

INDUSIND - GROUP MEDICLAIM SUPER TOP UP INSURANCE FOR PLAN B - EMPLOYER-EMPLOYEE RELATIONSHIP - PROSPECTUS

Conditions applicable to the Policyholder (i.e. the Employer):
The Policyholder as mentioned in the Policy Schedule has

- By way of requesting to IndusInd General Insurance Company Limited (here in after called "the Company") for issuance of the Policy, has disclosed all the relevant information required by the Company for deciding on the issuance of Policy and
- Paid appropriate premium and has agreed to undertake to pay subsequent premiums, if any, by their due dates, including premiums for endorsements

Conditions applicable to the Company:

The Company, upon accepting the Proposal and receiving all the premiums by their due dates and realization thereof, undertakes that if during the Policy Period as specified in the Policy Schedule, any Claim occurs which becomes admissible and payable under this Policy then the Company shall pay for such Claim as per the terms, conditions, coverage, exclusions and definitions as mentioned in this Policy.

SECTION 1: ELIGIBILITY CRITERIA

- i. Policy can be availed by persons between the age of 18 years and 65 years, as Primary Employee. Policy can be availed for Employee and the following family members
 - a) Legally wedded spouse.
 - b) Parents and Parents-in-law.
 - c) Dependent Children (i.e. natural or legally adopted) between the age of 3 months to 25 years. If the child above 18 years of age is financially independent, the child will be ported to an Individual Policy having a separate Sum Insured and treated as an Adult.
- Note:**
- Parents or Parents -in -law are allowed to be covered in a separate family floater Policy.
- ii. Age means "Age as on last birthday" as on the date of first Policy issuance or at renewal. If any age changes during proposal stage, then "age" at submission of proposal from would be considered for premium calculation.
 - iii. This Policy can be issued to an individual and/or a family.
 - iv. Individual Policy: A maximum of 10 members can be covered in a single individual policy on individual sum insured basis.
 - v. Floater Policy: In case of Family Floater, one family will share a single Sum Insured as opted. A maximum of 8 members can be covered in a single-family floater policy with a maximum of 2 Adults.

The following combinations are allowed under:

- a) Self and/or Spouse with up to 6 dependent Children
- b) 2 Parents
- c) 2 Parents-in-Law

SECTION 2: POLICY PERIOD

This Policy can be issued for a period of 1year

SECTION 3: COVERAGE

3A. Base Covers

3.1 Benefit-1: Hospitalization Expenses

If any of the Insured Person, during the Policy Period, is diagnosed with any Illness or suffers any Injury that requires Inpatient Treatment or Day Care Treatment, then the Company will pay Medical Expenses incurred by the Policyholder/Insured Person in excess of the annual Aggregate Deductible amount and up to the Sum Insured, subject to the below mentioned terms, conditions and exclusions mentioned under this Policy, for:

3.1.1 In Patient Treatment

If during the Policy Period any of the Insured Person undergoes Hospitalization for Inpatient Treatment on the written advice of a Medical Practitioner, then the Company will indemnify the Policyholder/Insured Person for the below incurred Medical Expenses:

- i. Room Rent
- ii. Nursing expense
- iii. Intensive care Unit (ICU) charges,
- iv. Medical Practitioner(s) fees,
- v. Anesthesia, blood, oxygen, operation theatre charges, surgical appliances expenses,
- vi. Medicines, drugs and Consumables expenses
- vii. Diagnostic procedures expenses
- viii. The cost of prosthetic and other devices or equipment if implanted internally during a Surgical Procedure

3.1.2 Pre-Hospitalization

The Company will indemnify the Policyholder/ Insured Person for the Medical Expenses incurred in the 60 days immediately before the Policyholder/Insured Person was Hospitalized, provided that:

- i. Such Medical Expenses are incurred in respect of the same condition for which Insured Person has taken Inpatient Treatment, and
- ii. Company has accepted the Claim for these Inpatient Treatment expenses under Section3.1.1 Inpatient Treatment

3.1.3 Post Hospitalization

The Company will indemnify the Policyholder/Insured Person for the Medical Expenses incurred in the 90 days

immediately after the Insured Person was discharged post Hospitalization provided that:

- i. Such costs are incurred in respect of the same condition for which the Insured Person has taken Inpatient Treatment, and
- ii. Company has accepted the Claim for these Inpatient Treatment expenses under Section-3.1.1 InPatient Treatment

3.1.4 Day Care Treatment

The Company will indemnify the Policyholder/Insured Person for the Medical Expenses on the written advice of the Medical Practitioner, if during the Policy Year, any of the Insured Person undergoes a Day Care Treatment as defined under this Policy.

3.2 Benefit-2: Domiciliary Hospitalization

The Company will indemnify the Insured Person(s) for the Medical Expenses incurred during Domiciliary Hospitalization as defined under this Policy, provided that the condition for which the medical treatment is required continues for at least three continuous and completed days, during the Policy Period, in which case the Company will pay the Reasonable and Customary Charges of any necessary medical treatment for the entire period, subject to the Aggregate Deductible.

The Company shall not be liable for payment of any Claim under this Benefit in relation to treatment of any of the following diseases

- i. Asthma
- ii. Bronchitis
- iii. Chronic Nephritis and Chronic Nephritic/Nephrotic Syndrome
- iv. Diarrhoea and all types of Dysenteries including Gastroenteritis
- v. Epilepsy
- vi. Influenza, Cough and Cold
- vii. Pyrexia of unknown origin for less than 10 days
- viii. Tonsillitis and Upper Respiratory Tract Infection including Laryngitis and Pharyngitis
- ix. Arthritis, Gout and Rheumatism

3.3 Benefit-3: Maternity Cover

The Company will indemnify the Policyholder/Insured Person up to Rs. 1 lakh for Maternity Expenses incurred on Inpatient Treatment during the Policy Period subject to the following :

- i. The Company will cover the Maternity Expenses in excess of annual Aggregate Deductible as specified under the Policy Schedule.
- ii. This benefit shall become available only after the expiry of 12 months from the date of inception of the first Policy with the Company.
- iii. The payment under this benefit is limited to maximum two deliveries or termination(s) or either, during the lifetime of the Insured Person.
- iv. For a covered delivery or termination, Medical Expenses of pre-natal and post-natal hospitalization shall be covered within the Maternity limit of Rs. 1 lakh

Subject to the terms & conditions, the Policy will cover New Born Baby beyond 90 days only after the receipt of requisite premium for the addition.

3.4 Benefit-4: Organ Donor

The Company will indemnify the Policyholder/Insured Person for the Medical Expenses incurred during Hospitalization, in respect of donor for any organ transplant Surgery conducted on the Insured Person during the Policy Period, provided that:

- i. The organ donated is for the use of the Insured Person, and
- ii. Company shall not pay the donor's Pre and Post Hospitalization Expenses
- iii. Company has accepted Inpatient Hospitalization Claim under Scope of Cover- Benefit 3.1.1 InPatient Treatment.

An organ donor is any person whose organ has been made available in accordance and compliance with The Transplantation of Human Organs Act, 1994 (amended).

3.5 Benefit-5: AYUSH Treatment

The Company will indemnify the Policyholder /Insured Person against the Medical Expenses which are incurred on treatment under Ayurveda, Yoga & Naturopathy, Unani, Siddha, and Homeopathy up to the Sum Insured in excess of annual Aggregate Deductible under the Policy. The AYUSH treatment should be carried out in an AYUSH Hospital or AYUSH Day Care Centre as defined under the Policy.

The Company shall not be liable for payment of any Claim under this Benefit directly or indirectly arising out of or relating to:

- i. Treatment other than Inpatient Treatment or Day Care Treatment
- ii. Medical Expenses incurred for evaluation, Investigation only.
- iii. Treatment availed outside India.
- iv. Treatment at a healthcare facility which is NOT an AYUSH Hospital or AYUSH Day Care Centre.
- v. Pre-Post Hospitalization expenses
- vi. All preventive and rejuvenation treatments (non-curative in nature), or treatments that are not Medically Necessary. This includes but not limited to treatments at Spa, Massages and Health Rejuvenation Procedure.

3.6 Benefit-6: Ambulance Cover

The Company will indemnify the Policyholder/Insured Person up to an amount of Rs. 3500 per Hospitalization for expenses incurred on availing Ambulance services offered by a Hospital or by an Ambulance service provider that

1. Such life-threatening emergency condition is certified by the Medical Practitioner.
2. Company has accepted Inpatient Hospitalization Claim under Scope of Cover- Section 3.1.1 InPatient Treatment
3. The coverage includes the cost of the transportation of the Insured Person from a Hospital to the nearest Hospital which is prepared to admit the Insured Person and provide the necessary medical services if such medical services cannot satisfactorily be provided at a Hospital where the Insured Person is situated, provided that transportation has been prescribed by a Medical Practitioner and is Medically Necessary.

3.7 Benefit-7 : Modern Treatment Methods

The Company will indemnify the Insured Person up to 50% of Sum Insured subject to Aggregate Deductible for the Medical Expenses incurred during the Policy Period on Inpatient Treatment or Day Care Treatment or Domiciliary Treatment of below mentioned Modern Treatment Methods:

- Uterine Artery Embolization and HIFU
- Balloon Sinuplasty
- Deep Brain Stimulation
- Oral Chemotherapy
- Immunotherapy-Monoclonal Antibody to be given as injection
- Intra Vitreal injections
- Robot surgeries
- Stereotactic radio surgeries
- Bronchial Thermoplasty
- Vaporization of the prostate (Green laser treatment or holmium laser treatment)
- IONM- (Intra Operative Neuro Monitoring)
- Stem Cell therapy: Hematopoietic stem cells for bone marrow transplant for hematological conditions to be covered The claim under this benefit shall be subject to all other terms under Sections 3.1 and 3.2

3 B: Optional Covers

3.1 Benefit-8: Waiver of Waiting Period for Pre-Existing Disease

On payment of additional premium, the Policyholder shall be given an option to waive off, in part or full, the Waiting Period for Pre-Existing Diseases as mentioned in Section 4 (i). Such waiver, if allowed, shall be expressly mentioned in the Policy Schedule.

3.2 Benefit-9: Waiver of Waiting Period for Specified disease/ procedure

On payment of additional premium, the Policyholder shall be given an option to waive off, in part or full, the Waiting Period for Specified disease/procedure as mentioned in Section 4 (ii). Such waiver, if allowed, shall be expressly mentioned in the Policy Schedule.

3.3 Benefit-10: Waiver of 30 days Waiting Period

On payment of additional premium, the Policyholder shall be given an option to waive off, in part or full, the 30 days Waiting Period as mentioned in Section 4 (iii). Such waiver, if allowed, shall be expressly mentioned in the Policy Schedule.

3.4 Benefit-11: Waiver of Waiting Period for Maternity Cover

On payment of additional premium, the Policyholder shall be given an option to waive off, in part or full, the Waiting Period for Maternity Cover as mentioned in Section 4 (iv). Such waiver, if allowed, shall be expressly mentioned in the Policy Schedule.

3.5 Benefit-12: Room Rent Limits

The Room Rent for both ICU and non-ICU hospitalizations allowable under Section 3A of this Policy shall be subject to sublimit (expressed as a Percentage of Sum Insured and Rupee limit, or as a category of room), if so requested by the Policyholder and explicitly accepted by the Company. Where such sublimit is applied, the agreed limits shall be expressly stated in the Policy Schedule.

3.6 Benefit-13: Change in Pre and Post Hospitalization limits

In the event of opting this cover, the Policyholder shall be allowed to change the coverage period for Benefit 3.1.2 Pre-Hospitalization from 60 days to 30 days and for Benefit 3.1.3 Post Hospitalization from 90 days to 60 days. If opted, the agreed limits shall be expressly stated in the Policy Schedule.

SECTION 4: WAITING PERIOD

The Company shall not be liable to make any payment under the policy in connection with or in respect of following expenses till the expiry of waiting period mentioned below

i. Pre-Existing Disease (Code: Excl01)

- a. Expenses related to the treatment of a Pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 24/36 months (as specified in Policy Schedule) of continuous coverage after the date of inception of the first Policy with Insurer
- b. In case of enhancement of Sum Insured the exclusion shall apply afresh to the extent of Sum Insured increase.
- c. If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
- d. Coverage under the Policy after the expiry of 24/36 months (as specified in Policy Schedule) for any Pre-Existing Disease is subject to the same being declared at the time of application and accepted by Insurer

ii. Specified disease/procedure waiting period (Code: Excl02)

- a. Expenses related to the treatment of the listed Conditions, surgeries/treatments shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first Policy with us. This exclusion shall not be applicable for claims arising due to an Accident.
- b. In case of enhancement of Sum Insured the exclusion shall apply afresh to the extent of Sum Insured increase.
- c. If any of the specified disease/procedure falls under the waiting period specified for Pre-Existing Diseases, then the longer of the two waiting periods shall apply.
- d. The waiting period for listed conditions shall apply even if contracted after the Policy or declared and accepted without a specific exclusion.
- e. If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage
- f. List of specific diseases/procedures in respect of which 24 months waiting period is imposed is mentioned below:

Organ / Organ System	Illness /Diagnosis ((irrespective of treatment being medical or surgical)	Surgeries / Surgical Procedure (irrespective of any illness / diagnosis)			
Ear, Nose, Throat (ENT)	a. Sinusitis b. Rhinitis c. Tonsillitis	a. Adenoidectomy b. Mastoidectomy c. Tonsillectomy d. Tympanoplasty e. Surgery for nasal septum deviation f. Surgery for turbinate hypertrophy g. Nasal concha resection h. Nasal polypectomy	Urogenital	a. Calculus diseases of urogenital system including kidney, ureter, bladder stones b. Benign hyperplasia of prostate c. Varicocele	a. Surgery on prostate unless necessitated by malignancy b. Surgery for hydrocele/rectocele
Gynaecological	a. Cysts, polyps, including breast lumps b. Polycystic ovarian diseases c. Fibromyoma d. Adenomyosis e. Endometriosis f. Prolapsed uterus	a. Hysterectomy unless necessitated by malignancy	Eye	a. Cataract b. Retinal detachment c. Glaucoma	a. Surgery for correction of eye sight due to refractive error above dioptre 14.0
Orthopaedic	a. Non-infective arthritis b. Gout and rheumatism c. Osteoporosis d. Ligament, tendon and meniscal tear e. Prolapsed intervertebral disk	a. Joint replacement surgery	Others	a. Congenital internal disease	a. Surgery of varicose veins and varicose ulcers. b. Stem cell therapy or surgery c. Administration of intraarticular or intra-lesional injections, Monoclonal antibodies such as Rituximab/ Infiximab/Trastuzumab and supplementary medications such as Zoledronic acid
Gastrointestinal	a. Cholelithiasis b. Cholecystitis c. Pancreatitis d. Fissure/fistula in anus, haemorrhoids, pilonidal sinus e. Gastro Esophageal Reflux Disorder (GERD), ulcer and erosion of stomach and duodenum f. Cirrhosis (however alcoholic cirrhosis is permanently excluded) g. Perineal and perianal abscess h. Rectal prolapse	a. Cholecystectomy b. Surgery of hernia	General (Applicable to all organ systems/ organs whether or not described above)	a. Benign tumors of non-infectious etiology Such as cysts, nodules, polyps, lumps or growth.	a. Nil
			iii. 30 Davys Waiting Period (Code: Excl03) <ol style="list-style-type: none"> Expenses related to the treatment of any illness within 30 days from the first policy commencement date shall be excluded except claims arising due to an Accident, provided the same are covered. This exclusion shall not, however, apply if the Insured Person has continuous coverage for more than twelve months. The within referred waiting period is made applicable to the enhanced Sum Insured in the event of granting higher Sum Insured subsequently 		

iv. Maternity Cover

- a. The Benefit-3 Maternity Cover defined under Scope of Cover shall become available only after the expiry of 12 months from the date of inception of the first Policy with the Company

SECTION 5: EXCLUSIONS

5.1 Standard Exclusions

The Company shall have no liability and no Claim shall be admissible in respect of any Insured Person under any benefit(s) where such liability or Claim arises directly or indirectly due to any of the following:

1) Investigation & Evaluation (Code:Excl04)

- a. Expenses related to any admission primarily for diagnostics and evaluation purposes only are excluded.
- b. Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.

2) Rest Cure, rehabilitation and respite care (Code:- Excl05)

- a. Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:
 - Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
 - Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

3) Obesity/ Weight Control (Code:Excl06):

Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:

- a. Surgery to be conducted is upon the advice of the Doctor
- b. The surgery/Procedure conducted should be supported by clinical protocols
- c. The member has to be 18 years of age or older and
- d. Body Mass Index (BMI);
 - Greater than or equal to 40 or
 - Greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
 - o Obesity-related cardiomyopathy
 - o Coronary heart disease
 - o Severe Sleep Apnea
 - o Uncontrolled Type2 Diabetes

4) Change-of-Gender treatments (Code: Excl07):

Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex

5) Cosmetic or Plastic Surgery (Code: Excl08):

Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of

medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner

6) Hazardous or Adventure sports (Code:Excl09):

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

7) Breach of law (Code: Excl10):

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

8) Excluded Providers (Code:Excl11):

Expenses incurred towards treatment in any Hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website / notified to the policyholders are not admissible. However, in case of life threatening situations or following an accident, expenses up to the stage of stabilization are payable but not the complete claim.(- For updated and detailed list of Excluded Providers refer website - www.indusindinsurance.com)

9) Substance Abuse and Alcohol (Code: Excl12):

Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof.

10) Wellness and Rejuvenation (Code: Excl13):

Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons.

11) Dietary Supplements & Substances (Code: Excl14):

Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a Medical Practitioner as part of hospitalization claim or day care procedure

12) Refractive Error (Code: Excl15):

Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptries

13) Unproven Treatments-Code (Code: Excl16):

Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

14) Sterility and Infertility (Code: Excl17):

Expenses related to sterility and infertility. This includes:

- a. Any type of contraception, sterilization
- b. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
- c. Gestational Surrogacy

d. Reversal of sterilization

5.2 Specific Exclusions

15) Aggregate Deductible:

Company is not liable for any payments under this Policy unless the Medical Expenses incurred during the Policy Period exceeds the Aggregate Deductible

16) Dental Treatments:

Dental Treatments of any kind, unless requiring Hospitalisation due to an Accident

17) External Congenital Anomaly:

External Congenital Anomaly

18) Treatment other than Medically Necessary Treatment:

Any treatment or part of a treatment that is not Medically Necessary Treatment

19) Non-medical expenses:

Any non-medical expenses mentioned in Annexure A

20) Outpatient treatment:

Conditions for which treatment could have been done on an outpatient basis without any Hospitalisation

21) Overseas treatment:

Any treatment taken by Insured Person availed outside India.

22) Charges other than Reasonable & Customary Charges

Any Medical Expenses which are not reasonable and Customary Charges.

23) Self-injury or suicide:

Any intentional self-inflicted Injury, suicide or attempted suicide.

24) Treatment outside discipline:

Treatment taken from anyone not falling within the scope of definition of Medical Practitioner or from a Medical Practitioner who is practicing outside the discipline for which he is licensed or any kind of self-medication

25) War

(whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, ebullion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.

26) Wilful Act/Negligence:

Wilful acts or wilful gross negligence of the Insured Person.

5.3 Permanent Exclusions

A permanent exclusion will be applied on Pre-Existing medical or physical condition or treatment of an Insured Person, if such exclusion is accepted by the Proposer and specifically mentioned in the Policy Schedule. This option, as per Company's underwriting policy, will be used for such condition(s) or treatment(s) that otherwise would have resulted in rejection of insurance coverage under this Policy to such Insured Person.

SECTION 6: DEDUCTIBLE AND SUM INSURED LIMITS

Below mentioned are the Deductible Vs Sum Insured combination options available under the Policy

Annual Deductible (in INR)	Sum Insured (in INR)							
	2 lacs	3 lacs	4 lacs	5 lacs	9 lacs			
1 lac								
1.5 lacs	3.5 lacs	6 lacs	8.5 lacs					
2 lacs	3 lacs	5 lacs	8 lacs					
2.5 lacs	2.5 lacs	5 lacs	7.5 lacs	10 lacs	12.5 lacs	17.5 lacs	22.5 lacs	47.5 lacs
3 lacs	7 lacs	12 lacs	17 lacs	22 lacs	27 lacs	47 lacs		
5 lacs	5 lacs	10 lacs	15 lacs	20 lacs	25 lacs	45 lacs	95 lacs	
7.5 lacs	7.5 lacs	15 lacs	17.5 lacs	22.5 lacs	27 lacs	30 lacs	42.5 lacs	92.5 lacs
10 lacs	10 lacs	15 lacs	20 lacs	25 lacs	30 lacs	40 lacs	90 lacs	
15 lacs	15 lacs	30 lacs	35 lacs	45 lacs	60 lacs	85 lacs		
20 lacs	20 lacs	30 lacs	40 lacs	55 lacs	60 lacs	80 lacs	130 lacs	
30 lacs	30 lacs	45 lacs	60 lacs	70 lacs	90 lacs	120 lacs		

SECTION 7: CLAIMS PROCEDURE

The fulfillment of the terms and conditions of this Policy (including the realization of premium by their respective due dates) in so far as they relate to anything to be done or complied with by the Policyholder or any Insured Person, including complying with the following steps, shall be the Condition Precedent to the admissibility of the Claim.

Upon the discovery or happening of any disease or Illness / Injury that may give rise to a Claim under this Policy, then as a Condition Precedent to the admissibility of the Claim, the Insured Person shall undertake the following:

7.1 Claim Intimation

In the event of any Disease or Illness / Injury or occurrence of any other contingency which has resulted in a Claim or may result in a Claim covered under the Policy, the Insured Person, must notify to the TPA/Company either at the call centre or in writing immediately, in the event of:

- i. Planned Hospitalization, the Insured Person will intimate such admission at least 48 hours prior to the planned date of admission.
- ii. Emergency Hospitalization, the Insured Person will intimate such admission within 24 hours of such admission.

The following details are to be provided to the TPA/Company at the time of intimation of Claim:of admission.

- a. Policy Number
- b. Name of the Policyholder
- c. Name of the Insured Person in whose relation the Claim is being lodged
- d. Nature of Illness / Injury
- e. Name and address of the attending Medical Practitioner and Hospital
- f. Date of Admission
- g. Any other information as requested by the Company

7.2 Claim Procedure

i. Cashless:

Cashless facility is available only at a Network Hospital. The Insured Person can avail Cashless facility at the time of admission into any Network Hospital, by presenting the health card as provided by the TPA/Company with this Policy, along with a valid photo identification proof (Voter ID card / Driving License / Passport / PAN Card / any other identity proof as approved by the Company).

To avail Cashless facility, the following procedure must be followed by the Insured Person:

- a. Pre-authorization: Prior to Hospitalization, the Insured Person must call the call centre of the TPA/- Company and request authorization by way of submission of a completed Pre-authorization form at least 48 hours before a planned Hospitalization and in case of an Emergency situation, within 24 hours of Hospitalization.
- b. The TPA/Company will process the Insured Person's request for authorization after having obtained accurate and complete information for the Illness/ Injury for which Cashless facility for Hospitalization is sought by the Insured Person and the TPA/Company will confirm such Cashless authorization / rejection in writing or by other means.

- c. If the procedure above is followed and the Insured Person's request for Cashless facility is authorized, the Insured Person will not be required to pay for the Hospitalization Expenses which are covered under this Policy and fall within the Company's liability (within the authorized limit). Original bills and evidence of treatment in respect of the same shall be left with the Network Hospital.
- d. The Company/TPA (On behalf of Company) reserves the right to review each Claim for Hospitalization expenses and coverage will be determined according to the terms and conditions of this Policy. The Insured Person shall, in any event, be required to settle all other expenses, co-payment (if applicable) and / or Aggregate Deductibles, directly with the Hospital.
- e. Cashless facility for Hospitalization Expenses shall be limited exclusively to Medical Expenses incurred for treatment undertaken in a Network Hospital for Illness or Injury which are covered under the Policy.
- f. There can be instances where the TPA/Company may deny Cashless facility for Hospitalization due to insufficient Sum Insured or insufficient information to determine admissibility in which case the Insured Person may be required to pay for the treatment and submit the Claim for reimbursement to the TPA/Company which will be considered subject to the Policy Terms & Conditions.
- g. The Insured Person shall be required to submit the documents as mentioned in Clause- 6.5 Claim Documents with the Network Hospital.

Note:

- Under Cashless facility, the TPA/Company may authorize upon the Insured Person's request for direct settlement of admissible Claim as per agreed charges & terms and conditions between Network Hospital and the TPA/ Company. In such cases, the TPA/Company will directly settle all eligible amounts as per the Policy Terms & Conditions with the Network Hospital to the extent the Claim is covered under the Policy.
- The Company, at its sole discretion, reserves the right to modify, add or restrict any Network Hospital for Cashless services available under the Policy. Before availing the Cashless service, the Insured Person is required to check the applicable list of Network Hospital on the Company's website.

ii. Re-imbusement:

In case of any Claim under the Benefits, where Cashless facility is not availed, the list of documents as mentioned in Clause- 6.5 Claim Documents shall be provided by the Insured Person, to TPA/Company immediately but not later than 30 days of discharge from the Hospital, at the Policyholder's/ Insured Person's expense to avail the Claim.

7.3 Responsibility of Insured Person

- i. The Insured Person must take reasonable steps or measure to avoid or minimize the quantum of any Claim that may be made under this Policy

- ii. Forthwith intimate / file / submit a Claim in accordance with Clause-6 of this Policy.
- iii. If so requested by the TPA/Company, the Insured Person will have to submit himself for a medical examination by the TPA/Company's nominated Medical Practitioner as often as it considers reasonable and necessary. The cost of such examination will be borne by the Company.
- iv. The Insured Person is required to check the applicable list of Network Hospitalization the TPA/Company's website or call centre before availing the Cashless services.
- v. In case where initial covered Medical expenses were not expected to exceed the Aggregate Deductible but subsequently found to be exceeding the opted Aggregate Deductible, notification must be done immediately along with the copy of intimation made to other Insurer.
- vi. On occurrence of an event which will lead to a Claim under this Policy, the Insured Person shall:
 - a. Allow the Medical Practitioner or any of the Company's representatives to inspect the medical and Hospitalization records, investigate the facts and examine the Insured Person.
 - b. Assist and not hinder or prevent the Company's representatives in pursuance of their duties for ascertaining the admissibility of the Claim under the Policy.
 - c. If the Insured Person does not comply with the provisions of these conditions all benefits under this Policy shall be forfeited at the Company's option

7.4 Responsibility of Policyholder (i.e. Employer)

- i. Maintain a sufficient CD Balance with the Company and transfer the premium in the account of the Company within a pre-agreed time duration.
- ii. Provide the details of the Insured Person or Insured Person's Family members in the format agreed upon at the time of placement of this Policy

7.5 Claim Documents

The Insured Person shall submit to the TPA/Company/ Network Hospital (as applicable) the following documents for or in support of the Claim, substantiating expenses up to and above the Aggregate Deductible amount:

- i. Duly completed and signed Claim Form, in original
- ii. Medical Practitioner's referral letter advising Hospitalization
- iii. Medical Practitioner's prescription advising drugs / diagnostic tests / consultation
- iv. Original bills, receipts and discharge card from the Hospital/ Medical Practitioner
- v. Original bills from pharmacy / chemists
- vi. Original pathological / diagnostic test reports and payment receipts
- vii. Ambulance receipt and bill
- viii. First Information Report/ Final Police Report, if applicable
- ix. Post mortem report, if applicable
- x. Any other document as required by the Company to assess the Claim

When original bills, receipts, prescriptions, reports and other documents are given to any other insurer or to the reimbursement provider, verified photocopies attested by such other insurer/reimbursement provider along with an original certificate of the extent of payment received from them needs to be submitted.

Note:

- a. Claim once paid under one Benefit cannot be paid again under any other Benefit.
- b. All invoices / bills should be in Insured Person's name.

7.6 Proportionate Deductions

Subject to the other Terms and Conditions of this Policy, The Associate Medical Expenses (and the Room Rent) incurred by the Insured Person pertaining to a Hospitalization shall be proportionately reduced in deriving at the payable amount of the corresponding Claim, in the event of (as the case maybe):

- The Insured Person chooses a higher room category than the category that is eligible as per the terms and conditions of the Policy. In this case, higher room category means a room category in which the room rent expenses charged by the Hospital is more expensive than the eligible room category as per the terms and conditions of the Policy.
- The Insured Person chooses a room category in which the room rent charges are more than the applicable Sum Insured sub-limit (in percentage or Rupee terms) on the room rent as per the Policy terms and conditions.

In the above, Associate Medical Expense, means all admissible invoice break ups (or bill heads) of the Hospitalization Medical Expenses as mentioned in section 3.1.1 (i.e. Inpatient Treatment) barring the below mentioned expense break ups:

- Cost of Pharmacy and Consumables
- Cost of Implants and Medical Devices
- Cost of Diagnostics

The proportional reduction will be done in a manner consistent with the below table:

Sr. No.	Header	Explanation
A	Actual Medical Bills Incurred	As per submitted documents
B	Covered Medical Expenses	A - Any expense not covered under Policy Benefits
C	Actual Room Rent	Room Rent (Including items to be subsumed under Room Rent as defined under Annexure A)
D	Covered Medical Expenses which shall be subject to Proportionate Deduction	B - cost of Pharmacy and consumables, implants and medical devices and diagnostics
E	Claim after Proportionate Deduction	$D * \text{Eligible Room Rent Limit} \div \text{Actual Room Rent}$ (If Actual Room Rent is within eligibility, then no deduction to be applied [E=D])

F	Ground up claim amount	E + cost of Pharmacy and consumables, implants and medical devices and diagnostics
G	Payable claim amount	F – Deductions for Policy Deductibles and Limits

Proportionate Deduction is subject to the following:

- Apart from the Associate Medical Expenses, no other expenses will be proportionately reduced
- If the given Hospital do not follow differential billing or if there are items in the claim for which the Hospital do not follow differential billing, the Insurer shall not be proportionately reducing the Claims. This shall be applied in case of admissions in Government Hospitals and the Network Hospitals of the Insurer.
- ICU charges shall not be proportionately reduced in all cases.

7.7 Payment Terms

- This Policy covers medical treatment taken within India, and payments under this Policy shall be made in Indian Rupees within India.
- Claims shall not be admissible under this Policy unless the TPA/Company has been provided with the complete documentation / information which the Company has requested to establish its liability for the Claim, its circumstances and its quantum unless the Policyholder / Insured Person have complied with the obligations under this Policy.
- The Company shall not indemnify the Insured Person for any period of Hospitalization of less than 24 hours except for the Day Care Treatment, the list of which is annexed as per Annexure D (List of Day Care Treatments).
- The Sum Insured of the Insured Person shall be reduced by the amount payable / paid under the Benefit(s) and the balance shall be available as the Sum Insured for the unexpired Policy Period.
- For Cashless Claims, the payment shall be made to the Network Hospital / TPA whose discharge would be complete and final.
- For the Reimbursement Claims, the TPA/Company will pay to the Policyholder/Insured Person.
- The Company will only be liable to pay for such Benefits for which the Insured Person has specifically claimed in the Claim Form. The Company shall settle the Claim within 30 days from the date of receipt of last necessary document. However, where the circumstances of a Claim warrant an investigation in Company's opinion it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, Company shall settle the Claim within 45 days from the date of receipt of last necessary document.

- The Company shall also decide and communicate any rejection of claim within 30 days from the date of receipt of last necessary document. However, where the circumstances of a claim warrant an investigation in Company's opinion it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, Company shall also decide and communicate any rejection of the claim within 45 days from the date of receipt of last necessary document.

SECTION 8: GENERAL TERMS AND CLAUSES (APPLICABLE TO ALL BENEFITS UNDER THE POLICY):

1) Disclosure to information

The Policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the Policyholder.

(Explanation: "Material facts" for the purpose of this policy shall mean all relevant information sought by the Company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk)

The Company may, at its discretion, and in compliance with applicable regulations and guidelines, choose to continue the health insurance coverage to the Insured Person in certain circumstances, depending on the merit of the case, subject to terms and conditions of the Policy.

2) Condition Precedent to Admission of Liability

The terms and conditions of the Policy must be fulfilled by the Insured Person for the Company to make any payment for claim(s) arising under the Policy.

3) Moratorium Period

After completion of sixty continuous months of coverage (including portability and migration) in health insurance policy, no policy and claim shall be contestable by the insurer on grounds of non-disclosure, misrepresentation, except on grounds of established fraud. This period of sixty continuous months is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy. Wherever, the sum insured is enhanced, completion of sixty continuous months would be applicable from the date of enhancement of sums insured only on the enhanced limits.

4) Observance of terms and conditions

The due observance and fulfilment of the Policy Terms & Conditions and Endorsements of this Policy in so far as they relate to anything to be done or complied with by the Policyholder / Insured Person, shall be a Condition Precedent to any of the Company's liability to make any payment under this Policy.

5) Aggregate Deductible

The Company is not liable for any payment unless the Medical Expenses admissible under the Policy exceed the annual Aggregate Deductible Limit.

Deductible shall be applicable on annual aggregate basis for all Hospitalization expenses during the Policy.

6) Nomination

The Policyholder is required at the inception of the Policy to make a nomination for the purpose of payment of claims under the Policy in the event of death of the Policyholder. Any change of nomination shall be communicated to the Company in writing and such change shall be effective only when an endorsement on the Policy is made. In the event of death of the Policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/ Endorsement (if any)) and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy

7) Premium Payment in Instalments (wherever applicable)

If the Policyholder/ Insured Person has opted for Payment of Premium on an instalment basis i.e. monthly, quarterly, half-yearly as mentioned in the Policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

- a. The grace period of fifteen days (where premium is paid on a monthly instalments) and thirty days (where premium is paid in quarterly/half-yearly/annual instalments) is available on the premium due date, to pay the premium.
- b. If the policy is renewed during grace period, all the credits (sum insured, No Claim Bonus, Specific Waiting periods, waiting periods for pre-existing diseases, Moratorium period etc.) accrued under the policy shall be protected.
- c. The Insured Person will get the accrued continuity benefit in respect of the 'Waiting Periods' ' Specific Waiting Periods' in the event of payment of premium within the stipulated grace Period
- d. No interest will be charged If the instalment premium is not paid on due date
- e. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- f. In the event of a claim, all subsequent premium instalments shall immediately become due and payable
- g. The Company has the right to recover and deduct all the pending instalments from the claim amount due under the Policy

8) Complete discharge

Any payment to the Policyholder, Insured Person or his/her nominees or his/her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the Policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

9) Multiple Policies

- a. In case of multiple policies taken by an Insured Person during a period from one or more insurers to indemnify treatment costs, the Insured Person shall have the right to require a settlement of his/her claim in terms of any of his/ her policies. In all such cases the insurer chosen by the Insured Person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen Policy.
- b. Insured Person having multiple policies shall also have the right to prefer claims under this Policy for the amounts disallowed under any other Policy / Policies even if the Sum Insured is not exhausted. Then the Insurer shall independently settle the claim subject to the terms and conditions of this Policy.
- c. If the amount to be claimed exceeds the sum insured under a single Policy, the Insured Person shall have the right to choose insurer from whom he/she wants to claim the balance amount.
- d. Where an Insured Person has policies from more than one insurer to cover the same risk on indemnity basis, the Insured Person shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen Policy

10) Cause of Action

Claims shall be payable under this Policy only if the cause of action arises in India.

11) Fraud

If any claim made by the Insured Person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured Person or anyone acting on his/her behalf to obtain any benefit under this Policy, all benefits under this Policy and the premium paid shall be forfeited.

Any amount already paid against claims made under this Policy but which are found fraudulent later shall be repaid by all recipient(s)/Policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured Person or by his agent or the Hospital/doctor/any other party acting on behalf of the Insured Person, with intent to deceive the insurer or to induce the insurer to issue an Insurance Policy:

- a. The suggestion, as a fact of that which is not true and which the Insured Person does not believe to be true;
- b. The active concealment of a fact by the Insured Person having knowledge or belief of the fact;
- c. Any other act fitted to deceive; and
- d. Any such act or omission as the law specially declares to be fraudulent.

The Company shall not repudiate the claim and / or forfeit the Policy benefits on the ground of Fraud, if the Insured Person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer.

12) Limitation Period

In no case whatsoever the Company shall be liable for any Claim under this Policy, if the requirement of Clause -6 Claim Procedure above are not complied with, unless the Claim is the subject of pending action; it being expressly agreed and declared that if the Company shall disclaim liability for any Claim hereunder and such Claim shall not within 12 calendar months from the date of the disclaimer have been made the subject matter of a suit in court of law then the Claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable.

13) Claim Settlement (provision for Penal Interest)

- a. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- b. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- c. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document.

In such cases, the company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.

- a. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due)

14) Renewal of Policy

- a. The Policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the Insured Person.
- b. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- c. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- d. Request for renewal along with the requisite premium shall be received by the Company before the end of the Policy Period

- e. At the end of the Policy Period, the policy shall terminate and can be renewed within the Grace Period to maintain continuity of benefits without break in policy
- f. The grace period for payment of the premium for all types of insurance policies shall be: fifteen days where premium payment mode is monthly and thirty days in all other cases.
- g. Coverage is not available during the grace period, except in case where the premium is paid in instalment.
- h. No loading shall apply on renewals based on individual claims experience

15) Withdrawal of Policy

- a. In the likelihood of this product being withdrawn in future, the Company will intimate the Insured Person about the same 90 days prior to expiry of the Policy
- b. Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. as per IRDAI guidelines, provided the policy has been maintained without a break.

16) Possibility of Revision of Terms of the Policy Including the Premium Rates

The Company, with prior approval of IRDAI, may revise or modify the terms of the Policy including the premium rates. The Insured Person shall be notified three months before the changes are effected.

17) Migration

The Insured Person will have the option to migrate the Policy to other health insurance products/plans offered by the Company by applying for migration of the Policy atleast 30 days before the Policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the Company, the Insured Person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration

For Detailed Guidelines on migration, kindly refer the www.irdai.gov.in (Circular-IRDA/HLT/REG/-CIR/003/012020, Dated-01012020)

18) Portability

The Insured Person will have the option to port the Policy to other insurers by applying to such insurer to port the entire Policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the Policy renewal date as per IRDAI guidelines related to Portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed Insured Person will get the accrued continuity benefits in Waiting Periods as per IRDAI guidelines on portability.

For Detailed Guidelines on portability, kindly refer the www.irdai.gov.in (Circular-IRDA/HLT/REG/-CIR/003/012020, dated 1012020)

19) Reasonable Care

The Insured Person shall take all reasonable steps to safeguard the interests of the Insured Person against any Illness or Injury that may give rise to a Claim.

20) Material change

The Policyholder/Insured Person shall immediately notify the Company in writing of any material change in the risk at their own expense and the Company may adjust the scope of cover and/or premium

21) Records to be maintained

The Policyholder/ Insured Person shall keep an accurate record containing all relevant medical records until final adjustment (if any) and resolution of all Claims under this Policy; and shall allow the Company or its representative(s) to inspect such records. The Policyholder/ Insured Person shall furnish such information as the Company may require under this Policy.

22) No constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder/ Insured Person which is in possession of the Company and not specifically informed by the Policyholder / Insured Person shall not be held to bind or prejudicially affect the Company notwithstanding subsequent acceptance of any premium.

23) Alteration in the Policy

This Policy constitutes the complete contract of insurance. No change or alteration shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by a written endorsement signed and stamped by the Company. However, change or alteration with respect to increase/ decrease of the Sum Insured/Daily Cash Amount shall be permissible only at the time of renewal of the Policy subject to underwriting decision of the Company.

24) Endorsements (Mid term Addition/Deletion of Insured Persons)

- a. Mid-Term Addition of Insured Person: Mid-term addition of Insured Person shall be allowed in the event of following:
 1. Primary Insured Person (i.e. the Employee) should be a new Employee to the Policyholder and have joined the workforce of the Employer midterm during the Policy Period.
 2. Intimation for addition of Insured Person and his family (if covered) is given to the Company by a defined and agreed date as per agreed process.
 3. All existing dependents must be covered along with Primary Insured Person. Mid-term addition of Family members shall be allowed on pro-rata basis only in the event of following

- Newborn baby covered from 90 days
- Spouse in the event of marriage.

- 4 . Requisite premium (i.e. Pro-rata premium for each addition) has been paid to the Company

In case the above-mentioned condition 2 and 3 are not fulfilled by the Policyholder then the cover will start, if agreed by the Company, from the date of intimation or from the date of receipt of premium, whichever is later.

- b. Mid Term Deletion of Insured Person: Mid term deletion of Insured Person shall be allowed in the event of following :
 1. The coverage for existing Primary Insured Person and his/her Family will automatically expire from the date of cessation of employment. The Company shall refund premium on pro-rata basis only if below mentioned two conditions are met:
 - No claim has been made by the Primary Insured Person and/or his /her Family
 - Intimation for deletion is given to the Company by a defined and agreed date as per agreed process.
 - c. Mid Term Deletion of Family: Midterm deletion of the Primary Insured Person and/or his /her Family members shall be allowed on pro-rata basis only in the event of Death of the Family member subject to no claim has been made against the deleted person.

The Company may at any time terminate coverage to the Primary Insured Person and his/her dependents on grounds as specified in Clause 7.1(i) Disclosure to information norm, by giving 30 days' notice and by sending an endorsement to Policyholder's address shown in the Policy Schedule without refund of premium.

25) Cancellation

Please remove & add below text:-

- i. The Policyholder may cancel this policy by giving 7 days written notice to the Company and in such an event, the Company shall refund the premium as detailed below:

- a. In case of no claim in the policy :-

In the event of cancellation by the insured the refund amount shall be on pro-rata basis and shall be calculated as per the terms laid out below:

Calculation of Pro-Rata refund:

$$\text{Return Premium} = \text{Total Policy Premium} * (1 - ((\text{Number of Policy days expired}) / (\text{Total Policy Days})))$$

For e.g. If Policy Premium for a two-year (730 days) policy is Rs. 20000, and if cancellation is effected on expiry of 243 days from policy inception, then

The Return Premium = 20000 * (1 - (243 / 730)) = Rs. 13342.47.

- b. In case of claim in the policy:-

Where any claim has been admitted or has been lodged by the person under the Policy, there shall be no refund of premium for the Policy Year in which

the claim occurs. All other provisions of Section 4.2.10i.a above shall apply. For e.g. If Policy Premium for a three-year (1095 days) policy is Rs. 20000. Considering the claim year is 2nd Year, then no refund shall be made up to the end of the 2nd Policy Year (730 days)

- i. Cancellation before the expiry of the year of claim: If cancellation is effected on expiry of 600 days from policy inception, then no refund shall be made for the first 730 days.

The Return Premium = $20000 * (1 - (730 / 1095)) = \text{Rs. } 6666.67.$

- ii. Cancellation after the expiry of the year of claim: If cancellation is effected on expiry of 865 days from policy inception, then no refund shall be made for the first 865 days.

The Return Premium = $20000 * (1 - (865 / 1095)) = \text{Rs. } 4200.91.$

- iii. The Company may cancel the Policy at any time on grounds of misrepresentation, non-disclosure of material facts, fraud by the Insured Person by giving 7 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

26) Policy Disputes

Any and all disputes or differences under or in relation to validity, construction, interpretation and effect to this Policy shall be determined by the Indian Courts and subject to Indian law.

27) Communication

Any communication meant for the Company must be in writing and be delivered to its address shown in the Policy Schedule. Any communication meant for the Policyholder will be sent by the Company to his last known address or the address as shown in the Policy Schedule.

All notifications and declarations for the Company must be in writing and sent to the address specified in the Policy Schedule. Agents are not authorized to receive notices and declarations on the Company's behalf.

Notice and instructions will be deemed served 10 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

28) Overriding effect of the Policy Schedule

In case of any inconsistency in the terms and conditions in this Policy vis-à-vis the information contained in the Policy Schedule, the information contained in the Policy Schedule shall prevail

29) Special Provisions

Any special provisions subject to which this Policy has been entered into and endorsed in the Policy or in any separate instrument shall be deemed to be part of this Policy and shall have effect accordingly.

30) Free Look Period

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the Policy.

The Insured Person shall be allowed free look period of thirty days from date of receipt of the policy document to review the terms and conditions of the Policy, and to return the same if not acceptable.

If the Insured has not made any claim during the Free Look Period, the Insured shall be entitled to

- a. A refund of the premium paid less any expenses incurred by the Company on medical examination of the Insured Person and the stamp duty charges or
- b. Where the risk has already commenced and the option of return of the Policy is exercised by the Insured Person, a deduction towards the proportionate risk premium for period of cover or
- c. Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period;

Free-look shall not apply at Master Policy level.

31) Redressal of Grievances

In case of any grievance the Insured Person may contact the Company through
Website: www.indusindinsurance.com
Dedicated Senior Citizen helpline: 022-33834185 (paid line)

E-mail: services@indusindinsurance.com

Fax: +91 22 3303 4662 Courier: Any branch office, the correspondence address, during normal business hours.

Write to us at: IndusInd General Insurance, (Correspondence Only) Correspondence Unit, 301-302, Corporate House RNT Marg, Opp. Jhabua Tower, Indore, Madhya Pradesh, India – 452001

Insured Person may also approach the grievance cell at any of the Company's branches with the details of grievance.

If Insured Person is not satisfied with the redressal of grievance through one of the above methods, Insured Person may contact the grievance officer at:

Grievance Redressal Officer

The Grievance Cell,

IndusInd General Insurance Co. Limited

No. 1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire, Madhapur Hyderabad – 500 081

Grievance Redressal officer email ID:

headgrievances@indusindinsurance.com

For updated details of grievance officer, kindly refer the link.

<https://indusindinsurance.com/Insurance/About-Us/Grievance-Redressal.aspx>

If Insured Person is not satisfied with the redressal of grievance through above methods, the Insured Person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017.

The contact details of the Insurance Ombudsman offices have been provided as Annexure-B

Grievance may also be lodged at IRDAI Integrated System <https://igms.irda.gov.in/>*

SECTION 9: COVERAGE DETAILS

Built-in Covers			Optional Covers		
Cover	Brief Description	Limits			
1. Medical Expenses	This cover indemnifies the insured for any medical expenses incurred on Inpatient Treatment. Pre-Hospitalization and Post-Hospitalization is also covered for the insured for that instance inpatient treatment This shall also cover Day Care Treatment- i.e. indemnify the insured for the medical expenses incurred under Day care procedure as advised by Medical Practitioner.	Sum Insured is limited to the selected combination of aggregate deductible and Sum Insured	5. AYUSH Treatment	This cover will indemnify the Insured Person for the Medical Expenses incurred on treatment under Ayurveda, Yoga & Naturopathy, Unani, Siddha, Sowa Riga and Homeopathy	Within the Sum Insured subject to Aggregate Deductible
2. Domiciliary Hospitalization	This cover indemnifies the Insured Person for the medical expenses incurred for treatment under Domiciliary hospitalization	Within the Sum Insured subject to Aggregate Deductible	6. Ambulance Cover	The cover indemnifies the Insured Person for expenses on availing Ambulance services offered by a Hospital or by an Ambulance service provider on Inpatient hospitalization.	3500 per hospitalization
3. Maternity Cover	This cover will indemnify the Insured Person for the Medical Expenses related to pregnancy, childbirth, pre and post natal hospitalisation or medically recommended and lawful termination of pregnancy	Limited to 1,00,000 subject to Aggregate Deductible; available with Aggregate Deductible of Rs 2 lakhs and above	7. Modern Treatment Methods	This cover indemnifies the insured for the medical expenses incurred on treatment of listed Modern Treatment Methods	Limited to 50% of the selected Sum Insured subject to aggregate deductible
4. Organ Donor	This cover will indemnify the Insured Person for the Medical Expenses incurred during Hospitalization, in respect of donor for any organ transplant Surgery performed on insured	Within the Sum Insured subject to Aggregate Deductible	1. Waiver of Waiting Period for Pre-Existing Disease	This Cover waives off the Pre-Existing Disease Waiting Period Condition.	Within the Sum Insured subject to Aggregate Deductible
			2. Waiver of Waiting Period for Specified disease/procedure	This Cover waives off the Waiting Period Condition for Specified disease/procedure listed in Section 4 (ii) of the Policy wording.	Within the Sum Insured subject to Aggregate Deductible
			3. Waiver of 30 days Waiting Period	This Cover waives off the Initial 30 Days Waiting Period condition.	Within the Sum Insured subject to Aggregate Deductible
			4. Waiver of Waiting Period for Maternity Cover	This Cover waives off the Maternity Cover Waiting Period Condition.	Within Sum Insured for Benefit 3-Maternity Cover
			5. Room Rent Limit	This cover allows the Policyholder to apply sublimit to ICU and non ICU Room Rent coverage by adding Percentage and Rupee limits.	Within the Sum Insured subject to Aggregate Deductible
			6. Change in Pre and Post Hospitalization limit	This cover provides an option to change the Pre and Post hospitalisation coverage period from 60 days to 30 days and from 90 days to 60 days respectively	Within the Sum Insured subject to Aggregate Deductible

SECTION 10: CONTACT US

For any product or service related information or assistance, here's how you can reach us.

Contact details for Policy Servicing	Contact details for Claim Servicing
Name: IndusInd General Insurance Company Limited	Name: IndusInd General Insurance Company Limited
Correspondence Address: IndusInd General Insurance, Winway Building 2nd & 3rd Floor, 11/12 Block No-4, Old no-67, South Tukoganj, Indore(M.P) -452001	Correspondence Address: Health Care: Claims and care management IndusInd General Insurance Co. Limited, No. 1-89/3/B/40 to 42/ks/301, 3rd floor, Krishe Block, Krishe Sapphire Building, Madhapur, Hyderabad - 500081
Email ID: services@indusind-insurance.com	Near Durgam Cheruvu Metro Station.
Contact No.: 022-41112600	Contact No.: 022 - 41112600
Website: www.indusindinsurance.com	Website: www.indusindinsurance.com

SECTION 11: DISCLAIMER

This is only a summary of the product features. The actual benefits available are as described in the policy, and will be subject to the policy terms, conditions and exclusions. Please seek the advice of Company's insurance advisor if you require any further information or clarification.

SECTION 12: STATUTORY WARNING

Section 41 of Insurance Act 1938 (Prohibition of Rebates)

- i. No person shall allow or offer to allow either directly or indirectly as an inducement to any person to take out or renew or continue an insurance in respect of any kind of risk relating to life or property in India any rebate of the whole or part of the commission payable or any rebate of premium shown on the policy nor shall any person taking out or renewing or continuing a policy accept any rebate except such rebate as may be allowed in accordance with the prospectus or tables of the insurers.
- ii. Any person making default in complying with the provisions of this section shall be punishable with fine, which may extend to five hundred rupees.

OMBUDSMAN OFFICE			
Office of the Ombudsman	Address	Contact Details	Areas of Jurisdiction
AHMEDABAD	Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 001.	Tel.: 079 - 27546150/27546139 Fax: 079 - 27546142 Email: bimalokpal.ahmedabad @cioins.co.in	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Office of Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560078.	Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru @cioins.co.in	Karnataka
BHOPAL	Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003.	Tel.: 0755 - 2769201, 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal @cioins.co.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Office of the Insurance Ombudsman, 62, Forest park, Bhubaneshwar – 751 009.	Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email:bimalokpal. bhubaneshwar @cioins.co.in	Orissa
CHANDIGARH	Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017.	Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh @cioins.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, Chennai – 600 018.	Tel.: 044 - 24333668 / 24335284 Fax: 044 – 24333664 Email: bimalokpal.chennai @cioins.co.in	Tamil Nadu, UT - Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002.	Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: bimalokpal.delhi @cioins.co.in	Delhi
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar Over Bridge, S.S. Road, Guwahati – 781001 (ASSAM).	Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: bimalokpal.guwahati @cioins.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.	Tel.: 040 - 65504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad @cioins.co.in	Andhra Pradesh, Telangana and UT of Yanam - a part of UT of Pondicherry.
JAIPUR	Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.	Tel.: 0141 - 2740363 Email: bimalokpal.jaipur @cioins.co.in	Rajasthan
ERNAKULAM	Office of the Insurance Ombudsman, LIC OF INDIA, 10th Floor, 'Jeevan Prakash', Divisional Office, M. G. Road, Ernakulam, Kochi – 682011.	Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam @cioins.co.in	Kerala, UT of (a) Lakshadweep, (b) Mahe-a part of UT of Pondicherry.
KOLKATA	Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, Kolkata - 700 072.	Tel.: 033 - 22124339 / 22124340 Fax: 033 - 22124341 Email: bimalokpal.kolkata @cioins.co.in	West Bengal, UT of Andaman & Nicobar Islands, Sikkim

LUCKNOW	Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001.	Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow @cioins.co.in	Districts of Uttar Pradesh: Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkar Nagar, Sultanpur, Maharajgang, Sant Kabir Nagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharath Nagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.	Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai @cioins.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace, 4th Floor, Main Road, Naya Bans, Sector 15, Dist: Gautam Buddh Nagar, U.P. - 201301.	Tel.: 0120 - 2514252 / 2514253 Email: bimalokpal.noida @cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Budha Nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiram Nagar, Saharanpur.
PATNA	Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna - 800 006.	Tel.: 0612 - 2680952 Email: bimalokpal.patna @cioins.co.in	Bihar, Jharkhand.
PUNE	Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune - 411 030.	Tel.: 020 - 41312555 Email: bimalokpal.pune @cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

The updated details of Insurance Ombudsman are available on IRDAI website: www.irdai.gov.in, on the website of General Insurance Council: www.giccouncil.in, our website www.indusindinsurance.com