

FAQs - Group Term Life Insurance (GTL) Beneficiary Nomination Process

Q 1. What is Group Term Life Insurance (GTL)?

GTL is a financial protection plan offered by Adobe via the insurer Kotak Mahindra Life Insurance Co. Ltd. that provides a beneficiary with sum insured in case of demise of the policyholder.

- All regular employees between 18-65 years of age are eligible; coverage starts from the date of joining. Cover offered is 3 times of annual base (fixed) salary, with a maximum limit of INR 35,000,000.
- Employees **above 65 years** of age will have to undergo medical tests/underwriting for the Full Sum Insured proposed.

Q 2. What is My Adobe Benefits' role in the GTL benefit?

My Adobe Benefits enables the beneficiary nomination process to be done online for better user experience and tracking.

Kotak Mahindra Life Insurance Co. Ltd. is the insurer, and you would receive timely notifications in case of any action required from you.

Please note- Only the GTL nomination process is through My Adobe Benefits. Nomination on this portal will not be considered for retivals (PF and Gratuity) or other insured benefits like Health Insurance, Group Personal Accident Insurance etc.

Q 3. Can I view the nominations of other benefits or insured benefits? When and where can I change or view those?

You will not be able to view the nomination details for other benefits on My Adobe Benefits as this is only for GTL nomination process. You can find details for other benefits, enrolment process and important points of contact on the benefits.adobe.com

Q.4. What is the definition of beneficiary?

Beneficiary could be your family members i.e., your legal heirs. For details please go through questions 19-24. The person(s) nominated would receive the sum insured in case of demise of the policyholder.

Though you can nominate as many beneficiaries as you wish to, but it is recommended to nominate up to 5 beneficiaries.

Please note that dependent/ beneficiary could be used interchangeably but the final beneficiary to whom you allocate percentage of the benefit would be eligible to receive the sum insured in the event of your death.

Q 6. In case I do not update the beneficiaries and an unfortunate incident happens, who will receive the sum insured?

In this case, your legal heir(s) would be eligible to receive the sum insured. To avoid any hassle for them, it is important that you update your beneficiaries as soon as you join or update the same in case of any Life Event.

Q 7. I am a new hire. How can I update my beneficiaries?

You will receive an email from My Adobe Benefits within 2 days of your joining date and you must

nominate your beneficiaries within 30 days of your joining. If you do not receive the email from My Adobe Benefits within 2 days of your joining, please highlight to [ERC](#).

Q 8. Can I add my beneficiaries once the enrolment window is closed?

When the relevant window opens – it is the stipulated time to nominate your beneficiaries. Thereafter, you can update your nomination in case of a Life Event or whenever you wish to. Your latest nomination shall be considered in case of your demise. Hence you are encouraged to make judicious use of the nomination windows and the end dates.

You can update your nomination by triggering a Life Event window (in case other windows are closed at the time) as mentioned in Q16

Q 9. What is a Life Event?

A change in your situation/ circumstance like getting married, birth of child, death of enlisted beneficiary etc. is termed a Life Event and may warrant a review of beneficiaries declared previously.

No documents are required to be submitted to trigger a Life Event (opens for 7 days)

Please note that you can also change your beneficiaries any number times irrespective of a Life Event (you still need to trigger a Life Event for the nomination window to open as mentioned in Q16.)

Q 10. I had a Life Event recently but do not wish to update my beneficiaries. In that case do I need to trigger Life Event on My Adobe Benefits?

No, you are not required to trigger a Life Event in case you don't want to update your current nomination.

Q 11. Will I get a confirmation with the details of the beneficiaries nominated?

You will receive a confirmation email with the names of beneficiaries nominated.

Q 12. How will my beneficiary receive the sum insured in case of my demise?

In such an event, Adobe will get in touch with the beneficiaries based on the contact details updated on My Adobe Benefits to initiate the process.

Q 13. How much time do I get to nominate my beneficiaries?

The 3 windows during which you can nominate your beneficiaries are defined as below -

- **New Hire Window** – available to new hires; open for 30 days from date of joining
- **Annual Window** – available to all regular employees when initiated by Adobe; open for 30 days
- **Life Event Window** – self-triggered; open for 7 days

Q 14. My Life Event window is open along with the Annual/ New Hire window. What would be the timeline for nomination?

If multiple windows are open simultaneously, you can nominate your beneficiaries through any one window of your choice within the timeframe mentioned against it. The data will get updated in either case and the windows will automatically close on the respective dates.

Q 15. How to nominate my beneficiaries?

Step 1: Add dependent/ beneficiary	Step 2: Allocate % share for each dependent/ beneficiary
------------------------------------	--

<ol style="list-style-type: none"> 1. Login to My Adobe Benefits (SSO) 2. On the 'Benefits' tab on home page - click 'Start' 3. Scroll down to 'Nomination of Beneficiaries' - click 'Edit' 4. Under 'Nomination of Beneficiaries' - select relevant option 5. Under 'Beneficiaries' - click 'Add a beneficiary' and fill in applicable details <p><i>Note:</i> Remember to provide legal guardian's name, address and contact details in case of minor beneficiary (under section 2 of 2: 'Dependent's contact details')</p> <ol style="list-style-type: none"> 6. Click 'Save' 	<ol style="list-style-type: none"> 1. Select the beneficiaries you would like to add to GTL and assign percentages. Only the ones you select and assign a % would be considered your beneficiaries. The total of the percentage should be 100% 2. Under 'Acknowledgement' - click 'Please confirm' 3. Click 'Proceed' (selection will be added to cart) 4. Click 'Submit' 5. Click 'Confirm selection'
--	---

Q 16. How can I trigger a Life Event window?

In case of a Life Event, you can review and update your beneficiaries on My Adobe Benefits. This is a self-triggered window that opens for 7 days.

1. Click on **My Account** on the right corner of the homepage
2. Click on **Life Event** (window will open for you after due assessment for 7 days)
3. Review and update beneficiaries (follow the steps mentioned in Q15)

Q 17. How can I remove my beneficiaries from GTL cover?

To remove your beneficiaries-

1. Go to **Benefits** tab
2. Click on **Nomination of beneficiaries**
3. Deselect the beneficiary to be removed and re-allocate the percentage share amongst other beneficiaries.

This will remove the beneficiary from GTL cover but will not permanently delete them from the portal. Please note, if any window is not open to take the above action, you would need to trigger a Life Event window.

Q 18. How can I delete my beneficiaries from My Adobe Benefits altogether?

To delete your beneficiaries permanently-

1. Click on **My Account** on the right corner of the homepage
2. Click on **Dependents/ Beneficiaries**
3. Click on **Delete**

You cannot delete a beneficiary who is currently covered under GTL. This action can be done only once you remove the beneficiary from the benefit as mentioned in Q 17 and re-allocate the percentage share amongst the current beneficiaries or add any other beneficiary.

Q19. Who all can be considered as nominees?

Below can be considered as nominees:

1. parents or
2. spouse or

3. children or
4. spouse and children
5. or any of them

Q20. Who should be declared as a nominee if an employee has only minor children and no spouse or parents in the family?

In such situation, someone needs to be appointed as guardian who will be the custodian of the nominee amount and will transfer the same to the nominee once he/she attains the age of 18 years.

Q21. If the nominee is minor and a guardian needs to be appointed, what is the process for the same?

Employee is requested to write at naresh.kumar@marsh.com keeping rachit.baijal@marsh.com in cc for further assistance with email subject "GTL Nominations". We will take employee nominations which we will get updated on Darwin from backend.

Q22. What if the employee is an individual without marriage and does not have spouse, children and even parents in the family?

In such situation sibling/friend/colleague/partner can be nominated but claim needs to be paid once insurer has the court order stating that the nominated person is the only legal heir or the successor of the employee. Court will provide such order once they have a valid legal will.

Q23. If there are no immediate family members who can be nominee, what needs to be done?

Employee is requested to write at naresh.kumar@marsh.com keeping rachit.baijal@marsh.com in cc for further assistance with email subject "GTL Nominations". Marsh will guide on the steps that are required like having a valid legal will so that nominee can get the court order and finally claim from the insurance company. Marsh will take employee nominations which we will get updated on Darwin from backend.

Q24. If there is a dispute within the nominees/family members before the claim settlement?

Succession certificate would be required to confirm the successor of the deceased person.