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit | Death Benefit | Cash Value with Benefit |
| 5 | 213,179 | 1,050,000 | 213,179 | 1,050,000 | 225,679 | 1,050,000 | 238,179 | 1,050,000 | 258,179 | 1,050,000 | 1,050,000 | 1,050,000 | 258,179 |
| 10 | 597,212 | 1,050,000 | 597,212 | 1,050,000 | 629,620 | 1,050,000 | 662,029 | 1,050,000 | 713,883 | 1,050,000 | 1,050,000 | 1,050,000 | 713,883 |
| 15 | 1,207,866 | 1,208,366 | 1,207,866 | 1,272,434 | 1,271,934 | 1,272,434 | 1,336,364 | 1,335,864 | 1,438,061 | 1,438,561 | 1,438,061 | 1,438,061 | 1,438,061 |
| 20 | 2,166,634 | 2,166,634 | 2,166,634 | 2,279,287 | 2,279,287 | 2,279,287 | 2,391,724 | 2,391,724 | 2,571,480 | 2,571,480 | 2,571,480 | 2,571,480 | 2,571,480 |

Frequently Asked Questions

How do I pay the premium?

Premium payment is made directly through a direct debit from your Allied Bank Limited account.

Does the Plan offer any free look period?

If you cancel your policy within a free look period of 14 days from the date of receipt of the policy documents, you are entitled for a full refund of premium less any expenses incurred by IGI Life in connection with your medical or clinical examinations.

What are the minimum or maximum Premium limits?

Minimum acceptable Basic Premium is as follows for the following modes of premium payment:

- Annual 50,000
- Semi-Annual 25,000
- Quarterly 12,500

For Account Value Acceleration Premium payments - Minimum payment is PKR 50,000 with no limit on the maximum.

There is no limit of Premium; hence you can plan your financial objectives with complete freedom.

Who is the underwriter of IGI Life Smart Future Plan?

IGI Life Smart Future Plan is underwritten and issued by IGI Life Insurance Limited.

When can I surrender the policy?

The customer has the right to fully surrender his/ her policy by redeeming all the units in the Account Value. In case of complete surrender during the first two policy years, a surrender charge (as tabulated below) will be deducted. In such an event the units will be redeemed at the bid price and the policy will be terminated.

| Policy Year | % Account Value |
|-------------|-----------------|
| 1 to 2 | 100% |
| 3 onwards | Nil |

Is there any medical examination?

Medical examination or laboratory tests may only be required if your aggregate life cover, which includes Basic Face Amount under IGI Life Smart Future Plan and life insurance covers under all policies issued by IGI Life, exceeds the non-medical limits set by IGI Life at that time or if your application discloses adverse medical history.

What if I am unable to make the premium payment within the due date?

In the first two policy years if the premium is not paid, within 90 days of the premium due date, IGI Life shall return your cash surrender value thus terminating the policy and associated benefits. In such a case the policy may be reinstated upon payment of amount due provided certain terms and conditions are met as determined by IGI LIFE.

In case of non-payment of premium in subsequent years, the policy will not terminate until such time the account value or cash surrender value, as the case may be, is sufficient to cover the monthly deductions.

What are the fees and charges related to this product?

The bank does not have any fees or charges related to this product. However, IGI Life has the following charges and fees:

| | |
|--|--|
| Fund Management Charges | All Years - 0.125% per Month |
| Surrender (% of Account Value) | 100% - 1st & 2nd year Nil - 3rd year onwards |
| Admin Charge | PKR 135 per month |
| Bid Offer Spread | 5% |
| Investment Strategy Switching Fee | PKR 500 per switch |
| Processing Fee | PKR 500 on each partial withdrawal and complete surrenders |

Note: The above fees and charges are subject to change without prior notice.

Vitality Fee:

A fee of Rs. 320 will be deducted at the beginning of each month for each member from the account value. Vitality Fee may vary from time-to-time, at the discretion of the Company. If the customer has more than one policy of the Vitality Integrated product, then Vitality Fee will be deducted from one policy only; no deduction of Vitality Fee will be made from the other Vitality integrated policies. The details are in the Terms & Conditions.

How to Claim

Filing a Claim

Our claim settlement procedure is prompt and hassle-free. It is advisable to consult our Customer Services services.life@IGI.COM.PK team for detailed assistance while filing your policy claim.

Here is a simple step-by-step procedure to be followed when you make a claim.

STEP 1: INTIMATION

A claim can be lodged directly without any delay through visiting IGI Life Website Online Claim Intimation by filling given fields which shall be transmitted to Claims Department immediately.

<http://igilife.com.pk/claim-intimation/>

OR send intimation letter from the Policy Owner/ Claimant (as the case may be) under his / her signature giving particulars of loss (death, Disability or Sickness) with Cause, Date, Place and Name of Covered Person. Always remember to mention the current address and contact number of the claimant while submitting intimation.

Claim must be lodged within 30 days of date of loss.

STEP 2: COMPLETE THE CLAIM FORM ALONG WITH RELEVANT DOCUMENTS

Upon intimation of loss, IGI Life will provide relevant claim forms for filing along with evidence of loss i.e. Death Certificate, Original Policy Document, CNIC of insured and nominee(s), Hospital Record, Police Report and Post Mortem Report (in case of accident only) or any other requirement as called by IGI Life based upon the nature of events. Forms can be directly downloaded from our website.

<http://igilife.com.pk/investor-relations/claim-forms/>

Arrange for medical bills/reports for medical related claims: In case of hospitalization or medical related claims, produce all medical bills (original) and medical report (photocopies) issued by the attending provider.

Attestation: Documents can be submitted in original or photocopies, attested by a Gazetted Government Official/Issuing authority. Original copies of documents may be called for inspection.

STEP 3: SUBMIT REQUIRED DOCUMENTS ALONG WITH THE CLAIM FORM

The Original documents & forms (hard copy) properly completed, signed and witnessed must be submitted with IGI Life Head Office within 90 days after the loss for which the claim is made.

STEP 4: SETTLEMENT

A claim is settled as soon as requirements to the satisfaction of IGI Life are submitted at its Head Office.

NOTE: Kindly ensure that in case of claim by Policy Owner, all documents and forms are signed by you as per signature affixed by you on your Policy's original Proposal Form/CNIC.

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