Terms & Conditions:

Unity Small Finance Bank Limited("USFBL") is registered with Insurance Regulatory & Development Authority of India (“IRDAI”) as a Corporate Agent (Composite), IRDAI Registration No. CA0830 for distribution of Insurance Products.

USFBL act as a Corporate Agent licensed to solicit insurance products from life, general, and health insurers. You can avail insurance from any of the empanelled insurers through USFBL as per your requirement and discretion.

By engaging with our services or purchasing an insurance policy through us, you acknowledge that you have read, understood, and agreed to these Terms & Conditions. All the necessary details were explained to you, however the benefits and conditions are all as per the original policy document issued by the insurer.

Insurance is underwritten by the respective Insurance Companies and USFBL does not underwrite the risk or act as an insurer. The contract of insurance is between the Insurance Company and the insured only, and not between USFBL and the insured. USFBL is only acting as a distributor of the insurance products offered to by the insurance companies.

USFBL is not responsible or liable for performance of any obligations under the contract of insurance. Insurance is sold as a stand-alone product and not linked to any of the Banking products. Participation in Insurance is purely on a voluntary basis. Purchase of Insurance is not a pre-condition of availing any of the banking products/services.

USFBL do not act as your insurance advisor unless explicitly mentioned. The product information given is indicative in nature. Nothing contained herein is to be construed as advice, recommendation, offer for a policy or any other assistance.

You agree to:
- Provide true, complete, and up-to-date information at all stages
- Read the insurer’s product brochure, policy wording, and T&Cs carefully
- Submit KYC and PAN documents as required under IRDAI norms
- Inform us of any changes in contact details or policy-related requirements

USFBL shall not be liable for any inaccurate or incomplete information provided by you.

All premium payments must be made directly to the insurer. USFBL shall not be liable for any Technical or transactional errors not caused by us.

USFBL do not accept cash payments under any circumstances & Premium once paid is subject to the insurer’s cancellation/refund policy.

USFBL may receive commissions from the insurer for policies sourced. The commission structure is as per IRDAI regulations and does not affect the premium you pay. No separate charges are levied by us to you.

USFBL assist in guiding the claims process by:
- Facilitating claim intimation
- Explaining documentation requirements
- Coordinating with the insurer

Final claim settlement is solely at the discretion of the insurer, as per policy terms.

USFBL shall not be liable for any claim denial or delays by the insurer. Misrepresentation or non-disclosure may lead to policy rejection or claim denial.

USFBL assist in notifying & facilitating the renewal of your Insurance Policies sourced through USFBL as a Corporate Agent. Please note that :

- Renewal reminders may be sent via SMS, email, phone call or Whatsapp on the contact details provide by you.
- It is the duty of the policyholder to disclose to insurance company & USFBL, any changes affecting the policy, which have occurred since the policy inception or the last renewal date.
- Policyholders are encouraged to maintain a personal record (including copies of any correspondence) of all information submitted for the purpose of insurance contract renewal.
- Grace period for making premium payments post due date -30 days for annual / half yearly & quarterly mode or monthly mode.

- Non-payment of premium within grace period will result in lapsation of your policy in accordance with the insurance company's terms and conditions.
- Interest on late renewal premium payment will be applied in accordance with the insurance company's policy terms and conditions. This is applicable for Non-market linked policies.
- Timely renewal is your responsibility. Non renewal may result in loss of continuity benefits.
- Policies Lapsed for a period of over 6 months from the due date would require a declaration of good health form to be submitted along with the renewal premium payment as per insurance company's terms & conditions.

Your personal data is used only for insurance servicing purposes & will not be shared with unauthorized third parties. It Is subject to data protection protocols adopted by USFBL

USFBL comply with IRDAI (Registration of Corporate Agents) Regulations, 2015 and relevant circulars, codes, and guidelines. All regulatory inspections, data submissions, and compliance audits are fully honoured.

USFBL strictly follow IRDAI's prescribed **Code of Conduct** for Corporate Agents, which includes:

- Acting in the best interest of policyholders
- Providing suitable product recommendations
- Maintaining client data confidentiality
- Avoiding coercion, misrepresentation, or inducements
- Disclosing insurer affiliations and remunerations
- Ensuring employee training and certification
- Cooperating with grievance redressal and compliance procedures
- Ensuring Renewal notices are sent well in time before expiry date & contain a warning about the duty of disclosure including the necessity to advise changes affecting the policy, which have occurred since the policy inception or the last renewal date.
- Ensure renewal notices contain a requirement for keeping a record (including copies of letters) of all information supplied to the insurer for the purpose of renewal of the contract.
- Render necessary assistance to policyholders in complying with the requirements for settlement of claims by the insurer;
- Shall not demand or receive a share of proceeds from the beneficiary under an insurance contract;
- accept complaints either by phone or in writing & acknowledge a complaint within 14 days from the receipt of correspondence.
- Cooperating in grievance redressal and inspections.

Refer full code of conduct https://theunitybank.com/docs/insurance/irdai-code-of-conduct.pdf
These Terms are governed by the laws of India. Disputes are subject to the jurisdiction of courts in Mumbai, India

These Terms may be revised from time to time as per regulatory or business requirements.

For more details on risk factors, product details, terms and conditions and exclusions, please read the relevant product brochure carefully before conclusion of sale.
GST and applicable cess will be charged over and above the quoted premium.
Tax benefits and implications are applicable as per the prevailing laws. Tax laws are subject to change from time to time.

Grievance Redressal
For any grievance/complaint:
Email: care@unitybank.co.in
Customer Care: 18002091122

Complaints relating to alleged mis-selling may be lodged within the timeline prescribed by the applicable financial sector regulator. Where no such timeline is prescribed, complaints may be raised within 30 days from receipt of the signed consent and related documents.
For product-specific grievances, customers may also contact the respective Insurer, Asset Management Company (AMC), Stockbroker, Product Issuer, or Service Provider through the grievance redressal channels specified in the relevant product documents, policy schedule, scheme documents, welcome kit, or on the respective entity's website.

For unresolved grievances beyond prescribed timelines:
Principal Nodal Officer: level3escalation@unitybank.co.in
For updated grievance redressal details: Contact Unity Small Finance Bank - Unity Bank
For IRDAI grievances, please visit:
Insurance Ombudsman: https://bimabharosa.irdai.gov.in/

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Declaration for Third Party Products:

- I/We hereby authorise you to share my/our information, with the third party issuer/ referrer including, but not limited to my/ our contact details (name, date of birth, phone/ mobile number) and demographic details (gender, email ID, address, PAN, CKYC number, income, etc.) available in USFBL database.
- I/We would like to subscribe to the product/s opted by me/us. I/We hereby confirm that this is "execution only" transaction i.e. solely based on referral basis by USFBL. I/We have read and understood all the terms and conditions applicable for investing in the product/s. I/We understand the risks involved in investing in the product/s and hereby confirm the following:
- I/We understand that mutual funds are subject to market risks and I/we have read the Key Information Memorandum (KIM) and Scheme Information Document (SID) carefully before investing.
- I/We have understood the risks factor associated with this scheme/ investment/ product and USFBL has not assured me/us of any returns or unrealistic projections for this scheme/ investment/ product.
- I/We have also been disclosed with various other material facts like lock-in, entry and exit load, expense ratio, past-performance, scheme portfolio, etc. to make an informed decision on this scheme/ investment/ product
- I/We am /are aware that Structured Products are not mutual funds. These products have specific long term investment horizon and may cause principal amount to fluctuate as per market conditions.
- I/We fully understand that I/we am/are using the trading platform of third party provider and that USFBL does not have any role so far as any transaction is executed by me/us with third party provider.
- I/We understand fully and I /we agree that I/we have to pay insurance premium for full payment term as stipulated in the insurance policy. I/We also understand that in case of non-payment of renewal / insurance premium(s) a few / all the benefits of the insurance policy may lapse.
- I/We understand that Unit Linked Insurance Policies (ULIP) are subject to market risks and I/we have read the policy/ product details carefully before investing.
- I/We have been informed by USFBL that if I am/we are not willing to continue with this investment then I/we can opt for cancellation of my/our life insurance policy under free look period within the stipulated time as applicable.
- I/We fully understand that USFBL is referring the product of third party issuer/referee purely on non-risk participation basis and I/we will not have any recourse against USFBL for any losses incurred by me/us as a consequence of my/our availing of the product of the third party issuer/referee.
- I/We understand that USFBL is acting as a corporate agent for the insurance company on a non- risk participation basis and that I/we soliciting the insurance product for my/our own need/requirement.

Customer Declaration: For those customers who are willing to invest in product/s which do not fall in the category of their risk profile, they may read below carefully.

- I/We hereby confirm that I/ We have read and understood the terms, conditions and features relating to the product/s opted by me/us. This investment may not be in concurrence with my/our risk profile, but I/we have satisfied myself/ourselves with the terms and conditions governing the product/s, including the risk factors and I/we wish to invest in the above product/s despite of the fact that this product may not be suitable as per my/our risk profile.
- I/We am/are aware that the product/s is/are subject to market risks and that USFBL does not have any role whatsoever in the performance of the product/s.
- I/We further agree that the USFBL and its directors, employees, agents or representatives, associates shall not be liable and responsible for any loss arising out of the investment in the above product/s.