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HEALTH
INSURANCE

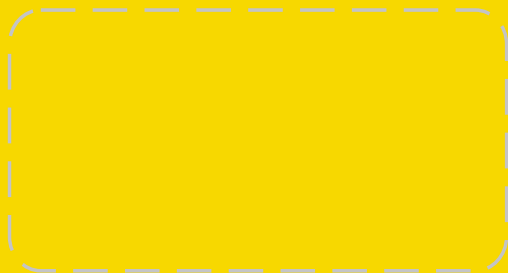
BEST

HEALTH INSURANCE
COMPANY IN RURAL SECTOR

**CLAIMS
SERVICE**

LEADER OF THE YEAR

INDIA INSURANCE SUMMIT & AWARDS 2024



JOY

Health Insurance with
Maternity & Newborn Cover

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 Limited (also referred as Company/ 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 references to 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.

In return for premium paid, the Company will pay the Insured in case a valid claim is made:

In consideration of the premium paid by the Policy Holder, subject to the terms & conditions contained herein, the Company agrees to pay/indemnify the Insured Person(s), the amount of such expenses that are reasonably and necessarily incurred up to the limits specified against respective Benefit in any Policy Year.

2. Definitions

For the purposes of interpretation and understanding of this product the Company has defined, herein below some of the important words used in this product and for the remaining language and the words the Company believes to mean the normal meaning of the English language as explained in the standard language dictionaries. The words and expressions defined in the Insurance Act, IRDA Act, Regulations notified by the Authority and Circulars and Guidelines issued by the Authority shall carry the meanings explained therein. The judicial pronouncements of the highest courts in India will have the effect on the definitions and the language used in this product. The terms and conditions, coverage's and exclusions, benefits, various procedures and concepts which have been built in to the product also carry the specified meaning assigned to them in the said language.

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

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.

2.1.4. Any One Illness (not applicable for Travel and Personal Accident Insurance) means a continuous Period of Illness and includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where the

treatment was taken.

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.

2.1.11. 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.

2.1.12. 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.

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

2.1.14. 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.

2.1.15. 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.

2.1.16. 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.

2.1.17. 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.

2.1.18. 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.

2.1.19. 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.

2.1.20. 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.

2.1.21. 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.

2.1.22. 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.

2.1.23. 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.

2.1.24. 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.

2.1.25. 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.

2.1.26. Medical Advice means any consultation or advice from a Medical Practitioner including the issue of any prescription or follow-up prescription.

2.1.27. 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.

2.1.28. 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.

2.1.29. 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.
- 2.1.30. 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.
- 2.1.31. 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.
- 2.1.32. Newborn baby** means baby born during the Policy Period and is aged up to 90 days.
- 2.1.33. Non-Network** means any hospital, day care centre or other provider that is not part of the network.
- 2.1.34. Notification of Claim** means the process of intimating a Claim to the Insurer or TPA through any of the recognized modes of communication.
- 2.1.35. 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.
- 2.1.36. 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
- 2.1.37. Pre-existing Disease** means any condition, ailment, injury or disease:
- i. 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
 - ii. 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.
- 2.1.38. Pre-hospitalization Medical Expenses** means Medical Expenses incurred during pre-defined number of days preceding the hospitalization of the Insured Person, provided that:
- i. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and,
 - ii. The In-patient Hospitalization claim for such Hospitalization is admissible by the Company.
- 2.1.39. 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:
- i. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required and
 - ii. The inpatient Hospitalization claim for such Hospitalization is admissible by the Company
- 2.1.40. 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.
- 2.1.41. 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.
- 2.1.42. 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.
- 2.1.43. Room Rent** means the amount charged by a Hospital towards Room & Boarding expenses and shall include the associated medical expenses.
- 2.1.44. 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.
- 2.1.45. 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.
- 2.1.46. 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.
- 2.1.47. AYUSH treatment** refers to the medical and / or hospitalization treatments given under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems.
- 2.1.48. 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.

2.1.49. Specific waiting period (Named Ailment 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. 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.

2.2.3. Annexure means a document attached and marked as Annexure to this Policy.

2.2.4. Break in Policy occurs at the end of the existing Policy Period, 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.

2.2.5. Claim means a demand made in accordance with the terms and conditions of the Policy for payment of Medical Expenses or Benefits in respect of the Insured Person.

2.2.6. Company means Care Health Insurance Limited.

2.2.7. 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.

2.2.8. 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

2.2.9. Policy means these Policy Terms & 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.

2.2.10. Policy Schedule means the Schedule attached to and forming part of this Policy.

2.2.11. Policyholder means the person named in the Policy Schedule as the Policyholder.

2.2.12. 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.

If the Policy Period is more than 12 months, the Sum Insured shall apply on Policy Year basis.

2.2.13. Policy Period End Date means the date on which the Policy expires, as specified in the Policy Schedule.

2.2.14. Policy Period Start Date means the date on which the Policy commences, as specified in the Policy Schedule.

2.2.15. Policy Year means a period of 12 consecutive months commencing from the Policy Period Start Date or any anniversary thereof.

2.2.16. 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.

2.2.17. Sum Insured means the amount specified in the Policy Schedule which represents the Company's maximum, total and cumulative liability for all Insured Persons for any and all Claims incurred during the Policy Year.

2.2.18. Associate Medical Expenses means those Medical Expenses as listed below which vary in accordance with the Room Category 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.

3. Benefits

General Conditions applicable to all Benefits:

- (a) Any Benefit shall be available only if the same is specifically mentioned in the Policy Schedule.
- (b) Admissibility of a Claim under Benefit 1 is a pre condition to the admission of a Claim for Benefit 2, Benefit 3 and Benefit 7 and the event giving rise to the Claim under the Benefit 1 should be within the Policy Period for the Claim for such Benefit to be accepted.
- (c) Any Claim under Benefit 1 shall always be subject to Clause 6.1.5.
- (d) Any Claim paid under Benefit 1 to Benefit 3, Benefit 7 shall reduce the Sum Insured for that

Policy Year and only the balance shall be available for all future claims for that Policy Year.

- (e) Admissibility of a Claim under Benefit 4 is a pre-condition to the admission of a Claim for Benefit 5 and Benefit 6 and the event giving rise to the Claim under the Benefit 4 should be within the Policy Period for the Claim for such Benefit to be accepted.
- (f) Any Claim paid under Benefit 4 to Benefit 6 shall reduce the Sum Insured for that Policy Period and only the balance shall be available for all future claims for that Policy Period.

3.1. **Benefit 1 : Hospitalization Expenses**

If an Insured Person is diagnosed with an Illness or suffers an Injury during the Policy Period and while the Policy is in force that requires:

(a) **In-patient Care:** Company will indemnify the Medical Expenses incurred on Hospitalization, provided that the Hospitalization was on the written advice of a Medical Practitioner.

(b) **Day Care Treatment:** The Insured Person to undergo Day Care Treatment Company will indemnify the Medical Expenses incurred on that Day Care Treatment, provided that the treatment was taken on the written advice of a Medical Practitioner.

(c) **Conditions for Medical Expenses**

(i) **Room Category (Room, boarding and nursing expenses as charged by the Hospital where the Insured Person availed medical treatment):**

- I. If the Insured Person is admitted in a room where the Room Category is other than Single Private Room with A.C., then the Policyholder shall bear the ratable proportion of the total Associate Medical Expenses (including surcharge or taxes thereon) in the proportion of the difference between the Room Rent of Single Private Room with A.C. to the Room Rent actually incurred.

For the purpose of this Clause only, Single Private Room with A.C. means a Hospital room where a single patient is accommodated and which has an attached toilet (lavatory and bath). The room should have the provision for accommodating an attendant. Such room shall be the most basic and the most economical of all accommodations available as a single room in that Hospital.

(d) **Advance Technology Methods:**

The Company will indemnify the Insured Person 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.
- (e) Any Claim under this Benefit can be made under Clause 6.1.2(a) & (b).

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

(a) The Company will indemnify the Medical Expenses incurred for the Insured Person:

- i. As Pre-hospitalization Medical Expenses' during a period of 30 days immediately prior to the date of the Insured Person's admission to the Hospital; and
- ii. As Post-hospitalization Medical Expenses' during a period of 60 days immediately following the date of the Insured Person's discharge from Hospital,

Provided that, the Medical Expenses relate to the same Illness / Injury for which the Company has accepted the Insured Person's Claim.

(b) If the provisions of Clause 6.1.6(d) of the Policy Terms & Conditions has been invoked, then:

- i. The date of admission to Hospital for the purpose of this Benefit shall be the date of the first admission to the Hospital for that Any One Illness; and
- ii. The date of discharge from Hospital for the purpose of this Benefit shall be the last date of discharge from the Hospital in relation to that Any One Illness.

(c) Any Claim under this Benefit can be made under Clause 6.1.2(b).

3.3. Benefit 3 : Ambulance Cover

- (a) The Company will indemnify up to the amount specified against this Benefit in the Policy Schedule, for the reasonable expenses necessarily incurred on availing Ambulance services offered by a Hospital or by an Ambulance service provider for the Insured Person's necessary transportation to the nearest Hospital in case of an Emergency provided that the necessity of the Ambulance transportation is certified by the treating Medical Practitioner.
- (b) Any Claim under this Benefit can be made under Clause 6.1.2(a) & (b).

3.4. Benefit 4 : Maternity Cover (including Pre-natal & Post natal Expenses)

- (a) The Company will indemnify up to the amount specified against this Benefit in the Policy Schedule for the Maternity Expenses including pre-natal Medical Expenses & Post natal Medical Expenses incurred in respect of the Hospitalization of the Insured Person for the delivery of the child during the Policy Period.
- (b) It is agreed and understood that:
 - (i) The Company shall be liable under this Benefit only if the Insured Person for whom the Claim is made under this Benefit is covered for a continuous period as specified in the Policy Schedule.
 - (ii) 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.
 - (iii) Medical Expenses for ectopic pregnancy are not covered under this Benefit. However, these expenses are covered under Benefit 1.
- (c) Clause 6.1.5 of the Policy Terms & Conditions shall be not applicable to this Benefit.
- (d) Any Claim under this Benefit can be made under Clause 6.1.2(a) & (b).
- (e) Claim under this Benefit shall be admissible only if the Age of the Insured Person is 45 years or below.

3.5. Benefit 5 : New Born Baby Cover

- (a) The Company will indemnify up to the amount specified against this Benefit in the Policy Schedule for the Medical Expenses incurred in respect of a New Born Baby whose claim under Benefit 4 is admissible by the Company.
- (b) Any Claim under this Benefit can be made under Clause 6.1.2(a) & (b).
- (c) For continuous coverage under this Policy of the

child of 91 days and above, an additional premium would be required to be paid.

3.6. Benefit 6 : New Born Birth Defects

- (a) The Company will pay the amount specified against this Benefit in the Policy Schedule, as a lump sum, in case the New Born Baby is diagnosed with Down's syndrome or Cerebral Palsy.
- (b) No Claim under Benefit 5 shall be made with respect to Down's syndrome or Cerebral Palsy in case Claim is payable under this Benefit.
- (c) Any Claim under this Benefit can be made under Clause 6.1.2(b).

3.7. Benefit 7 : AYUSH Treatments

The Company will indemnify the Insured Person, through Cashless or Reimbursement Facility, up to the Sum Insured, as specified in the Policy Schedule, towards Medical Expenses incurred with respect to the Insured Person's medical treatment undergone at any AYUSH Hospitals or health care facilities for any of the listed AYUSH Treatments namely Ayurveda, Yoga, 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 (b) (xii) under Permanent Exclusions, is superseded to the extent covered under this Benefit.

4. EXCLUSIONS

4.1. Standard Exclusions:

(a) Waiting Periods:

(i) Pre-existing Disease - Code- Excl01

- a. Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications shall be excluded until the expiry of 36 months of continuous coverage after the date of inception of the first policy with insurer.
- b. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum insured increase.

c. If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.

d. Coverage under the policy after the expiry of 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:

I. Arthritis (if non-infective), Osteoarthritis and Osteoporosis, Gout, Rheumatism and Spinal Disorders, Joint Replacement Surgery;

II. 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;

III. Benign Prostatic Hypertrophy;

IV. Cataract;

V. Dilatation and Curettage;

VI. Fissure / Fistula in anus, Hemorrhoids / Piles, Pilonidal Sinus, Gastric and Duodenal Ulcers;

VII. Surgery of Genito urinary system unless necessitated by malignancy;

VIII. All types of Hernia, Hydrocele;

IX. Hysterectomy for menorrhagia or fibromyoma or prolapse of uterus unless

necessitated by malignancy;

X. Internal tumors, skin tumors, cysts, nodules, polyps including breast lumps (each of any kind) unless malignant;

XI. Kidney Stone / Ureteric Stone / Lithotripsy / Gall Bladder Stone;

XII. Myomectomy for fibroids;

XIII. Varicose veins and varicose ulcers

(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.

(b) Permanent Exclusions:

The following list of permanent 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 additive condition and consequences thereof. **(Code- Excl12)**
 10. Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. **(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 dioptres.
 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:**
 - (a) **Waiting Periods:**

Maternity Cover (Benefit 4): Claims will not be admissible for any expenses incurred for diagnosis / treatment related to any Maternity Expenses until 9 months of continuous coverage has elapsed under Plan - Joy Today or 24 months of continuous coverage has elapsed under Plan - Joy Tomorrow, since the inception of the first Policy with the Company. If the Sum Insured is enhanced on any renewal of this Policy, the waiting periods shall be applicable afresh to the incremental amount of the Sum Insured only.

The Waiting Periods as defined in Clauses 4.2(a) shall be applicable individually for each Insured Person and Claims shall be assessed accordingly.

(b) Permanent Exclusions :

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:

- (i) Any item or condition or treatment specified in List of Non-Medical Items (Annexure – II to Policy Terms & Conditions).
- (ii) Any condition caused by or associated with any sexually transmitted disease except arising out of HIV.
- (iii) 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.
- (iv) Charges incurred in connection with cost of routine eye and ear examinations, dentures, artificial teeth and all other similar external appliances and / or devices whether for diagnosis or treatment.
- (v) Any expenses incurred on prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, walkers, belts, collars, caps, splints, braces, stockings of any kind, diabetic footwear, glucometer/thermometer, crutches, ambulatory devices, instruments used in treatment of sleep apnea syndrome (C.P.A.P) or continuous ambulatory peritoneal dialysis (C.A.P.D.) and oxygen concentrator for asthmatic condition, cost of cochlear implants.
- (vi) Treatment of any external Congenital Anomaly or Illness or defects or anomalies or treatment relating to birth defects.
- (vii) Treatment of mental retardation, arrested or incomplete development of mind of a person, subnormal intelligence or mental intellectual disability.
- (viii) Circumcision unless necessary for treatment of an Illness or as may be necessitated due to an Accident.
- (ix) All preventive care, vaccination, including

inoculation and immunizations (except in case of post-bite treatment), and tonics.

- (x) Expenses incurred for Artificial life maintenance, including life support machine use, post confirmation of vegetative state or brain dead by treating medical practitioner where such treatment will not result in recovery or restoration of the previous state of health under any circumstances
- (xi) All expenses related to donor treatment, including surgery to remove organs from the donor, in case of transplant surgery.
- (xii) Non-Allopathic Treatment or treatment related to any unrecognized systems of medicine.
- (xiii) Any OPD Treatment.
- (xiv) Treatment received outside India.
- (xv) 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.
- (xvi) Act of self-destruction or self-inflicted Injury, attempted suicide or suicide while sane or insane
- (xvii) Any charges incurred to procure any medical certificate, treatment or Illness related documents pertaining to any period of Hospitalization or Illness.
- (xviii) Personal comfort and convenience items or services including but not limited to T.V. (wherever specifically charged separately), charges for access to telephone and telephone calls (wherever specifically charged separately), foodstuffs (except patient's diet), cosmetics, hygiene articles, body or baby care products and bath additive, barber or beauty service, guest service as well as similar incidental services and supplies.
- (xix) Expenses related to any kind of RMO charges, service charge, surcharge, night charges levied by the hospital under whatever head.
- (xx) 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:
 - i. 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.
 - ii. 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.

- iii. 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.
- (xxi) Impairment of an Insured Person's intellectual faculties by abuse of stimulants or depressants unless prescribed by a medical practitioner.
- (xxii) Alopecia, wigs and/or toupee and all hair or hair fall treatment and products.
- (xxiii) Any treatment taken in a clinic, rest home, convalescent home for the addicted, detoxification center, sanatorium, home for the aged, mentally disturbed, remodeling clinic or similar institutions.
- (xxiv) Expenses related to any kind of Advance Technology Methods other than mentioned in the Clause 3.1(d).
- (xxv) Any Illness or Injury attributable to consumption, use, misuse or abuse of tobacco, intoxicating drugs, alcohol, hallucinogens, smoking.
- (xxvi) 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 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 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.

5.1.4 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.

5.1.5 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.

5.1.6 Cancellation / Termination

- a. The policyholder may cancel this policy by giving 7days'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

Policy holder 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 Person, this Policy shall continue till the end of Policy Period. 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 over Age 18 who satisfies the Company's criteria to become a Policyholder.

5.1.7 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>

5.1.8 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>

5.1.9 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.

5.1.10 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

5.1.11 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 insured only on the enhanced limits. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven 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.

5.1.12 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.

5.1.13 Free Look Period

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

The insured person shall be allowed free look period of Thirty days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

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

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

5.1.14 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

V.

5.1.15 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. Reasonable Care

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

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. 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.

5.2.4. 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.

5.2.5. 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 and 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.

5.2.6. 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.

- 5.2.7. 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

5.2.8. 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 Terms & Clauses.

6. OTHER TERMS AND CLAUSES

6.1. Claims Procedure and Management

6.1.1 Claims Intimation

- (a) Upon the occurrence of any Illness or Injury that may give rise to a Claim under this Policy, then as a Condition Precedent to the Company's liability under the Policy, the Policyholder or Insured Person shall undertake all of the following:
 - (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 Policyholder or Insured Person, shall notify the Company either at the Company's call center or in writing immediately.
 - (ii) It is agreed and understood that the following details are to be provided to the Company at the time of intimation of Claim:
 - I Policy Number;
 - II Name of the Policyholder;
 - III Name of the Insured Person in respect of whom

- the Claim is being made;
- IV Nature of Illness or Injury;
- V Name and address of the attending Medical Practitioner and Hospital;
- VI Date of admission to Hospital or proposed date of admission to Hospital for planned Hospitalization;

VII Any other information, documentation or details requested by the Company.

- (iii) In case of an emergency Hospitalization: within 24 hours of Hospitalization
- (iv) In case of planned Hospitalization: 48 hours prior to Hospitalization

6.1.2 Claims Procedure

(a) Cashless

For availing the Cashless Facility at a Network Provider, the Policyholder / Insured Person shall :-

- (i) Submit a pre-authorization form to the Company for approval. Only upon due approval from the Company, Cashless Facility can be availed at any Network Hospital.
- (ii) Present the health card provided by the Company under this Policy along with a valid photo identification document (Voter ID card / Driving License / Passport / PAN Card or any other identification documentation as approved by the Company).
- (iii) The Company will confirm in writing authorization or rejection of the request to avail Cashless Facility for the Insured Person's Hospitalization.
- (iv) 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. 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 at Clause 6.1.4 shall be submitted to the Network Provider immediately and in any event before the Insured Person's discharge from Hospital.
- (v) If the Company does not authorize the Cashless Facility due to insufficient Sum Insured or if insufficient information is provided to the Company to determine the admissibility of the Claim, payment for the treatment will have to be made by the Policyholder or Insured Person to the Network Provider, following which a Claim for reimbursement may be made to the Company and the same will be considered by the Company subject to the Policy.
- (iv) It is agreed and understood that the Company may, in its sole discretion, modify or add to the list of Network Provider or modify or restrict the extent of Cashless Facilities that may be availed at any particular Network Provider. For an updated list of Network Provider and

the extent of Cashless Facilities available at each Network Provider, the Policyholder or Insured Person can refer to the list of Network Provider available on the Company's website or at the call centre.

(b) Re-imburement

It is agreed and understood that in all cases where intimation of a Claim has been provided under this clause, all the information and documentation specified in Clause 6.1.4 below shall be submitted (at the Policyholder or Insured Person's expense) to the Company immediately and in any event within 15 days of Insured Person's discharge from Hospital.

6.1.3 Policyholder's or Insured Person's duty at the time 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 or Insured Person shall check the updated list of Network Provider before submission of a pre-authorisation 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 of the Policy.
 - (iv) The Insured Person will, at the request of the Company, submit himself 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.
 - (vi) The Company shall be provided with complete documentation and information which the Company has requested to establish its liability for the Claim, its circumstances and its quantum.
 - (vii) List of black listed hospitals have been mentioned in Annexure III. Modification of hospitals can be made to this list from time to time. A list of such hospitals will be available on our website.

6.1.4 Claim Documents

- (a) The following information and documentation shall be submitted in accordance with the procedures and within the timeframes specified in Clause 6 in respect of all Claims:
 - (i) Duly completed and signed Claim form, in original;
 - (ii) Medical Practitioner's referral letter advising Hospitalization;
 - (iii) Medical Practitioner's prescription advising drugs /

- diagnostic tests / consultation;
- (iv) Original bills, receipts and discharge card from the Hospital / Medical Practitioner;
- (v) Original bills from pharmacy / chemists;
- (vi) Original pathological / diagnostic test reports / radiology reports and payment receipts;
- (vii) Indoor case papers;
- (viii) Original investigation test reports and payment receipts
- (ix) Ambulance Receipt
- (x) Any other document as required by the Company to assess the Claim
- (b) The Company will only accept bills/invoices which are made in the Insured Person's name.

6.1.5 Claim Assessment

- (a) 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 category is higher than the Single Private Room with A.C. that Insured Person under the Policy, then, the Associate Medical Expenses payable shall be prorated.
 - (ii) The balance amount, if any, shall be the Claim payable.

6.1.6 Payment Terms

- (a) This Policy covers only medical treatment taken entirely within India. 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, once the Sum Insured for that Insured Person is exhausted.
- (c) 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 on 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 intimation on 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

- (d) If the Policyholder or Insured Person suffers a relapse within 45 days of the date of discharge from the Hospital for which a Claim has been made, then such relapse shall be deemed to be part of the same Claim and all the limits for Any One Illness under this Policy shall be applied as if they were under a single Claim.
- (e) For cashless Claims, the payment shall be made to the Network Provider whose discharge would be complete and final.
- (f) For the Reimbursement Claims, 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 at its discretion to the legal heirs of the Policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy.
- (g) The Policy covers Reasonable and Customary Charges incurred towards medical treatment taken or any other expenses triggers under any Benefit during the Policy Period.
- (h) 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.
- (I) 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.

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, even if the overall Sum Insured is higher.

6.2. Special Conditions

Special Conditions shall be applicable only if the same is specifically mentioned in the Policy Schedule.

6.2.1. Special Condition 1 : Floater Cover

- (a) 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 Sum Insured.
- (b) Definition 2.2.17 is deleted entirely and replaced with the following:

Sum Insured: The amount specified in the Policy Schedule which represents the Company's maximum, total and cumulative liability for all Insured Persons for any and all Claims incurred during the Policy Year.

6.2.2. Special Condition 2 : Co-payment

- (a.) The Policyholder shall bear 20% of the Final Claim Amount assessed by the Company in accordance with Clause 6.1.5 in accordance with the table below and the Company's liability shall be restricted to the balance amount payable :

| Cover Type | Entry Age* of Insured Person or Eldest Insured Person (in case of Floater) | Applicable to |
|------------|--|---------------------------|
| Individual | >=60 years | Individual Insured Person |
| Floater | >=60 years | All Insured Person's |

*Entry Age means the age of the Insured Person at the time of issue of the first Policy with the Company.

- (b) The Co-payment shall be applicable to each and every Claim, for each Insured Person.

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 MICRO SURGICAL 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 PERICHONDritis
 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 PALATO PHARYNGO PLASTY
 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. MICRODOCHETOMY BREAST
- 178. SURGERY FOR FRACTURE PENIS
- 179. SENTINEL NODE BIOPSY
- 180. PARASTOMAL HERNIA
- 181. REVISION COLOSTOMY
- 182. P R O L A P S E D C O L O S T O M Y - 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 PARA OVARIAN 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 MYOMECTOMY
 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. RADIO THERAPY FOR CANCER
 253. CANCER CHEMOTHERAPY
 254. IV PUSH CHEMOTHERAPY
 255. HBI-HEMIBODY RADIO THERAPY
 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-STEREOTACTIC 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. AFTER LOADING CATHETER BRACHYTHERAPY

292. CONDITIONING RADIOTHERAPY FOR BMT
 293. EXTRACORPOREAL IRRADIATION TO THE HOMOLOGOUS BONE GRAFTS
 294. RADICAL CHEMOTHERAPY
 295. NEOADJUVANT RADIOTHERAPY
 296. LDR BRACHYTHERAPY
 297. PALLIATIVE RADIOTHERAPY
 298. RADICAL RADIOTHERAPY
 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

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- 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/CYCLODIATHERMY / CYCLOCRYOTHERAPY / 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
- 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 CAP TENDON
- 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. INTRA ARTICULAR 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

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

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

| Sr. No. | List - I - Optional Item | Sr. No. | List - I - Optional Item |
|---------|--|---------|--|
| 1 | Baby Food | 47 | Lumbo Sacral Belt |
| 2 | Baby Utilities Charges | 48 | Nimbus Bed or Water or Air Bed Charges |
| 3 | Beauty Services | 49 | Ambulance Collar |
| 4 | Belts/ Braces | 50 | Ambulance Equipment |
| 5 | Buds | 51 | Abdominal Binder |
| 6 | Cold Pack/Hot Pack | 52 | Private Nurses Charges- Special Nursing Charges |
| 7 | Carry Bags | 53 | Sugar Free Tablets |
| 8 | Email / Internet Charges | 54 | Creams Powders Lotions (toiletries Are Not Payable, Only Prescribed Medical Pharmaceuticals Payable) |
| 9 | Food Charges (other Than Patient's Diet Provided By Hospital) | 55 | Ecg Electrodes |
| 10 | Leggings | 56 | Gloves |
| 11 | Laundry Charges | 57 | Nebulisation Kit |
| 12 | Mineral Water | 58 | Any Kit With No Details Mentioned [Delivery Kit, Orthokit, Recovery Kit, etc] |
| 13 | Sanitary Pad | 59 | Kidney Tray |
| 14 | Telephone Charges | 60 | Mask |
| 15 | Guest Services | 61 | Ounce Glass |
| 16 | Crepe Bandage | 62 | Oxygen Mask |
| 17 | Diaper Of Any Type | 63 | Pelvic Traction Belt |
| 18 | Eyelet Collar | 64 | Pan Can |
| 19 | Slings | 65 | Trolley Cover |
| 20 | Blood Grouping And Cross Matching Of Donors Samples | 66 | Urometer, Urine Jug |
| 21 | Service Charges Where Nursing Charge Also Charged | 67 | Ambulance |
| 22 | Television Charges | 68 | Vasofix Safety |
| 23 | Surcharges | | |
| 24 | Attendant Charges | | |
| 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 | Knee Immobilizer/shoulder Immobilizer | | |

| Sr. No. | List IV – Items that are to be subsumed into costs of treatment |
|---------|---|
| 1 | Admission/registration Charges |
| 2 | Hospitalisation For Evaluation/ Diagnostic Purpose |
| 3 | Urine Container |
| 4 | Blood Reservation Charges And Ante Natal Booking Charges |
| 5 | Bipap Machine |
| 6 | Cpap/ Capd Equipments |
| 7 | Infusion Pump– Cost |
| 8 | Hydrogen Peroxide\spirit\ Disinfectants Etc |
| 9 | Nutrition Planning Charges - Dietician Charges- Diet Charges |
| 10 | HIV Kit |
| 11 | Antiseptic Mouthwash |
| 12 | Lozenges |
| 13 | Mouth Paint |
| 14 | Vaccination Charges |
| 15 | Alcohol Swabes |
| 16 | Scrub Solution/sterillium |
| 17 | Glucometer & Strips |
| 18 | Urine Bag |

Annexure III : List of Black Listed Hospitals

| S. No. | HOSPITAL NAME | ADDRESS | ZONE |
|--------|---|--|-------|
| 1 | Nulife Hospital & Maternity Centre | 1616 Outram Lines, Kingsway Camp, Guru Teg Bahadur Nagar, New Delhi, Delhi | North |
| 2 | Taneja Hospital | F-15, Vikas Marg, Preet Vihar, New Delhi, Delhi | North |
| 3 | Shri Komal Hospital & Dr. Saxena's Nursing Home | Opp. Radhika Cinema, Circular Road, Rewari, Haryana | North |
| 4 | Sona Devi Memorial Hospital & Trauma Centre | Sohna Road, Badshahpur, Gurgaon, Haryana | North |
| 5 | Amar Hospital | S.A.S. Nagar, Mohali, Sector-70, Mohali, Punjab | North |
| 6 | Brij Medical Centre | K K 54, Kavi Nagar, Ghaziabad, Uttar Pradesh | North |
| 7 | Famliy Medicare | A-55, Sector-61, Rajat Vihar Sector-62, Noida, Uttar Pradesh | North |
| 8 | Jeevan Jyoti Hospital | 162, Lowther Road, Bai Ka Bagh, Allahabad, Uttar Pradesh | North |
| 9 | City Hospital & Trauma Centre | C-1, Cinder Dump Complex, Opp. Krishna Cinema Hall, Kanpur Road, Alambagh, Lucknow, Uttar Pradesh | North |
| 10 | Dayal Maternity & Nursing Home | No. 953/23, D.C.F. Chowk, DLF Colony, Rohtak, Haryana | North |
| 11 | Metas Adventist Hospital | No. 24, Ring-Road, Athwalines, Surat, Gujarat | West |
| 12 | Surgicare Medical Centre | Sai Dwar Oberoi Complex, S.A.B.T.V. Lane Road, Lokhandwala, Near Laxmi Indst. Estate, Andheri, Mumbai, Maharashtra | West |
| 13 | Paramount General Hospital & I.C.C.U. | Laxmi Commercial Premises, Andheri Kurla Rd, Andheri, Mumbai, Maharashtra | West |
| 14 | Gokul Hospital | Thakur Complex, Kandivali East, Mumbai, Maharashtra | West |
| 15 | Shree Sai Hospital | Gokul Nagri - I, Thankur Complex, Western Express Highway, Kandivali East, Mumbai, Maharashtra | West |
| 16 | Shreedevi Hospital | Akash Arcade, Bhanu Nagar, Near Bhanu Sagar Theatre, Dr. Deepak Shetty Road, Kalyan D.C., Thane, Maharashtra | West |
| 17 | Saykhedkar Hospital And Research Centre Pvt. Ltd. | Trimurthy Chowk, Kamatwada Road, Cidco Colony, Nashik, Maharashtra | West |
| 18 | Arpan Hospital And Research Centre | No.151/2, Imli Bazar, Near Rajwada, Imli Bazar, Indore, Madhya Pradesh | West |
| 19 | Ramkrishna Care Hospital | Aurobindo Enclave, Pachpedhi Naka, Dhamtri Road, National Highway No. 43, Raipur, Chhattisgarh | East |
| 20 | Gupta Multispeciality Hospital | B-20, Vivek Vihar, New Delhi, Delhi | North |
| 21 | R.K. Hospital | 3C/59, BP, Near Metro Cinema, New Industrial Township-1, Faridabad, Haryana | North |
| 22 | Prakash Hospital | D-12,12A,12B, Noida, Sector-33, Noida, Uttar Pradesh | North |
| 23 | Aryan Hospital Pvt. Ltd. | Old Railway Road, Near New Colony, New Colony, Gurgaon, Haryana | North |
| 24 | Medilink Hospital Research Centre Pvt. Ltd. | Near Shyamal Char Rasta, 132, Ring Road, Satellite, Ahmedabad, Gujarat | West |
| 25 | Mohit Hospital | Khoya B-Wing, Near National Park, Borivali(E), Kandivali West, Mumbai, Maharashtra | West |
| 26 | Scope Hospital | 628, Niti Khand-I, Indirapuram, Indirapuram, Ghaziabad, Uttar Pradesh | North |
| 27 | Agarwal Medical Centre | E-234, Greater Kailash-1, New Delhi, Delhi | North |
| 28 | Oxygen Hospital | Bhiwani Stand, Durga Bhawan, Rohtak, Haryana | North |
| 29 | Prayag Hospital & Research Centre Pvt. Ltd. | J-206 A/1, Sector-41, Noida, Uttar Pradesh | North |
| 30 | Karnavati Superspeciality Hospital | Opposite Sajpur Tower, Naroda Road, Naroda Road, Ahmedabad, Gujarat | West |
| 31 | Palwal Hospital | Old G.T. Road, Near New Sohna Mod, Palwal, Haryana | North |

Annexure III : List of Black Listed Hospitals

| S. No. | HOSPITAL NAME | ADDRESS | ZONE |
|--------|---|--|-------|
| 32 | B.K.S. Hospital | No.18,1st Cross, Gandhi Nagar, Adyar, Bellary, Karnataka | South |
| 33 | East West Medical Centre | No.711, Sector-14, Gurgaon, Haryana | North |
| 34 | Jagtap Hospital | Anand Nagar, Sinhgood Road, Anandnagar, Pune, Maharashtra | West |
| 35 | Dr. Malwankar's Romeen Nursing Home | Ganesh Marg, Tagore Nagar, Vikhroli East, Mumbai, Maharashtra | West |
| 36 | Noble Medical Centre | SVP Road, Borivali West, Mumbai, Maharashtra | West |
| 37 | Rama Hospital | Sonepat Road, Bahalgarh, Sonipat, Haryana | North |
| 38 | S.B. Nursing Home & ICU | Lake Bloom 16,17,18 Opp. Solaris Estate, L.T. Gate No.6, Tunga Gaon, Saki-Vihar Road, Powai, Mumbai, Maharashtra | West |
| 39 | Saraswati Hospital | Divya Smruti Building, 1st Floor, Opp. Toyota Showroom, Malad Link Road, Malad West, Mumbai, Maharashtra | West |
| 40 | Shakuntla Hospital | 3-B Tashkant Marg, Near St. Joseph Collage, Allahabad, Uttar Pradesh | North |
| 41 | Mahaveer Hospital & Trauma Centre | 76-E, Station Road, Panki, Kanpur, Uttar Pradesh | North |
| 42 | Eashwar Lakshmi Hospital | Plot No. 9, Near Sub Registrar Office, Gandhi Nagar, Hyderabad, Andhra Pradesh | South |
| 43 | Amrapali Hospital | Plot No. NH-34, P-2, Omega -1, Greater Noida, Uttar Pradesh | North |
| 44 | Hardik Hospital | 29C, Budh Bazar, Vikas Nagar, New Delhi, Delhi | North |
| 45 | Jabalpur Hospital & Research Centre Pvt. Ltd. | Russel Crossing, Naptier Town, Jabalpur, Madhya Pradesh | West |
| 46 | Panvel Hospital | Plot No. 260A, Uran Naka, Old Panvel, Navi Mumbai, Maharashtra | West |
| 47 | Santosh Hospital | L-629/631, Hapur Road, Shastri Nagar, Meerut, Uttar Pradesh | North |
| 48 | Sona Medical Centre | 5/58, Near Police Station, Vikas Nagar, Lucknow, Uttar Pradesh | North |
| 49 | City Super Speciality Hospital | Near Mohan Petrol Pump, Gohana Road, Rohtak, Haryana | North |
| 50 | Navjeevan Hospital & Maternity Centre | 753/21, Madanpuri Road, Near Pataudi Chowk, Gurgaon, Haryana | North |
| 51 | Abhishek Hospital | C-12, New Azad Nagar, Kanpur, Uttar Pradesh | North |
| 52 | Raj Nursing Home | 23-A, Park Road, Allahabad, Uttar Pradesh | North |
| 53 | Sparsh Medicare and Trauma Centre | Shakti Khand-III/54, Indirapuram, Ghaziabad, Uttar Pradesh | North |
| 54 | Saras Healthcare Pvt. Ltd. | K-112, Sec-12, Pratap Vihar, Ghaziabad, Uttar Pradesh | North |
| 55 | Getwell Soon Multi-Speciality Institute Pvt. Ltd. | S-19, Shalimar Garden Extn., Near Dayanand Park, Sahibabad, Ghaziabad, Uttar Pradesh | North |
| 56 | Shivalik Medical Centre Pvt. Ltd. | A-93, Sec-34, Noida, Uttar Pradesh | North |
| 57 | Aakanksha Hospital | 126, Aaradhnagar Society, B/H Bhulabhavan School, Aanand-Mahal Road, Adajan, Surat, Gujarat | West |
| 58 | Abhinav Hospital | Harsh Apartment, Nr. Jamna Nagar Bus Stop, Goddod Road, Surat, Gujarat | West |
| 59 | Adhar Ortho Hospital | Dawer Chambers, Nr. Sub Jail, Ring Road, Surat, Gujarat | West |
| 60 | Aris Care Hospital | A 223-224, Mansarovar Society, 60 Feet, Godadara Road, Surat, Gujarat | West |
| 61 | Arzoo Hospital | Opp. L.B. Cinema, Bhatar Road, Surat, Gujarat | West |
| 62 | Auc Hospital | B-44, Gujarat Housing Board, Pandeshara, Surat, Gujarat | West |
| 63 | Dharamjivan General Hospital & Trauma Centre | Karmayogi-1, Plot No. 20/21, Near Piyush Point, Pandesara, Surat, Gujarat | West |
| 64 | Dr. Santosh Basotia Hospital | Bhatar Road, Surat, Gujarat | West |
| 65 | God Father Hospital | 344, Nandvan Society, B/H Matrushakti Society, Puna Gam, Surat, Gujarat | West |
| 66 | Govind-Prabha Arogya Sankool | Opp. Ratna-Sagar Vidhyalaya, Kaji Medan, Gopipura, Surat, Gujarat | West |

Annexure III : List of Black Listed Hospitals

| S. No. | HOSPITAL NAME | ADDRESS | ZONE |
|--------|--|---|------|
| 67 | Hari Milan Hospital | L.H. Road, Surat, Gujarat | West |
| 68 | Jaldhi Ano-Rectal Hospital | 103, Payal Apt., Next To Rander Zone Office, Tadvadi, Surat, Gujarat | West |
| 69 | Jeevan Path Gen. Hospital | 2nd Floor, Dwarkesh Nagri, Nr. Laxmi Farsan, Sayan, Surat, Gujarat | West |
| 70 | Kalrav Children Hospital | Yashkamal Complex, Nr. Jivan Jyot, Udhna, Surat, Gujarat | West |
| 71 | Kanchan General Surgical Hospital | Plot No. 380, Ishwarnagar Society, Bhamroli-Bhatar, Pandesara, Surat, Gujarat | West |
| 72 | Krishnavati General Hospital | Bamroli Road, Surat, Gujarat | West |
| 73 | Niramayam Hospital & Prasutigrueh | Shraddha Raw House, Near Natures Park, Surat, Gujarat | West |
| 74 | Patna Hospital | 25, Ashapuri Soc - 2, Bamroli Road, Surat, Gujarat | West |
| 75 | Poshia Children Hospital | Harekrishan Shopping Complex, 1st Floor, Varachha Road, Surat, Gujarat | West |
| 76 | R.D Janseva Hospital | 120 Feet Bamroli Road, Pandesara, Surat, Gujarat | West |
| 77 | Radha Hospital & Maternity Home | 239/240 Bhagunagar Society, Opp. Hans Society, L.H. Road, Varachha Road, Surat, Gujarat | West |
| 78 | Santosh Hospital | L. H. Road, Varachha, Surat, Gujarat | West |
| 79 | Sparsh Multy Specality Hospital & Trauma Care Center | G.I.D.C Road, Nr. Udhana Citizen Co-Op. Bank, Surat, Gujarat | West |

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 - Benefit /Premium illustration

(Illustration 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.) |
| 41 | 16,166 | 3,00,000 | NA | | | | 18,620 | NA | 18,620 | 3,00,000 |
| 39 | 7,274 | 3,00,000 | | | | | | | | |
| Total Premium for all members of family is Rs. 23,440, when each member is covered separately. Sum Insured available for each individual is Rs. 3,00,000 | | | Total Premium for all members of family is Rs. 23,440, when they are covered under a single policy Sum Insured available for each family member is Rs. 3,00,000 | | | | Total Premium when policy is opted on floater basis is Rs. 18,620 Sum Insured of Rs. 3,00,000 is available for entire family | | | |

Annexure IV - Benefit /Premium illustration

(Illustration 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.) |
| 52 | 9,108 | 3,00,000 | NA | | | | 15,978 | NA | 15,978 | 3,00,000 |
| 48 | 7,894 | 3,00,000 | | | | | | | | |
| Total Premium for all members of family is Rs. 17,002, when each member is covered separately. Sum Insured available for each individual is Rs. 3,00,000 | | | Total Premium for all members of family is Rs. 17,002, when they are covered under a single policy Sum Insured available for each family member is Rs. 3,00,000 | | | | Total Premium when policy is opted on floater basis is Rs.15,978 Sum Insured of Rs. 3,00,000 is available for entire family | | | |

Annexure IV - Benefit /Premium illustration

(Illustration 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.) |
| 70 | 28,365 | 3,00,000 | NA | | | | 49,678 | NA | 49,678 | 3,00,000 |
| 67 | 28,365 | 3,00,000 | | | | | | | | |
| Total Premium for all members of family is Rs. 56,730, when each member is covered seperately. | | | Total Premium for all members of family is Rs. 56,730, when they are covered under a single policy | | | | Total Premium when policy is opted on floater basis is Rs. 49,678 | | | |
| Sum Insured available for each individual is Rs. 3,00,000 | | | Sum Insured available for each family member is Rs. 3,00,000 | | | | Sum Insured of Rs. 3,00,000 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 shown is for Joy Tomorrow plan where members considered are 1 male and 1 female in the illustration.

Annexure V : 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 | Insurance Ombudsman, 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.: 080-22222049 / 22222048 Email: bimalokpal.bengaluru@cioins.co.in | Karnataka |
| BHOPAL | Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.)-462 003. Tel.: 0755-2769201 / 9202 , Fax : 0755-2769203 E-mail : bimalokpal.bhopal@cioins.co.in | Madhya Pradesh & Chhattisgarh |
| BHUBANESHWAR | Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.: 0674 - 2596461 / 2596455, Fax : 0674-2596429 E-mail: bimalokpal.bhubaneswar@cioins.co.in | Orissa |
| CHANDIGARH | Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.: 0172 - 2706196 / 2706468, Fax : 0172-2708274 E-mail: bimalokpal.chandigarh@cioins.co.in | Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh |
| CHENNAI | Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI-600 018. Tel.: 044-24333668 / 24335284, Fax : 044-24333664 E-mail : bimalokpal.chennai@cioins.co.in | Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry) |
| DELHI | Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.: 011 - 23232481 / 23213504 E-mail : bimalokpal.delhi@cioins.co.in | Delhi, Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh. |
| GUWAHATI | Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.: 0361 - 2632204 / 2602205 E-mail : bimalokpal.guwahati@cioins.co.in | Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura |
| HYDERABAD | Insurance Ombudsman, 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 E-mail : 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 | Insurance Ombudsman, 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 | Insurance Ombudsman, 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 E-mail : bimalokpal.emakulam@cioins.co.in | Kerala, Lakshadweep, Mahe – a part of Pondicherry |
| KOLKATA | Insurance Ombudsman, Office of the Insurance Ombudsman, 4th Floor, Hindustan Bldg. Annexe, 4, C.R. Avenue, Kolkata – 700 072. Tel : 033-22124339/22124340, Fax : 033-22124341 E-mail : bimalokpal.kolkata@cioins.co.in | West Bengal, Andaman & Nicobar Islands, Sikkim |
| LUCKNOW | Insurance Ombudsman, Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-2, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel.: 0522 - 2231330 / 2231331, Fax : 0522-2231310 E-mail : bimalokpal.lucknow@cioins.co.in | Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gaziipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkamagar, Sultanpur, Maharajganj, Santkabimagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar. |
| MUMBAI | Insurance Ombudsman, 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 Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in | State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshihar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, 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 | Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 2nd 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, on the website of General Insurance Council: www.gicouncil.org.in, on the Company's website 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

Optional Cover

1. The Optional Cover shall be available only if the same is specifically mentioned in the Policy Schedule.
 2. The Optional Cover is subject to the terms and conditions stated below and the Policy Terms & Conditions.
 3. Optional Cover – 1 : No Claim Bonanza
 - 3.1 If the Policy is renewed or continued for three consecutive claim free Policy Years without any break, the Company will provide 100% of the Sum Insured of the expiring Policy on a cumulative basis as a No Claims Bonanza.
 - 3.2 In any Policy Year, the accrued No Claims Bonanza shall not exceed 100% of the total of the Sum Insured available in the renewed Policy.
 - 3.3 General Terms and Conditions:
 - (a) For a Floater policy, the No Claim Bonanza, shall also be available only on Floater basis and shall accrue only if no Claim has been made in respect of any Insured Person during the expiring block of three continuous claim free Policy Years. The No Claim Bonanza which is accrued during the Claim-free Policy Period will only be available to those Insured Persons who were insured in such Claim-free Policy Period and continue to be insured in the subsequent Policy Period.
 - (b) The accrued No Claim Bonanza as notified in the renewal notice shall be provisional and is subject to revision if a Claim is made under the expiring Policy Year.
 - (c) The accrued No Claim Bonanza will be forfeited if the Policy is not continued / renewed on or before Policy Period End Date and in any event not later than the expiry of the Grace Period.
 - (d) The No Claim Bonanza shall be applicable subject to continuation of the Policy for three continuous Policy Years.
 - (e) This clause does not alter the Company's right to decline renewal or cancellation of the Policy.
 - (f) In the event of a Claim occurring during any Policy Period, the accrued No Claim Bonanza will not be available in subsequent renewal, but in no case shall the Sum Insured be reduced.
 - (g) At the time of Policy renewal if the Policyholder chooses not to renew this Optional Cover, then the No Claim Bonanza under the expiring Policy shall be forfeited.
 - (h) Any Claim under this Optional Cover shall always be subject to Clause 6.1.5 of the Policy Terms and Conditions.
 - (i) In case Sum Insured under the Policy is increased at the time of renewal, the No Claim Bonanza shall be calculated on the Sum Insured applicable on the last completed Policy Year.
- 3.4. Cancellation
 - (a) The Policyholder may give 7 days' notice in writing, to the Company, for the cancellation of this Optional Cover, in which case the Company shall from the date of receipt of the notice, cancel this Optional Cover and refund the proportionate premium for the unexpired period, provided no Claim has been made under any of the benefits as specified in Clause 3 of the Policy Terms and Conditions:
 - (b) If any Claim is made and the Policyholder chooses to cancel this Optional Cover then Company shall not be liable to refund any premium paid in respect of this Optional Cover.

Illustration: Working of No Claim Bonanza

For Policy Period 1st Jan. 2014 to 31st Dec. 2016 (either by continuous renewal without any break in case of 1 year/2 year policy tenure or by taking a policy with tenure of 3 years)

| Details | Scenario 1 | Scenario 2 | Scenario 3 | Scenario 4 |
|--|------------|------------|--|------------|
| Sum Insured at Policy Year Start Date (01.01.2014) | 300,000 | 300,000 | 300,000 | 300,000 |
| No Claims Bonanza | - | - | 90,000 | 90,000 |
| | | | Assuming that policy has 3 completed & continuous claim free years | |
| Total Eligible Sum Insured for Claim | 300,000 | 300,000 | 6,00,000 | 6,00,000 |
| Claim 1 on 01.05.2017 : | | | | |
| Claim made for (Rs.) | 2,00,000 | 4,00,000 | 3,50,000 | 7,50,000 |
| Claim Amount Eligible | 2,00,000 | 3,00,000 | 3,50,000 | 6,00,000 |
| Sum Insured utilized for Claim | 2,00,000 | 3,00,000 | 3,00,000 | 3,00,000 |
| No Claims Bonanza available | No | No | Yes | Yes |
| No Claim Bonanza amount to be utilized for Claim | N.A. | N.A. | 50,000 | 3,00,000 |
| Total Claim Payable | 2,00,000 | 3,00,000 | 3,50,000 | 6,00,000 |
| Balance Sum Insured available for the balance policy period | 1,00,000 | - | - | - |
| Balance No Claim Bonanza available for the balance policy period | - | - | 2,50,000 | - |
| Claim 2 on 01.09.2017 : | | | | |
| Claim made for (Rs.) | 2,00,000 | 4,00,000 | 3,50,000 | 3,50,000 |
| Claim Amount Eligible | 1,00,000 | 0 | 2,50,000 | 0 |
| Sum Insured utilized for Claim | 1,00,000 | 0 | 0 | 0 |
| No Claims Bonanza available | No | No | Yes | No |
| No Claim Bonanza amount to be utilized for Claim | N.A. | N.A. | 2,50,000 | N.A. |
| Total Claim Payable | 1,00,000 | 0 | 2,50,000 | 0 |
| Balance Sum Insured for the balance policy period | Nil | Nil | Nil | Nil |

Note : It is assumed that Claim Event 1 and Claim Event 2 are not related events



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: RHIHLIP21373V022021

IRDAI Registration Number - 148

REACH US @



Care Health-
Customer App



WhatsApp
8860402452

Self Help Portal:

www.careinsurance.com/self-help-portal.html

Submit Your Queries/Requests:

www.careinsurance.com/contact-us.html