

carē

HEALTH  
INSURANCE

**BEST**

HEALTH INSURANCE  
COMPANY IN RURAL SECTOR

**CLAIMS  
SERVICE**

LEADER OF THE YEAR

INDIA INSURANCE SUMMIT & AWARDS 2024



carē

A New-age, Comprehensive  
Health Insurance

**Know Your Policy Better**

## Policy Terms and Conditions

### 1. Preamble

The proposal and declaration given by the proposer and other documents if any shall form the basis of this Contract and is deemed to be incorporated herein. The two parties to this contract are the Policy Holder/Insured/Insured Persons (also referred as You) and Care Health insurance Ltd. (also referred as We/Us), and all the Provisions of Indian Contract Act, 1872, shall hold good in this regard. The references to the singular include references to the plural; references to the male include the female and references to any statutory enactment include subsequent changes to the same and vice versa. The sentence construction and wordings in the Policy documents should be taken in its true sense and should not be taken in a way so as to take advantage of the Company by filing a claim which deviates from the purpose of Insurance.

All the Policy documents are as per the format prescribed, guided & approved by the Indian Insurance Regulator, honorable "Insurance Regulatory and Development Authority of India" which is constituted as per IRDA Act, 1999. The Policy construction is driven by IRDA Regulations and Protection of Policy Holder's Interests,

For the purposes of interpretation and understanding of this Policy, the Company has defined below some of the important words used in this Policy. Words not defined below are to be construed in the usual English language meaning as contained in Standard English language dictionaries. The words and expressions defined in the Insurance Act, IRDA Act, regulations notified by the Insurance Regulatory and Development Authority of India ("Authority") and circulars and guidelines issued by the Authority shall carry the meanings described therein. The terms and conditions, insurance coverage and exclusions, other benefits, various procedures and conditions which have been built in to the Policy are to be construed in accordance with the applicable provisions contained in the Policy.

The terms defined below have the meanings ascribed to them wherever they appear in this Policy and, where appropriate.

### 2. Definitions

#### 2.1. Standard Definitions:

- 2.1.1. Accident/Accidental** is a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 2.1.2. AYUSH Hospital** is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:

- (a) Central or State Government AYUSH Hospital or
- (b) Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy;or
- (c) AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
  - i. Having at least 5 in-patient beds;
  - ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
  - iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
  - iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

**2.1.3. AYUSH Day Care Centre** means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such centre which is registered with the local authorities, wherever applicable, and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion:

- i. Having qualified registered AYUSH Medical Practitioner(s) in charge;
- ii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
- iii. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.

**2.1.5. Cashless Facility** means a facility extended by the insurer to the Insured where the payments, of the costs of treatment undergone by the insured in accordance with the Policy terms and conditions, are directly made to the network Provider by the insurer to the extent pre-authorization is

approved.

**2.1.6. Condition Precedent** shall mean a Policy term or condition upon which the Insurer's liability under the Policy is conditional upon.

**2.1.7. Congenital Anomaly** refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.

i. Internal Congenital Anomaly

Congenital anomaly which is not in the visible and accessible parts of the body

ii. External Congenital Anomaly

Congenital anomaly which is in the visible and accessible parts of the body

**2.1.8. Co-Payment** is a cost-sharing requirement under a health insurance policy that provides that the policyholder/insured will bear a specified percentage of the admissible claim amount. A co-payment does not reduce the Sum Insured.

**2.1.9. Cumulative Bonus** shall mean any increase or addition in the Sum Insured granted by the insurer without an associated increase in premium.

**2.1.10. Day Care Centre** means any institution established for day care treatment of illness and/or injuries or a medical setup with a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under—

- (a) has qualified nursing staff under its employment;
- (b) has qualified Medical Practitioner/s in-charge;
- (c) has a fully equipped operation theatre of its own, where surgical procedures is carried out.
- (d) maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.

**2.1.10. Day Care Treatment** refers to medical treatment and/or a surgical procedure which is:

- i. undertaken under general or local anesthesia in a Hospital/Day Care Center in less than 24 hours because of technological advancement, and
- ii. Which would have otherwise required Hospitalization of more than 24 hours.

Treatment normally taken on an out-patient basis is not included in the scope of this definition.

**2.1.11. Deductible** is a cost-sharing requirement under a health insurance policy that provides that the insurer will not be liable for a specified rupee amount in case of indemnity policies and

for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A deductible does not reduce the Sum Insured.

**2.1.12. Dental Treatment** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.

**2.1.13. Disclosure to Information Norm:** The Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

**2.1.14. Domiciliary Hospitalization** means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a Hospital but is actually taken while confined at home under any of the following circumstances:

- i. The condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or
- ii. The patient takes treatment at home on account of non-availability of room in a Hospital.

**2.1.15. Emergency Care (Emergency)** means management for an illness or injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the insured Person's health.

**2.1.16. Grace Period** means the specified period of time, immediately following the premium due date during which premium payment can be made to renew or continue a policy in force without loss of continuity benefits pertaining to waiting periods and coverage of pre-existing diseases. Coverage need not be available during the period for which no premium is received. 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.

Provided the insurers shall offer coverage during the grace period, if the premium is paid in instalments during the policy period..

**2.1.17. Hospital** means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- i. has qualified nursing staff under its employment round the clock;
- ii. has at least 10 in-patient beds in towns

- having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
- iii. has qualified Medical Practitioner(s) in charge round the clock;
  - iv. has a fully equipped operation theatre of its own where surgical procedures are carried out;
  - v. maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.
- 2.1.18. Hospitalization** means admission in a Hospital for a minimum period of 24 consecutive 'In-patient Care' hours except for specified procedures/treatments, where such admission could be for a period of less than 24 consecutive hours.
- 2.1.19. Illness** means a sickness or a disease or a pathological condition leading to the impairment of normal physiological function and requires medical treatment.
- (a) Acute condition - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/ injury which leads to full recovery
  - (b) Chronic condition - A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics:
    - (a) It needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests;
    - (b) It needs ongoing or long-term control or relief of symptoms;
    - (c) It requires rehabilitation for the patient or for the patient to be specially trained to cope with it;
    - (d) It continues indefinitely;
    - (e) It recurs or is likely to recur.
- 2.1.20. Injury** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.
- 2.1.21. In-patient Care** not applicable for Overseas Travel Insurance) means treatment for which the Insured Person has to stay in a Hospital for more than 24 hours for a covered event.
- 2.1.22. Intensive Care Unit (ICU)** means an identified section, ward or wing of a Hospital which is under the constant supervision of a dedicated Medical Practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.
- 2.1.23. ICU Charges** or (Intensive care Unit) Charges means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
- 2.1.24. Maternity expenses** shall include—
- i. medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization).
  - ii. expenses towards lawful medical termination of pregnancy during the policy period.
- 2.1.25. Medical Advice** means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow-up prescription.
- 2.1.26. Medical Expenses** means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other Hospitals or doctors in the same locality would have charged for the same medical treatment.
- 2.1.27. Medical Practitioner** (not applicable for Overseas Travel Insurance) is a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.
- 2.1.28. Medically Necessary Treatment** (not applicable for Overseas Travel Insurance) means any treatment, tests, medication, or stay in Hospital or part of a stay in Hospital which:
- a. Is required for the medical management of the Illness or Injury suffered by the Insured Person;
  - b. Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
  - c. Must have been prescribed by a Medical Practitioner;
  - d. Must conform to the professional standards widely accepted in international medical

practice or by the medical community in India.

- 2.1.29. Migration** means a facility provided to policyholders (including all members under family cover and group policies), to transfer the credits gained for pre-existing diseases and specific waiting periods from one health insurance policy to another with the same insurer.
- 2.1.30. Network Provider** (not applicable for Overseas Travel Insurance) means the Hospitals enlisted by an Insurer, TPA or jointly by an Insurer and TPA to provide medical services to an Insured by a Cashless Facility.
- 2.1.31. Newborn baby** means baby born during the Policy Period and is aged up to 90 days.
- 2.1.32. Non-Network** means any hospital, day care centre or other provider that is not part of the network.
- 2.1.33. Notification of Claim** means the process of intimating a Claim to the Insurer or TPA through any of the recognized modes of communication.
- 2.1.34. OPD Treatment** is one in which the Insured Person visits a clinic/Hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or In-patient.
- 2.1.35. Portability** means a facility provided to the health insurance policyholders (including all members under family cover), to transfer the credits gained for, pre-existing diseases and specific waiting periods from one insurer to another insurer.
- 2.1.36. Pre-existing Disease** means any condition, ailment, injury or disease:
- That is/are diagnosed by a physician not more than 36 months prior to the date of commencement of the policy issued by the insurer; or
  - For which medical advice or treatment was recommended by, or received from, a physician, not more than 36 months prior to the date of commencement of the policy.
- 2.1.37. Pre-hospitalization Medical Expenses** means Medical Expenses incurred during pre-defined number of days preceding the hospitalization of the Insured Person, provided that :
- Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and
  - The In-patient Hospitalization claim for such Hospitalization is admissible by the Company.
- 2.1.38. Post-hospitalization Medical Expenses** means Medical Expenses incurred during pre-defined number of days immediately after the Insured Person is discharged from the Hospital provided that:
- Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required and
  - The inpatient Hospitalization claim for such Hospitalization is admissible by the Company
- 2.1.39. Qualified Nurse** means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.
- 2.1.40. Reasonable and Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the Illness/ Injury involved.
- 2.1.41. Renewal** defines the terms on which the contract of insurance can be renewed on mutual consent with a provision of Grace Period for treating the renewal continuous for the purpose of all waiting periods.
- 2.1.42. Room Rent** means the amount charged by a Hospital towards Room & Boarding expenses and shall include the associated medical expenses.
- 2.1.43. Subrogation** (Applicable to other than Health Policies and health sections of Travel and PA policies) means the right of the Insurer to assume the rights of the Insured Person to recover expenses paid out under the Policy that may be recovered from any other source.
- 2.1.44. Surgery/Surgical Procedure** means manual and/or operative procedure(s) required for treatment of an Illness or Injury, correction of deformities and defects, diagnosis and cure of diseases, relief from suffering and prolongation of life, performed in a Hospital or a Day Care Centre by a Medical Practitioner.
- 2.1.45. Unproven/Experimental Treatment** means a treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.
- 2.1.46. AYUSH treatment** refers to the medical and / or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems.
- 2.1.47. Break in policy** means the period of gap that occurs at the end of the existing policy term/installment premium due date, when the premium due for renewal on a given policy or installment premium due is not paid on or before the premium renewal date or grace period.
- 2.1.48. Specific waiting period** means a period up to

36 months from the commencement of a health insurance policy during which period specified diseases/treatments (except due to an accident) are not covered. On completion of the period, diseases/treatments shall be covered provided the policy has been continuously renewed without any break

## 2.2. Specific Definitions:

- 2.2.1. Age** means the completed age of the Insured Person as on his last birthday.
- 2.2.2. AYUSH treatments** are forms of treatments other than treatment "Allopathy" or "modern medicine" and include Ayurveda, Unani, Sidha and Homeopathy in the Indian context.
- 2.2.3. Ambulance** means a road vehicle operated by a licensed/authorized service provider and equipped for the transport and paramedical treatment of the person requiring medical attention.
- 2.2.4. Annexure** means a document attached and marked as an Annexure to this Policy.
- 2.2.5. Assistance Service Provider** means the service provider specified in the Policy Schedule appointed by the Company from time to time.
- 2.2.6. Break in Policy** occurs at the end of the existing policy term, when the premium due for renewal on a given policy is not paid on or before the premium renewal date or within 30 days thereof.
- 2.2.7. Claim** means a demand made in accordance with the terms and conditions of the Policy for payment of the specified Benefits in respect of the Insured Person.
- 2.2.8. Claimant** means a person who possesses a relevant and valid Insurance Policy which is issued by the Company and is eligible to file a Claim in the event of a covered loss.
- 2.2.9. Company** (also referred as We/Us) means Care Health Insurance Limited.
- 2.2.10. Diagnosis** means pathological conclusion drawn by a registered medical practitioner, supported by acceptable Clinical, radiological, histological, histo-pathological and laboratory evidence wherever applicable.
- 2.2.11. Hazardous Activities** means any sport or activity, which is potentially dangerous to the Insured Person whether he is trained or not. Such sport/activity includes stunt activities of any kind, adventure racing, base jumping, biathlon, big game hunting, black water rafting, BMX stunt/ obstacle riding, bobsleighting/ using skeletons, bouldering, boxing, canyoning, caving/ pot holing, cave tubing, rock climbing/ trekking/ mountaineering, cycle racing, cyclo cross, drag racing, endurance testing, hand gliding, harness racing, hell skiing, high diving (above 5 meters), hunting, ice hockey, ice speedway, jousting, judo, karate, kendo, lugging, risky manual labor, marathon running, martial arts, micro – lighting, modern pentathlon, motor cycle racing, motor rallying, parachuting, paragliding/ parapenting, piloting aircraft, polo, power lifting, power boat racing, quad biking, river boarding, scuba diving, river bugging, rodeo, roller hockey, rugby, ski acrobatics, ski doo, ski jumping, ski racing, sky diving, small bore target shooting, speed trials/ time trials, triathlon, water ski jumping, weight lifting or wrestling of any type.
- 2.2.12. Indemnity/Indemnify** means compensating the Insured Person up to the extent of Expenses incurred, on occurrence of an event which results in a financial loss and is covered as the subject matter of the Insurance Cover.
- 2.2.13. Insured Person (Insured)** means a person whose name specifically appears under Insured in the Policy Schedule and with respect to whom the premium has been received by the Company.
- 2.2.14. Mental Illness** means a substantial disorder of thinking, mood, perception, orientation or memory that grossly impairs judgment, behavior, capacity to recognize, reality or ability to meet the ordinary demands of life, mental conditions associated with the abuse of alcohol and drugs, but does not include mental retardation which is a condition of arrested or incomplete development of mind of a person, specially characterized by sub normality of intelligence
- 2.2.15. Preventive Care** means any kind of treatment taken as a pro-active care measure without actual requirement or symptoms of a disease or illness.
- 2.2.16. Policy** means these Policy terms and conditions and Annexures thereto, the Proposal Form, Policy Schedule and Optional Cover (if applicable) which form part of the Policy and shall be read together.
- 2.2.17. Policy Schedule** means the certificate attached to and forming part of this Policy.
- 2.2.18. Policyholder** (also referred as You) means the person named in the Policy Schedule as the Policyholder.
- 2.2.19. Policy Period** means the period commencing from the Policy Period Start Date and ending on the Policy Period End Date as specified in the Policy Schedule.
- 2.2.20. Policy Period End Date** means the date on which the Policy expires, as specified in the Policy Schedule.
- 2.2.21. Policy Period Start Date** means the date on which the Policy commences, as specified in the Policy Schedule.

- 2.2.22. Policy Year** means a period of 12 consecutive months commencing from the Policy Period Start Date or any anniversary thereof.
- 2.2.23. Rehabilitation** means assisting an Insured Person who, following a Medical Condition, requires assistance in physical, vocational, independent living and educational pursuits to restore him to the position in which he was in, prior to such medical condition occurring.
- 2.2.24. Senior Citizen** means any person who has completed sixty or more years of age as on the date of commencement or renewal of a health insurance policy.
- 2.2.25. Single Private Room** means an air conditioned room in a Hospital where a single patient is accommodated and which has an attached toilet (lavatory and bath). Such room type shall be the most basic and the most economical of all accommodations available as a Single room in that Hospital.
- 2.2.26. Sum Insured (Base Sum Insured)** means the amount specified in the Policy Schedule, for which premium is paid by the Policyholder.
- 2.2.27. Third Party Administrator or TPA** means any person who is licensed under the IRDA (Third Party Administrators-Health Services) Regulations, 2001 by the Authority, and is engaged, for a fee or remuneration by an Insurance Company, for the purposes of providing health services.
- 2.2.28. Total Sum Insured** is the sum total of Base Sum Insured and the Sum Insured accrued as No Claims Bonus and / or No Claims Bonus Super (Optional Cover) and/or Automatic Recharge and / or Unlimited Automatic Recharge (Optional Cover) and/or Additional Sum Insured for Accidental Hospitalization (Optional Cover). It represents the Company's maximum, total and cumulative liability for in respect of the Insured Person for any and all Claims incurred during the Policy Year. If the Policy Period is more than 12 months, then it is clarified that the Sum Insured shall be applied separately for each Policy Year in the Policy Period.
- 2.2.29. Associate Medical Expenses** means those Medical Expenses as listed below which vary in accordance with the Room Rent or Room Category applicable in a Hospital:
- (a) Room, boarding, nursing and operation theatre expenses as charged by the Hospital where the Insured Person availed medical treatment;
  - (b) Fees charged by surgeon, anesthetist, Medical Practitioner;

Note: Associate Medical Expenses are not applied in respect of the hospitals which do not follow differential billing or for those expenses in respect of which differential billing is not adopted based on the room category.

**The following definitions are redefined which supersedes those respective definitions mentioned above, for Benefits and Optional Covers effective out of India:**

- 2.2.30. Medical Practitioner** means a person who holds a valid registration issued by the Medical Council/Statutory Regulatory Authority for Medical Education in that Country and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.
- 2.2.31. Qualified Nurse** means a person who holds a valid registration issued by the Nursing Council/Statutory Regulatory Authority for Medical Education in that Country and thereby entitled to render Nursing Care within the scope and jurisdiction of license.
- 2.2.32. Unproven/Experimental Treatment** means a treatment including drug experimental therapy which is not based on established medical practice, is treatment experimental or unproven.

### 3. Benefits Covered Under The Policy

#### General Conditions Applicable To All Benefits And Optional Covers:

- (a) Benefits / Optional Covers (if opted) shall be available to the Insured Person, only if the particular Benefit / Optional Cover is specifically mentioned in the Policy Schedule.
- (b) Admissibility of a Claim under Benefit 1 (Hospitalization Expenses) is a pre-condition to the admission of a Claim under Benefit 2 (Pre Hospitalization Medical Expenses and Post Hospitalization Medical expenses), Benefit 3 (Daily Allowance), Benefit 4 (Ambulance Cover), Benefit 5 (Organ Donor Cover), Benefit 7 (Automatic Recharge), Benefit 14 (Care Anywhere), Benefit 15 (Maternity cover), Optional Cover 3 (Unlimited Automatic Recharge), Optional Cover 7 (Smart Select), Optional Cover 10 (Additional Sum Insured for Accidental Hospitalization) and Optional Cover 14 (Air Ambulance Cover). The event giving rise to a Claim under Benefit 1 shall be within the Policy Period for the Claim of such Benefit to be accepted.
- (c) The maximum, total and cumulative liability of the Company in respect of an Insured Person for any and all Claims arising under this Policy during the Policy Year shall not exceed the Total Sum Insured for that Insured Person.
  - I. On Floater Basis, the Company's maximum, total and cumulative liability, for any and all Claims incurred during the Policy Year in respect of all Insured Persons, shall not exceed the Total Sum Insured.
  - II. For any single Claim during a Policy Year,

the maximum Claim amount payable shall be sum total of Base Sum Insured, No Claims Bonus (Benefit 10), No Claims Bonus Super (Optional Cover 4) and Additional Sum Insured for Accidental Hospitalization (Optional Cover 10). (NOTE: This clause is not applicable to Optional Cover 9: Personal Accident).

- III. All Claims shall be payable subject to the terms, conditions, exclusions, sub-limits and wait periods of the Policy and subject to availability of the Total Sum Insured.
  - IV. The Company's liability shall be restricted to the payment of the balance amount subject to the available Total Sum Insured.
- (d) Any Claim paid for Benefits namely Benefit 1 (Hospitalization Expenses), Benefit 2 (Pre Hospitalization Medical Expenses and Post Hospitalization Medical Expenses), Benefit 3 (Daily Allowance), Benefit 4 (Ambulance Cover), Benefit 5 (Organ Donor Cover), Benefit 6 (Domiciliary Hospitalization), Benefit 9 (AYUSH Treatments), Benefit 11 (Global coverage (excluding U.S.A.)), Benefit 13 (Vaccination Cover), Benefit 14 (Care Anywhere), Benefit 15 (Maternity cover) and Optional Covers namely Optional Cover 1 (Global Coverage – Total), Optional Cover 7 (Smart Select), Optional Cover 13 (Extension of Global Coverage), and Optional Cover 14 (Air Ambulance Cover), shall reduce the Total Sum Insured for the Policy Year and only the balance shall be available for all the future claims for that Policy Year.
  - (e) Any Benefit or Optional cover specified to be payable under Cashless facility, would follow the procedures and settlement clauses mentioned as per Clause 6.1.2(a).
  - (f) Any Benefit or Optional cover specified to be payable under Reimbursement facility, would follow the procedures and settlement clauses mentioned as per Clause 6.1.2(b).
  - (g) The Co-payment, if and as specified in the Policy Schedule, shall be borne by the Policyholder / Insured Person on each Claim which will be applicable on Benefit 1 (Hospitalization Expenses), Benefit 2 (Pre Hospitalization Medical Expenses and Post Hospitalization Medical Expenses), Benefit 4 (Ambulance Cover), Benefit 5 (Organ Donor Cover), Benefit 6 (Domiciliary Hospitalization), Benefit 9 (AYUSH Treatments), Benefit 11 (Global Coverage (excluding U.S.A.)), Benefit 14 (Care Anywhere), Benefit 13 (Vaccination Cover), Benefit 15 (Maternity cover), Optional Cover 1 (Global Coverage – Total), Optional Cover 10 (Additional Sum Insured for Accidental Hospitalization), Optional Cover 13 (Extension of Global Coverage) and Optional Cover 14 (Air Ambulance Cover).
  - (h) Deductible Option (if opted) is applicable on the

Benefits namely Benefit 1 (Hospitalization Expenses), Benefit 2 (Pre Hospitalization Medical Expenses and Post Hospitalization Medical Expenses), Benefit 4 (Ambulance Cover), Benefit 5 (Organ Donor Cover), Benefit 6 (Domiciliary Hospitalization), Benefit 9 (AYUSH Treatments), Benefit 11 (Global Coverage – excluding U.S.A.), Benefit 14 (Care Anywhere), Benefit 15 (Maternity cover), Optional Cover 1 (Global Coverage – Total), Optional Cover 10 (Additional Sum Insured for Accidental Hospitalization), Optional Cover 13 (Extension of Global Coverage) and Optional Cover 14 (Air Ambulance Cover).

- (i) Hospitalization or Medical Expenses which are 'Medically Necessary' only shall be admissible under the Policy.
- (j) Option of Mid-term inclusion of a Person in the Policy will be only upon marriage or childbirth; Additional differential premium will be calculated on a pro rata basis.
- (k) Coverage amount limits for Optional Cover 2 'Travel Plus', Optional Cover 6 'Everyday Care', Optional Cover 8 'OPD Care', Optional Cover 9 'Personal Accident' and Optional Cover 10 'Additional Sum Insured for Accidental Hospitalization' are covered over and above the Base Sum Insured (as defined under Definition 2.2.26).
- (l) If Insured persons belonging to the same family are covered on an Individual basis, then every Insured person can opt for different Sum Insured and different Optional Covers.
- (m) This Policy covers only medical treatment taken entirely within India unless otherwise specified under any Benefit or Optional Cover.
- (n) Linear interpolation methodology will be applied to calculate the premium rates if an intermittent value of Sum Insured/sub-limit/benefit amount is chosen by the Policyholder

### 3.1. Base Benefits

#### 3.1.1. Benefit 1 : Hospitalization Expenses

If an Insured Person is diagnosed with an Illness or suffers an Injury which requires the Insured Person to be admitted in a Hospital in India which should be Medically Necessary during the Policy Period and while the Policy is in force for:

- (i) **In-patient Care:** The Company will indemnify the Policy Holder/Insured Person for Medical Expenses incurred towards Hospitalization, through Cashless or Reimbursement Facility, maximum up to the Base Sum Insured as specified in the Policy Schedule, provided that the Hospitalization is for a minimum period of 24 consecutive hours and was prescribed in written, by a Medical Practitioner, and the Medical Expenses incurred are Reasonable and Customary Charges that were Medically Necessary.
- (ii) **Day Care Treatment:** The Company will

indemnify the Policy Holder/Insured Person for Medical Expenses incurred on Day Care Treatment which involves a Surgical procedure, through Cashless or Reimbursement Facility, maximum up to the Base Sum Insured specified in the Policy Schedule, provided that the Day Care Treatment is listed as per the Annexure-I to Policy Terms & Conditions and period of treatment of the Insured Person in the Hospital/Day Care Centre does not exceed 24 hours, which would otherwise require an in-patient admission and such Day Care Treatment was prescribed in written, by a Medical Practitioner, and the Medical Expenses incurred are Reasonable and Customary Charges that were Medically Necessary.

**(iii) Conditions applicable for Hospitalization Expenses (Benefit 1):**

**(a) Room/Boarding and nursing expenses as charged by the Hospital where the Insured Person availed medical treatment (Room Rent / Room Category):**

1) If the Insured Person is admitted in a Hospital room where the Room Category opted or Room Rent incurred is higher than the eligible Room Category/ Room Rent as specified in the Policy Schedule, then,

I. The Policyholder/Insured Person shall bear the ratable proportion of the total Associate Medical Expenses (including applicable surcharge and taxes thereon) in the proportion of the difference between the Room Rent actually incurred and the Room Rent specified in the Policy Schedule or the Room Rent of the entitled Room Category to the Room Rent actually incurred.

II. If specifically mentioned in the Policy Schedule that the Room Category/Room Rent eligibility is “Single Private Room (upgradable to next level)”, it means such up-gradation will trigger only if Single Private Room is not available in the Hospital at the time of admission and Company's liability will arise only after accepting required documented proof for such Room unavailability. In case such

documented proof is not furnished, then the maximum eligible Room Category would be considered as Single Private Room only.

The Policy Schedule will specify the eligibility of Room Rent or Room Category applicable for the Insured Person under the Policy. The Room Rent or Room Category available under this Policy is mentioned as follows:

2) **Single Private Room** If the Policy Schedule states 'Single Private Room' as eligible Room Category, it means the maximum eligible Room Category in case of Hospitalization of the Insured Person payable by the Company is limited to stay in a Single Private Room.

3) **Single Private Room (upgradable to next level):** If the Policy Schedule states 'Single Private Room (upgradable to next level)' as eligible Room Category, it means the maximum eligible Room Category in case of Hospitalization of the Insured Person payable by the Company is limited to stay in a Single Private Room or a Single Private Room of the immediate next category.

4) If the Policy Schedule states 'up to 1% of the Base Sum Insured per day' as eligible Room Rent, it means the maximum eligible Room Rent of the Insured Person payable by the Company is limited to 1% of the Sum Insured per day of Hospitalization. Any amount accrued as No Claims Bonus under (Benefit 10) or No Claims Bonus Super (Optional Cover 4), shall not form part of Base Sum Insured.

5) The nomenclature of Room categories may vary from one hospital to the other. Hence, the final consideration will be as per the definition of the Rooms mentioned in the Policy.

**(b) Intensive Care Unit Charges (ICU Charges):**

The Policy Schedule will specify the Limit of ICU Charges applicable for the Insured Person under the Policy. The ICU Charges available under this Policy are as follows:

1) If the Policy Schedule states 'up to 2% of the Sum Insured per day' as eligible ICU Charges per day of Hospitalization, it means the maximum eligible ICU charges of the Insured Person payable by the Company is limited to 2% of the Sum Insured per day of Hospitalization.

Any amount accrued as No Claims Bonus (Benefit 10) or No Claims Bonus Super (Optional Cover 4) shall not form part of Base Sum Insured.

- 2) If the Policy Schedule states the eligibility of ICU Charges of the Insured Person as 'no sub-limit', it means that there is no separate restriction on ICU Charges incurred towards stay in ICU during Hospitalization.

**(c) Expenses incurred on treatment for Named Ailments / Procedures**

The Company will indemnify the Insured Person for Medical Expenses incurred in respect of the below mentioned Ailments / Procedures up to the amount specified against each and every Ailment / Procedure mentioned in the Policy Schedule in a Policy Year, provided that the treatment was taken on the advice of a Medical Practitioner. (These conditions will apply only if specifically mentioned in the Policy Schedule)

- i. Treatment of Cataract
- ii. Treatment of Total Knee Replacement
- iii. Surgery for treatment of all types of Hernia
- iv. Hysterectomy
- v. Surgeries for Benign Prostate Hypertrophy (BPH)
- vi. Surgical treatment of stones of renal system
- vii. Treatment of Cerebrovascular and Cardiovascular disorders
- viii. Treatments/Surgeries for Cancer
- ix. Treatment of other renal complications and Disorders
- x. Treatment for breakage of bones

**Note:** Sub-limits shall apply to total claim amount payable under all Hospitalization related benefits listed in base Plan

**(iv) Advance Technology Methods:**

The Company will indemnify the Insured Person up to Base Sum Insured for expenses incurred under Benefit 1 (Hospitalization Expenses) for treatment taken through following advance technology methods:

- A. Uterine Artery Embolization and HIFU
- B. Balloon Sinuplasty
- C. Deep Brain stimulation
- D. Oral chemotherapy
- E. Immunotherapy- Monoclonal Antibody to be

given as injection

- F. Intra vitreal injections
- G. Robotic surgeries
- H. Stereotactic radio surgeries
- I. Bronchical Thermoplasty
- J. Vaporisation of the prostate (Green laser treatment or holmium laser treatment)
- K. IONM - (Intra Operative Neuro Monitoring)
- L. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered.

**3.1.2. Benefit 2: Pre-hospitalization Medical Expenses and Post-hospitalization Medical Expenses**

The Company will indemnify the Policy Holder/Insured Person for Relevant Medical Expenses incurred which are Medically Necessary, only through Reimbursement Facility, maximum up to the Base Sum Insured, as specified in the Policy Schedule, provided that the Medical Expenses so incurred are related to the same Illness/Injury for which the Company has accepted the Insured Person's Claim under Benefit 1 (Hospitalization Expenses) and subject to the conditions specified below:

- (i) Under Relevant Pre-hospitalization Medical Expenses, for a period of 30 days immediately prior to the Insured Person's date of admission to the Hospital, provided that the Company shall not be liable to make payment for any Pre-hospitalization Medical Expenses that were incurred before the Policy Start Date; and
- (ii) Under Relevant Post-hospitalization Medical Expenses, for a period of 60 days immediately after the Insured Person's date of discharge from the Hospital.

**3.1.3. Benefit 3: Daily Allowance**

The Company will pay a fixed amount as specified against this Benefit in the Policy Schedule, for each continuous and completed period of 24 hours of Hospitalization of the Insured Person, subject to the conditions specified below:

- (i) The Company shall not be liable to make payment under this Benefit for more than 5 consecutive days of Hospitalization for each period of Hospitalization arising from Any One Illness or Accident; and
- (ii) This Benefit is valid for In-patient Care Hospitalization of the Insured Person only.

**3.1.4. Benefit 4: Ambulance Cover**

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, up to the Base Sum Insured specified against this Benefit in the Policy Schedule, for the Reasonable and Customary Charges necessarily incurred on availing road Ambulance services offered by a Hospital or by an Ambulance service provider for the Insured Person's necessary transportation through road, provided that the

necessity of such Ambulance transportation is certified by the treating Medical Practitioner and subject to the conditions specified below:

- (i) Such Transportation is from the place of occurrence of Medical Emergency of the Insured person, to the nearest Hospital; and/or
- (ii) Such Transportation is from one Hospital to another Hospital for the purpose of providing better Medical aid to the Insured Person, following an Emergency.

### 3.1.5. Benefit 5: Organ Donor Cover

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, up to the amount specified against this Benefit in the Policy Schedule, for the Medical Expenses incurred in respect of the donor, for any organ transplant surgery during the Policy Year, subject to the conditions specified below:

- (i) The Organ donor is an eligible donor in accordance with The Transplantation of Human Organs Act, 1994 (amended) and other applicable laws and rules.
- (ii) The Insured Person is the recipient of the Organ so donated by the Organ Donor.
- (iii) The Company will not be liable to pay the Medical Expenses incurred by the Insured Person towards Pre-Hospitalization Medical Expenses and Post Hospitalization Medical Expenses (Benefit 2) or any other Medical Expenses in respect of the donor consequent to the harvesting.
- (iv) Clause 4.2 (10) under Permanent Exclusions, is superseded to the extent covered under this Benefit.

### 3.1.6. Benefit 6 : Domiciliary Hospitalization

The Company will indemnify the Insured Person, only through Reimbursement Facility, up to the amount specified against this Benefit in the Policy Schedule, for the Medical Expenses incurred towards Domiciliary Hospitalization, i.e., Coverage extended when Medically Necessary treatment is taken at home (as explained in Definition 2.1.14), subject to the conditions specified below:

- (i) The Domiciliary Hospitalization continues for a period exceeding 3 consecutive days.
- (ii) The Medical Expenses are incurred during the Policy Year.
- (iii) The Medical Expenses are Reasonable and Customary Charges which are necessarily incurred.
- (iv) Any Pre Hospitalization Medical Expenses and Post Hospitalization Medical Expenses (Benefit 2) shall be payable under this Benefit.
- (v) Any Medical Expenses incurred for the treatment in relation to any of the following diseases shall be payable under this Benefit :
  1. Asthma;
  2. Bronchitis;

3. Chronic Nephritis and Chronic Nephritic Syndrome;
4. Diarrhoea and all types of Dysenteries including Gastro-enteritis;
5. Diabetes Mellitus and Diabetes Insipidus;
6. Epilepsy;
7. Hypertension;
8. Influenza, cough or cold;
9. All Psychiatric or Psychosomatic Disorders;
10. Pyrexia of unknown origin for less than 10 days;
11. Tonsillitis and Upper Respiratory Tract Infection including Laryngitis and Pharyngitis;
12. Arthritis, Gout and Rheumatism.

### 3.1.7. Benefit 7: Automatic Recharge

If a Claim is payable under the Policy, then the Company agrees to automatically make the re-instatement of up to the Base Sum Insured once in a policy year which is valid for that Policy Year only, subject to the conditions specified below:

- (i) The Recharge shall be utilized only after the base Sum Insured, No Claims Bonus (Benefit – 10), No Claims Bonus Super (Optional Cover – 4) and Additional Sum Insured for Accidental Hospitalization (Optional Cover – 10) has been cumulatively exhausted in that Policy Year.
- (ii) A Claim will be admissible under the Recharge only if the Claim is admissible under Benefit 1 (Hospitalization Expenses) and Sum Insured applicable under clause 3.1.7.(i) is completely exhausted
- (iii) The Recharge is applicable only for Benefit 1 (Hospitalization Expenses).
- (iv) The Recharge shall be available for same illness as well different illnesses.
- (v) No Claims Bonus (Benefit – 10) and No Claims Bonus Super (Optional Cover – 4) shall not be considered while calculating 'Automatic Recharge'.
- (vi) Any unutilized Recharge cannot be carried forward to any subsequent Policy Year.
- (vii) If the Policy is issued on a Floater basis, then the Recharge will also be available only on Floater basis.
- (viii) For any single Claim during a Policy Year the maximum Claim amount payable shall be sum total of:
  - a) Base Sum Insured
  - b) No Claims Bonus (Benefit – 10)
  - c) No Claims Bonus Super (Optional Cover – 4)
  - d) Additional Sum Insured for Accidental Hospitalization (Optional Cover – 10)

(ix) During a Policy Year, the aggregate Claim amount payable, subject to admissibility of the Claim, shall not exceed the sum total of:

- a) Base Sum Insured
- b) No Claims Bonus (Benefit – 10)
- c) No Claims Bonus Super (Optional Cover – 4)
- d) Additional Sum Insured for Accidental Hospitalization (Optional Cover – 10)
- e) Automatic Recharge (Benefit – 7)

#### Illustration for Recharge of Sum Insured

For Policy Period 1st Jan. 2023 to 31st Dec. 2023

Details	Scenario 1	Scenario 2	Scenario 3	Scenario 4
Sum Insured at Policy Year Start Date (01.01.2023)	3,00,000	3,00,000	3,00,000	3,00,000
No Claim Bonus	-	-	90,000	90,000
			Assuming that policy has 3 claim free year	
Total Eligible Sum Insured for Claim	3,00,000	3,00,000	3,00,000	3,00,000
<b>Claim 1 on 01.05.2023:</b>				
Claim made for (Rs.)	2,00,000	2,00,000	3,50,000	4,50,000
Claim Amount Eligible	2,00,000	2,00,000	3,50,000	3,90,000
Sum Insured utilized for Claim	2,00,000	2,00,000	3,00,000	3,00,000
No Claim Bonus available	No	No	Yes	Yes
No Claim Bonus amount to be utilized for Claim	No	No	50,000	90,000
Total Claim Payable	2,00,000	2,00,000	3,50,000	3,90,000
Balance Sum Insured available for the balance policy period	1,00,000	1,00,000	-	-

Balance No Claim Bonus available for the balance policy period	-	-	40,000	-
Recharge Sum Insured available for the balance policy period	3,00,000	3,00,000	3,00,000	3,00,000
<b>Claim 2 on 01.09.2023:</b>				
Claim made for (Rs.)	2,00,000	4,00,000	3,50,000	3,50,000
Claim Amount Eligible	2,00,000	3,00,000	3,40,000	3,00,000
Sum Insured utilized for Claim	1,00,000	1,00,000	0	0
No Claim Bonus available	No	No	Yes	No
No Claim Bonus amount to be utilized for Claim	N.A.	N.A.	40,000	N.A.
Recharge available	Yes	Yes	Yes	Yes
Recharge Sum Insured utilized	1,00,000	2,00,000	3,00,000	3,00,000
<b>Total Claim Payable</b>	<b>2,00,000</b>	<b>3,00,000</b>	<b>3,40,000</b>	<b>3,00,000</b>

Balance Sum Insured available for the balance policy period	Nil	Nil	Nil	Nil
Recharge Sum Insured available for the balance policy period	2,00,000	1,00,000	Nil	Nil

### 3.1.8. Benefit 8 : Second Opinion

In the event that the Insured Person is diagnosed with any Major Illness / Injury during the Policy Year, then at the Policyholder's / Insured Person's request, the Company shall arrange for a Second Opinion from a Medical Practitioner within India.

- (i) It is agreed and understood that the Second Opinion will be based only on the information and documentation provided to the Company which will be shared with the Medical Practitioner and is subject to the conditions specified below:
- a) This Benefit can be availed only once by an Insured Person during the Policy Year for each Major Illness / Injury.
  - b) The Insured Person is free to choose whether or not to obtain the Second Opinion and, if obtained under this Benefit, then whether or not to act on it.
  - c) This Benefit is for additional information purposes only and does not and should not be deemed to substitute the Insured Person's visit or consultation to an independent Medical Practitioner.
  - d) The Company does not provide a Second Opinion or make any representation as to the adequacy or accuracy of the same, the Insured Person's or any other person's reliance on the same or the use to which the Second Opinion is put.
  - e) The Company does not assume any liability for and shall not be responsible for any actual or alleged errors, omissions or representations made by any Medical Practitioner or in any Second Opinion or for any consequences of actions taken or not taken in reliance thereon.
  - f) The Policyholder or Insured Person shall hold the Company harmless for any loss or damage caused by or arising out of or in relation to any opinion, advice, prescription, actual or alleged errors,

omissions or representations made by the Medical Practitioner or for any consequences of any action taken or not taken in reliance thereon.

- g) Any Second Opinion provided under this Benefit shall not be valid for any medico-legal purposes.
- h) The Second Opinion does not entitle the Insured Person to any consultation from or further opinions from that Medical Practitioner.

#### (ii) For the purposes of this Benefit only:

- a) Second Opinion means an additional medical opinion obtained by the Company from a Medical Practitioner solely on the Policyholder's or Insured Person's express request in relation to a Major Illness / Injury which the Insured Person has been diagnosed with during the Policy Year.
- b) Major Illness / Injury means one of the following only:
  1. Benign Brain Tumor
  2. Cancer
  3. End Stage Lung Failure
  4. Myocardial Infarction
  5. Coronary Artery Bypass Graft
  6. Heart Valve Replacement
  7. Coma
  8. End Stage Renal Failure
  9. Stroke
  10. Major Organ Transplant
  11. Paralysis
  12. Motor Neuron Disorder
  13. Multiple Sclerosis
  14. Major Burns
  15. Total Blindness

### 3.1.9. Benefit 9: AYUSH Treatments

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, up to the Base Sum Insured specified in the Policy Schedule, towards Medical Expenses incurred with respect to the Insured Person's medical treatment undergone at AYUSH Hospitals or health care facilities for any of the listed AYUSH Treatment namely Ayurveda, Yoga and Naturopathy, Sidha, Unani and Homeopathy, subject to the conditions specified below:

- (i) A Claim will be admissible under this Benefit only if the Claim is admissible under 'In-patient Care' of Benefit 1 (Hospitalization Expenses).
- (ii) Medical Treatment should be rendered from a registered Medical Practitioner who holds a valid practicing license in respect of such AYUSH Treatments; and

- (iii) Such treatment taken is within the jurisdiction of India; and
- (iv) Clause 4.2 (11) under Permanent Exclusions, is superseded to the extent covered under this Benefit.

### 3.1.10. Benefit 10: No Claims Bonus

At the end of each Policy Year, the Company will enhance the Base Sum Insured by 10% flat, on a cumulative basis, as a No Claims Bonus for each completed and continuous Policy Year, provided that no Claim has been paid by the Company in the expiring Policy Year, and subject to the conditions specified below:

- (i) In any Policy Year, the accrued No Claims Bonus, shall not exceed 50% of the Base Sum Insured available in the renewed Policy.
- (ii) The No Claims Bonus shall not enhance or be deemed to enhance any Conditions as prescribed under Clause 3.1.1(iii).
- (iii) For a Floater policy, the No Claims Bonus shall be available on Floater basis and shall accrue only if no Claim has been made in respect of any Insured Person during the expiring Policy Year. The No Claims Bonus which is accrued during the claim-free Policy Year will only be available to those Insured Persons who were insured in such claim-free Policy Year and continue to be insured in the subsequent Policy Year.
- (iv) The entire No Claims Bonus will be forfeited if the Policy is not continued / renewed on or before Policy Period End Date or the expiry of the Grace Period whichever is later.
- (v) The No Claims Bonus shall be applicable on an annual basis subject to continuation of the Policy.
- (vi) If the Insured Persons in the expiring policy are covered on Individual basis and thus have accumulated the No Claims Bonus for each Insured Person in the expiring policy, and such expiring policy is renewed with the Company on a Floater basis, then the No Claims Bonus to be carried forward for credit in this Policy would be the least No Claims Bonus amongst all the Insured Persons.
- (vii) If the Insured Persons in the expiring policy are covered on a Floater basis and such Insured Persons renew their expiring Policy with the Company by splitting the Floater Sum Insured in to 2 (two) or more Floater / Individual covers, then the No Claims Bonus of the expiring Policy shall be apportioned to such renewed Policy in the proportion of the Base Sum Insured of each of the renewed Policy.
- (viii) This clause does not alter the Company's right to decline renewal or cancellation of the Policy for reasons as specified in Clause 5.1.1 (Disclosure to Information Norm).
- (ix) In the event of a Claim occurring during any Policy Year, the accrued No Claims Bonus will be reduced by 10% of the Base Sum Insured at the

commencement of next Policy Year, but in no case shall the Total Sum Insured be reduced than the Base Sum Insured.

- (x) In case Sum Insured under the Policy is reduced at the time of renewal, the applicable No Claims Bonus shall also be reduced in proportion to the Base Sum Insured.
- (xi) In case Base Sum Insured under the Policy is increased at the time of renewal, the No Claims Bonus shall be calculated on the Base Sum Insured applicable on the last completed Policy Year.
- (xii) The Recharge amount ('Automatic Recharge' & 'Unlimited Automatic Recharge') shall not be considered while calculating 'No Claims Bonus'.
- (xiii) Along with the Benefits (Base Covers) under the Policy, accrued 'No Claims Bonus' can be utilized for Optional Cover 1 (Global Coverage – Total), and Optional Cover 13 (Extension of Global Coverage), if opted for.
- (xiv) In case no claim is made in a particular Policy Year, No Claims Bonus would be credited automatically to the subsequent Policy year, even in case of multi-year Policies (with 2 or 3 year policy tenure).

Note: If Insured wishes to opt for discount on premium instead of additional Sum Insured at the time of renewal, then the Insured would be eligible for a No Claim Discount of Rs. 49 (individual cover) /Rs. 99 (floater cover) in the base premium provided and subject to :

- 1) Maximum NCB amount is not yet accrued by Insured under the Policy.
- 2) No discount shall be offered in case of claim paid in previous Policy Year.
- 3) Number of times the discount can be offered shall be same as number of times NCB amount gets accrued year on year.
- 4) Insured has the option at the time of renewal only either to opt for additional Sum Insured or discount on renewal premium due to no claim but not both.

### 3.1.11. Benefit 11: Global Coverage (excluding U.S.A.)

The Company shall indemnify the Insured Person, through Cashless or Reimbursement Facility, for Hospitalization Expenses incurred outside India and anywhere across the world excluding United States of America, up to the amount specified against this Benefit in the Policy Schedule, subject to the conditions specified below:

- (i) A mandatory Co-Payment of 10% per Claim is applicable, which will be in addition to any other co-payment (if any) applicable in the Policy.
- (ii) The Benefit is available for 45 continuous days from the date of travel in a Single Trip and 90 days on a cumulative basis as a whole, in a Policy Year.
- (iii) The Medical expenses payable shall be limited to

Benefit 15 (Maternity Cover) and Inpatient Care & Day Care Treatment under Benefit 1 (Hospitalization Expenses) only; 'Pre-Hospitalization' and 'Post-Hospitalization' expenses are not covered under the purview of this cover.

- (iv) The payment of any Claim under this Benefit will be based on the rate of exchange as on the Date of Loss published by Reserve Bank of India (RBI) and shall be used for conversion of Foreign Currency into Indian Rupees for payment of Claims. If on the Insured Person's Date of Loss, if RBI rates are not published, the exchange rate next published by RBI shall be considered for conversion.

Note:

- a) Clause 6.1.7(a) of Payment Terms under Claims Procedure and Management is superseded to the extent covered under this Benefit.
- b) Exclusions applicable to this Benefit have been mentioned under Permanent Exclusions, Clause 4.1 (b) and 4.2

### 3.1.12. Benefit 12: Annual Health Check-up

- (i) On the Policyholder's / Insured Person's request, through Cashless Facility, the Company will arrange for the Insured Person's Annual Health Check-up for the list of medical tests specified below at its Network Provider or other Service Providers specifically empanelled with the Company to provide the services, in India, subject to the conditions specified below:
- a) This Benefit shall be available only once during a Policy Year per Insured Person; and
- b) This benefit does not reduce the Sum Insured.
- (ii) Medical Tests covered in the Annual Health Check-up, applicable for Sum Insured up to 75 Lakh Rupees for Insured Persons who are of Age 18 years or above on the Policy Period Start Date, are as follows :-

Set No	List of Medical Tests covered as a part of Annual Health Check-up	Plan
1	Complete Blood Count with ESR, Urine Routine, Blood Group, Fasting Blood Sugar, Serum Cholesterol, SGPT, Serum Creatinine, Calcium	Care 2, Care 3 & Care 8
2	Complete Blood Count with ESR, Urine Routine, Blood Group, Fasting Blood Sugar, Lipid Profile, Kidney Function Test, SGPT	Care 4 & Care 9
3	Complete Blood Count with ESR, Urine Routine, Blood Group, Fasting Blood Sugar, Lipid Profile, Liver Function Test, Kidney Function Test	Care 5 & Care 6

- (iii) Medical Tests covered in the Annual Health Check-up, applicable for Care 7, for Insured Persons who are of Age 18 years or above on the Policy Period Start Date, are as follows :-

<b>Infection Markers</b> Complete Blood Count (CBC) ESR ABO Group & Rh Type Urine Routine Stool Routine	<b>Lipid Profile</b> Cholesterol LDL HDL Triglycerides VLDL
<b>Liver Function Test</b> S Bilirubin (Total/Direct) SGPT SGOT GGT Alkaline Phosphatase Total Protein Albumin : Globulin	<b>Kidney Function Test</b> Creatinine Blood Urea Nitrogen Uric Acid Estimated GFR, GFR category, Urea, Blood Urea Nitrogen / Creatinine ratio Protein Total, Albumin, Globulin, A:G ratio,
	Globulin, A:G ratio, Calcium, Phosphorous, Electrolytes, Serum
TSH Profile	<b>Diabetes Markers</b> HbA1c
Vitamin D & B12	Hs-CRP

- (iv) Medical Tests covered in the Annual Health Check-up, applicable for Insured Persons who are of Age below 18 years on the Policy Period Start Date for all Plans except Care 1, are as follows :-

List of Medical Tests covered as a part of Annual Health Check-up
Physical Examination (Height, Weight and Body Mass Index (BMI)), Eye Examination, Dental Examination and Scoring, Growth Charting, Doctor Consultation, Urine Examination (Routine and Microscopic)

### 3.1.13. Benefit 13: Vaccination Cover:

The Company will indemnify the Insured Person up to the amount specified against this Benefit in the Policy Schedule, through Cashless or Reimbursement Facility, towards Vaccination expenses for the Insured Person(s) up to 18 years of Age, as prescribed in the National Immunization Schedule (NIS) for protection against Diphtheria, Pertussis, Tetanus, Polio, Measles, Hepatitis B and Tuberculosis, which fall under category of Vaccine preventable diseases as per the Grid provided below.

S.No	Vaccine & its presentation	Protection against	S.No	Vaccine & its presentation	Protection against
1	BCG (Bacillus Calmette Guerin)-Lyophilized vaccine	Tuberculosis	5	Measles - Lyophilized vaccine	Measles

2	OPV (Oral Polio Vaccine)- Liquid vaccine	Poliomyelitis	6	TT (Tetanus Toxoid) – Liquid vaccine	Tetanus
3	Hepatitis B – Liquid Vaccine	Hepatitis B	7	JE vaccination Lyophilized vaccine	Japanese Encephalitis (Brain fever)
4	DPT (Diphtheria, Pertussis and Tetanus Toxoid) – Liquid vaccine	Diphtheria, Pertussis and Tetanus	8	Hib (given as pentavalent containing Hib + DPT + Hep B) – Liquid vaccine	Hib Pneumonia and Hib meningitis

### 3.1.14. Benefit 14: Care Anywhere

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, for the Medical Expenses incurred towards the Insured Person's Major Illness / Injury treatment undertaken outside India, during the Policy Year, up to the Base Sum Insured specified in the Policy Schedule, subject to the conditions specified below:

- (i) The Medical Expenses incurred towards the major Illness / injury treatment which are covered as a part of this Benefit are:
  1. Benign Brain Tumor
  2. Cancer
  3. Coma
  4. Coronary Artery Bypass Graft
  5. End Stage Lung Disease
  6. End Stage Renal Failure
  7. Heart Valve Replacement
  8. Major Burns
  9. Major Organ Transplant
  10. Myocardial Infarction
  11. Stroke
  12. Total Blindness
- (ii) The Medical Expenses incurred are only for 'In-patient Care' or 'Day Care Treatment' undertaken in any Hospital; 'Pre-Hospitalization' and 'Post-Hospitalization' expenses is not covered under the purview of this cover.
- (iii) The rate of exchange as published by Reserve Bank of India (RBI) or any other competent authority as on the Date of Loss shall be used for conversion of foreign currency amounts into Indian Rupees for payment of any Claim under this Benefit. Where on the Date of Loss, RBI rates are not published, the rates next published by RBI shall be considered for conversion.
- (iv) The Company shall be liable to make payment under this Benefit only if prior written notice of at

least 7 days is given to the Company.

- (v) Clause 6.1.7(a) of Payment Terms under Claims Procedure and Management is superseded to the extent covered under this Benefit.

### 3.1.15. Benefit 15: Maternity Cover

The Company shall indemnify the Insured Person, through Cashless or Reimbursement Facility, for the Medical Expenses associated with Hospitalization of an Insured Person for the delivery of a child, up to amount specified against this Benefit in the Policy Schedule, subject to the conditions specified below:

- (a) Claims will not be admissible for any expenses incurred for diagnosis / treatment related to any Maternity Expenses until 24 months since the inception of the first Policy with the company.
- (b) This Benefit is available only under Floater cover type for all Insured Persons of age 18 years or above.
- (c) Maternity Expenses incurred in connection with the voluntary medical termination of pregnancy during the first 12 weeks from the date of conception shall not be admissible under this Benefit.  
For this purpose 'week' shall constitute any consecutive 7 days.
- (d) Medical Expenses for ectopic pregnancy are not covered under this Benefit. However, these expenses are covered under Benefit 1 (Hospitalization Expenses).
- (e) The Company shall be liable to make payment in respect of any Hospitalization arising due to involuntary medical termination of pregnancy, as per MTP Act, 1971(amended) and other applicable laws and rules.
- (f) Clause 4.1 (b) (15) under Permanent Exclusions, is superseded to the extent covered under this Benefit.

### 3.2. Optional Covers:

The Policy provides the following Optional Covers which can be opted either at the inception of the policy or at the time of renewal. The Policy Schedule will specify the Optional Covers that are in force for the Insured Persons.

#### 3.2.1. Optional Cover 1: Global Coverage – Total

“Global Coverage – Total” is an extension to Benefit 11 (Global Coverage (excluding U.S.A.)) and hence all the provisions stated under Clause 3.1.11, holds good for Clause 3.2.1 as well, except that the geographical scope of coverage through Optional Cover 1 is extended to United States of America also.

#### 3.2.2. Optional Cover 2: Travel Plus

The Benefits under this Optional Cover are valid outside India, which will be available for 45 continuous days from the date of travel in a Single Trip and 90 days on a cumulative basis as a whole, in a Policy Year.

This Optional Cover includes six varied Benefits namely “Worldwide In-Patient Cover (for Emergency)”, “Worldwide OPD Cover”, “Loss of Passport”, “Loss of Checked-in Baggage”, “Repatriation of Mortal Remains” and “Medical Evacuation” which are explained below.

a. **Worldwide In-Patient Cover (for Emergency)**

If an Insured Person suffers an Injury or is diagnosed with an Illness as an Emergency condition that requires the Insured Person to take an In-patient Treatment which should be Medically Necessary, then the Insured Person can avail a 'Single Private Room' during the Hospitalization and the Company shall indemnify such relevant & reasonable Medical Expenses incurred by Insured Person, through Cashless or Reimbursement Facility, up to the Base Sum Insured as specified in the Policy Schedule or Rs. 20 Lakhs (whichever is lesser), subject to the conditions specified below:

- (i) The In-patient Hospitalization is on the written advice of a Medical Practitioner, and the Medical Expenses incurred are Reasonable and Customary Charges that were Medically Necessary; 'Day Care Treatment', 'Pre-Hospitalization' and 'Post-Hospitalization' expenses are not covered under the purview of this cover.
- (ii) The treatment for the Illness or Injury commences during the Policy Period and immediately after the diagnosis of the Illness or occurrence of the Injury;
- (iii) The amount assessed by the Company on each admitted Claim for the Insured Person under this Benefit shall be reduced by the Deductible of Rs. 5,000. The Company shall be liable to make payment under the Policy for any Claim in respect of the Insured Person only when the Deductible on that Claim is exhausted.
- (iv) Single Private Room' mentioned here above, should comply with Clause 3.1.1 (iii) (a) (1) & 3.1.1 (iii) (a) (2).

b. **Worldwide OPD Cover**

- (i) If an Insured Person while on a foreign land suffers an Injury or is diagnosed with an Illness, that requires the Insured Person to take an Out-patient Treatment, then the Company shall indemnify such Medical Expenses, through Reimbursement Facility, up to the Base Sum Insured as specified in the Policy Schedule or Rs. 20 Lakhs (whichever is lesser).
- (ii) The amount assessed by the Company on

each admitted Claim for the Insured Person under this Benefit shall be reduced by the Deductible of Rs. 5,000. The Company shall be liable to make payment under the Policy for any Claim in respect of the Insured Person only when the Deductible on that Claim is exhausted.

c. **Loss of Passport**

- (i) If an Insured Person loses his / her original passport, then the Company will indemnify the Insured Person up to 1% of the Base Sum Insured specified in the Policy Schedule or Rs. 20,000 (whichever is lesser), towards obtaining a duplicate or new passport.
- (ii) The amount assessed by the Company on each admitted Claim for the Insured Person under this Benefit shall be reduced by the Deductible of Rs. 2,500. The Company shall be liable to make payment under the Policy for any Claim in respect of the Insured Person only when the Deductible on that Claim is exhausted.
- (iii) **Additional Documents to be submitted for any Claim under this Benefit :**

It is a condition precedent to the Company's liability under this Benefit that the following information and documentation shall be submitted to the Company or the Assistance Service Provider immediately and in any event within 30 days of the event giving rise to the Claim under this Benefit:

- a) Copy of the police report
- b) Details of the attempts made to trace the passport;
- c) Statement of claim for the expenses incurred;
- d) Original receipt for payment of charges to the authorities for obtaining a new or duplicate passport.

d. **Loss of Checked-in Baggage**

If the entire Checked-In Baggage is lost whilst in the custody of the Common Carrier, the Company will indemnify to the extent of cost incurred by the Insured Person towards replacement of the entire baggage and its contents as per market value, up to 1% of the Base Sum Insured specified in the Policy Schedule or Rs. 20,000 (whichever is lesser), subject to the

conditions specified below:

- (i) Coverage under this Benefit shall commence only after the Checked-In Baggage is entrusted to the Common Carrier and a receipt obtained and coverage under this Benefit shall terminate automatically on the Common Carrier reaching the Place of Destination specified in the ticket of the Insured Person during the Policy Period;
- (ii) If more than one (1) piece of Checked-in Baggage has been checked-in under the same ticket of the Insured Person and all the pieces of Checked-in Baggage are not lost, then the Company's liability shall be restricted to 0.5% of the Base Sum Insured specified in the Policy Schedule or Rs. 10,000 (whichever is lesser);
- (iii) If the lost/undelivered Checked-In Baggage is subsequently traced and offered for delivery to the Insured Person, the Insured Person shall refund the amount paid by the Company under this Benefit in full irrespective of whether delivery of the baggage is taken or not;
- (iv) If a portion of the lost/undelivered Checked-In Baggage is subsequently traced and offered for delivery to the Insured Person, the Insured Person shall refund the amount paid by the Company under this Benefit attributable to the portion of Checked-in Baggage traced in full irrespective of whether delivery of the baggage is taken;
- (v) The liability of the Company shall be determined based on the market value of the Contents of the Checked-In Baggage as on the scheduled/expected date of delivery at the destination port;
- (vi) In case the market value of any single item of the Contents (excluding Valuables) of a Checked-In Baggage exceeds Rs.5,000/-, the Company's liability shall be limited to Rs.5,000/- only;
- (vii) **Additional Documents to be submitted for any Claim under this Benefit:**

It is a condition precedent to the Company's liability under this Benefit that the following information and documentation shall be submitted to the Company or the Assistance Service Provider immediately and in any event within 30 days of the event giving rise to the Claim under this Benefit:

- a) Property irregularity report issued by the appropriate authority.
- b) Voucher of the Common Carrier for the compensation paid for the non-delivery / short delivery of the Checked-In Baggage.
- c) Copies of correspondence exchanged, if any, with the Common Carrier in connection with the non-delivery / short delivery of the Checked-In Baggage.

**(viii) Additional Exclusions applicable to any Claim under this Benefit:**

Any Claim in respect of the Insured Person for, arising out of or directly or indirectly due to any of the following shall not be admissible under this Benefit unless expressly stated to the contrary elsewhere in the Policy terms and conditions:

1. Any partial loss or damage of any items contained in the Checked-In Baggage.
2. Any loss arising from any delay, detention, confiscation by customs officials or other public authorities.
3. Any loss due to damage to the Checked-In Baggage.
4. Any loss of the Checked-In Baggage sent in advance or shipped separately.
5. Valuables (Valuables shall mean and include photographic, audio, video, painting, computer and any other electronic equipment, telecommunications and electrical equipment, telescopes, binoculars, antiques, watches, jewelry and gems, furs and articles made of precious stones and metals).

**e. Repatriation of Mortal Remains**

If death of the Insured Person happens solely and directly due to an Insurable event, the Company shall indemnify the Policyholder, through Reimbursement Facility, up to the Base Sum Insured as specified in the Policy Schedule or Rs. 20 Lakhs (whichever is lesser), for the costs of repatriation of the mortal remains of the Insured

Person back to the Place of Residence or for a local burial or cremation at the place where death has occurred.

**(a) Additional documents to be submitted for any Claim under this Benefit :**

It is a condition precedent to the Company's liability under this Benefit that the following information and documents shall be submitted to the Company or the Assistance Service Provider immediately and in any event within 30 days of the event giving rise to the Claim under this Benefit:

- (i) Copy of the death certificate providing details of the place, date, time, and the circumstances and cause of death;
- (ii) Copy of the postmortem certificate, if conducted;
- (iii) Documentary proof for expenses incurred towards disposal of the mortal remains;
- (iv) In case of transportation of the body of the deceased to the Place of Residence, the receipt for expenses incurred towards preparation and packing of the mortal remains of the deceased and also for the transportation of the mortal remains of the deceased.

**f. Medical Evacuation**

The Company shall indemnify up to the Base Sum Insured as specified in the Policy Schedule or Rs. 20 Lakhs (whichever is lesser), for the reasonable cost incurred towards the medical evacuation of the Insured Person in an Emergency, through an Ambulance, including Air Ambulance or any other transportation and evacuation services to the nearest Hospital, (including necessary medical care en-route forming part of the treatment) for any Illness contracted or Injury sustained by the Insured Person during the Policy Year, subject to the conditions specified below:

- (i) The treating Medical Practitioner certifies in writing that the severity or the nature of the Insured Person's Illness or Injury warrants the Insured Person's emergency Medical evacuation;
- (ii) These transportation expenses are limited to transporting the Insured Person from the place of contracting or sustaining such Illness or Injury to the nearest appropriate Hospital. Any transportation from one hospital to another is not covered under this Benefit;
- (iii) This benefit will be extended only through

Cashless Facility, if the costs are certified and authorized by the Company or the Assistance Service Provider in advance, unless the Insured Person has a Life Threatening Medical Condition and the Insured Person (or his representatives) arrange for the emergency Medical evacuation at their own cost and expense in which case the Company will indemnify the costs incurred on the emergency Medical evacuation in accordance with the terms of this Benefit.;

- (iv) Payment under this Benefit is subject to a Claim for the same Illness or Injury being admitted by the Company under Benefit 3.2.2 (a) (Worldwide In-Patient Cover (for Emergency));

**(v) Additional Documents to be submitted for any Claim under this Benefit:**

a) It is a condition precedent to the Company's liability under this Benefit that the following information and documentation shall be submitted to the Company or the Assistance Service Provider immediately and in any event within 30 days of the event giving rise to the Claim under this Benefit:

b) Medical reports and transportation details issued by the evacuation agency, prescriptions and medical report by the attending Medical Practitioner furnishing the name of the Insured Person and details of treatment rendered along with the statement confirm the necessity of evacuation.

c) Documentary proof for expenses incurred towards the Medical Evacuation.

**Notes for Clause 3.2.2 (Travel Plus):**

- i. Clause 6.1.7(a) of Payment Terms under Claims Procedure and Management is superseded to the extent covered under this Benefit.
- ii. The payment of any Claim under this Benefit will be based on the rate of exchange as on the Date of Loss published by Reserve Bank of India (RBI) and shall be used for conversion of Foreign Currency into Indian Rupees for payment of Claims. If on the Insured Person's Date of Loss, if RBI rates are not published, the exchange rate next published by RBI shall be considered for conversion.

**iii. Additional Exclusions applicable to any Claim under this Benefit:**

Any Claim in respect of any Insured Person for, arising out of or directly or indirectly due to any of the following shall not be admissible under this Optional cover unless expressly stated to the contrary elsewhere in the Policy terms and conditions:

1. Medical treatment taken outside the Country of Residence if that is the sole reason or one of the reasons for the journey.
2. Any treatment which is not Medically Necessary and could reasonably be delayed until the Insured Person's return to the Country of Residence.
3. Any treatment of orthopedic diseases or conditions except for fractures, dislocations and / or Injuries suffered during the Policy Period.
4. Degenerative or oncological (Cancer) diseases.
5. Rest or recuperation at a spa or health resort, sanatorium, convalescence home or similar institution.
6. Any expenses related to services, including Physiotherapy, provided by Chiropractitioner; and the expenses on prostheses / prosthetics (artificial limbs).
7. Traveling against the advice of a Medical Practitioner; or receiving, or is supposed to receive, medical treatment; or having received terminal prognosis for a medical condition; Or taking part or is supposed to participate in war like or peace keeping operation.

Note for Deductible under 'Worldwide In-Patient Cover (for emergency)', 'Worldwide OPD Cover' and 'Loss of Passport' of Optional Cover 'Travel Plus' – Once the claimed amount is converted into Indian Rupees, the deductible (in INR) will be applied to calculate the final pay-out to the Claimant.

### 3.2.3. Optional Cover 3: Unlimited Automatic Recharge

“Unlimited Automatic Recharge” is an extension to Benefit 7 (Automatic Recharge) and hence all the provisions stated under Clause 3.1.7, holds good for Clause 3.2.3 as well, except that the Recharge shall be available unlimited time during the Policy Year. However, in case of a single claim payout, the maximum liability of the Company shall not exceed the Base Sum Insured. No Claims Bonus (Benefit – 10) and No Claims Bonus Super (Optional Cover – 4) shall not be considered while calculating 'Unlimited Automatic Recharge'.

### 3.2.4. Optional Cover 4: No Claims Bonus Super

“No Claims Bonus Super” is an extension to Benefit 10

(No Claims Bonus) and hence all the provisions stated under Clause 3.1.10, holds good for Clause 3.2.4 as well, except the below clauses which have been modified for the purpose of this Optional Cover:

- (i) If no Claim has been paid in the expiring Policy Year and the Policy is renewed with the Company without any break, the Insured Person would receive a flat 50% increase in the Base Sum Insured on a cumulative basis as a No Claims Bonus Super (which is over & above the Sum Insured accrued under Benefit 10 – No Claims Bonus), for each completed and continuous Policy Year.
- (ii) In any Policy Year, the accrued No Claims Bonus Super shall not exceed 100% of the total of the Sum Insured available in the renewed Policy.
- (iii) In the event of a Claim occurring during any Policy Year, the accrued No Claims Bonus Super will be reduced by 50% of the Base Sum Insured at the commencement of next Policy Year, but in no case shall the Total Sum Insured be reduced than the Base Sum Insured.
- (iv) At the time of Policy renewal if the Policyholder chooses not to renew this Optional Cover, then the No Claims Bonus Super under the expiring Policy shall be forfeited.
- (v) The Recharge amount ('Automatic Recharge' & 'Unlimited Automatic Recharge') shall not be considered while calculating 'No Claims Bonus Super'.
- (vi) Along with the Benefits (Base Covers) under the Policy, accrued 'No Claims Bonus Super' can be utilized for Optional Cover 1 (Global Coverage – Total) and Optional Cover 13 (Extension of Global Coverage), if opted for.
- (vii) In case no claim is made in a particular Policy Year, 'No Claims Bonus Super' would be credited automatically to the subsequent Policy year, even in case of multi-year Policies (with 2 or 3 year policy tenure).

### 3.2.5. Optional Cover 5: Deductible Option

If this Optional Cover is opted, then Policyholder is entitled for a discount on the Premium payable.

- (i) The claim amount assessed by the Company for a particular claim shall be reduced by the Deductible as specified in the Policy Schedule in accordance with Clause 6.1.6 (b) (ii) and the Company shall be liable to make payment under the Policy for any Claim only when the Deductible on that Claim is exhausted.
- (ii) The Deductible shall be applicable on an aggregate basis for all Claims made by the Insured Person in a Policy Year.

- (iii) Illustration for applicability of Deductible in the same Policy Year

(Amount in Rs.):

Case	Base Sum Insured	Deductible	Claim 1	Claim 2	Claim 3
1	500,000	1,00,000	75,000	125,000	100,000
2	500,000	1,00,000	75,000	250,000	300,000
3	500,000	100,000	250,000	400,000	400,000

Case	Base Sum Insured	Deductible	Payable 1	Payable 2	Payable 3
1	500,000	1,00,000	-	100,000	100,000
2	500,000	1,00,000	-	225,000	275,000
3	500,000	100,000	150,000	350,000	Claim not payable as SI is exhausted

### 3.2.6. Optional Cover 6: Everyday Care

The Company will provide the following Everyday Care Services (the “Services”) to the Insured Person during the Policy Year, under this Optional Cover.

(i) **Out-Patient consultations:**

The Insured Person may avail out-patient treatment at any of the Company's Network Service Provider which is payable up to 1% of Base Sum Insured as specified in the Policy Schedule. For the purpose of this Benefit, a flat Co-payment of 20% per consultation is applicable and no other co-payment mentioned as per Clause 3 (g) or elsewhere in the Policy is applicable.

(ii) **Diagnostic Examinations:**

The Insured Person may avail Diagnostic Examination facilities anywhere within the Company's Network Service Provider which is payable up to 1% of Base Sum Insured as specified in the Policy Schedule, as prescribed by a Medical Practitioner. For the purpose of this Benefit, a flat Co-payment of 20% per Diagnostic Examination is applicable and no other co-payment mentioned as per Clause 3 (g) or elsewhere in the Policy is applicable.

(iii) **Health Care Services** which include only the following:

- Doctor Anytime /Free Health Helpline: The Insured Person may seek medical advice from a Medical Practitioner through the telephonic or online mode by contacting the Company on the helpline details specified on the Company's website;
- Health Portal: The Insured Person may access health related information and services available through the Company's

website;

- c) **Health & Wellness Offers:** The Insured Person may avail discounts primarily on the OPD Consultations, Diagnostics and Pharmacy offered through our Network Service Providers (which are listed on the Company's website).

Note: For the purpose of above Clause, Network Service Provider means any person, organization, institution that has been empanelled with the Company to provide Services specified under this Optional Cover to the Insured Person.

### 3.2.7. Optional Cover 7: Smart Select

If this Optional Cover is opted, then Policyholder is entitled for a discount of 15% on the Premium payable, subject to following conditions:

- If the Insured Person takes Medical Treatment in hospitals other than those listed in Annexure – IV to the Policy Terms and Conditions, then the Policyholder/Insured Person shall bear a Co-Payment of 20% on each and every Claim arising in such regard, which will be in addition to any other co-payment (if any) applicable in the Policy.
- However, no such additional co-payment shall be applicable if treatment is availed in the hospitals listed in Annexure IV to the Policy Terms and Conditions.

NOTE: For an updated list of Hospitals mentioned under Annexure – IV to the Policy Terms and Conditions, the Policyholder / Insured Person should refer to the Company's Website.

This Benefit is available only within India and co-pay is not applicable for claims incurred outside India.

### 3.2.8. Optional Cover 8: OPD Care

The Company will indemnify the Insured Person, only through Reimbursement Facility, for availing Out-Patient consultations, Diagnostic Examinations and Pharmacy expenses, up to the amount specified against this Optional Cover in the Policy Schedule, during the Policy Year, subject to the following condition:

- Coverage for Optional Cover ‘OPD Care’ is provided for entire Policy year and is available to all the Insured members in a Floater Policy type along with Individual Policy type.
- All the valid OPD claim expenses incurred by the Insured Person in a policy year will be payable / reimbursed by the Company. However, claim can be filed with the Company, only twice during that Policy year, as and when that Insured Person may deem fit.

### 3.2.9. Optional Cover 9: Personal Accident

The Insured Persons covered and the coverage amount chosen for the Proposer under this Optional Cover, are

specified against this Optional Cover in the Policy Schedule.

If the Policy Schedule states that spouse and / or children of the Proposer are covered under this Optional Cover, then the coverage amount for them will be as follows:-

- (i) For Spouse: 50% of the coverage amount chosen for Proposer
- (ii) Per Child: 25% of the coverage amount chosen for Proposer (If opted for 'Per Child', cover should be taken for all dependent children under this Policy)

Proposer's Dependent parents are not eligible to for coverage under this Optional Cover 'Personal Accident'.

This Optional Cover includes two Benefits namely "Accidental Death" and "Permanent Total Disablement" which are explained below and are applicable to events arising worldwide:-

**a. Accidental Death**

If the Insured Person suffers an Injury during the Policy Period, which directly results in the Insured Person's death within 12 months from the date of Accident (including date of Accident), then the Company will pay 100% of the coverage amount of that Insured Person under this Optional Cover.

**b. Permanent Total Disablement (PTD)**

If the Insured Person suffers an Injury during the Policy Period, which directly results in the Insured Person's Permanent Total Disablement within 12 months from the date of Accident (including date of Accident), then the Company will pay the amount as specified in the table below:

IV	Total and irrecoverable loss of use of a hand or a foot without physical separation	50%
V	Paraplegia or Quadriplegia or Hemiplegia	100%

Note: For the purpose of Sr. No. I to IV above, physical separation of a hand or foot shall mean separation of the hand at or above the wrist, and of the foot at or above the ankle.

For the purpose of this Benefit only:

- (i) "Hemiplegia" means complete and irrecoverable paralysis of the arm, leg, and trunk on the same side of the body;
- (ii) "Paraplegia" means complete and irrecoverable paralysis of the whole of the lower half of the body (below waist) including both the legs;
- (iii) "Quadriplegia" means complete and irrecoverable paralysis of all four limbs.

**Insured Event** means an event that is covered under the Policy and which is in accordance with the Policy Terms & Conditions.

**c. Additional Exclusions applicable to any Claim under this Benefit:**

Any Claim in respect of any Insured Person for, arising out of or directly or indirectly due to any of the following shall not be admissible, unless expressly stated to the contrary elsewhere in the Policy terms and conditions:

1. Any pre-existing injury or physical condition;
2. The Insured Person operating or learning to operate any aircraft or performing duties as a member of a crew on any aircraft or Scheduled Airline or any airline personnel;
3. The Insured Person flying in an aircraft other than as a fare paying passenger in a Scheduled Airline;
4. Participation in actual or attempted felony, riots, civil commotion or criminal misdemeanour;
5. The Insured Person engaging in sporting activities in so far as they involve the training for or participation in competitions of professional sports;
6. The Insured Person serving in any branch of the military, navy or air-force or any branch of armed Forces or any paramilitary forces;
7. The Insured Person working in or with mines, tunnelling or explosives or involving electrical installation with high

Sr. No.	Insured Events	Amount Payable=% of the coverage amount of that Insured Person under this Optional Cover
I	Total and irrecoverable loss of sight of both eyes, or of the actual loss by physical separation of two entire hands or two entire feet, or one entire hand and one entire foot, or the total and irrecoverable loss of sight of one eye and loss by physical separation of one entire hand or one entire foot	100%
II	Total and irrecoverable loss of a) use of two hands or two feet; or b) one hand and one foot; or c) sight of one eye and use of one hand or one foot	100%
III	Total and irrecoverable loss of sight of one eye, or of the actual loss by physical separation of one entire hand or one entire foot	50%

tension supply or conveyance testing or oil rigs work or ship crew services or as jockeys or circus personnel or aerial photography or engaged in Hazardous Activities;

8. Impairment of the Insured Person's intellectual faculties by abuse of stimulants or depressants or by the illegal use of any solid, liquid or gaseous substance.
9. Persons whilst working with in activities like racing on wheels or horseback, winter sports, canoeing involving white water rapids, any bodily contact sport.
10. Treatments rendered by a Doctor who shares the same residence as an Insured Person or who is a member of an Insured Person's family.
11. Any change of profession after inception of the Policy which results in the enhancement of the Company's risk, if not accepted and endorsed by the Company on the Policy Schedule.

### **3.2.10. Optional Cover 10: Additional Sum Insured for Accidental Hospitalization**

In case any Claim is made for Emergency Care of any Injury due to an Accident during the Policy Period, the Company shall automatically provide an additional Sum Insured equal to the Sum Insured for In-patient Care for that Insured Person who is hospitalized, provided that:

- (i) The 'additional Sum Insured for Accidental Hospitalization' shall be utilized only after the Sum Insured has been completely exhausted;
- (ii) The total amount payable under this Optional Cover shall not exceed the sum total of the Base Sum Insured, No Claims Bonus, No Claims Bonus Super (if opted) and 'additional Sum Insured for Accidental Hospitalization';
- (iii) The 'additional Sum Insured Accidental Hospitalization' shall be available only for such Insured Person for whom Claim for Hospitalization following the Accident has been accepted under the Policy;
- (iv) The 'additional Sum Insured Accidental Hospitalization' shall be applied only once during the Policy Period.

### **3.2.11. Optional Cover 11: International Second Opinion**

"International Second Opinion" is an extension to Benefit 8 (Second Opinion) and hence all the provisions stated under Clause 3.1.8, holds good for Clause 3.2.11 as well, except that the geographical scope of coverage through Optional Cover 11 is applicable to worldwide excluding India only.

### **3.2.12. Optional Cover 12: Reduction in PED Wait Period**

Choosing this Optional Cover reduces the applicable wait period of 36 months for Claims related to Pre-existing diseases, to 24 months.

Hence all the provisions stated under Clause 4.1 (a) (i) and Definition 2.1.36 holds good for Clause 3.2.12 as well, except that the claims will be admissible for any Medical Expenses incurred for Hospitalization in respect of diagnosis/treatment of any Pre-existing Disease after just 24 months of continuous coverage has elapsed, since the inception of the first Policy with the Company.

NOTE: This Optional Cover will be available only at the time of inception of the Policy and only for the Sum Insured chosen at that time.

### **3.2.13. Optional Cover 13: Extension of Global Coverage**

This Optional Cover is an extension to Benefit 15 'Global Coverage (excluding USA)' and Optional Cover 1 'Global Coverage – Total' and hence all the related provisions stated under Clause 3.1.15 and Clause 3.2.1, holds good for Clause 3.2.13 as well, except that the duration of coverage will be extended to 90 continuous days in a single trip and maximum 180 days on a cumulative basis.

### **3.2.14. Optional Cover 14: Air Ambulance Cover**

The Company will indemnify the Insured Person up to the amount specified against this Benefit in the Policy Schedule, for the Reasonable and Customary Charges necessarily incurred on availing Air Ambulance services, in India, offered by a Hospital or by an Ambulance service provider for the Insured Person's necessary transportation, provided that:

- (i) The treating Medical Practitioner certifies in writing that the severity or the nature of the Insured Person's Illness or Injury warrants the Insured Person's requirement for Air Ambulance;
- (ii) The transportation expenses under this Optional Cover include transportation from the place of occurrence of Medical Emergency of the Insured person, to the nearest Hospital; and/or transportation from one Hospital to another Hospital for the purpose of providing better Medical aid to the Insured Person, following an Emergency;
- (iii) This benefit will be extended only through Cashless Facility, if the costs are certified and authorized by the Company or the Assistance Service Provider in advance. In case the Insured Person has a Life Threatening Medical Condition and the Insured Person (or his representatives) arranges for the emergency Air Ambulance at their own expense, then the Company will reimburse such costs incurred in accordance with the terms of this Optional Cover;
- (iv) Payment under this Optional Cover is subject to a

Claim for the same Illness or Injury being admitted by the Company under Benefit 1;

- (v) Additional Documents to be submitted for any Claim under this Benefit:
- It is a condition precedent to the Company's liability under this Optional Cover that the following information and documentation shall be submitted to the Company or the Assistance Service Provider immediately and in any event within 30 days of the event giving rise to the Claim under this Benefit:
  - Medical reports and transportation details issued by the air ambulance service provider, prescriptions and medical report by the attending Medical Practitioner furnishing the name of the Insured Person and details of treatment rendered along with the statement confirm the necessity of air ambulance services.
  - Documentary proof for expenses incurred towards availing Air Ambulance services.

### 3.2.15. Optional Cover 15 : Advance Annual

#### Health Check-up

On the Policyholder's / Insured Person's request, through Cashless Facility, the Company will arrange for the Insured Person's medical tests as opted below under this Benefit, at Network Provider or other Service Providers specifically empanelled with the Company to provide the services, in India, subject to the conditions specified below:

- This Benefit shall be available only once during a Policy Year per Insured Person; and
- This benefit does not reduce the Sum Insured.

Medical Tests covered for Insured Persons who are of Age 18 years or above on the Policy Period Start Date, are as follows :-

Set No.	List of Medical Tests covered
Option 1	ECG, TMT
Option 2	ECG, TMT, Lung Function Test, X-Ray – Chest, Ultrasound Abdomen

### 3.2.16. Optional Cover 16 : Room Rent Modification

Notwithstanding anything to the contrary in the Policy, if this Optional Benefit is opted, the Company agrees to modify the Room Rent / Room Category to Single Private Room/No Limit as specified in Policy schedule.

#### Note:

- No limit on ICU charges under this Optional Cover.
- If the eligible Room Rent or Room Category applicable for the Insured Person under the Policy

is 'No limit', which means that there is no separate restriction on Room Charges incurred towards stay during Hospitalization

- Intensive Care Unit Charges (ICU Charges): If the eligible ICU Charges applicable for the Insured Person under the Policy is 'No limit', which means there is no separate restriction on ICU Charges incurred towards stay in ICU during Hospitalization.

### 3.2.17. Optional Cover 17 : Be-Fit Benefit

The Insured Person, who is above 12 years of age, may avail unlimited visits to the Fitness Centers in a Policy year at the Company's network.

#### Note:

The services availed would be subject to the following conditions:

- The services will be provided through an empanelled Fitness center only. Choice of the Insured Person in utilizing the services of Fitness Center will be entirely his/ her own and Company will have no liability towards the quality of services provided by the Fitness Centers.
- The company shall not be responsible for any disputes or loss in account of availing the services or arising between the Insured Person and the Fitness center.

### 3.2.18. Optional Cover 18 : Co-payment

Notwithstanding anything to the contrary in the Policy, it is hereby stated that on opting this optional Cover, the Insured Person or eldest Insured Person (in case of floater) whose age is 61 years or above will bear a Co-payment (over & above any other co-payment, if any), which applies to such Insured Person or all Insured Persons (in case of Floater) as specified in the Policy Schedule, in accordance with Clause 6.1.6 and Company's liability shall be restricted to the balance amount payable.

The Co-payment shall be applicable to each and every claim for each Insured Person as defined in the Policy

## 4. Exclusions

### 4.1. Standard Exclusions:

#### (a) Waiting Periods:

##### (i) Pre-existing Disease - Code- Excl01

- Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 36 months of continuous coverage after the date of inception of the first policy with insurer.
- 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 36 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by Insurer.

**(ii) Specific 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 the Company. 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:

- 1. Any treatment related to Arthritis (if non-infective), Osteoarthritis and Osteoporosis, Gout, Rheumatism, Spinal Disorders, Joint Replacement Surgery, Arthroscopic Knee Surgeries / ACL Reconstruction/Meniscal and Ligament Repair
- 2. Surgical treatments for Benign ear, nose and throat (ENT) disorders and surgeries (including but not limited to

Adenoidectomy, Mastoidectomy, Tonsillectomy and Tympanoplasty), Nasal Septum Deviation, Sinusitis and related disorders

- 3. Benign Prostatic Hypertrophy
- 4. Cataract
- 5. Dilatation and Curettage
- 6. Fissure / Fistula in anus, Hemorrhoids / Piles, Pilonidal Sinus, Gastric and Duodenal Ulcers
- 7. Surgery of Genito-urinary system unless necessitated by malignancy
- 8. All types of Hernia & Hydrocele
- 9. Hysterectomy for menorrhagia or Fibromyoma or prolapse of uterus unless necessitated by malignancy
- 10. Internal tumours, skin tumours, cysts, nodules, polyps including breast lumps (each of any kind) unless malignant
- 11. Kidney Stone / Ureteric Stone / Lithotripsy / Gall Bladder Stone
- 12. Myomectomy for fibroids
- 13. Varicose veins and varicose ulcers
- 14. Parkinson's or Alzheimer's disease or Dementia

**(iii) First 30-Day waiting Period – Code – Excl03**

- a. 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.
- b. This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more than twelve months.
- c. The within referred waiting period is made applicable to the enhanced sum insured in the event of granting higher sum insured subsequently.

**(iv) The Waiting Periods as defined in Clauses**

4.1(a)(I), 4.1(a)(ii) and 4.1(a)(iii) shall be applicable individually for each Insured Person and Claims shall be assessed accordingly.

- (v) If Coverage for Benefits (in case of change in Product Plan) or Optional Covers are added afresh at the time of renewal of this Policy, the Waiting Periods as defined above in Clauses 4.1(a)(I), 4.1(a)(ii) and 4.1(a)(iii) shall be applicable afresh to the newly added Benefits or Optional Covers (if applicable), from the time of such renewal.
- (vi) For specific Covers offered on a global basis namely Benefit 11 'Global Coverage (excluding USA)', Optional Cover 1 'Global Coverage – Total' and Optional Cover 2 'Travel Plus', first 30 day Waiting Period defined as per Clause 4.1(a)(iii) does not apply on the foreign land, in case the Insured Person travels abroad.

**(b) Exclusions:**

The following list of exclusions is applicable to all the Benefits and Optional Covers.

Any Claim in respect of any Insured Person for, arising out of or directly or indirectly due to any of the following shall not be admissible unless expressly stated to the contrary elsewhere in the Policy Terms and conditions.

**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:
  - i. 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.
  - ii. 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 fulfill all the below

conditions:

- 1) Surgery to be conducted is upon the advice of the Doctor
- 2) The surgery/Procedure conducted should be supported by clinical protocols
- 3) The member has to be 18 years of age or older and
- 4) Body Mass Index (BMI);
  - a) greater than or equal to 40 or
  - b) 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:
    - i. Obesity-related cardiomyopathy
    - ii. Coronary heart disease
    - iii. Severe Sleep Apnea
    - iv. 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.

Note: Refer Annexure – III of the Policy Terms & Conditions for list of excluded hospitals.

9. Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. **(Code- Excl12)**
10. Treatments received in health spas, 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. **(Code- Excl13)**
11. 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 **(Code- Excl14)**
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- 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:
  - (i) Any type of contraception, sterilization
  - (ii) Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
  - (iii) Gestational Surrogacy
  - (iv) Reversal of sterilization
15. **Maternity: (Code Excl18)**
  - a. Medical treatment expenses traceable to

childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;

- b. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.

#### 4.2. Specific Exclusions:

1. Any item or condition or treatment specified in List of Non-Medical Items (Annexure – II to Policy Terms & Conditions).
2. Treatment taken from anyone who is not a Medical Practitioner or from a Medical Practitioner who is practicing outside the discipline for which he is licensed or any kind of self-medication.
3. Charges incurred in connection with routine eye examinations and ear examinations, dentures, artificial teeth and all other similar external appliances and / or devices whether for diagnosis or treatment.
4. Any expenses incurred on external prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, walkers, glucometer, crutches, ambulatory devices, instruments used in treatment of sleep apnea syndrome and oxygen concentrator for asthmatic condition, cost of cochlear implants and related surgery.
5. Treatment of any external Congenital Anomaly, Illness or defects or anomalies or treatment relating to external birth defects.
6. Treatment of mental retardation, arrested or incomplete development of mind of a person, subnormal intelligence or mental intellectual disability.
7. Circumcision unless necessary for treatment of an Illness or as may be necessitated due to an Accident.
8. All preventive care (except eligible and entitled for Benefits – 12: Annual Health Check-up and Optional Benefit 16 : Advance Annual Health Check-up ), Vaccination (except eligible and entitled for Benefit – 13: Vaccination Cover), including Inoculation and Immunizations (except in case of post-bite treatment) and tonics.
9. Expenses incurred for Artificial life maintenance, including life support machine use, post confirmation of vegetative state by treating medical practitioner where such treatment will not result in recovery or restoration of the previous state of health under any circumstances.
10. All expenses related to donor treatment including surgery to remove organs from the donor, in case

- of transplant surgery (This exclusion is only applicable for Care Plan 1).
11. Non-Allopathic Treatment or treatment related to any unrecognized systems of medicine.
  12. War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.
  13. Act of self-destruction or self-inflicted Injury, attempted suicide or suicide while sane or insane
  14. Any Illness or Injury attributable to consumption, use, misuse or abuse of tobacco, intoxicating drugs, alcohol, hallucinogens, smoking.
  15. Any charges incurred to procure documents related to treatment or Illness pertaining to any period of Hospitalization or Illness.
  16. Personal comfort and convenience items or services including but not limited to T.V. (wherever specifically charged separately), charges for access to cosmetics, hygiene articles, body care products and bath additives, as well as similar incidental services and supplies.
  17. Expenses related to any kind of RMO charges, Service charge, Surcharge, night charges levied by the hospital under whatever head.
  18. Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:
    - a. Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/ fusion material emitting a level of radioactivity capable of causing any Illness, incapacitating disablement or death.
    - b. Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any Illness, incapacitating disablement or death.
    - c. Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any Illness, incapacitating disablement or death.
  19. Impairment of an Insured Person's intellectual faculties by abuse of stimulants or depressants unless prescribed by a medical practitioner.
  20. Alopecia wigs and/or toupee and all hair or hair fall treatment and products.
  21. Any treatment taken in a clinic, rest home, convalescent home for the addicted, detoxification center, sanatorium, home for the aged, remodeling clinic or similar institutions.
  22. Taking part or is supposed to participate in a naval, military, air force operation or aviation in a professional or semi-professional nature.
  23. Remicade, Avastin or similar injectable treatment which is undergone other than as a part of In-Patient Care Hospitalisation or Day Care Hospitalisation is excluded.
  24. Expenses incurred on advanced treatment methods other than as mentioned in clause 3.1.1 (iv)
  25. Any treatment or part of treatment or any expenses incurred under this Policy that is not reasonable and customary and/or not medically necessary.
- Note:** In addition to the foregoing, any loss, claim or expense of whatsoever nature directly or indirectly arising out of, contributed to, caused by, resulting from, or in connection with any action taken in controlling, preventing, suppressing, minimizing or in any way relating to the above Permanent Exclusions shall also be excluded.

## 5. General Terms and Clauses

### 5.1. Standard General Terms & Clauses

#### 5.1.1. Disclosure of 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.

Note:

- a. "Material facts" for the purpose of this clause 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.
- b. In continuation to the above clause the Company may also adjust the scope of cover and / or the premium paid or payable, accordingly.

#### 5.1.2. 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.

#### 5.1.3. Claim Settlement (provision for Penal Interest)

- i. The Company shall settle or reject a claim, as the case may be, within 15 days from the date of intimation on receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest from the date of intimation to the date of payment of claim at a rate 2% above the bank rate.
- iii. 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 15 days from the date of intimation on receipt of last necessary document. In such cases, the Company shall settle the claim within 45 days from the date of intimation on receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days the company shall be liable to pay interest at a rate 2% above the bank rate from the date of intimation to the date of payment of claim.

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

#### 5.1.4. 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 valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

#### 5.1.5. Multiple Policies

- a. In case of multiple policies taken by an insured during a period from the same or 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 insurers from whom he/she wants to claim the balance amount.

- d. Where an insured has policies from more than one insurer to cover the same risk on indemnity basis, the insured shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

#### 5.1.6. 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 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.

#### 5.1.7. Cancellation / Termination

- (a) The policyholder may cancel this policy by giving 7 days' written notice and in such an event, the Company shall refund proportionate premium for the unexpired policy period.
- (b) Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the Insured person under the Policy.
- (c) If the risk under the Policy has already commenced, or only a part of the insurance coverage has commenced, and the option of

Policy cancellation is exercised by the Policyholder, then the expenses such as pre-policy medical examination etc. incurred by the Company will also be deducted before refunding of premium.

- (d) The Company may cancel the Policy at any time on grounds of mis-representations, non-disclosure of material facts, fraud by the Insured Person, by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of mis-representations, non-disclosure of material facts or fraud.

Notes:

In case of demise of the Policyholder,

- (i) Where the Policy covers only the Policyholder, this Policy shall stand null and void from the date and time of demise of the Policyholder and the Company shall refund proportionate premium for unexpired Policy Period subject to no claim has been admitted or has been lodged or any benefit has been availed by the Insured person under the Policy.

- (ii) Where the Policy covers other Insured Persons, this Policy shall continue till the end of Policy Period for the other Insured Persons. If the other Insured Persons wish to continue with the same Policy, the Company will renew the Policy subject to the appointment of a policyholder provided that:

- I. Written notice in this regard is given to the Company before the Policy Period End Date; and
- II. A person of Age 18 years or above, who satisfies the Company's criteria applies to become the Policyholder.

**In case Premium Installment mode is opted for, then:**

- (i) If Policyholder cancels the Policy after the Free look period or demise of Policyholder where he/she is the only insured in the Policy, then the Company will refund the installment premium for the unexpired installment period, provided no Claim has

been made under the Policy.

#### **5.1.8. 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 as per IRDAI guidelines on migration

For Detailed Guidelines on Migration, kindly refer the link: <https://www.careinsurance.com/other-disclosures.html>

#### **5.1.9. 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 30 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 as per IRDAI guidelines on portability.

For Detailed Guidelines on Portability, kindly refer the link: <https://www.careinsurance.com/other-disclosures.html>

#### **5.1.10. Renewal of Policy**

The policy shall ordinarily be renewable except on grounds of established fraud or non-disclosure or misrepresentation by the insured person.

- (a) Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- (b) Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- (c) At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period
- (d) No loading shall apply on renewals based on individual claims experience.

#### **5.1.11. Withdrawal of Policy**

- i. 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.

- ii. Insured Person will have a one-time option to renew the existing product, if renewal falls within the 90 days from the date of withdrawal of the product or 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

#### 5.1.12. Moratorium Period

After completion of five continuous years under the policy no look back to be applied. This period of five years is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and subsequently completion of five continuous years would be applicable from date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.

#### 5.1.13. Premium payment Installment

If the insured person has opted for Payment of Premium on an installment basis i.e. Half Yearly or Quarterly or Monthly, as mentioned in the policy Schedule/Certificate of Insurance, the following Conditions shall apply (notwithstanding any terms contrary elsewhere in the policy)

1. Grace Period of fifteen days where premium payment mode is monthly and thirty days in all other cases would be given to pay the installment premium due for the policy
2. During such grace period, coverage shall be available if the premium is paid in instalments during the policy period.
3. 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
4. No interest will be charged If the installment premium is not paid on due date.
5. In case of installment premium due not received within the grace period, the policy will get cancelled
6. In the event of a claim, all subsequent premium installments shall immediately become due and payable.(This clause will not apply to claims arising under 'Annual Health Check-up, 'Second

Opinion', 'Vaccination Cover', 'Advance Annual Health Check-up', 'Be-fit Benefit ', 'International Second Opinion', Wellness Benefit)

7. The company has the right to recover and deduct all the pending installments from the claim amount due under the policy.

Note:

Tenure Discount will not be applicable if the Insured Person has opted for Premium Payment in Installments.

#### 5.1.14. Possibility of Revision of Terms of the Policy Including the Premium Rates

The Company, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified before the changes are affected.

#### 5.1.15. 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 30 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;

#### 5.1.16. Grievances

In case of any grievance the insured person may contact the company through

Website/link:

<https://www.careinsurance.com/contact-us.html>

Mobile App: Care Health - Customer App

Tollfree (WhatsApp Number): 8860402452

Courier: Any of Company's Branch Office or Corporate Office

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 Branch Office or Corporate Office. For updated details of grievance officer, kindly refer the link <https://www.careinsurance.com/customer-grievance-redressal.html>

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.

Grievance may also be lodged at IRDAI integrated Grievance Management System - <https://bimabharosa.irdai.gov.in>

Note: The Contact details of the Insurance Ombudsman offices have been provided as Annexure VII.

#### 5.1.17. 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.

## 5.2. Specific General Terms & Clauses

### 5.2.1. Material Change

It is a condition precedent to the Company's liability under the Policy that the Policyholder shall immediately notify the Company in writing of any material change in the risk on account of change in nature of occupation or business at his own expense, as per Annexure – V. The Company may adjust the scope of cover and / or the premium paid or payable, accordingly.

### 5.2.2. No constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder or Insured Person which is in possession of the Company other than that information expressly disclosed in the Proposal Form or otherwise in writing to the Company, shall not be held to be binding or prejudicially affect the Company.

### 5.2.3. Proximate Cause

The Company covers the Policyholder / Insured Person only to the extent of Proximity cause which means active and efficient cause that sets in motion a chain of events which brings about a result, without the intervention of any force started and working actively from a new and independent source.

### 5.2.4. Policy Disputes

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

### 5.2.5. Limitation of Liability

Any Claim under this Policy for which the notification or intimation of Claim is received 12 calendar months after the event or occurrence giving rise to the Claim shall not be admissible, unless the Policyholder proves to the Company's satisfaction that the delay in reporting of the Claim was for reasons beyond his control.

### 5.2.6. Communication

(a) 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.

(b) 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 instructions will be deemed served 10 days after posting or immediately upon receipt in the case of

hand delivery, facsimile or e-mail.

(c) 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.

### 5.2.7. Alterations 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 shall be permissible only at the time of renewal of the Policy.

**5.2.8.** Out of all the details of the various Benefits provided in the Policy Terms and Conditions, only the details pertaining to Benefits chosen by policyholder as per Policy Schedule shall be considered relevant

**5.2.9. Electronic Transactions**

The Policyholder and /or Insured Person agrees to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, tele-service operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time. Any terms and conditions related to electronic transactions shall be within the approved Policy Terms and Conditions

**5.2.10. Records to be maintained**

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

**6. Other Terms and Clauses**

**6.1. Claims Procedure and Management**

This section explains about procedures involved to file a valid Claim by the Insured Person and related processes involved to manage the Claim by the Company. All the procedures and processes such as pre-requisite for filing an admissible Claim, Duties of a Claimant, Documents to be submitted for filing a valid Claim, Claim Settlement Facilities, Intimation of Claims by the Insured to the Company, Progressive order for Assessment of Claims by the Company, settlement of payable Claim Amount by the Company to the Insured Person/Claimant (in case of Reimbursement Facility) and/or Hospital (in case of Cashless Facility) and related terms of Payment, are explained herein.

**6.1.1. Pre-requisite for admissibility of a Claim:**

Any claim being made by an Insured Person or attendant of Insured Person during Hospitalization on behalf of the Insured person, should comply with the following conditions:

(i) The Condition Precedent Clause has to be

fulfilled.

(ii) The health damage caused, Medical Expenses incurred, subsequently the Claim being made, should be with respect to the Insured Person only. The Company will not be liable to indemnify the Insured Person for any loss other than the covered benefits and any other person who is not accepted by the Company as an Insured Person.

(iii) The holding Insurance Policy should be in force at the event of the Claim. All the Policy Terms and Conditions, wait periods and exclusions are to be fulfilled including the realization of Premium by their respective due dates.

(iv) All the required and supportive Claim related documents are to be furnished within the stipulated timelines. The Company may call for additional documents wherever required.

**6.1.2. Claim settlement - Facilities**

**(a) Cashless Facility**

The Company extends Cashless Facility as a mode to indemnify the medical expenses incurred by the Insured Person at a Network Provider. For this purpose, the Insured Person will be issued a "Health card" at the time of Policy purchase, which has to be preserved and produced at any of the Network Providers in the event of Claim being made, to avail Cashless Facility. The following is the process for availing Cashless Facility:-

**(i) Submission of Pre-authorization Form:**

A Pre-authorization form which is available on the Company's Website or with the Network Provider, has to be duly filled and signed by the Insured Person and the treating Medical Practitioner, as applicable, which has to be submitted electronically by the Network Provider to the Company for approval. Only upon due approval from the Company, Cashless Facility can be availed at any Network Hospital.

(ii) **Identification Documents:** The "Health card" provided by the Company under this Policy, along with one Valid Photo Identification Proof of the Insured Person are to be produced at the Network Provider, photocopies of which shall be forwarded to the Company for authentication purposes. Valid Photo Identification Proof documents which will be accepted by the Company are Voter ID card, Driving License, Passport, PAN Card, Aadhar Card or any other identification proof as stated by the Company.

- (iii) **Company's Approval:** The Company will confirm in writing, authorization or rejection of the request to avail Cashless Facility for the Insured Person's Hospitalization.
- (iv) **Company's Authorization:**
- a) If the request for availing Cashless Facility is authorized by the Company, then payment for the Medical Expenses incurred in respect of the Insured Person shall not have to be made to the extent that such Medical Expenses are covered under this Policy and fall within the amount authorized in writing by the Company for availing Cashless Facility.
  - b) An Authorization letter will include details of Sanctioned Amount, any specific limitation on the Claim, and any other details specific to the Insured Person, if any, as applicable.
  - c) In the event that the cost of Hospitalization exceeds the authorized limit, the Network Provider shall request the Company for an enhancement of Authorization Limit stating details of specific circumstances which have led to the need for increase in the previously authorized limit. The Company will verify the eligibility and evaluate the request for enhancement on the availability of further limits.
- (v) **Event of Discharge from Hospital:** All original bills and evidence of treatment for the Medical Expenses incurred in respect of the Hospitalization of the Insured Person and all other information and documentation specified under Clauses 6.1.4 and 6.1.5 shall be submitted by the Network Provider immediately and in any event before the Insured Person's discharge from Hospital.
- (vi) **Company's Rejection:** If the Company does not authorize the Cashless Facility due to insufficient Sum Insured or insufficient information provided to the Company to determine the admissibility of the Claim, then payment for such treatment will have to be made by the Policyholder / Insured Person to the Network Provider, following which a Claim for reimbursement may be made to the Company which shall be considered subject to the Insured Person's Policy limits and relevant conditions. Please note that rejection of a Pre-authorization request is in no way construed as rejection of coverage or treatment. The Insured Person can proceed with the treatment, settle the hospital bills and submit the claim for a possible reimbursement.
- (vii) **Network Provider related:** The Company may modify the list of Network Providers or modify or restrict the extent of Cashless Facilities that may be availed at any particular Network Provider. For an updated list of Network Providers and the extent of Cashless Facilities available at each Network Provider, the Insured Person may refer to the list of Network Providers available on the Company's website or at the call center.
- (viii) **Claim Settlement:** For Claim settlement under Cashless Facility, the payment shall be made to the Network Provider whose discharge would be complete and final.
- (ix) **Claims incurred outside India:** The Company's Assistance Service Provider should be intimated for availing Cashless Facility outside India under Benefit 11 (Global coverage (excluding USA)), Benefit 14 (Care Anywhere), Optional Cover 1 (Global coverage – Total), Optional Cover 2 (Travel Plus) and Optional Cover 11 (International Second Opinion).
- (b) **Re-impbursement Facility**
- (i) It is agreed and understood that in all cases where intimation of a Claim has been provided under Reimbursement Facility and/or the Company specifically states that a particular Benefit is payable only under Reimbursement Facility, all the information and documentation specified in Clause 6.1.4 and Clause 6.1.5 shall be submitted to the Company at Policyholder's / Insured Person's own expense, immediately and in any event within 15 days of Insured Person's discharge from Hospital.
  - (ii) The Company shall give an acknowledgement of collected documents. However, in case of any delayed submission, the Company may examine and relax the time limits mentioned upon the merits of the case.
  - (iii) In case a reimbursement claim is received after a Pre-Authorization letter has been issued for the same case earlier, before processing such claim, a check will be made with the Network Provider

whether the Pre-authorization has been utilized. Once such check and declaration is received from the Network Provider, the case will be processed.

- (iv) For Claim settlement under reimbursement, the Company will pay the Policyholder. In the event of death of the Policyholder, the Company will pay the nominee (as named in the Policy Schedule) and in case of no 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.
- (v) Date of Loss' under Reimbursement Facility is the 'Date of Admission' to Hospital in case of Hospitalization & actual Date of Loss for non-Hospitalization related Benefits.

#### **6.1.3. Duties of a Claimant/ Insured Person in the event of Claim**

- (a) It is agreed and understood that as a Condition Precedent for a Claim to be considered under this Policy:
  - (i) The Policyholder / Insured Person shall check the updated list of Network Provider before submission of a pre-authorization request for Cashless Facility.
  - (ii) All reasonable steps and measures must be taken to avoid or minimize the quantum of any Claim that may be made under this Policy.
  - (iii) Intimation of the Claim, notification of the Claim and submission or provision of all information and documentation shall be made promptly and in any event in accordance with the procedures and within the timeframes specified in Clause 6.1 (Claims Procedure and Management) of the Policy.
  - (iv) The Insured Person will, at the request of the Company, submit himself / herself for a medical examination by the Company's nominated Medical Practitioner as often as the Company considers reasonable and necessary. The cost of such examination will be borne by the Company.
  - (v) The Company's Medical Practitioner and representatives shall be given access and co-operation to inspect the Insured Person's medical and Hospitalization records and to investigate the facts and examine the Insured Person.

The Company shall be provided with complete necessary documentation and information which the Company has requested to establish its

liability for the Claim, its circumstances and its quantum.

#### **6.1.4. Claims Intimation**

Upon the occurrence of any Illness or Injury that may result in a Claim under this Policy, then as a Condition Precedent to the Company's liability under the Policy, all of the following shall be undertaken:

- (i) If any Illness is diagnosed or discovered or any Injury is suffered or any other contingency occurs which has resulted in a Claim or may result in a Claim under the Policy, the Company shall be notified with full particulars within 48 hours from the date of occurrence of event either at the Company's call center or in writing.
- (ii) Claim must be filed within 15 days from the date of Loss from the hospital.

Note: 6.1.4 (i) and 6.1.4 (ii) are precedent to admission of liability under the policy.

- (iii) The following details are to be disclosed to the Company at the time of intimation of Claim:

1. Policy Number;
2. Name of the Policyholder;
3. Name of the Insured Person in respect of whom the Claim is being made;
4. Nature of Illness or Injury;
5. Name and address of the attending Medical Practitioner and Hospital;
6. Date of admission to Hospital or proposed date of admission to Hospital for planned Hospitalization;
7. Any other necessary information, documentation or details requested by the Company.

- (iv) In case of an Emergency Hospitalization, the Company shall be notified either at the Company's call center or in writing immediately and in any event within 48 hours of Hospitalization commencing or before the Insured Person's discharge from Hospital.

#### **6.1.5. Documents to be submitted for registration of Claim**

- (i) The following information and documentation shall be submitted in accordance with the procedures and within the timeframes specified in Clause 6.1 in respect of all Claims and claim will be registered only on submission of below documents. The date of submission of such information shall be deemed as date of claim registration for the purpose of claim processing:

1. Duly filled and signed Claim form by the Insured Person;

2. Copy of Photo ID and address proof of Insured Person;
3. Medical Practitioner's first consultation paper and referral letter advising Hospitalization;
4. Medical Practitioner's prescription advising drugs or diagnostic tests or consultations;
5. Original numbered bills/, receipts and discharge summary from the Hospital/Medical Practitioner;
6. Original numbered bills from licensed pharmacy/chemists;
7. Original pathological/diagnostic test reports/radiology reports and payment receipts;
8. Operation Theatre Notes;
9. Emergency Notes, Initial Assessment Sheet and Indoor case papers;
10. Original investigation test reports and payment receipts supported by Doctor's reference slip;
11. Ambulance Receipt;
12. MLC/FIR report, Post Mortem Report if applicable and conducted;
13. Any other document as required by the Company to assess the Claim.

**Notes:**

- The Company may give a waiver to one or few of the above mentioned documents depending upon the case.
  - Under Optional Cover 2: 'Travel Plus', additional documents which are required for assessing claims pertaining to 'Loss of Passport', 'Loss of Checked-in Baggage' and 'Medical Evacuation', have been mentioned under Clauses 3.2.2 (c) (iii), 3.2.2 (d) (vii) and 3.2.2 (f) (v) respectively.
  - Under Optional Cover 14: 'Air Ambulance Cover', additional documents which are required for assessing claims has been mentioned under Clause 3.2.14(v).
- (ii) The Company will accept bills/invoices which are made in the Insured Person's name only.

However, claims filed even beyond the timelines mentioned above should be considered if there are valid reasons for any delay.

**6.1.6. Claim Assessment**

- (a) The Company shall scrutinize the Claim and supportive documents, once received. In case of any deficiency, the Company may call for any additional documents or information as required,

based on the circumstances of the Claim.

- (b) All admissible Claims under this Policy shall be assessed by the Company in the following progressive order:
- (i) If a Room accommodation has been opted for where the Room Rent or Room Category is higher than the eligible limit as applicable for that Insured Person as specified in the Policy Schedule, then the Associate Medical Expenses payable shall be pro-rated as per the applicable limits in accordance with Clause 3.1.1(iii) (a).
  - (ii) The Deductible (if applicable) shall be applied to the aggregate of all Claims that are either paid or payable under this Policy. The Company's liability to make payment shall commence only once the aggregate amount of all Claims payable or paid exceed the Deductible where the Claim amount is within the Deductible, the Company will not apply the Contribution Clause. Similarly, if 'Deductible per claim' is applicable, the Company's liability to make payment shall commence only once the 'Deductible per claim' limit is exceeded and the Company will not apply the Contribution Clause.
  - (iii) Co-payment shall be applicable on the amount payable by the Company as specified in the Policy Schedule.
- (c) The Claim amount assessed in Clause 6.1.6 (b) above would be deducted from the following amounts in the following progressive order:
- (I) Base Sum Insured;
  - (ii) Additional Sum Insured for Accidental Hospitalization (if applicable);
  - (iii) No Claims Bonus (if applicable);
  - (iv) No Claims Bonus Super (if applicable);
  - (v) Automatic Recharge (if applicable);
  - (vi) Unlimited Automatic Recharge (if applicable).
- (d) All claims incurred in India are dealt by the Company directly.

**6.1.7. Payment Terms**

- (a) All payments under this Policy shall be made in Indian Rupees and within India.
- (b) The Company shall have no liability to make payment of a Claim under the Policy in respect of an Insured Person during the Policy Period, once the Total Sum Insured for that Insured Person is

exhausted.

- (c) The Company shall settle any Claim within 15 days of intimation on receipt of all the necessary documents / information as required for settlement of such Claim and sought by the Company. The Company shall provide the Policyholder / Insured Person an offer of settlement of Claim and upon acceptance of such offer by the Policyholder / Insured Person the Company shall make payment within 7 days from the date of receipt of such acceptance.
- (d) The Claim shall be paid only for the Policy Year in which the Insured event which gives rise to a Claim under this Policy occurs.
- (e) The Premium for the policy will remain the same for the policy period mentioned in the Policy Schedule.
- (f) The Policy covers Reasonable and Customary Charges incurred towards medical treatment taken or any other expenses triggers under any Benefit during the Policy Period.
- (g) Under this Policy, the Company's total, cumulative, maximum liability during the Policy Year is maximum up to the Sum Insured unless any additional Sum Insured available or accrued under any Benefit.
- (h) For diseases or conditions or procedure that have a specified sub-limit then all related expenses shall be covered up to the sub-limit specified for that disease or condition or procedure. In case there is a specified sub-limit then the Company's total, cumulative, maximum liability during the Policy Year is maximum up to the specified sub-limit subject to the available Sum Insured in the Policy Year.

For example- if the Policy specifies a sub-limit of Rs. 50,000 for a particular disease then all expenses related to the treatment of that disease (including but not limited to pre-hospitalization, hospitalization and post- hospitalization) will be covered up to Rs. 50,000, subject to Sum Insured availability in the Policy Year even if the overall Sum Insured is higher.

## Additional Base Benefit

### Wellness Benefit

- a. Insured Person who is covered as an Adult aged 18 years and above in the Policy can avail following, provided this benefit is opted for–

Discount on renewal Premium by accumulating Healthy days as per table given below. One Healthy day can be accumulated by recording 10,000 steps (8000 steps for Insured Person of age 60 years and above) or more in single day through tracking apps, devices, etc.

No. of Healthy days in a year	Discount on Renewal Premium
270	30%
240	20%
180	15%
120	10%
Less than 120	0%

- The above benefit will be applicable on Individual basis. In case of floater, average of number of Healthy days earned by all Insured Members shall be considered for calculating renewal discount. For example, 'A' has attained 260 Healthy days and 'B' has attained 230 Healthy days, average of the Healthy days is 245 and accordingly the discount calculated is 20%. In case of multi tenure, average of number of Healthy days earned over the policy tenure shall be considered for discount.
  - The above section of benefit is available only for Insured covered as Adults aged 18 and above in the Policy and discount calculated shall be applicable on total premium of Policy.
  - Responsibility of mapping device with CHIL system is of the insured/customer
  - Number of days completing 10,000 steps or more that are accumulated in last 2 months of the Policy Period would not be considered for discount on renewal premium. The same shall carry forward and will be considered in next policy period.
  - In case of instalment premium mode is opted, then discount shall be considered only post payment of first 6 month of premium.
  - Vouchers of value equivalent to renewal discount amount can also be provided to Insured in case he/ she does not wish for discount on renewal premium.
- b. Access to Digital Fitness Coaching
- c. Access to Artificial Intelligence Fitness Coaching
- d. Access to Nutritionist/Wellness Coach

Provider only. Choice of the Insured Person in utilizing the services of Provider will be entirely his/ her own and Company will have no liability towards the quality of services provided by the Provider.

- b. The company shall not be responsible for any disputes arising between the Insured Person and the empanelled Provider.
- c. The network under this benefit, does not constitute medical advice of any kind and it is not intended to be, and should not be, used to diagnose or identify treatment for a medical or mental health condition.

The above services (b, c, d) shall be available at Company's Network and available to Insured Members aged above 12 years subject to the following conditions:

- a. The services will be provided through an empanelled

## Annexure I - List of Day Care Surgeries

1. **Cardiology Related:**
    1. CORONARY ANGIOGRAPHY
  2. **Critical Care Related:**
    2. INSERT NON-TUNNEL CV CATH
    3. INSERT PICC CATH (PERIPHERALLY INSERTED CENTRAL CATHETER)
    4. REPLACE PICC CATH ( PERIPHERALLY INSERTED CENTRAL CATHETER )
    5. INSERTION CATHETER, INTRA ANTERIOR
    6. INSERTION OF PORTACATH
  3. **Dental Related:**
    7. SPLINTING OF AVULSED TEETH
    8. SUTURING LACERATED LIP
    9. SUTURING ORAL MUCOSA
    10. ORAL BIOPSY IN CASE OF ABNORMAL TISSUE PRESENTATION
    11. FNAC
    12. SMEAR FROM ORAL CAVITY
  4. **ENT Related:**
    13. MYRINGOTOMY WITH GROMMET INSERTION
    14. TYMPANOPLASTY (CLOSURE OF AN EAR DRUM PERFORATION/RECONSTRUCTION OF THE AUDITORY OSSICLES)
    15. REMOVAL OF A TYMPANIC DRAIN
    16. KERATOSIS REMOVAL UNDER GA
    17. OPERATIONS ON THE TURBINATES (NASAL CONCHA)
    18. TYMPANOPLASTY (CLOSURE OF AN EAR DRUM PERFORATION/RECONSTRUCTION OF THE AUDITORY OSSICLES)
    19. REMOVAL OF KERATOSIS OBTURANS
    20. STAPEDOTOMY TO TREAT VARIOUS LESIONS IN MIDDLE EAR
    21. REVISION OF A STAPEDECTOMY
    22. OTHER OPERATIONS ON THE AUDITORY OSSICLES
    23. MYRINGOPLASTY (POST-AURA/ENDAURAL APPROACH AS WELL AS SIMPLE TYPE-I TYMPANOPLASTY)
    24. FENESTRATION OF THE INNER EAR
    25. REVISION OF A FENESTRATION OF THE INNER EAR
    26. PALATOPLASTY
    27. TRANSORAL INCISION AND DRAINAGE OF A PHARYNGEAL ABSCESS
    28. TONSILLECTOMY WITHOUT
- ADENOIDECTOMY
  29. TONSILLECTOMY WITH ADENOIDECTOMY
  30. EXCISION AND DESTRUCTION OF A LINGUAL TONSIL
  31. REVISION OF A TYMPANOPLASTY
  32. OTHER MICROSURGICAL OPERATIONS ON THE MIDDLE EAR
  33. INCISION OF THE MASTOID PROCESS AND MIDDLE EAR
  34. MASTOIDECTOMY
  35. RECONSTRUCTION OF THE MIDDLE EAR
  36. OTHER EXCISIONS OF THE MIDDLE AND INNER EAR
  37. INCISION (OPENING) AND DESTRUCTION (ELIMINATION) OF THE INNER EAR
  38. OTHER OPERATIONS ON THE MIDDLE AND INNER EAR
  39. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE NOSE
  40. OTHER OPERATIONS ON THE NOSE
  41. NASAL SINUS ASPIRATION
  42. FOREIGN BODY REMOVAL FROM NOSE
  43. OTHER OPERATIONS ON THE TONSILS AND ADENOIDS
  44. ADENOIDECTOMY
  45. LABYRINTHECTOMY FOR SEVERE VERTIGO
  46. STAPEDECTOMY UNDER GA
  47. STAPEDECTOMY UNDER LA
  48. TYMPANOPLASTY (TYPE IV)
  49. ENDOLYMPHATIC SAC SURGERY FOR MENIERE'S DISEASE
  50. TURBINECTOMY
  51. ENDOSCOPIC STAPEDECTOMY
  52. INCISION AND DRAINAGE OF PERICHONDRIITIS
  53. SEPTOPLASTY
  54. VESTIBULAR NERVE SECTION
  55. THYROPLASTY TYPE I
  56. PSEUDOCYST OF THE PINNA - EXCISION
  57. INCISION AND DRAINAGE - HAEMATOMA AURICLE
  58. TYMPANOPLASTY (TYPE II)
  59. REDUCTION OF FRACTURE OF NASAL BONE
  60. THYROPLASTY TYPE II

61. TRACHEOSTOMY
62. EXCISION OF ANGIOMA SEPTUM
63. TURBINOPLASTY
64. INCISION & DRAINAGE OF RETRO PHARYNGEAL ABSCESS
65. UVULO PALATOPHARYNGOPLASTY
66. ADENOIDECTOMY WITH GROMMET INSERTION
67. ADENOIDECTOMY WITHOUT GROMMET INSERTION
68. VOCAL CORD LATERALISATION PROCEDURE
69. INCISION & DRAINAGE OF PARA PHARYNGEAL ABSCESS
70. TRACHEOPLASTY

**5. Gastroenterology Related:**

71. CHOLECYSTECTOMY AND CHOLEDOCHO-JEJUNOSTOMY/ DUODENOSTOMY/ GASTROSTOMY/ EXPLORATION COMMON BILE DUCT
72. ESOPHAGOSCOPY, GASTROSCOPY, DUODENOSCOPY WITH POLYPECTOMY/ REMOVAL OF FOREIGN BODY / DIATHERMY OF BLEEDING LESIONS
73. PANCREATIC PSEUDOCYST EUS & DRAINAGE
74. RF ABLATION FOR BARRETT'S OESOPHAGUS
75. ERCP AND PAPILOTOMY
76. ESOPHAGOSCOPE AND SCLEROSANT INJECTION
77. EUS + SUBMUCOSAL RESECTION
78. CONSTRUCTION OF GASTROSTOMY TUBE
79. EUS + ASPIRATION PANCREATIC CYST
80. SMALL BOWEL ENDOSCOPY (THERAPEUTIC)
81. COLONOSCOPY, LESION REMOVAL
82. ERCP
83. COLONOSCOPY STENTING OF STRICTURE
84. PERCUTANEOUS ENDOSCOPIC GASTROSTOMY
85. EUS AND PANCREATIC PSEUDO CYST DRAINAGE
86. ERCP AND CHOLEDOCHOSCOPY
87. PROCTOSIGMOIDOSCOPY VOLVULUS DETORSION
88. ERCP AND SPHINCTEROTOMY
89. ESOPHAGEAL STENT PLACEMENT

90. ERCP + PLACEMENT OF BILIARY STENTS
91. SIGMOIDOSCOPY W/ STENT
92. EUS + COELIAC NODE BIOPSY
93. UGI SCOPY AND INJECTION OF ADRENALINE, SCLEROSANTS BLEEDING ULCERS

**6. General Surgery Related:**

94. INCISION OF A PILONIDAL SINUS / ABSCESS
95. FISSURE IN ANO SPHINCTEROTOMY
96. SURGICAL TREATMENT OF A VARICOCELE AND A HYDROCELE OF THE SPERMATIC CORD
97. ORCHIDOPEXY
98. ABDOMINAL EXPLORATION IN CRYPTORCHIDISM
99. SURGICAL TREATMENT OF ANAL FISTULAS
100. DIVISION OF THE ANAL SPHINCTER (SPHINCTEROTOMY)
101. EPIDIDYMECTOMY
102. INCISION OF THE BREAST ABSCESS
103. OPERATIONS ON THE NIPPLE
104. EXCISION OF SINGLE BREAST LUMP
105. INCISION AND EXCISION OF TISSUE IN THE PERIANAL REGION
106. SURGICAL TREATMENT OF HEMORRHOIDS
107. OTHER OPERATIONS ON THE ANUS
108. ULTRASOUND GUIDED ASPIRATIONS
109. SCLEROTHERAPY, ETC.
110. LAPAROTOMY FOR GRADING LYMPHOMA WITH SPLENECTOMY/ LIVER/ LYMPH NODE BIOPSY
111. THERAPEUTIC LAPAROSCOPY WITH LASER
112. APPENDICECTOMY WITH/ WITHOUT DRAINAGE
113. INFECTED KELOID EXCISION
114. AXILLARY LYMPHADENECTOMY
115. WOUND DEBRIDEMENT AND COVER
116. ABSCESS-DECOMPRESSION
117. CERVICAL LYMPHADENECTOMY
118. INFECTED SEBACEOUS CYST
119. INGUINAL LYMPHADENECTOMY
120. INCISION AND DRAINAGE OF ABSCESS
121. SUTURING OF LACERATIONS
122. SCALP SUTURING

123. INFECTED LIPOMA EXCISION
  124. MAXIMAL ANAL DILATATION
  125. PILES
  126. A) INJECTION SCLEROTHERAPY
  127. B) PILES BANDING
  128. LIVER ABSCESS- CATHETER DRAINAGE
  129. FISSURE IN ANO- FISSURECTOMY
  130. FIBROADENOMA BREAST EXCISION
  131. OESOPHAGEAL VARICES SCLEROTHERAPY
  132. ERCP - PANCREATIC DUCT STONE REMOVAL
  133. PERIANAL ABSCESS I&D
  134. PERIANAL HEMATOMA EVACUATION
  135. UGI SCOPY AND POLYPECTOMY OESOPHAGUS
  136. BREAST ABSCESS I&D
  137. FEEDING GASTROSTOMY
  138. OESOPHAGOSCOPY AND BIOPSY OF GROWTH OESOPHAGUS
  139. ERCP - BILE DUCT STONE REMOVAL
  140. ILEOSTOMY CLOSURE
  141. COLONOSCOPY
  142. POLYPECTOMY COLON
  143. SPLENIC ABSCESES LAPAROSCOPIC DRAINAGE
  144. UGI SCOPY AND POLYPECTOMY STOMACH
  145. RIGID OESOPHAGOSCOPY FOR FB REMOVAL
  146. FEEDING JEJUNOSTOMY
  147. COLOSTOMY
  148. ILEOSTOMY
  149. COLOSTOMY CLOSURE
  150. SUBMANDIBULAR SALIVARY DUCT STONE REMOVAL
  151. PNEUMATIC REDUCTION OF INTUSSUSCEPTION
  152. VARICOSE VEINS LEGS - INJECTION SCLEROTHERAPY
  153. RIGID OESOPHAGOSCOPY FOR PLUMMER VINSON SYNDROME
  154. PANCREATIC PSEUDOCYSTS ENDOSCOPIC DRAINAGE
  155. ZADEK'S NAIL BED EXCISION
  156. SUBCUTANEOUS MASTECTOMY
  157. EXCISION OF RANULA UNDER GA
  158. RIGID OESOPHAGOSCOPY FOR DILATION OF BENIGN STRICTURES
  159. EVERSION OF SAC
  160. UNILATERAL
  161. ILATERAL
  162. LORD'S PLICATION
  163. JABOULAY'S PROCEDURE
  164. SCROTOPLASTY
  165. CIRCUMCISION FOR TRAUMA
  166. MEATOPLASTY
  167. INTERSPHINCTERIC ABSCESS INCISION AND DRAINAGE
  168. PSOAS ABSCESS INCISION AND DRAINAGE
  169. THYROID ABSCESS INCISION AND DRAINAGE
  170. TIPS PROCEDURE FOR PORTAL HYPERTENSION
  171. ESOPHAGEAL GROWTH STENT
  172. PAIR PROCEDURE OF HYDATID CYST LIVER
  173. TRUCUT LIVER BIOPSY
  174. PHOTODYNAMIC THERAPY OR ESOPHAGEAL TUMOUR AND LUNG TUMOUR
  175. EXCISION OF CERVICAL RIB
  176. LAPAROSCOPIC REDUCTION OF INTUSSUSCEPTION
  177. MICRODOCHECTOMY BREAST
  178. SURGERY FOR FRACTURE PENIS
  179. SENTINEL NODE BIOPSY
  180. PARASTOMAL HERNIA
  181. REVISION COLOSTOMY
  182. PROLAPSED COLOSTOMY-CORRECTION
  183. TESTICULAR BIOPSY
  184. LAPAROSCOPIC CARDIOMYOTOMY(HELLERS)
  185. SENTINEL NODE BIOPSY MALIGNANT MELANOMA
  186. LAPAROSCOPIC PYLOROMYOTOMY(RAMSTEDT)
7. **Gynecology Related:**
187. OPERATIONS ON BARTHOLIN'S GLANDS (CYST)
  188. INCISION OF THE OVARY

189. INSUFFLATIONS OF THE FALLOPIAN TUBES
  190. OTHER OPERATIONS ON THE FALLOPIAN TUBE
  191. DILATATION OF THE CERVICAL CANAL
  192. CONISATION OF THE UTERINE CERVIX
  193. THERAPEUTIC CURETTAGE WITH COLPOSCOPY / BIOPSY / DIATHERMY / CRYOSURGERY
  194. LASER THERAPY OF CERVIX FOR VARIOUS LESIONS OF UTERUS
  195. OTHER OPERATIONS ON THE UTERINE CERVIX
  196. INCISION OF THE UTERUS (HYSTERECTOMY)
  197. LOCAL EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE VAGINA AND THE POUCH OF DOUGLAS
  198. INCISION OF VAGINA
  199. INCISION OF VULVA
  200. CULDOTOMY
  201. SALPINGO-OOPHORECTOMY VIA LAPAROTOMY
  202. ENDOSCOPIC POLYPECTOMY
  203. HYSTEROSCOPIC REMOVAL OF MYOMA
  204. D&C
  205. HYSTEROSCOPIC RESECTION OF SEPTUM
  206. THERMAL CAUTERISATION OF CERVIX
  207. MIRENA INSERTION
  208. HYSTEROSCOPIC ADHESIOLYSIS
  209. LEEP
  210. CRYOCAUTERISATION OF CERVIX
  211. POLYPECTOMY ENDOMETRIUM
  212. HYSTEROSCOPIC RESECTION OF FIBROID
  213. LLETZ
  214. CONIZATION
  215. POLYPECTOMY CERVIX
  216. HYSTEROSCOPIC RESECTION OF ENDOMETRIAL POLYP
  217. VULVAL WART EXCISION
  218. LAPAROSCOPIC PARAOVARIAN CYST EXCISION
  219. UTERINE ARTERY EMBOLIZATION
  220. LAPAROSCOPIC CYSTECTOMY
  221. HYMENECTOMY (IMPERFORATE HYMEN)
  222. ENDOMETRIAL ABLATION
  223. VAGINAL WALL CYST EXCISION
  224. VULVAL CYST EXCISION
  225. LAPAROSCOPIC PARATUBAL CYST EXCISION
  226. REPAIR OF VAGINA (VAGINAL ATRESIA)
  227. HYSTEROSCOPY, REMOVAL OF MYOMA
  228. TURBT
  229. URETEROCOELE REPAIR - CONGENITAL INTERNAL
  230. VAGINAL MESH FOR POP
  231. LAPAROSCOPIC MYOMECTIONY
  232. SURGERY FOR SUI
  233. REPAIR RECTO-VAGINA FISTULA
  234. PELVIC FLOOR REPAIR ( EXCLUDING FISTULA REPAIR)
  235. URS+LL
  236. LAPAROSCOPIC OOPHORECTOMY
  237. NORMAL VAGINAL DELIVERY AND VARIANTS
- 8. Neurology Related:**
238. FACIAL NERVE PHYSIOTHERAPY
  239. NERVE BIOPSY
  240. MUSCLE BIOPSY
  241. EPIDURAL STEROID INJECTION
  242. GLYCEROL RHIZOTOMY
  243. SPINAL CORD STIMULATION
  244. MOTOR CORTEX STIMULATION
  245. STEREOTACTIC RADIOSURGERY
  246. PERCUTANEOUS CORDOTOMY
  247. INTRATHECAL BACLOFEN THERAPY
  248. ENTRAPMENT NEUROPATHY RELEASE
  249. DIAGNOSTIC CEREBRAL ANGIOGRAPHY
  250. VP SHUNT
  251. VENTRICULOATRIAL SHUNT
- 9. Oncology Related:**
252. RADIOTHERAPY FOR CANCER
  253. CANCER CHEMOTHERAPY
  254. IV PUSH CHEMOTHERAPY
  255. HBI-HEMIBODY RADIOTHERAPY
  256. INFUSIONAL TARGETED THERAPY
  257. SRT-STEREOTACTIC ARC THERAPY
  258. SC ADMINISTRATION OF GROWTH FACTORS

259. CONTINUOUS INFUSIONAL CHEMOTHERAPY
  260. INFUSIONAL CHEMOTHERAPY
  261. CCRT-CONCURRENT CHEMO+RT
  262. 2D RADIO THERAPY
  263. 3D CONFORMAL RADIO THERAPY
  264. IGRT- IMAGE GUIDED RADIO THERAPY
  265. IMRT- STEP & SHOOT
  266. INFUSIONAL BISPHOSPHONATES
  267. IMRT- DMLC
  268. ROTATIONAL ARC THERAPY
  269. TELE GAMMA THERAPY
  270. FSRT-FRACTIONATED SRT
  271. VMAT-VOLUMETRIC MODULATED ARC THERAPY
  272. SBRT- STEREO TACTIC BODY RADIO THERAPY
  273. HELICAL TOMOTHERAPY
  274. SRS-STEREOTACTIC RADIOSURGERY
  275. X-KNIFE SRS
  276. GAMMA KNIFE SRS
  277. TBI- TOTAL BODY RADIO THERAPY
  278. INTRALUMINAL BRACHYTHERAPY
  279. ELECTRON THERAPY
  280. TSET-TOTAL ELECTRON SKIN THERAPY
  281. EXTRACORPOREAL IRRADIATION OF BLOOD PRODUCTS
  282. TELECOBALT THERAPY
  283. TELECESIUM THERAPY
  284. EXTERNAL MOULD BRACHYTHERAPY
  285. INTERSTITIAL BRACHYTHERAPY
  286. INTRACAVITY BRACHYTHERAPY
  287. 3D BRACHYTHERAPY
  288. IMPLANT BRACHYTHERAPY
  289. INTRAVESICAL BRACHYTHERAPY
  290. ADJUVANT RADIO THERAPY
  291. AFTERLOADING CATHETER BRACHYTHERAPY
  292. CONDITIONING RADIO THERAPY FOR BMT
  293. EXTRACORPOREAL IRRADIATION TO THE HOMOLOGOUS BONE GRAFTS
  294. RADICAL CHEMOTHERAPY
  295. NEOADJUVANT RADIO THERAPY
  296. LDR BRACHYTHERAPY
  297. PALLIATIVE RADIO THERAPY
  298. RADICAL RADIO THERAPY
  299. PALLIATIVE CHEMOTHERAPY
  300. TEMPLATE BRACHYTHERAPY
  301. NEOADJUVANT CHEMOTHERAPY
  302. ADJUVANT CHEMOTHERAPY
  303. INDUCTION CHEMOTHERAPY
  304. CONSOLIDATION CHEMOTHERAPY
  305. MAINTENANCE CHEMOTHERAPY
  306. HDR BRACHYTHERAPY
- 10. Operations on the salivary glands & salivary ducts:**
307. INCISION AND LANCING OF A SALIVARY GLAND AND A SALIVARY DUCT
  308. EXCISION OF DISEASED TISSUE OF A SALIVARY GLAND AND A SALIVARY DUCT
  309. RESECTION OF A SALIVARY GLAND
  310. RECONSTRUCTION OF A SALIVARY GLAND AND A SALIVARY DUCT
  311. OTHER OPERATIONS ON THE SALIVARY GLANDS AND SALIVARY DUCTS
- 11. Operations on the skin & subcutaneous tissues:**
312. OTHER INCISIONS OF THE SKIN AND SUBCUTANEOUS TISSUES
  313. SURGICAL WOUND TOILET (WOUND DEBRIDEMENT) AND REMOVAL OF DISEASED TISSUE OF THE SKIN AND SUBCUTANEOUS TISSUES
  314. LOCAL EXCISION OF DISEASED TISSUE OF THE SKIN AND SUBCUTANEOUS TISSUES
  315. OTHER EXCISIONS OF THE SKIN AND SUBCUTANEOUS TISSUES
  316. SIMPLE RESTORATION OF SURFACE CONTINUITY OF THE SKIN AND SUBCUTANEOUS TISSUES
  317. FREE SKIN TRANSPLANTATION, DONOR SITE
  318. FREE SKIN TRANSPLANTATION, RECIPIENT SITE
  319. REVISION OF SKIN PLASTY
  320. OTHER RESTORATION AND RECONSTRUCTION OF THE SKIN AND SUBCUTANEOUS TISSUES.
  321. CHEMOSURGERY TO THE SKIN.
  322. DESTRUCTION OF DISEASED TISSUE IN THE SKIN AND SUBCUTANEOUS TISSUES

323. RECONSTRUCTION OF DEFORMITY / DEFECT IN NAIL BED
324. EXCISION OF BURSITIS
325. TENNIS ELBOW RELEASE
- 12. Operations on the Tongue:**
326. INCISION, EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE TONGUE
327. PARTIAL GLOSSECTOMY
328. GLOSSECTOMY
329. RECONSTRUCTION OF THE TONGUE
330. OTHER OPERATIONS ON THE TONGUE
- 13. Ophthalmology Related:**
331. SURGERY FOR CATARACT
332. INCISION OF TEAR GLANDS
333. OTHER OPERATIONS ON THE TEAR DUCTS
334. INCISION OF DISEASED EYELIDS
335. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE EYELID
336. OPERATIONS ON THE CANTHUS AND EPICANTHUS
337. CORRECTIVE SURGERY FOR ENTROPION AND ECTROPION
338. CORRECTIVE SURGERY FOR BLEPHAROPTOSIS
339. REMOVAL OF A FOREIGN BODY FROM THE CONJUNCTIVA
340. REMOVAL OF A FOREIGN BODY FROM THE CORNEA
341. INCISION OF THE CORNEA
342. OPERATIONS FOR PTERYGIUM
343. OTHER OPERATIONS ON THE CORNEA
344. REMOVAL OF A FOREIGN BODY FROM THE LENS OF THE EYE
345. REMOVAL OF A FOREIGN BODY FROM THE POSTERIOR CHAMBER OF THE EYE
346. REMOVAL OF A FOREIGN BODY FROM THE ORBIT AND EYEBALL
347. CORRECTION OF EYELID PTOSIS BY LEVATOR PALPEBRAE SUPERIORIS RESECTION (BILATERAL)
348. CORRECTION OF EYELID PTOSIS BY FASCIALATA GRAFT (BILATERAL)
349. DIATHERMY/CRYOTHERAPY TO TREAT RETINAL TEAR
350. ANTERIOR CHAMBER PARACENTESIS / CYCLOCATHERMY / GONIOTOMY / TRABECULOTOMY AND FILTERING AND ALLIED OPERATIONS TO TREAT GLAUCOMA
351. ENUCLEATION OF EYE WITHOUT IMPLANT
352. DACRYOCYSTORHINOSTOMY FOR VARIOUS LESIONS OF LACRIMAL GLAND
353. LASER PHOTOCOAGULATION TO TREAT RATINAL TEAR
354. BIOPSY OF TEAR GLAND
355. TREATMENT OF RETINAL LESION
- 14. Orthopedics Related:**
356. SURGERY FOR MENISCUS TEAR
357. INCISION ON BONE, SEPTIC AND ASEPTIC
358. CLOSED REDUCTION ON FRACTURE, LUXATION OR EPIPHYSEOLYSIS WITH OSTEOSYNTHESIS
359. SUTURE AND OTHER OPERATIONS ON TENDONS AND TENDON SHEATH
360. REDUCTION OF DISLOCATION UNDER GA
361. ARTHROSCOPIC KNEE ASPIRATION
362. SURGERY FOR LIGAMENT TEAR
363. SURGERY FOR HEMOARTHROSIS / PYOARTHROSIS
364. REMOVAL OF FRACTURE PINS/NAILS
365. REMOVAL OF METAL WIRE
366. CLOSED REDUCTION ON FRACTURE, LUXATION
367. REDUCTION OF DISLOCATION UNDER GA
368. EPIPHYSEOLYSIS WITH OSTEOSYNTHESIS
369. EXCISION OF VARIOUS LESIONS IN COCCYX
370. ARTHROSCOPIC REPAIR OF ACL TEAR KNEE
371. CLOSED REDUCTION OF MINOR FRACTURES
372. ARTHROSCOPIC REPAIR OF PCL TEAR KNEE
373. TENDON SHORTENING
374. ARTHROSCOPIC MENISCECTOMY - KNEE
375. TREATMENT OF CLAVICLE DISLOCATION
376. HAEMARTHROSIS KNEE - LAVAGE
377. ABSCESS KNEE JOINT DRAINAGE
378. CARPAL TUNNEL RELEASE
379. CLOSED REDUCTION OF MINOR DISLOCATION
380. REPAIR OF KNEE CAPTENDON

381. ORIF WITH K WIRE FIXATION- SMALL BONES
382. RELEASE OF MIDFOOT JOINT
383. ORIF WITH PLATING- SMALL LONG BONES
384. IMPLANT REMOVAL MINOR
385. K WIRE REMOVAL
386. POP APPLICATION
387. CLOSED REDUCTION AND EXTERNAL FIXATION
388. ARTHROTOMY HIP JOINT
389. SYME'S AMPUTATION
390. ARTHROPLASTY
391. PARTIAL REMOVAL OF RIB
392. TREATMENT OF SESAMOID BONE FRACTURE
393. SHOULDER ARTHROSCOPY / SURGERY
394. ELBOW ARTHROSCOPY
395. AMPUTATION OF METACARPAL BONE
396. RELEASE OF THUMB CONTRACTURE
397. INCISION OF FOOT FASCIA
398. CALCANEUM SPUR HYDROCORT INJECTION
399. GANGLION WRIST HYALASE INJECTION
400. PARTIAL REMOVAL OF METATARSAL
401. REPAIR / GRAFT OF FOOT TENDON
402. REVISION/REMOVAL OF KNEE CAP
403. AMPUTATION FOLLOW-UP SURGERY
404. EXPLORATION OF ANKLE JOINT
405. REMOVE/GRAFT LEG BONE LESION
406. REPAIR/GRAFT ACHILLES TENDON
407. REMOVE OF TISSUE EXPANDER
408. BIOPSY ELBOW JOINT LINING
409. REMOVAL OF WRIST PROSTHESIS
410. BIOPSY FINGER JOINT LINING
411. TENDON LENGTHENING
412. TREATMENT OF SHOULDER DISLOCATION
413. LENGTHENING OF HAND TENDON
414. REMOVAL OF ELBOW BURSA
415. FIXATION OF KNEE JOINT
416. TREATMENT OF FOOT DISLOCATION
417. SURGERY OF BUNION
418. INTRAARTICULAR STEROID INJECTION
419. TENDON TRANSFER PROCEDURE
420. REMOVAL OF KNEE CAP BURSA
421. TREATMENT OF FRACTURE OF ULNA
422. TREATMENT OF SCAPULA FRACTURE
423. REMOVAL OF TUMOR OF ARM/ ELBOW UNDER RA/GA
424. REPAIR OF RUPTURED TENDON
425. DECOMPRESS FOREARM SPACE
426. REVISION OF NECK MUSCLE (TORTICOLLIS RELEASE)
427. LENGTHENING OF THIGH TENDONS
428. TREATMENT FRACTURE OF RADIUS & ULNA
429. REPAIR OF KNEE JOINT
- 15. Other operations on the mouth & face:**
430. EXTERNAL INCISION AND DRAINAGE IN THE REGION OF THE MOUTH, JAW AND FACE
431. INCISION OF THE HARD AND SOFT PALATE
432. EXCISION AND DESTRUCTION OF DISEASED HARD AND SOFT PALATE
433. INCISION, EXCISION AND DESTRUCTION IN THE MOUTH
434. OTHER OPERATIONS IN THE MOUTH
- 16. Pediatric surgery Related:**
435. EXCISION OF FISTULA-IN-ANO
436. EXCISION JUVENILE POLYPS RECTUM
437. VAGINOPLASTY
438. DILATATION OF ACCIDENTAL CAUSTIC STRICTURE OESOPHAGEAL
439. PRESACRAL TERATOMAS EXCISION
440. REMOVAL OF VESICAL STONE
441. EXCISION SIGMOID POLYP
442. STERNOMASTOID TENOTOMY
443. INFANTILE HYPERTROPHIC PYLORIC STENOSIS PYLOROMYOTOMY
444. EXCISION OF SOFT TISSUE RHABDOMYOSARCOMA
445. MEDIASTINAL LYMPH NODE BIOPSY
446. HIGH ORCHIDECTOMY FOR TESTIS TUMOURS
447. EXCISION OF CERVICAL TERATOMA
448. RECTAL-MYOMECTOMY
449. RECTAL PROLAPSE (DELORME'S PROCEDURE)
450. DETORSION OF TORSION TESTIS

451. EUA+BIOPSY MULTIPLE FISTULA IN ANO
452. CYSTIC HYGROMA - INJECTION TREATMENT
- 17. Plastic Surgery Related:**
453. CONSTRUCTION SKIN PEDICLE FLAP
454. GLUTEAL PRESSURE ULCER-EXCISION
455. MUSCLE-SKIN GRAFT, LEG
456. REMOVAL OF BONE FOR GRAFT
457. MUSCLE-SKIN GRAFT DUCT FISTULA
458. REMOVAL CARTILAGE GRAFT
459. MYOCUTANEOUS FLAP
460. FIBRO MYOCUTANEOUS FLAP
461. BREAST RECONSTRUCTION SURGERY AFTER MASTECTOMY
462. SLING OPERATION FOR FACIAL PALSY
463. SPLIT SKIN GRAFTING UNDER RA
464. WOLFE SKIN GRAFT
465. PLASTIC SURGERY TO THE FLOOR OF THE MOUTH UNDER GA
- 18. Thoracic surgery Related:**
466. THORACOSCOPY AND LUNG BIOPSY
467. EXCISION OF CERVICAL SYMPATHETIC CHAIN THORACOSCOPIC
468. LASER ABLATION OF BARRETT'S OESOPHAGUS
469. PLEURODESIS
470. THORACOSCOPY AND PLEURAL BIOPSY
471. EBUS+BIOPSY
472. THORACOSCOPY LIGATION THORACIC DUCT
473. THORACOSCOPY ASSISTED EMPYEMA DRAINAGE
- 19. Urology Related:**
474. HAEMODIALYSIS
475. LITHOTRIPSY/NEPHROLITHOTOMY FOR RENAL CALCULUS
476. EXCISION OF RENAL CYST
477. DRAINAGE OF PYONEPHROSIS / PERINEPHRIC ABSCESS
478. INCISION OF THE PROSTATE
479. TRANSURETHRAL EXCISION AND DESTRUCTION OF PROSTATE TISSUE
480. TRANSURETHRAL AND PERCUTANEOUS DESTRUCTION OF PROSTATE TISSUE
481. OPEN SURGICAL EXCISION AND DESTRUCTION OF PROSTATE TISSUE
482. RADICAL PROSTATOVESICULECTOMY
483. OTHER EXCISION AND DESTRUCTION OF PROSTATE TISSUE
484. OPERATIONS ON THE SEMINAL VESICLES
485. INCISION AND EXCISION OF PERIPROSTATIC TISSUE
486. OTHER OPERATIONS ON THE PROSTATE
487. INCISION OF THE SCROTUM AND TUNICA VAGINALIS TESTIS
488. OPERATION ON A TESTICULAR HYDROCELE
489. EXCISION AND DESTRUCTION OF DISEASED SCROTAL TISSUE
490. OTHER OPERATIONS ON THE SCROTUM AND TUNICA VAGINALIS TESTIS
491. INCISION OF THE TESTES
492. EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE TESTES
493. UNILATERAL ORCHIDECTOMY
494. BILATERAL ORCHIDECTOMY
495. SURGICAL REPOSITIONING OF AN ABDOMINAL TESTIS
496. RECONSTRUCTION OF THE TESTIS
497. IMPLANTATION, EXCHANGE AND REMOVAL OF A TESTICULAR PROSTHESIS
498. OTHER OPERATIONS ON THE TESTIS
499. EXCISION IN THE AREA OF THE EPIDIDYMIS
500. OPERATIONS ON THE FORESKIN
501. LOCAL EXCISION AND DESTRUCTION OF DISEASED TISSUE OF THE PENIS
502. AMPUTATION OF THE PENIS
503. OTHER OPERATIONS ON THE PENIS
504. CYSTOSCOPICAL REMOVAL OF STONES
505. CATHETERISATION OF BLADDER
506. LITHOTRIPSY
507. BIOPSY OF TEMPORAL ARTERY FOR VARIOUS LESIONS
508. EXTERNAL ARTERIO-VEIN SHUNT
509. AV FISTULA- WRIST
510. URSL WITH STENTING
511. URSL WITH LITHOTRIPSY
512. CYSTOSCOPIC LITHOLAPAXY
513. ESWL
514. BLADDER NECK INCISION
515. CYSTOSCOPY & BIOPSY

516. CYSTOSCOPY AND REMOVAL OF POLYP
517. SUPRAPUBIC CYSTOSTOMY
518. PERCUTANEOUS NEPHROSTOMY
519. CYSTOSCOPY AND "SLING" PROCEDURE.
520. TUNA- PROSTATE
521. EXCISION OF URETHRAL DIVERTICULUM
522. REMOVAL OF URETHRAL STONE
523. EXCISION OF URETHRAL PROLAPSE
524. MEGA-URETER RECONSTRUCTION
525. KIDNEY RENOSCOPY AND BIOPSY
526. URETER ENDOSCOPY AND TREATMENT
527. VESICO URETERIC REFLUX CORRECTION
528. SURGERY FOR PELVI URETERIC JUNCTION OBSTRUCTION
529. ANDERSON HYNES OPERATION
530. KIDNEY ENDOSCOPY AND BIOPSY
531. PARAPHIMOSIS SURGERY
532. INJURY PREPUCE-CIRCUMCISION
533. FRENULAR TEAR REPAIR
534. MEATOTOMY FOR MEATAL STENOSIS
535. SURGERY FOR FOURNIER'S GANGRENE SCROTUM
536. SURGERY FILARIAL SCROTUM
537. SURGERY FOR WATERING CAN PERINEUM
538. REPAIR OF PENILE TORSION
539. DRAINAGE OF PROSTATE ABSCESS
540. ORCHIECTOMY
541. CYSTOSCOPY AND REMOVAL OF FB

**Note:** This list is not exhaustive, only illustrative. Due to Technological advancement any treatment considered by the Indian Medical Council as Day Care surgery / procedure, such treatments would also be considered for Day care surgeries / procedures.

Hence it is requested to verify Company's website for detailed list of updated Day Care Surgeries / procedures for easy understanding purposes.

**Annexure II - List of Expenses Generally Excluded ("Non-medical")  
in Hospital Indemnity Policy**

Sr. No.	LIST - I - OPTIONAL ITEMS	Sr. No.	LIST - I - OPTIONAL ITEMS
1	BABY FOOD		CHARGES
2	BABY UTILITIES CHARGES	49	AMBULANCE COLLAR
3	BEAUTY SERVICES	50	AMBULANCE EQUIPMENT
4	BELTS/ BRACES	51	ABDOMINAL BINDER
5	BUDS	52	PRIVATE NURSES CHARGES- SPECIAL
6	COLD PACK/HOT PACK		NURSING CHARGES
7	CARRY BAGS	53	SUGARFREE Tablets
8	EMAIL / INTERNET CHARGES	54	CREAMS POWDERS LOTIONS (TOILETRIES
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)		ARE NOT PAYABLE, ONLY PRESCRIBED MEDICAL PHARMACEUTICALS PAYABLE)
10	LEGGINGS	55	ECG ELECTRODES
11	LAUNDRY CHARGES	56	GLOVES
12	MINERAL WATER	57	NEBULISATION KIT
13	SANITARY PAD	58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]
14	TELEPHONE CHARGES		
15	GUEST SERVICES	59	KIDNEY TRAY
16	CREPE BANDAGE	60	MASK
17	DIAPER OF ANY TYPE	61	OUNCE GLASS
18	EYELET COLLAR	62	OXYGEN MASK
19	SLINGS	63	PELVIC TRACTION BELT
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	64	PAN CAN
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	65	TROLLY COVER
22	TELEVISION CHARGES	66	UROMETER, URINE JUG
23	SURCHARGES	67	AMBULANCE
24	ATTENDANT CHARGES	68	VASOFIX SAFETY
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)		
26	BIRTH CERTIFICATE		
27	CERTIFICATE CHARGES		
28	COURIER CHARGES		
29	CONVEYANCE CHARGES		
30	MEDICAL CERTIFICATE		
31	MEDICAL RECORDS		
32	PHOTOCOPIES CHARGES		
33	MORTUARY CHARGES		
34	WALKING AIDS CHARGES		
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)		
36	SPACER		
37	SPIROMETRE		
38	NEBULIZER KIT		
39	STEAM INHALER		
40	ARMSLING		
41	THERMOMETER		
42	CERVICAL COLLAR		
43	SPLINT		
44	DIABETIC FOOT WEAR		
45	KNEE BRACES (LONG/SHORT/HINGED)		
46	K N E E I M M O B I L I Z E R / S H O U L D E R IMMOBILIZER		
47	LUMBOSACRAL BELT		
48	NIMBUS BED OR WATER OR AIR BED		





### Annexure III - List of Hospitals where Claim will not be admitted

<i>Hospital Name</i>	<i>Address</i>
Nulife Hospital And Maternity Centre	1616 Outram Lines, Kingsway Camp, Guru Teg Bahadur Nagar , New Delhi , Delhi
Taneja Hospital	F-15, Vikas Marg, Preet Vihar , New Delhi , Delhi
Shri Komal Hospital & Dr.Saxena's Nursing Home	Opp. Radhika Cinema, Circular Road , Rewari , Haryana
Sona Devi Memorial Hospital & Trauma Centre	Sohna Road, Badshahpur , Gurgaon , Haryana
Amar Hospital	Sector-70, S.A.S. Nagar, Mohali, Sector 70 , Mohali , Punjab
Brij Medical Centre	K K 54, Kavi Nagar , Ghaziabad , Uttar Pradesh
Famliy Medicare	A-55, Sector 61 , Rajat Vihar Sector 62 , Noida , Uttar Pradesh
Jeevan Jyoti Hospital	162, Lowther Road, Bai Ka Bagh, Allahabad, Uttar Pradesh
City Hospital & Trauma Centre	C-1, Cinder Dump Complex, Opp. Krishna Cinema Hall, Kanpur Road, Alambagh, Lucknow, U.P.
Dayal Maternity & Nursing Home	No.953/23, D.C.F.Chowk, DLF Colony , Rohtak , Haryana
Metas Adventist Hospital	No.24, Ring-Road, Athwalines, Surat , Surat , Gujarat
Surgicare Medical Centre	Sai Dwar Oberoi Complex, S.A.B.T.V.Lane Road, Lokhandwala, Near Laxmi Industrial Estate, Andheri, Mumbai, Maharashtra
Paramount General Hospital & I.C.C.U.	Laxmi Commercial Premises, Andheri Kurla Road, Andheri, Mumbai, Maharashtra
Gokul Hospital	Thakur Complex, Kandivali East, Mumbai, Maharashtra
Shree Sai Hospital	Gokul Nagri I, Thankur Complex, Western Express Highway, Kandivali East, Mumbai, Maharashtra
Shreedevi Hospital	<b>Akash Arcade, Bhanu Nagar, Near Bhanu Sagar Theatre, Dr. Deepak Shetty Road, Kalyan D.C. , Thane , Maharashtra</b>
Saykhedkar Hospital & Research Centre Pvt. Ltd.	Trimurthy Chowk, Kamatwada Road, Cidco Colony , Nashik , Maharashtra
Arpan Hospital And Research Centre	No. 151/2, Imli Bazar, Near Rajwada, Imli Bazar , Indore , Madhya Pradesh
Ramkrishna Care Hospital	Aurobindo Enclave, Pachpedhi Naka, Dhamtri Road, National Highway No 43, Raipur, Chhattisgarh
Gupta Multispeciality Hospital	B-20, Vivek Vihar, New Delhi, Delhi
R.K. Hospital	3C/59, BP, Near Metro Cinema, New Industrial Township 1, Faridabad, Haryana
Prakash Hospital	D -12, 12A, 12B, Noida, Sector 33 , Noida , Uttar Pradesh
Aryan Hospital Pvt. Ltd.	Old Railway Road, Near New Colony, New Colony, Gurgaon, Haryana
Medilink Hospital Research Centre Pvt. Ltd.	Near Shyamal Char Rasta, 132, Ring Road, Satellite, Ahmedabad, Gujarat
Mohit Hospital	Khoya B-Wing, Near National Park, Borivali(E), Kandivali West, Mumbai, Maharashtra
Scope Hospital	628, Niti Khand-I, Indirapuram, Ghaziabad, Uttar Pradesh
Agarwal Medical Centre	E-234, Greater Kailash 1, New Delhi , Delhi
Oxygen Hospital	Bhiwani Stand, Durga Bhawan, Rohtak, Haryana
Prayag Hospital & Research Centre Pvt. Ltd.	J-206/A/1, Sector 41, Noida, Uttar Pradesh
Kamavati Superspeciality Hospital	Opposite Sajpur Tower, Naroda Road, Ahmedabad, Gujarat
Palwal Hospital	Old G.T. Road, Near New Sohna Mod, Palwal, Haryana
B.K.S. Hospital	No. 18, 1st Cross, Gandhi Nagar, Adyar, Bellary, Karnataka
East West Medical Centre	No.711, Sector 14, Sector 14, Gurgaon, Haryana
Jagtap Hospital	Anand Nagar, Singhood Road , Anandnagar , Pune , Maharashtra
Dr. Malwankar's Romeen Nursing Home	Ganesh Marg, Tagore Nagar , Vikhroli East , Mumbai , Maharashtra
Noble Medical Centre	SVP Road, Borivali West , Mumbai , Maharashtra
Rama Hospital	Sonepat Road, Bahalgarh, Sonipat , Haryana
S.B. Nursing Home & ICU	Lake Bloom 16, 17, 18 Opposite Solaris Estate, L.T. Gate No.6, Tunga Gaon, Saki-Vihar Road, Powai , Mumbai , Maharashtra
Sparsh Multi Speciality Hospital & Trauma Care Center	G.I.D.C Road, Nr Udhana Citizan Co-Op. Bank , Surat , Gujarat

<i>Hospital Name</i>	<i>Address</i>
Saraswati Hospital	Divya Sruuti Building, 1st Floor, Opp. Toyota Showroom, Malad Link Road, Malad West, Mumbai, Maharashtra
Shakuntla Hospital	3-B Tashkant Marg, Near St. Joseph Collage, Allahabad, Uttar Pradesh
Mahaveer Hospital & Trauma Centre	76-E, Station Road, Panki, Kanpur, Uttar Pradesh
Eashwar Lakshmi Hospital	Plot No. 9, Near Sub Registrar Office, Gandhi Nagar, Hyderabad, Andhra Pradesh
Amrapali Hospital	Plot No. NH-34, P-2, Omega -1, Greater Noida, Noida, Uttar Pradesh
Hardik Hospital	29c, Budh Bazar, Vikas Nagar, New Delhi, Delhi
Jabalpur Hospital & Research Centre Pvt Ltd	Russel Crossing, Naptier Town, Jabalpur, Madhya Pradesh
Panvel Hospital	Plot No. 260A,Uran Naka, Old Panvel , Navi Mumbai , Maharashtra
Santosh Hospital	L-629/631,Hapur Road, Shastri Nagar, Meerut, Uttar Pradesh
Sona Medical Centre	5/58,Near Police Station, Vikas Nagar, Lucknow, Uttar Pradesh
City Super Speciality Hospital	Near Mohan Petrol Pump,Gohana Road, Rohtak , Haryana
Navjeevan Hospital & Maternity Centre	753/21,Madanpuri Road, Near Pataudi Chowk, Gurgaon, Haryana
Abhishek Hospital	K-12, New Azad Nagar, Kanpur, Kanpur, Uttar Pradesh
Raj Nursing Home	23-A, Park Road, Allahabad, Uttar Pradesh
Sparsh Medicare and Trauma Centre	Shakti Khand - III/54 ,Behind Cambridge School , Indirapuram, Ghaziabad , Uttar Pradesh
Saras Healthcare Pvt Ltd.	K-112, SEC-12 ,Pratap Vihar , Ghaziabad , Uttar Pradesh
Getwell Soon Multispeciality Institute Pvt Ltd	S-19, Shalimar Garden Extn. , Near Dayanand Park, Sahibabad , Ghaziabad , Uttar Pradesh
Shivalik Medical Centre Pvt Ltd	A-93, Sector 34 , Noida , Uttar Pradesh
Aakanksha Hospital	126, Aaradhanagar Soc./B/H, Bhulka bhavan School, Aanand-Mahal Rd. , Adajan , Surat , Gujarat
Abhinav Hospital	Harsh Apartment,Nr Jamna Nagar Bus Stop, Goddod Road , Surat , Gujarat
Adhar Ortho Hospital	Dawer Chambers,Nr. Sub Jail, Ring Road , Surat , Gujarat
Aris Care Hospital	A 223-224, Mansarovar Soc,60 Feet, Godadara Road , Surat , Gujarat
Arzoo Hospital	Opp. L.B. Cinema, Bhatar Rd. , Surat , Gujarat
Auc Hospital	B-44, Gujarat Housing Board, Pandeshara , Surat , Gujarat
Dharamjivan General Hospital & Trauma Centre	Karmayogi - 1, Plot No. 20/21, Near Piyush Point, Pandesara , Surat , Gujarat
Dr. Santosh Basotia Hospital	Bhatar Road , Bhatar Road , Surat , Gujarat
God Father Hosp.	344, Nandvan Soc., B/H. Matrushakti Soc. , Puna Gam , Surat , Gujarat
Govind-Prabha Arogya Sankool	Opp. Ratna-Sagar Vidhyalaya,Kaji Medan, Gopipura , Surat , Gujarat
Hari Milan Hospital	LH Road, Surat, Gujarat
Jaldhi Ano-Rectal Hospital	103, Payal Apt., Nxt To Rander Zone Office, Tadwadi , Surat , Gujarat
Jeevan Path Gen. Hospital	2nd Floor, Dwarkesh Nagri, Nr. Laxmi Farsan, Sayan , Surat , Gujarat
Kalrav Children Hospital	Yashkamal Complex, Nr. Jivan Jyot, Udhna , Surat , Gujarat
Kanchan General Surgical Hospital	Plot No. 380, Ishwarmagar Soc, Bhamroli-Bhatar, Pandesara , Surat , Gujarat
Krishnavati General Hospital	Bamroli Road , Surat , Gujarat
Niramayam Hospital & Prasutigruah	Shraddha Raw House, Near Natures Park , Surat , Gujarat
Patna Hospital	25, Ashapuri Soc -2, Bamroli Road, Surat , Gujarat
Poshia Children Hospital	Harekrishan Shoping Complex 1St Floor, Varachha Road , Surat , Gujarat
R.D Janseva Hospital	120 Feet Bamroli Road, Pandesara , Surat , Gujarat
Radha Hospital & Maternity Home	239/240 Bhagunagar Society, Opp Hans Society, LH Road, Varachha Road, Surat , Gujarat
Santosh Hospital	LH Road , Varachha , Surat , Gujarat

**Notes:**

1. For an updated list of Hospitals, please visit the Company's website.
2. Only in case of a medical emergency, Claims would be payable if admitted in the above Hospitals on a reimbursement basis.

## Annexure IV - List of Hospitals where Co-Payment of 20% is not applicable under Optional Cover “Smart Select”

**Note:** The below is a Non-exhaustive list of Network Hospitals under Smart Select optional cover. Please check the latest & complete list of Network Hospitals on <https://www.careinsurance.com/smart-select-network-locator.html>

<i>Hospital Name</i>	<i>Address</i>
Fortis La Femme	S-549, Greater Kailash 2, New Delhi - 110048
Fortis Flt.Lt.Rajan Dhall Hospital	Sector B,Pocket 1, Aruna Asif Ali Marg, Vasant Kunj, New Delhi - 110070
Fortis Escorts Ltd.	Majitha-Verka Bypass Road, Khanna Nagar, Amritsar - 143004
Max Super Speciality Hospital	W-3,Sector-1, Vaishali, Ghaziabad - 201010
Fortis Escorts Hospital	Jawahar Lal Nehru Marg, Opposite Hotel Clarks Amer, Malviya Nagar, Jaipur - 302017
Fortis SI Raheja Hospital	Raheja Raghunulaya Marg, Near New Police Quarters Colony, Mahim, Mumbai - 400016
Hiranandani Fortis Hospital	Mini Sea Shore Road, Sector 10A, Vashi, Maharashtra - 400703
Fortis Malar Hospital	52,First Main Road, Gandhi Nagar, Adyar, Chennai - 600020
Fortis Hospital	Sector 62,Phase VIII, Sector 62, Mohali - 160062
Max Hospital	A-364, Sector 19, Noida - 201301
Max Super Speciality Hospital	1,Press Enclave Road, Saket, New Delhi - 110017
Max Super Speciality Hospital	108 A,Indraprastha Extension, Patparganj, New Delhi - 110091
Max Super Speciality Hospital	No.2,Press Enclave Road, Saket, New Delhi - 110017
Maxcure Mediciti Hospitals	5-9-22,Secretariat Road, Hill Fort, Hyderabad - 500063
Maxivision Laser Centre Pvt. Ltd.	40-1-48,Krishna Sai Bhavan, Opposite D.V.Manor Hotel, Labbipeta, Vijayawada - 520010
Maxivision Laser Centre Pvt. Ltd.	1-11-252/1A To 1D,Alladin Mansion, Street No 3, Begumpet, Hyderabad - 500016
Maxivision Laser Centre Pvt. Ltd.	No.16-11-741/D/66, Dilsukhnagar, Moosa Ram Bagh, Hyderabad - 500036
Maxivision Laser Centre Pvt. Ltd.	6-9-903/A/1/1, Somajiguda, Hyderabad - 500082
Fortis Escorts Hospital	Neelam Bata Road, New Industrial Township I, Faridabad - 121001
Fortis Hospitals Ltd	No.730, EM Bypass Road, Anandpur, Kolkata - 700107
Fortis Hospital Ltd	Mulund Goregaon Link Road, Mulund, Mumbai - 400078
Fortis Health Management Ltd	No.23 80 Feet Road,Guru Krupa Layout, 2nd Stage, Nagarbhavi, Bangalore - 560072
Max Hospital	B -Block, Sector 29Sushant Lok -I, Gurgaon - 122001
Fortis Hospital	A Block, Shalimar Bagh, New Delhi - 110088
Fortis Hospitals Ltd.	111A, Rash Behari Avenue, Rashbehari Avenue, Kolkata - 700029
Fortis Hospital Ltd.-Wockhardt	154,9, Opposite IIM-B, Bannerghatta Road, Bangalore - 560076
Fortis Hospital Ltd.-Wockhardt	No 14,Cunningham Road, Sheriffs Chamber, Cunningham, Bangalore - 560052
Fortis Hospital Ltd	Opposite APMC Market,Bail Bazaar, Shill Road, Kalyan City, Kalyan - 421301
International Hospital Limited - Fortis Hospital Ltd	No.111,West of Chord Road, 1st Block Junction, Rajajinagar, Bangalore - 560086
Fortis Hospital Ltd.-Wockhardt	No.65,1St Main Road, Seshadripuram, Bangalore - 560020
Fortis Hospital Noida	B-22, Sector-62, Noida - 201301
Fortis Memorial Research Institute	Sector 44, Opposite HUDACenter Metro Station, HUDAMetro Station, Gurgaon - 122002
Max Super Speciality Hospital	Khasra No. 165,Mussoorie Diversion Road,Near Indian Oil Petrol Pump, Maksi, Dehradun - 248001
Fortis C-Doc Healthcare Limited	B-16, Chirag Enclave, Opp Nehru Place, New Delhi - 110041
Max Super Speciality Hospital	FC-50, C & D Block, Shalimar Bagh, New Delhi -110088
Max Smart Super Speciality Hospital	Press Enclave Marg, Mandir Marg, Saket, New Delhi - 110017
Fortis Escorts Hospital	2nd Floor,Pt Deen Dayal, Coronation Hospital, Curzon Road, Dehradun - 248001
Fortis Healthcare Limited	Kangra-Dharamshala Road, Near Main Bus Stand, Kangra - 176001

<i>Hospital Name</i>	<i>Address</i>
Max Super Speciality Hospital	NH 64, Mansa Road, Civil Hospital, Bathinda - 151001
Max Super Speciality Hospital	Near Civil Hospital, Phase - 6, SAS Nagar, Mohali - 160055
Maxivision Eye Care Medfort Hospitals	No. 78/6, 3rd Avenue, Anna Nagar, Chennai - 600102
Max Vision Eye Care Centre	95,Neel Padam Sarovar Marg, Nursery Circle,Gandhi Path,Nemi Nagar, Vaishali, Jaipur - 302021
Max Multi Speciality Hospital	N-110, Panchsheel Park, New Delhi - 110017
Fortis O.P. Jindal Hospital	Patrapali, Kharsia Road, Raigarh - 496001
Fortis Hospital	Radha Swami Satsang, Chandigarh Road,Village - Mundian, Radha Swami Satsang, Ludhiana - 141001
Fortis Medical Centre	2/7, Sarat Bose Road, Kolkata - 700020
Max Multi Speciality Hospital	Plot No.4A, Sector Institutional Area,Near Crowne Plaza Hotel, Greater Noida - 201306
Maxcure Hospitals	Survey No.78, Opp. Cyber Gateway Behind Cyber Tower, Patrika Nagar, Hyderabad - 500081
Max Super Speciality Hospital	Agnihotra Chowk, Near Chetak Ghoda, Ulkanagri, Aurangabad - 431005
Maxcare Hospital And Laparoscopic Surgery Institute	1st Floor,Hyatt Medicare, Plot No.12,Khare Marg, Dhantoli, Nagpur - 440012
Max Care Hospital	Near Ashoka Hotel, Opp.Kuda Office, Hanamkonda, Warangal - 506001
Fortis Suchirayu Hospital	S.No.29/8,9,10,11 Javali Garden, OffGokul Road,Opp. To Reg. KSRTC Bus Depot,OffNH4 Highway, Hubli - 580030
Max Institute of Cancer Care	26 A, 2nd Floor Ring Road, Lajpat Nagar, New Delhi - 110024
Fortis JK Hospital	Plot No. 1, Shobhagh Pura, 100 Feet Road, Udaipur - 313001
Max Vision Advanced Eye Care Centre	216-A,Soham Plaza, Soham Gardens,Opp. Manpada Bus Stop,Chitalsar, Chitalsar G.B Road, Thane - 400607



**Annexure VI - Benefit / Premium illustration**  
**Illustration No. 1**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
44	12,863	5,00,000	12,863	NA	12,863	5,00,000	24,364	NA	24,364	5,00,000
40	11,077	5,00,000	11,077	10%	9,969	5,00,000				
22	8,358	5,00,000	8,358	10%	7,522	5,00,000				
14	3,121	5,00,000	3,121	10%	2,809	5,00,000				
Total Premium for all members of family is Rs.35,419 when each member is covered separately			Total Premium for all members of family is Rs.33,163 when they are covered under a single policy				Total Premium when policy is opted on floater basis is Rs.24,364			
Sum Insured available for each individual is Rs.5,00,000			Sum Insured available for each family member is Rs.5,00,000				Sum Insured of Rs.5,00,000 is available for entire family			

**Illustration No. 2**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
57	28,280	5,00,000	28,280	NA	28,280	5,00,000	46,727	NA	46,727	5,00,000
54	20,919	5,00,000	20,919	5%	19,873	5,00,000				
21	8,358	5,00,000	8,358	5%	7,940	5,00,000				
Total Premium for all members of family is Rs.57557 when each member is covered separately			Total Premium for all members of family is Rs.56,093 when they are covered under a single policy				Total Premium when policy is opted on floater basis is Rs.46,727			
Sum Insured available for each individual is Rs.5,00,000			Sum Insured available for each family member is Rs.5,00,000				Sum Insured of Rs.5,00,000 is available for entire family			

**Illustration No. 3**

Age of members Insured	Coverage opted on individual basis covering each member of the family separately (at a single point of time)		Coverage opted on individual basis covering multiple members of the family under a single Policy (Sum Insured is available for each member of family)				Coverage opted on family floater basis with overall Sum Insured (only one Sum Insured is available for the entire family)			
	Premium (Rs.)	Sum Insured (Rs.)	Premium (Rs.)	Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)	Premium or consolidated premium for all members of family (Rs.)	Floater Discount (if any)	Premium after discount (Rs.)	Sum Insured (Rs.)
57	28,280	5,00,000	28,280	NA	28,280	5,00,000	41,894	NA	41,894	5,00,000
54	20,919	5,00,000	20,919	5%	19,873	5,00,000				
Total Premium for all members of family is Rs.49,199 when each member is covered separately			Total Premium for all members of family is Rs.48,153 when they are covered under a single policy				Total Premium when policy is opted on floater basis is Rs.41,894			
Sum Insured available for each individual is Rs.5,00,000			Sum Insured available for each family member is Rs.5,00,000				Sum Insured of Rs.5,00,000 is available for entire family			

**Notes:**

1. Premium rates (excl taxes) specified in above illustration shall be standard premium rates without considering any loading.
2. Premium mentioned is of Zone 3
3. Premium calculated assuming new purchase of Policy.

## Annexure VII - Office of the Ombudsman

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 E-mail : bimalokpal.ahmedabad@cioins.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Office of the Insurance Ombudsman, Jeevan Soudha Building ,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. 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, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@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, 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, Pondicherry Town and Karaikal (which are part of Pondicherry)
DELHI	Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481 / 23213504 Email: bimalokpal.delhi@cioins.co.in	Delhi, Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.
GUWAHATI	Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 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 - 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@cioins.co.in	Andhra Pradesh, Telangana and Yanam – a part of Territory of Pondicherry

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
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, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@cioins.co.in	Kerala, Lakshadweep, Mahe – a part 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, 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, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajganj, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038821/23/24/25/26/27/28/29/30/31 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, Distt: Gautam Buddha 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, Bulandshahar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Orayya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
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 website of IRDAI: [www.irda.gov.in](http://www.irda.gov.in), on the website of General Insurance Council: [www.gicouncil.org.in](http://www.gicouncil.org.in), on the Company's website [www.careinsurance.com](http://www.careinsurance.com) or from any of the Company's offices. Address and contact number of Executive Council of Insurers –

Office of the 'Executive Council of Insurers'

Secretary General/Secretary,  
3rd Floor, Jeevan Seva Annexe,  
S.V. Road, Santacruz(W),  
Mumbai - 400 054.

Tel : 022-69038801/03/04/05/06/07/08/09

Email- [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in)

## Annexure

### Good Claims Experience Discount:

We are offering a discount to our policyholders for their good claims experience with us in the product.

At each Renewal a Lifetime Score will be computed for each policy on the basis of Health Score. This LifeTime Score will determine the discount applicable on the renewal premium. Calculation of Health Score and LifeTime Score will be as follow:

**Health Score:** A score for each policy year basis the claim amount paid in that policy year is arrived at using the following Health Score Grid.

#### Health Score Grid

Claim Paid for each Policy Period	Health Score
0 or No Claim	-1
Claim Up to INR 50000	0
More than INR 50000 and up to INR 100,000	1
More than INR100,000 and up to INR 200,000	2
More than 200,000	3

**Lifetime Score:** At the time of renewal, a cumulative score at policy level on the basis of each year's Health Score will be calculated to arrive at discount using the following grid:

#### LifeTime Score Grid:

LifeTime Score of Policyholder	Discount
-5	45.0%
-4	45.0%
-3	42.5%
-2	42.5%
-1	40.0%
0	22.5%
1	20.0%
2	17.5%
3	15.0%
4	12.5%
5	10.0%
6	7.5%
7	5.0%
8	2.5%
9	0.0%
10	0.0%

#### Notes:

- When customer takes out a policy, they start at LifeTime Score of "0" with 22.5% Discount.
- For renewal policies, their LifeTime Score will be based on their previous year's Health Score.
- Lifetime Score Of "-5" is the highest level at which the customer can be at 45% discount.
- LifeTime Score "10" is the lowest level a customer can reach, with 0% discount.
- Senior Citizens (60 and Above at time of renewal or New

Purchase) will be offered an additional discount of 5% over and above the discount in the LifeTime Score Grid.

-

For Sum Insured's 50 Lacs INR and above, an additional discount of 20% will be offered provided no Claim is made for Global coverage (exc./Including USA) or Care Anywhere in the lifetime of the policy.



**Care Health Insurance Limited**

Registered Office: 5th Floor, 19 Chawla House, Nehru Place, New Delhi-110019

Correspondence Office: Vipul Tech Square, Tower C, 3rd Floor, Golf Course Road, Sector-43,  
Gurugram-122009 (Haryana)

CIN: U66000DL2007PLC161503 UIN: CHIHLIP25042V082425

IRDAI Registration Number - 148

REACH US @



Care Health-  
Customer App



WhatsApp  
8860402452

Self Help Portal:

[www.careinsurance.com/self-help-portal.html](http://www.careinsurance.com/self-help-portal.html)

Submit Your Queries/Requests:

[www.careinsurance.com/contact-us.html](http://www.careinsurance.com/contact-us.html)