



**LIFE**

**TAHAFFUZ PLUS PLAN  
POWERED BY EFU LIFE  
TERMS AND CONDITIONS**

# TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE

## TERMS AND CONDITIONS

### 1. DEFINITIONS

In these Provisions:

**COMPANY** means EFU Life Assurance Ltd.

**BANK** means Telenor Microfinance Bank Limited-Acting on behalf of Company as its Corporate Insurance Agent.

**TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE** means a term accidental assurance product which provides a guaranteed level of accidental protection against death, disability and injuries due to accidental causes.

**ACCIDENT** means bodily injury which is caused solely by violent, external and accidental means and resulting directly and independently of all other causes.

**ACCIDENTAL DEATH** refers to an Insured Member dying as a result of injuries caused solely by violent, external and accidental means and there is evidence of a visible contusion or wound on exterior of the body except in the case of drowning or of an internal injury revealed by an autopsy, and that such death occurred within 90 days of the accident solely as a result of the same injury and not as an indirect result of any fit, physical defect, illness or disorder.

**ACCIDENTAL MEDICAL EXPENSE BENEFIT** means an Insured Member incurred hospital expenses on account of treatment of injuries caused solely by violent, external and accidental means and not as an indirect result of any fit, physical defect, illness or disorder.

**INSURED MEMBER** means the Eligible Life Assured who consents to opt TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE

**ELIGIBLE LIFE ASSURED** means the customer of Bank who is eligible for assurance under this policy in accordance with Clause 4 of these Provisions and Conditions.

**BENEFICIARY** means the next of kin designated by the Insured Member who can be the spouse, or any other close blood relative.

**COVERAGE EFFECTIVE DATE** means the date and time on which the cover becomes effective which will be from 00:01 hours on the 1st day of the next month following the date on which the premium is paid after acceptance of the application by the Insured Member.

**POLICY TERM** means the period of one month beginning from the first day of a calendar month and ending on the last day of same calendar month.

**ENROLLMENT MONTHIVERSARY DATE:** the same date of a calendar month on which the Insured Member was initially enrolled into this policy upon payment of Monthly Premium stipulated in clause 7 hereinafter.

**RENEWAL ENROLLMENT:** Re-enrollment of an Insured into this policy upon payment of Monthly Premium on Enrollment Monthiversary Date stipulated in clause 7 hereinafter.

### 2. MASTER CONTRACT

These Provisions and Conditions constitute the Master Contract between the Company and the Insured Member. No one except an Appointed Signatory is authorized to modify this contract, or extend the time for premium payment, to waive any lapse or penalty, to waive any of the Company's rights or requirements or to bind the Company by making any promise or by accepting any representation or information. The Company shall not be bound by any promise or representation heretofore or hereafter given by any person other than the authorized representative and such approval be endorsed hereon.

### 3. AMENDMENT OF THIS POLICY

This Policy may be amended or changed at any time, without the consent of the Members assured hereunder, on written request made by the Bank and agreement by the Company. Any amendment or change to this Policy shall be binding on all Members whether assured under this Policy prior to or on or after the date such amendment becomes effective.

### 4. ELIGIBILITY

The Insured Member shall be those depositor or customer of the Bank are within the eligibility age range between 18 and 65 years and who have provided valid consent to purchase TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE via approved distribution means deployed by the Bank. An Insured Member shall not be eligible for multiple enrollments at a single point of time.

### 5. PARTICULARS TO BE FURNISHED

The Bank shall furnish the Company with all the necessary information on "client wise basis". Such particulars shall, unless otherwise agreed by the Company in writing, be furnished on the Commencement date and daily thereafter in the format to be specified by the Company.

### 6. EVIDENCE OF AGE

Evidence of Age of the Insured Member, satisfactory to the Company, will be required before any benefit is paid. A copy of Computerized National Identity Card (CNIC) of the Insured Member shall be deemed satisfactory proof of Evidence of Age. In the absence of the CNIC and birth certificate, the matriculation Certificate or any other satisfactory evidence which the Company may specify will be considered as acceptable proof of age.

### 7. AMOUNT AND CALCULATION OF PREMIUM

Daily or Monthly Premium shall be payable in respect of the coverage provided. The amount of Premium for each member shall be according to the following schedule based on the variants of the plan

Plan	Monthly Premium per Insured Member (PKR)
TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE	75

The coverage will start from the 1st of the next month.

### 8. BENEFITS

#### A) Accidental Death Benefit

If the Insured Member dies as a result of injuries caused solely by violent, external and accidental means and there is evidence of a visible contusion or wound on exterior of the body except in the case of drowning or of an internal injury revealed by an autopsy, and that such death occurred within 90 days of the accident solely as a result of the same injury and not as an indirect result of any fit, physical defect, illness or disorder, the Company, upon receipt of and due investigation of the Claim, arrange to pay an amount shown in below table under the Policy.

Plan	Sum Assured (PKR)
TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE	500,000

#### B) Permanent Total Disability Benefit

If the Insured Member has, whilst the Policy is in full force and effect, sustained injuries caused solely by violent and accidental means and within 90 days of the accident suffers the losses set out in the Table of Benefits of Accidental Disability given below

solely as a result of same injuries, the Company will pay an amount depending on the type of loss as provided in the table below.

TABLE OF BENEFITS OF ACCIDENTAL DISABILITY		
S. No.	Description of Injuries	Sum Assured (PKR)**
1.	Loss of both hands or amputation at higher sites	500,000
2.	Loss of hand and or/a foot	500,000
3.	Double amputation through leg or thigh ; or amputation through leg or thigh on one side and loss of other foot	500,000
4.	Loss of sight to such an extent as to render the claimant unable to perform any work for which eye-sight is essential	500,000
5.	Very severe facial disfigurement	500,000
6.	Absolute deafness	500,000

\*\*If the Insured Member suffers more than one of the losses shown in the Table of Benefits of Accidental Disability arising out of same accident, only one claim shall be settled.

### C) Accidental Medical Expense Benefit

If the Insured Member incurs hospital expenses on account of treatment of injuries caused solely by violent, external and accidental means and not as an indirect result of any fit, physical defect, illness or disorder, the Company, upon receipt of and due investigation of the Claim, shall pay an amount equal to the actual expenses incurred but not exceeding the maximum limit shown in below table under the Policy.

Plan	Accidental Medical Reimbursement Benefit (PKR)
TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE	5,000

### 9. CESSATION OF MEMBERSHIP

An Insured Member shall cease to be an Insured Member on:

- The Insured Member's death or disability.
- Cancellation of this Policy by the Insured Member.
- The Insured Member having attained the age of 66 years;
- Non-payment of premiums by the Insured Member when due;
- Any other date on which the Member ceases to be eligible for assurance for any fraudulent or criminal reason affecting the assurance hereunder. Decision of the court shall be final in such cases.

### 10. EXCLUSIONS

This policy does not provide any coverage and no benefits shall be paid for death or disability from all or any of the following corresponding Exclusions:

- Suicide, Self-Inflicted Injury, Murder and participation in any criminal act or violation of law.
- Participating in exercise or operations while serving with either of the armed or paramilitary forces or while performing any form of police duty
- Claim arising due to travelling in war inflicted areas

### 11. CANCELLATIONS

To cease monthly deductions, the Insured Member must de-register for the plan by calling Telenor Microfinance Bank helpline 3737. Otherwise, Bank will continue making monthly deductions from the account till the time balance is available in customer account.

### 12. PAYMENT OF PREMIUMS

All premiums, including taxes, etc., shall be payable at the office of the Company issuing the policy.

### 13. ASSIGNMENT

The assurances provided for under this Policy and the benefits payable hereunder are not assignable.

### 14. RECORDS

The Bank shall keep a record of the Insured Members containing, for each Insured Member, the essential particulars of the Assurance. This Policy gives the Company, by its duly authorized representative, the right at reasonable times to inspect all books and records of the Bank relating to the assurance effected hereunder.

### 15. CLAIMS

Written notice of claim must be presented to and received at the office of the Company issuing the policy. The Bank OR Insured Member will provide, at their own expense, all certificates, information and evidence required by the Company in respect of claims. All claims will require evidence of claim and proof of age of the Insured Member. The Beneficiary / Claimant can call at 111-338-111 (help line of Insurance Company) to lodge the claim or approach their respective bank branch to fill out and submit necessary claim forms along with following documents. The submission of claim forms along with documents must not take more than 90 days after the occurrence of Event.

#### Documents required for Accidental Death and Accidental Permanent Total Disability Claims:

- Copy of death certificate issued by NADRA / Union Council
- Copy of CNIC of claimant and deceased
- Claimant's Statement
- FIR and Postmortem report in case of Accidental Death (where required)
- Succession Certificate & Original Guardianship Certificate (in case the beneficiary is a minor)
- Medical record confirming disability or dismemberment
- Any other document which may be deemed necessary by EFU Life Assurance

#### Documents required for Accidental Medical Reimbursement Benefit:

- Claimant's Statement signed by the Insured Member
- Copy of CNIC of the Insured Member
- Physician's Statement
- All original treatment invoices and bills
- Any other document which may be deemed necessary by EFU Life Assurance

The assurance effected hereunder shall carry no paid up value.

### 16. CHANGE OF OWNERSHIP

If the business of the Bank shall be transferred to or succeeded by any person or corporation then, subject to the consent of the Company, the payment of premiums under this Policy may at the option of such person or corporation be continued in which case such person or corporation shall from the date of such transfer or succession take the place of and be treated for all purposes of this Policy as being the Bank hereof.

### 17. TERMINATION OF THE POLICY

It is clarified that any termination shall not affect the obligations of the Bank and Company assumed at the time prior to the effective date of termination. Further, the Company reserves the right to give the Bank three months' written notice to add, alter or repeal the terms and conditions of the Agreement Hereof Notwithstanding anything contrary in this

Policy, the termination of this Policy shall have the following effects:

a) No individual enrollment shall be permissible under this Policy after the time of termination.

#### **18. LAW**

This Policy shall be governed by the Laws of Islamic Republic of Pakistan.

#### **19. ARBITRATION**

In the event of any dispute between the Company and the Bank as to any matter pertaining to or incidental to this Policy, the same shall be resolved by Arbitration by two Arbitrators one to be nominated by each of the parties hereto under the Arbitration Act, 1940 as amended from time to time. The decision of Arbitrators, or the umpire in the event of a difference of opinion between the two Arbitrators, shall be final and binding on both the parties.

#### **20. STATUTORY FUND**

Under the provisions of the Insurance Ordinance 2000, this policy and any additional benefits shall be preferable to the Conventional Business Statutory Fund of the Company. The Company may by endorsement to the Policy change the Statutory Fund(s) to which the policy and any additional benefits are referable.

#### **DISCLAIMER:**

TAHAFFUZ PLUS PLAN POWERED BY EFU LIFE is underwritten, issued and subject to terms and conditions set by EFU Life Assurance, an insurance company having its principal office at Plot 112, 8th East Street, DHA Phase-1, Karachi, Pakistan - 75500. Tahaffuz Plus Plan Powered by EFU Life is only the name of the product and does not, in any way, indicate the quality of product. Telenor Microfinance Bank Pakistan, is acting as the corporate insurance agent of EFU Life Assurance. Bank will not be responsible in any manner if your application or claim is rejected by EFU Life nor will investigate or provide any opinion on merits of the claim.

**End of Provisions and Conditions**

---