

1. **What is the EVEREST (Pro-Series) Policy?**

The EVEREST (Pro-Series) Policy is a single premium savings plan with a fixed term that also offers a death benefit. You open the Plan by making a one-off payment and collect a lump sum payment at maturity or in the case of premature death. What's more, your investment is protected and the minimum lump sum payment that you receive will be equal to the single premium paid.

2. **What are the policy term options available?**

The EVEREST (Pro-Series) Policy is available with policy term options of 3 years, 5 years or 7 years.

3. **What is the minimum premium and maximum premium for EVEREST (Pro-Series) Policy?**

Minimum premium for EVEREST (Pro-Series) Policy is USD 5,000. You can pay single premium up to USD 5 million in EVEREST (Pro-Series) Policy.

4. **What are the age limits applicable for EVEREST (Pro-Series) Policy?**

The minimum age for Life Assured is 18 years and maximum age for Life Assured is 65 years. The maximum age at policy maturity is 72 years.

5. **How does EVEREST (Pro-Series) Policy work?**

Your single premium will be invested in a combination of fixed income investment account (referred as 'General Account Value' in the Policy) and a predefined capital market index (Referred as 'Index Participation' in the policy). Based on the fixed income earned from the investment account and the positive market performance, the value of your savings goes up, but if the market falls, you can be rest assured that your initial investment is secure.

6. **Do you guarantee to accept my Plan application?**

Unfortunately, some plans may be rejected and premiums refunded without interest due to:

- The Plan being fully subscribed
- The application being incomplete
- Full premiums not being received by the end of the subscription period
- If it is not commercially viable for us to proceed with the acceptance of all the proposals of the Plan.

7. **Are there Plan options or variations to consider?**

You have two options for your policy:

- **Look-Back option (Highest NAV):** This increases the lump sum payment at maturity based on the highest semi-annual performance of the pre-defined index. This option offers the cushion of security of the locked in index value performance in case of negative index performance.
- **Without Look-Back (Higher Participation):** This increases the lump sum payment at maturity based on the performance of the pre-defined index at the end of the policy term. This option has a higher index participation, which can potentially generate higher returns if the index performance is positive.

8. **What are the benefits payable under EVEREST (Pro-Series) Policy?**

The benefits payable on maturity under EVEREST (Pro-Series) are equivalent to the higher of the single premium paid (including the guaranteed returns if the Policy is taken without Look-Back Option); or the Policy value.

We will pay the in lump sum, if the life assured dies during the plan duration, the higher of 100% of the single premium paid; or the policy value on the next valuation day following the date we receive notification of the death claim.

### 9. Do you guarantee returns on my investment?

- Look-Back option (Highest NAV), the lump sum payment on maturity based on the highest NAV observed on a semi-annual basis is guaranteed.
- Without Look-Back option (Higher Participation), you have a guaranteed cumulative return of 1%, 3% and 5% paid upon maturity for 3 years, 5 years and 7 years policy term respectively.

### 10. Are there any risks associated with this Plan?

Even in this rare worst case of the index falling and the value of the individual index participation is zero, your investment is protected and the lump sum payment you receive on maturity will still equal the single premium paid.

### 11. Are there any situations where you will not pay the Plan benefits?

Here are certain situations when we will not pay the benefits under this plan.

- **Death benefit**  
The benefit will not be paid if the life assured dies due to suicide, while sane or insane; within 1 year from the date, we issue the policy. The policy will be void. We will refund the policy value to you or your legal personal representative if you are both the life assured and policyholder of this policy, regardless of whether you have transferred the legal right of the policy to someone else.
- **Pre-existing condition**  
If the life assured dies due to a pre-existing condition within 12 months from the date of commencement of the policy, we will only pay the policy value calculated on the next valuation day following the date we receive notification of the claim. The policy will be terminated.

Please read the policy contract for all the conditions.

### 12. How will you keep me updated on my Plan performance?

We know how important it is to stay updated on how your investment is doing. That's why you will receive a periodic statement which includes information about the current policy value and - in case of plan with Look-Back option - information about the locked index performance.

### 13. Who manages the Plan Index?

The Index Owner is Munich Re, Munich, Germany. The Index has been developed by Munich Re for exclusive use by RAKINSURANCE.

The Index is calculated and published by Solactive AG, Germany. RAKINSURANCE, Solactive AG and Munich Re are not related to each other.

### 14. When can I surrender the Policy? What is the surrender penalty applicable?

You may surrender your policy in full at any time after your policy is in force.

The surrender will only be effected after we calculate the policy value on the next valuation day following the date we receive your surrender application. The calculated policy value will be the surrender value payable.

Surrender charges will be applicable to the surrender value.

On the General Account value, the below given surrender charges will be applied based on the policy year in which the policy is surrendered.

Policy Year	Surrender Charge on General Account Value		
	3 year term	5 year term	7 year term
Policy Year 1	5 %	5 %	5 %
Policy Year 2	3 %	3 %	3 %
Policy Year 3	2 %	2 %	2 %
Policy Year 4	NA	2 %	2 %
Policy Year 5	NA	2 %	2 %
Policy Year 6	NA	NA	2 %
Policy Year 7	NA	NA	2 %

On the Index Participation, a surrender charge of 20% is applied on the account value.

### 15. How can I cancel my policy?

You have two options to cancel the Policy:

#### 1. Free Look Cancellation

In case you wish to cancel your policy immediately after policy issuance you can request for cancellation within 15 days from the date of policy issuance.

#### 2. Surrender

In case you wish to cancel your policy after 15 days from the date of policy issuance, you may request for surrendering the same.

You may request for Free Look or Surrender by submitting a Policy Cancellation form to any of the offices of RAKBANK or RAKINSURANCE.

### 16. Whom can I contact for availing services for EVEREST (Pro-Series) Policy?

If you have any queries, please feel free to call our Call Centre on 800 7254 (RAKI). We are open 7 am - 10 pm Saturdays - Thursdays and 8 am-5 pm on Fridays. Alternatively, you can write to us at [info@rakinsurance.com](mailto:info@rakinsurance.com).

### 17. How can I report a death claim?

You can write to us at [lifecclaims@rakinsurance.com](mailto:lifecclaims@rakinsurance.com) or call our Call Centre on 800 7254 (RAKI). We are open 7 am - 10 pm Saturdays - Thursdays and 8 am - 5 pm on Fridays.

Notification of the claim must be within 3 months from the death of the life assured.