

TAILOR-MADE FLOATER GROUP MEDICLAIM POLICY

PROSPECTUS

Salient features of the Policy

- 1.0 COVERAGE:** The Policy covers reimbursement of Hospitalization Expenses for Illness/ Injury sustained.
- 2.0** In event of any claim being admissible, following Reasonable and Customary expenses are reimbursable under the policy:
- 2.1** Room, Boarding Expenses as provided by the hospital including Nursing charges, not exceeding **1.50%** of Sum Insured per day.
- 2.2** Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses, not exceeding **3.0%** of the sum insured per day.
- 2.3** Surgeon, Anesthetist, Medical Practitioner, Consultants, Specialists Fees.
- 2.4** Anesthesia, Blood, Oxygen, Operation Theatre Charges, Surgical Appliances, Medicines & Drugs, Diagnostic Materials and X-ray, Dialysis, Chemotherapy, Radiotherapy, Cost of Pacemaker, Artificial Limbs & Cost of Organs and similar expenses.
- 2.5** Pre-hospitalization medical charges up to 30 days period.
- 2.6** Post-hospitalization medical charges up to 60 days period.

NOTE: SUB-LIMIT CLAUSE

- 1.** The amounts payable under 2.3 and 2.4 shall be at the rate applicable to the entitled room category. In case of admission to a room/ICU/ICCU at rates exceeding the limits as mentioned under 2.1 and 2.2, the reimbursement/payment of all other expenses incurred at the Hospital, with the exception of cost of medicines, shall be effected in the same proportion as the admissible rate per day bears to the actual rate per day of room rent/ICU/ICCU charges.
- 2.** No payment shall be made under 2.3 other than as part of the hospitalization bill.
- 3.** However, the bills raised by Surgeon, Anesthetist directly and not included in the hospitalization bill may be reimbursed in the following manner:
 - a.** The reasonable, customary and Medically Necessary Surgeon fee and Anesthetist fee would be reimbursed, limited to the maximum of Rs. Twenty Thousand. The payment shall be reimbursed provided the insured pays such fee(s) through cheque and the Surgeon / Anesthetist provides a numbered bill. Bills given on letter-head of the Surgeon, Anesthetist would not be entertained.
 - b.** Fees paid in cash will be reimbursed up to a limit of Rs. 10,000/- only, provided the Surgeon/Anesthetist provides a numbered bill.

- 2.7** The Company will pay Hospital Cash at the rate of 0.1% of the Sum Insured, for each day of Hospitalization, admissible under the Policy. The payment under this Clause for Any One Illness shall not exceed 1% of the Sum Insured. The payment under this Clause is applicable only where the period of Hospitalization exceeds twenty four hours.
- 2.8 AYUSH:** Expenses incurred for Ayurvedic/Homeopathic/Unani Treatment are admissible up to 25% of the sum insured provided the treatment for illness/disease and accidental injuries, is taken in a Government hospital or in any institute recognized by Government and /or accredited by Quality Council Of India / National Accreditation Board on Health, excluding centers for spas, massage and health rejuvenation procedures.
- 2.9** Ambulances services – 1.0 % of the sum insured or actual, whichever is less, subject to maximum of Rs. 2,500/- in case patient has to be shifted from residence to hospital for admission in Emergency Ward or ICU or from one Hospital to another Hospital by fully equipped ambulance for better medical facilities.
- 2.10** Hospitalization expenses (excluding cost of organ) incurred on the donor during the course of organ transplant to the insured person. The Company's liability towards expenses incurred on the donor and the insured recipient shall not exceed the sum insured of the insured person receiving the organ.
- 2.11** Subject to the terms and Conditions of the Policy,
- (a) Persons paying Zone I premium can avail treatment in any Zone.
 - (b) Persons paying Zone II premium
 - i) Can avail treatment in Zone II and Zone III,
 - ii) Availing treatment in Zone I, will have to bear 10% of each claim.
 - (c) Persons paying Zone III premium
 - i) Can avail treatment in Zone III
 - ii) Availing treatment in Zone II, will have to bear 10% of each claim.
 - iii) Availing treatment in Zone I, will have to bear 20% of each claim.
- Zone I – Anywhere in India
- Zone II – Anywhere in India (Except Mumbai and Greater Mumbai)
- Zone III – Anywhere in India (Except Mumbai, Greater Mumbai, Delhi and NCR and Bangalore)
- 3.0 DEFINITIONS:**
- 3.1 ACCIDENT:**An accident is a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 3.2 ANY ONE ILLNESS**means continuous Period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment may have been taken.
- 3.3 CANCELLATION:** Cancellation defines the terms on which the policy contract can be terminated either by the insurer or the insured by giving sufficient notice to other which is not lower than a period of fifteen days.

- 3.4 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 approved.
- 3.5 CONDITION PRECEDENT:** Condition Precedent shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional upon.
- 3.6 CONGENITAL ANOMALY** refers to a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.
- 3.6.1 CONGENITAL INTERNAL ANOMALY** means a Congenital Anomaly which is not in the visible and accessible parts of the body.
- 3.6.2 CONGENITAL EXTERNAL ANOMALY** means a Congenital Anomaly which is in the visible and accessible parts of the body
- 3.7 CO-PAYMENT:** A co-payment is a cost-sharing requirement under a health insurance policy that provides that the insured will bear a specified percentage of the admissible claim amount. A co-payment does not reduce the sum insured.
- 3.8 CONTINUOUS COVERAGE** means uninterrupted insurance coverage with the Company or with any other non life insurer covering similar Health risks till the date of commencement of Period of Insurance. A break in insurance for a period not exceeding thirty days shall not be reckoned as an interruption in coverage for the purposes of this Clause. In case of change in Sum Insured during such uninterrupted coverage, the lowest Sum Insured would be reckoned for determining Continuous Coverage
- 3.9 CONTRIBUTION:** Contribution is essentially the right of an insurer to call upon other insurers, liable to the same insured, to share the cost of an indemnity claim on a ratable proportion.
- 3.10 DAY CARE TREATMENT:** Day care treatment refers to medical treatment, and/or Surgical Operation which is:
- Undertaken under General or Local Anesthesia in a Hospital/Day Care Centre in less than 24 hours because of technological advancement, and
 - Which would have otherwise required a hospitalization of more than 24 hours.
- Treatment normally taken on an out-patient basis is not included in the scope of this definition.
- 3.11 DEDUCTIBLE:** A 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 of the covered expenses, which will apply before any benefits are payable by the insurer. A deductible does not reduce the sum insured.
- 3.12 DENTAL TREATMENT:** Dental treatment is treatment carried out by a dental practitioner including examinations, fillings (where appropriate), crowns, extractions and surgery excluding any form of cosmetic surgery/implants.
- 3.13 DOMICILIARY HOSPITALISATION:** Domiciliary Hospitalization means medical treatment for an Illness/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:

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

3.14 FLOATER BENEFIT means the Sum Insured as specified for a particular Insured and the members of his/her family as covered under the policy and is available for any or all the members of his/her family for one or more claims during the tenure of the policy.

3.15 HOSPITAL: A hospital means any institution established for Inpatient 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 Establishment (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:

- has at least 10 inpatient beds, in those towns having a population of less than 10,00,000 and at least 15 inpatient beds in all other places;
- has qualified nursing staff under its employment round the clock;
- has qualified medical practitioner (s) in charge round the clock;
- has a fully equipped operation theatre of its own where surgical procedures are carried out
- maintains daily records of patients and will make these accessible to the Insurance company's authorized personnel.

The term 'Hospital' shall not include an establishment which is a place of rest, a place for the aged, a place for drug-addicts or place for alcoholics, a hotel or a similar place.

3.15.1 HOSPITALISATION means admission in a Hospital for a minimum period of 24 in patient Care consecutive hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.

Anti-Rabies Vaccination	Hysterectomy
Appendectomy	Inguinal/Ventral/Umbilical/Femoral Hernia
Coronary Angiography	Lithotripsy (Kidney Stone Removal)
Coronary Angioplasty	Parenteral Chemotherapy
Dental surgery following an accident	Piles / Fistula
Dilatation & Curettage (D & C) of Cervix	Prostate
Eye surgery	Radiotherapy
Fracture / dislocation excluding hairline Fracture	Sinusitis
Gastrointestinal Tract system	Stone in Gall Bladder, Pancreas, and Bile Duct
Haemo-Dialysis	Tonsillectomy,
Hydrocele	Urinary Tract System

OR any other Surgeries / Procedures agreed by TPA/Company which require less than 24 hours hospitalization due to advancement in Medical Technology.

Note: Procedures/treatments usually done in outpatient department are not payable under the Policy even if converted as an In-patient in the Hospital for more than 24 hours.

3.15.2 Day Care Centre: A Day Care Centre means any institution established for Day Care treatment of Illness and or Injuries or a medical setup within a Hospital and which has been registered with the local authorities, wherever applicable, and is under supervision

of a registered and qualified Medical Practitioner AND must comply with all minimum criteria as under:

- 1) has qualified nursing staff under its employment;
- 2) has qualified Medical Practitioner/s in charge;
- 3) Has a fully equipped operation theatre of its own where Surgeries are carried out;
- 4) Maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.

3.16 ID CARD means the identity card issued to the insured person by the TPA to avail cashless facility in network hospitals.

3.17 ILLNESS: Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Policy Period and requires medical treatment.

3.18 INJURY: 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.

3.19 INPATIENT CARE: Inpatient Care means treatment for which the insured person has to stay in a Hospital for more than 24 hours for a covered event.

3.20 INSURED PERSON means You and each of the others who are covered under this Policy as shown in the Schedule.

3.21 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, 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.

3.22 MATERNITY EXPENSES: Maternity expense shall include:

- a. Medical Treatment Expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during Hospitalization),
- b. Expenses towards lawful medical termination of pregnancy during the Policy Period.

3.23 MEDICAL ADVICE: Any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

3.24 MEDICAL EXPENSES: Medical Expenses means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Injury 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.

3.25 MEDICALLY NECESSARY: treatment is defined as any treatment, tests, medication, or stay in Hospital or part of a stay in Hospital which

- is required for the medical management of the Illness or Injury suffered by the insured;

- must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- must have been prescribed by a Medical Practitioner;
- must confirm to the professional standards widely accepted in international medical practice or by the medical community in India.

3.26 MEDICAL PRACTITIONER 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 his license.

Note: The Medical Practitioner should not be the insured or close family members.

3.27 NETWORK HOSPITAL: All such Hospitals, Day Care Centers or other providers that the Insurance Company / TPA have mutually agreed with, to provide services like cashless access to policyholders. The list is available with the insurer/TPA and subject to amendment from time to time.

3.28 NON-NETWORK HOSPITAL: Any Hospital, Day Care centre or other provider that is not part of the Network.

3.29 OPD TREATMENT: OPD treatment is one in which the Insured 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 Inpatient.

3.30 PERIOD OF INSURANCE means the period for which this Policy is taken as specified in the Schedule.

3.31 PRE-EXISTING CONDITION/DISEASE: Any condition, ailment or Injury or related condition(s) for which you had signs or symptoms, and / or were diagnosed, and / or received medical advice / treatment within 36 months prior to the first policy issued by the insurer.

3.32 PRE-HOSPITALISATION MEDICAL EXPENSES mean Medical Expenses incurred immediately before the Insured Person is Hospitalized, 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 Insurance Company.

3.33 POST-HOSPITALISATION MEDICAL EXPENSES mean Medical Expenses incurred 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 Insurance Company.

3.34 PORTABILITY: Portability means transfer by an individual health insurance policyholder (including family cover) of the credit gained for pre-existing conditions and time-bound exclusions if he/she chooses to switch from one insurer to another.

3.35 QUALIFIED NURSE: Qualified nurse is a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

3.36 REASONABLE AND CUSTOMARY CHARGES: Reasonable 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.

3.37 RENEWAL: 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.

3.38 ROOM RENT: Room Rent means the amount charged by a Hospital for the occupancy of a bed per day (twenty four hours) basis and shall include associated medical expenses.

3.39 SUM INSURED is the maximum amount of coverage under the policy opted cumulatively for all insured persons as shown in the Schedule.

3.40 SURGERY 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 of suffering or prolongation of life, performed in a Hospital or Day Care Centre by a Medical Practitioner.

3.41 TPA: Third Party Administrators or TPA means any person who is licensed under the IRDA (Third Party Administrators - Health Services) Regulations, 2001 by the Authority, and is engaged, for a fee or remuneration by an insurance company, for the purposes of providing health services.

3.42 UNPROVEN / EXPERIMENTAL TREATMENT: Treatment including drug experimental therapy, which is not based on established medical practice in India, is treatment experimental or unproven.

4.0 EXCLUSIONS:

The Company shall not be liable to make any payment under this policy in respect of any expenses whatsoever incurred by any Insured Person in connection with or in respect of:

4.1 Treatment of any Pre existing Condition/Disease, until Thirty Six months of Continuous Coverage of such Insured Person have elapsed. For Continuous Coverage of less than Thirty Six months, the amount payable shall be restricted to a specified % of the admissible claim amount SUBJECT TO A MAXIMUM OF % OF THE SUM INSURED, as per Table below:

AMOUNT PAYABLE IS % OF ADMISSIBLE CLAIM AMOUNT SUBJECT TO A MAXIMUM OF % OF THE SUM INSURED, FOR CONTINUOUS COVERAGE	
OF LESS THAN TWELVE MONTHS	25%
EXCEEDING TWELVE MONTHS BUT LESS THAN TWENTY FOUR MONTHS	50%

EXCEEDING TWENTY FOUR MONTHS BUT LESS THAN THIRTY SIX MONTHS	75%
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4.2 Any disease contracted by the insured person during first 30 days from the commencement date of the policy is excluded. This exclusion shall not however, apply if the Insured person has Continuous Coverage for more than twelve months. The exclusion does not also apply to treatment for accidental injuries.

4.3 Waiting period for specified diseases/ailments/conditions:

(a) For those Insured Persons with less than **twenty four** months of Continuous Coverage, the policy will cover the following diseases/ailments/conditions only upto the limits specified.

Sr. No.	Name of Disease / Ailment / Surgery	CONTINUOUS COVERARE	
		OF LESS THAN TWELVE MONTHS	EXCEEDING TWELVE MONTHS BUT LESS THAN TWENTY FOUR MONTHS
1	Any Skin disorder	25%	50%
2	All internal & external benign tumors, cysts, polyps of any kind, including benign breast lumps	25%	50%
3	Benign Ear, Nose, Throat disorders	25%	50%
4	Benign Prostate Hypertrophy	25%	50%
5	Cataract & age related eye ailments	25%	50%
6	Diabetes melitus	25%	50%
7	Gastric/ Duodenal Ulcer	25%	50%
8	Gout & Rheumatism	25%	50%
9	Hernia of all types	25%	50%
10	Hydrocele	25%	50%
11	Hypertension	25%	50%
12	Hysterectomy for Menorrhagia/Fibromyoma, Myomectomy and Prolapse of uterus	25%	50%
13	Non Infective Arthritis	25%	50%
14	Piles, Fissure and Fistula in Anus	25%	50%
15	Pilonidal Sinus, Sinusitis and related disorders	25%	50%
16	Prolapse Inter Vertebral Disc unless arising from accident	25%	50%
17	Stone in Gall Bladder & Bile duct	25%	50%
18	Stones in Urinary Systems	25%	50%
19	Unknown Congenital internal	25%	50%

	disease/defects		
20	Varicose Veins and Varicose Ulcers	25%	50%

(b) For those Insured Persons with less than **thirty six** months of Continuous Coverage, the policy will cover the following diseases/ailments/conditions only upto the limits specified below

Sr. No	Name of Disease/Ailment/Surgery	CONTINUOUS COVERAGE		
		OF LESS THAN TWELVE MONTHS	EXCEEDING TWELVE MONTHS BUT LESS THAN TWENTY FOUR MONTHS	EXCEEDING TWENTY FOUR MONTHS BUT LESS THAN THIRTY SIX MONTHS
1.	Age related Osteoarthritis & Osteoporosis	25%	50%	75%
2.	Joint Replacements due to Degenerative Condition	25%	50%	75%

AMOUNT PAYABLE IS % OF ADMISSIBLE CLAIM AMOUNT SUBJECT TO A MAXIMUM OF % OF THE SUM INSURED, AS SPECIFIED AT (A) & (B) ABOVE.

4.4 Permanent Exclusions: Any medical expenses incurred for or arising out of:

4.4.1 War invasion, Act of foreign enemy, War like operations, Nuclear weapons, ionizing radiation, contamination by radio activity, by any nuclear fuel or nuclear waste or from the combustion of nuclear fuel.

4.4.2 Circumcision, cosmetic or aesthetic treatment, plastic surgery unless required to treat injury or illness.

4.4.3 Vaccination & Inoculation.

4.4.4 Cost of braces, equipment or external prosthetic devices, non-durable implants, eyeglasses, Cost of spectacles and contact lenses, hearing aids including cochlear implants, durable medical equipment.

4.4.5 All types of Dental treatments except arising out of an accident.

4.4.6 Convalescence, general debility, 'Run-down' condition or rest cure, obesity treatment and its complications, congenital external disease/defects or anomalies, treatment relating to all psychiatric and psychosomatic disorders, infertility, sterility, use of intoxicating drugs/alcohol, use of tobacco leading to cancer.

4.4.7 Bodily injury or sickness due to willful or deliberate exposure to danger (except in an

attempt to save human life), intentional self-inflicted injury, , attempted suicide, arising out of non-adherence to medical advice.

- 4.4.8** Treatment of any Bodily injury sustained whilst or as a result of active participation in any hazardous sports of any kind.
- 4.4.9** Treatment of any bodily injury sustained whilst or as a result of participating in any criminal act.
- 4.4.10** Sexually transmitted diseases, any condition directly or indirectly caused due to or associated with Human T-Cell Lymphotropic Virus Type III (HTLB-III) or lymphopathy Associated Virus (LAV) or the Mutants Derivative or Variation Deficiency syndrome or any syndrome or condition of a similar kind commonly referred to as AIDS.
- 4.4.11** Diagnosis, X-Ray or Laboratory examination not consistent with or incidental to the diagnosis of positive existence and treatment of any ailment, sickness or injury, for which confinement is required at a Hospital.
- 4.4.12** Vitamins and tonics unless forming part of treatment for injury or disease as certified by the attending Medical Practitioner.
- 4.4.13** Maternity Expenses, except abdominal operation for extra uterine pregnancy (Ectopic Pregnancy), which is proved by submission of ultra Sonographic Report and Certification by Gynecologist that it is life threatening.
- 4.4.14** Naturopathy Treatment.
- 4.4.15** Instrument used in treatment of Sleep Apnea Syndrome (C.P.A.P.) and continuous Peritoneal Ambulatory dialysis (C.P.A.D.) and Oxygen Concentrator for Bronchial Asthmatic condition.
- 4.4.16** Genetic disorders and stem cell implantation / surgery.
- 4.4.17** Domiciliary Hospitalization.
- 4.4.18** Treatment taken outside India.
- 4.4.19** Experimental Treatment, Unproven treatment.
- 4.4.20** Change of treatment from one system to another unless recommended by the consultant / hospital under whom the treatment is taken.
- 4.4.21** Any expenses relating to cost of items detailed in Annexure I.
- 4.4.22** Service charges or any other charges levied by hospital, except registration/admission charges.
- 4.4.23** Treatment for Age Related Macular Degeneration (ARMD) , treatments such as Rotational Field Quantum Magnetic Resonance (RFQMR), External Counter Pulsation (ECP), Enhanced External Counter Pulsation (EECP), Hyperbaric Oxygen Therapy.

5.0 CONDITIONS:

- 5.1 COMMUNICATION:** Every notice or communication to be given or made under this policy shall be delivered in writing at the address as shown in the Schedule.

5.2 PREMIUM PAYMENT: The premium payable under this policy shall be paid in advance. No receipt for Premium shall be valid except on the official form of the Company. The due payment of premium and the observance and fulfillment of the terms, provisions, conditions and endorsements of this policy by the Insured Person in so far as they relate to anything to be done or complied with by the Insured Person shall be condition precedent to any liability of the Company to make any payment under this policy. No waiver of any terms, provisions, conditions and endorsements of this policy shall be valid, unless made in writing and signed by an authorized official of the Company.

5.3 NOTICE OF CLAIM: Preliminary notice of claim with particulars relating to Policy Number, name of insured person in respect of whom claim is to be made, nature of illness/injury and Name and Address of the attending Medical Practitioner/Hospital/Nursing Home should be given to the Company/TPA within 7 days from the date of hospitalization in respect of reimbursement claims.

Final claim along with hospital receipted original Bills/Cash memos, claim form and documents as listed in the claim form below should be submitted to the Policy issuing Office/TPA not later than 30 days of discharge from the hospital. The insured may also be required to give the Company/TPA such additional information and assistance as the Company/TPA may require in dealing with the claim.

- a. Bill, Receipt and Discharge certificate / card from the Hospital.
- b. Cash Memos from the Hospitals(s) / Chemists(s), supported by proper prescriptions.
- c. Receipt and Pathological test reports from Pathologist supported by the note from the attending Medical Practitioner / Surgeon recommending such Pathological tests / pathological.
- d. Surgeon's certificate stating nature of operation performed and Surgeons' bill and receipt.
- e. Attending Doctor's/ Consultant's/ Specialist's / Anesthetist's bill and receipt, and certificate regarding diagnosis.
- f. Certificate from attending Medical Practitioner / Surgeon that the patient is fully cured.

Waiver: Waiver of period of intimation may be considered in extreme cases of hardships where it is proved to the satisfaction of the Company/TPA that under the circumstances in which the insured was placed it was not possible for him or any other person to give such notice or file claim within the prescribed time limit. This waiver cannot be claimed as a matter of right.

5.4 PHYSICAL EXAMINATION: Any medical practitioner authorized by the Company shall be allowed to examine the Insured Person in case of any alleged injury or Disease requiring Hospitalization when and as often as the same may reasonably be required on behalf of the Company.

5.5 The Company shall not be liable to make any payment under this policy in respect of any claim if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the Insured Person or by any other person acting on his behalf.

5.6 CONTRIBUTION: If two or more policies are taken by Insured Person during a period from one or more insurers to indemnify treatment costs, Company shall not apply the contribution clause, but the Insured Person shall have the right to require a settlement of his/her claim in terms of any of his/her policies.

1. In all such cases Company shall be obliged to settle the claim without insisting on the contribution clause as long as the claim is within the limits of and according to the terms of the policy.
2. If the amount to be claimed exceeds the Sum Insured under a single policy after considering the deductibles or co-pay, the Insured Person shall have the right to choose insurers by whom the claim to be settled. In such cases, the insurer may settle the claim with contribution clause.
3. Except in benefit policies, in cases where Insured Person have policies from more than one insurer to cover the same risk on indemnity basis, Insured Person shall only be indemnified the Hospitalization costs in accordance with the terms and conditions of the policy.

Note: Insured Person must disclose such other insurance at the time of making a claim under this Policy.

- 5.7 CANCELLATION CLAUSE:** The policy may be renewed by mutual consent. The company shall not however be bound to give notice that it is due for renewal and the Company may at any time cancel this Policy by sending the insured 30 days' notice by registered letter at the Insured's last known address and in such event the Company shall refund to the Insured a pro-rata premium for unexpired Period of Insurance. The Company shall, however, remain liable for any claim which arose prior to the date of cancellation.

The Insured may at any time cancel this policy and in such event the Company shall allow refund of premium at Company's short period rate only (table given here below) provided no claim has occurred up to the date of cancellation.

PERIOD OF RISK	RATE OF PREMIUM TO BE CHARGED
Up to one month	1/4 th of the annual rate
Up to three months	½ of the annual rate
Up to six months	3/4 th of the annual rate
Exceeding six months	Full annual rate

- 5.8 DISCLAIMER OF CLAIM:** If the Company shall disclaim liability to the Insured for any claim hereunder and if the Insured shall not within 12 calendar months from the date of receipt of the notice of such disclaimer notify the Company in writing that he does not accept such disclaimer and intends to recover his claim from the Company then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.
- 5.9** All medical/surgical treatment under this policy shall have to be taken in India and admissible claims thereof shall be payable in Indian currency.
- 5.10** Unless the Insured Persons is hospitalized for a condition warranting hospitalization, no claim is payable under the policy. The Policy does not cover outpatient treatments.
- 6.0 CASHLESS SERVICE THROUGH TPAS:** Claims in respect of Cashless access services will be through the agreed list of network of hospital and is subject to pre-admission authorization. The TPA shall, upon getting the related medical information from the insured person /network provider, verify that the person is eligible to claim under the policy and after satisfying itself will issue a pre-authorization letter / guarantee of payment letter to the hospital mentioning the sum guaranteed as payable also the ailment for which the person is seeking to be admitted as a patient. The TPA reserves the

right to deny pre-authorization in case the insured person is unable to provide the relevant medical details as required by the TPA. The TPA will make it clear to the insured person that denial of Cashless Access is in no way construed to be denial of treatment. The insured person may obtain the treatment as per his /her treating Medical Practitioners medical advice and later on submit the full claim papers to the TPA for reimbursement.

7.0 FRAUD, MISREPRESENTATION, CONCEALMENT: The policy shall be null and void and no benefits shall be payable in the event of misrepresentation, misdescription or nondisclosure of any material fact/particulars if such claim be in any manner fraudulent or supported by any fraudulent means or device whether by the Insured Person or by any other person acting on his/her behalf.

8.0 AGE LIMIT:

This Insurance is available to Registered Members of the Institute of Chartered Accountants of India, the Employees and Students of the Institute, not below the age of 18 years. Children between the age of 3 months and 25 years can be covered provided parents are covered simultaneously.

9.0 FAMILY:

A family comprising the Insured and any one or more of the following can take this Policy:

- i. Spouse
- ii. Two Dependent Children
- iii. Additional dependent children may be covered by paying 10% loading on family premium.
- iv. There is also an option to cover the insured's dependent Parents for a separate sum insured up to the sum insured of the insured's family.
- v. The number of persons to be covered under the policy is to be declared at the inception of the policy as a onetime option. Inclusion of additional dependents would be allowed only in case of marriage of the Insured person, or birth of a child. No other inclusion would be permitted either during the coverage of the policy or at the time of renewal.

10.0 PAYMENT OF PREMIUM

As per the table shown on page number 25 & 26 below

11.0 NO CLAIM DISCOUNT: Discount of 5% on the premium on renewal in respect of each claim free year, subject to maximum of 15% shall be allowed, provided the policy is renewed under the scheme with the Company without any break. In case, any claim is admitted under the policy, the entire no claim discount earned shall be forfeited on renewal of the said policy. However, the No Claim Discount shall continue to accrue afresh from the next claim free year.

12.0 DISCOUNT IN PREMIUM IN LIEU OF CUMULATIVE BONUS: Some Insurers, offer a Cumulative Bonus for years of claim free experience. This Cumulative Bonus represents an increase in Sum Insured available as a Bonus for claim free experience. For such persons with Cumulative Bonus available in their policy, our Company offers a discount on premium. The cumulative Bonus earned against any previous insurance policy of any insurer is protected by way of a discount on premium, the details of which are as below:
Cumulative Bonus of upto 10% - 5% discount in premium
Cumulative Bonus of upto 10-30% - 10% discount in premium
Cumulative Bonus of above 30% - 15% discount in premium

The average Cumulative Bonus available to the family would be considered for the purpose of allowing discount.

The discount in premium in lieu of cumulative bonus at the time of inception of this policy is offered as a onetime measure, in lieu of Cumulative Bonus offered by the previous insurer. This discount in premium in lieu of cumulative bonus would continue to be extended as long as no claim is reported under the policy.

If there is a claim during the current year, next year, there will be no discount in premium in lieu of cumulative bonus and whatever discount is allowed would stand withdrawn at the time of renewal. Even if the claim is for a smaller amount and for only one person in the family, the Discount in premium in lieu of cumulative bonus will be withdrawn in the next year.

13.0 RENEWAL CLAUSE: The Company sends renewal notice as a matter of courtesy. If the insured does not receive the renewal notice it will not amount to any deficiency of service. The Company shall not be responsible or liable for non-renewal of the policy due to non-receipt /delayed receipt of renewal notice or due to any other reason whatsoever. We shall be entitled to decline renewal if:

- a) Any fraud, moral hazard/misrepresentation or suppression by You or any one acting on Your behalf is found either in obtaining insurance or subsequently in relation thereto, or non-cooperation of the Insured Person, or
- b) We have discontinued issue of the Policy, in which event You shall however have the option for renewal under any similar Policy being issued by Us; provided however, benefits payable shall be subject to the terms contained in such other Policy, or
- c) You fail to remit Premium for renewal before expiry of the Period of Insurance. We may accept renewal of the Policy if it is effected within thirty days (grace period) of the expiry of the Period of Insurance. On such acceptance of renewal, we, however shall not be liable for any claim arising out of Illness contracted or Injury sustained or Hospitalization commencing in the interim period after expiry of the earlier Policy and prior to date of commencement of subsequent Policy.

ENHANCEMENT OF SUM INSURED: If the policy is to be renewed for enhanced sum insured then the restrictions i.e. 4.1, 4.2 and 4.3 will apply to additional sum insured as if it is a new policy

12.0 MEDICAL EXPENSES INCURRED UNDER TWO POLICY PERIODS: If the claim event falls within two policy periods, the claims shall be paid taking into consideration the available sum insured in the two policy periods, including the deductibles for each policy period. Such eligible claim amount to be payable to the insured shall be reduced to the extent of premium to be received for the renewal/due date of premium of health insurance policy, if not received earlier.

13.0 REPUDIATION OF CLAIM: A claim, which is not covered under the Policy conditions, can be rejected. All the documents submitted to TPA shall be electronically collected by Us for settlement and denial of the claims by the appropriate authority.

With Our prior approval Communication of repudiation shall be sent to You, explicitly mentioning the grounds for repudiation, through Our TPA.

14.0 PROTECTION OF POLICY HOLDERS' INTEREST: This policy is subject to IRDA (Protection of Policyholders' Interest) Regulation, 2002

15.0 GRIEVANCE REDRESSAL: In the event of Insured has any grievance relating to the insurance, Insured Person may contact any of the Grievance Cells at Regional Offices of the Company or Office of the Insurance Ombudsman under the jurisdiction of which the Policy Issuing Office falls. The contact details of the office of the Insurance Ombudsman are provided in the Annexure II.

16.0 PAYMENT OF CLAIM: The insurer shall settle the claim, including rejection, within thirty days of the receipt of the last necessary document.

On receipt of the duly completed documents either from the insured or Hospital the claim shall be processed as per the conditions of the policy. Upon acceptance of claim by the insured for settlement, the insurer or their representative (TPA) shall transfer the funds within seven working days. In case of any extra ordinary delay, such claims shall be paid by the insurer or their representative (TPA) with a penal interest at a rate which is 2% above the bank rate at the beginning of the financial year in which the claim is reviewed

All admissible claims shall be payable in Indian Currency only.

17.0 ARBITRATION: If we admit liability for any claim but any difference or dispute arises as to the amount payable for any claim the same shall be decided by reference to Arbitration.

The Arbitrator shall be appointed in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

No reference to Arbitration shall be made unless We have Admitted our liability for a claim in writing.

If a claim is declined and within 12 calendar months from such disclaimer any suit or proceeding is not filed then the claim shall for all purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

18.0 PORTABILITY CLAUSE: This policy is subject to portability guidelines issued by IRDA.

19.0 PERIOD OF POLICY: This insurance policy is issued for a period of one year. However, the policy can be renewed as long as the insured pays the renewal premium before the expiry of the policy. There is no age limit for renewal. However, if the insured do not renew the policy before the date of expiry or within 30 days of the date of expiry, the policy may not be renewed.

ANNEXURE I:LIST OF EXPENSES EXCLUDED ("NON-MEDICAL")

SNO	LIST OF EXPENSES EXCLUDED ("NON-MEDICAL")	SUGGESTIONS
TOILETRIES/COSMETICS/ PERSONAL COMFORT OR CONVENIENCE ITEMS		
1	HAIR REMOVAL CREAM	Not Payable
2	BABY CHARGES (UNLESS SPECIFIED/INDICATED)	Not Payable
3	BABY FOOD	Not Payable
4	BABY UTILITES CHARGES	Not Payable
5	BABY SET	Not Payable
6	BABY BOTTLES	Not Payable
7	BRUSH	Not Payable
8	COSY TOWEL	Not Payable
9	HAND WASH	Not Payable
10	M01STUR1SER PASTE BRUSH	Not Payable
11	POWDER	Not Payable
12	RAZOR	Payable
13	SHOE COVER	Not Payable
14	BEAUTY SERVICES	Not Payable
15	BELTS/ BRACES	Essential and may be paid specifically for cases who have undergone surgery of thoracic or lumbar spine.
16	BUDS	Not Payable
17	BARBER CHARGES	Not Payable
18	CAPS	Not Payable
19	COLD PACK/HOT PACK	Not Payable
20	CARRY BAGS	Not Payable
21	CRADLE CHARGES	Not Payable
22	COMB	Not Payable
23	DISPOSABLES RAZORS CHARGES (for site preparations)	Payable
24	EAU-DE-COLOGNE / ROOM FRESHNERS	Not Payable
25	EYE PAD	Not Payable
26	EYE SHEILD	Not Payable
27	EMAIL / INTERNET CHARGES	Not Payable
28	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)	Not Payable
29	FOOT COVER	Not Payable
30	GOWN	Not Payable
31	LEGGINGS	Essential in bariatric and varicose vein surgery and should be considered for these conditions where surgery itself is payable.
32	LAUNDRY CHARGES	Not Payable
33	MINERAL WATER	Not Payable
34	OIL CHARGES	Not Payable
35	SANITARY PAD	Not Payable
36	SLIPPERS	Not Payable
37	TELEPHONE CHARGES	Not Payable
38	TISSUE PAPER	Not Payable
39	TOOTH PASTE	Not Payable
40	TOOTH BRUSH	Not Payable
41	GUEST SERVICES	Not Payable
42	BED PAN	Not Payable

43	BED UNDER PAD CHARGES	Not Payable
44	CAMERA COVER	Not Payable
45	CLINIPLAST	Not Payable
46	CREPE BANDAGE	Not Payable/ Payable by the patient
47	CURAPORE	Not Payable
48	DIAPER OF ANY TYPE	Not Payable
49	DVD, CD CHARGES	Not Payable (However if CD is specifically sought by In surer/TPA then payable)
50	EYELET COLLAR	Not Payable
51	FACE MASK	Not Payable
52	FLEXI MASK	Not Payable
53	GAUSE SOFT	Not Payable
54	GAUZE	Not Payable
55	HAND HOLDER	Not Payable
56	HANSAPLAST/ADHESIVE BANDAGES	Not Payable
57	INFANT FOOD	Not Payable
58	SLINGS	Reasonable costs for one sling in case of upper arm fractures should be considered
ITEMS SPECIFICALLY EXCLUDED IN THE POLICIES		
59	WEIGHT CONTROL PROGRAMS/ SUPPLIES/ SERVICES	Not Payable
60	COST OF SPECTACLES/ CONTACT LENSES/ HEARING AIDS ETC.,	Not Payable
61	DENTAL TREATMENT EXPENSES THAT DO NOT REQUIRE HOSPITALISATION	Not Payable
62	HORMONE REPLACEMENT THERAPY	Not Payable
63	HOME VISIT CHARGES	Not Payable
64	INFERTILITY/ SUBFERTILITY/ ASSISTED CONCEPTION PROCEDURE	Not Payable
65	OBESITY (INCLUDING MORBID OBESITY) TREATMENT IF EXCLUDED IN POLICY	Not Payable
66	PSYCHIATRIC & PSYCHOSOMATIC DISORDERS	Not Payable
67	CORRECTIVE SURGERY FOR REFRACTIVE ERROR	Not Payable
68	TREATMENT OF SEXUALLY TRANSMITTED DISEASES	Not Payable
69	DONOR SCREENING CHARGES	Not Payable
70	ADMISSION/REGISTRATION CHARGES	Not Payable
71	HOSPITALISATION FOR EVALUATION/ DIAGNOSTIC PURPOSE	Not Payable
72	EXPENSES FOR INVESTIGATION/ TREATMENT IRRELEVANT TO THE DISEASE FOR WHICH ADMITTED OR DIAGNOSED	Not Payable
73	ANY EXPENSES WHEN THE PATIENT IS DIAGNOSED WITH RETRO VIRUS + OR SUFFERING FROM /HIV/ AIDS ETC IS DETECTED/ DIRECTLY OR INDIRECTLY	Not Payable
74	STEM CELL IMPLANTATION/ SURGERY and storage	Not Payable
ITEMS WHICH FORM PART OF HOSPITAL SERVICES WHERE SEPARATE CONSUMABLES ARE NOT PAYABLE BUT THE SERVICE IS		
75	WARD AND THEATRE BOOKING CHARGES	Payable under OT Charges, not separately
76	ARTHROSCOPY & ENDOSCOPY INSTRUMENTS	Rental charged by the Hospital payable. Purchase of Instruments Not Payable.

77	MICROSCOPE COVER	Payable under OT Charges, not separately
78	SURGICAL BLADES, HARMONIC SCALPEL, SHAVER	Payable under OT Charges, not separately
79	SURGICAL DRILL	Payable under OT Charges, not separately
80	EYE KIT	Payable under OT Charges, not separately
81	EYE DRAPE	Payable under OT Charges, not separately
82	X-RAY FILM	Payable under Radiology Charges, not as consumable
83	SPUTUM CUP	Payable under Investigation Charges, not as consumable
84	BOYLES APPARATUS CHARGES	Part of OT Charges, not separately
85	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES	Part of Cost of Blood, not payable
86	Antisepticordisinfectant lotions	Not Payable - Part of Dressing Charges
87	BAND AIDS, BANDAGES, STERILE INJECTIONS, NEEDLES, SYRINGES	Not Payable - Part of Dressing charges
88	COTTON	Not Payable -Part of Dressing Charges
89	COTTON BANDAGE	Not Payable- Part of Dressing Charges
90	MICROPORE/ SURGICAL TAPE	Not Payable – Part of Dressing Charges
91	BLADE	Not Payable
92	APRON	Not Payable
93	TORNIQUET	Not Payable
94	ORTHOBUNDLE, GYNAEC BUNDLE	Not Payable, Part of Dressing Charges
95	URINE CONTAINER	Not Payable
ELEMENTS OF ROOM CHARGE		
96	LUXURY TAX	Actual tax levied by government is payable. Part of room charge for sub limits
97	HVAC	Part of room charge, Not Payable separately
98	HOUSE KEEPING CHARGES	Part of room charge, Not Payable separately
99	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED	Part of room charge, Not Payable separately
100	TELEVISION & AIR CONDITIONER CHARGES	Part of room charge, Not Payable separately
101	SURCHARGES	Part of room charge, Not Payable separately
102	ATTENDANT CHARGES	Part of room charge, Not Payable separately
103	IM IV INJECTION CHARGES	Part of nursing charge, Not Payable separately
104	CLEAN SHEET	Part of Laundry / Housekeeping, Not Payable separately

105	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Patient Diet provided by Hospital is payable
106	BLANKET/WARMER BLANKET	Part of room charge, Not Payable separately
ADMINISTRATIVE OR NON - MEDICAL CHARGES		
107	ADMISSION KIT	Not Payable
108	BIRTH CERTIFICATE	Not Payable
109	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES	Not Payable
110	CERTIFICATE CHARGES	Not Payable
111	COURIER CHARGES	Not Payable
112	CONVENYANCE CHARGES	Not Payable
113	DIABETIC CHART CHARGES	Not Payable
114	DOCUMENTATION CHARGES / ADMINISTRATIVE EXPENSES	Not Payable
115	DISCHARGE PROCEDURE CHARGES	Not Payable
116	DAILY CHART CHARGES	Not Payable
117	ENTRANCE PASS / VISITORS PASS CHARGES	Not Payable
118	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE	Payable under Post-Hospitalisation where admissible
119	FILE OPENING CHARGES	Not Payable
120	INCIDENTAL EXPENSES / MISC. CHARGES (NOT EXPLAINED)	Not Payable
121	MEDICAL CERTIFICATE	Not Payable
122	MAINTENANCE CHARGES	Not Payable
123	MEDICAL RECORDS	Not Payable
124	PREPARATION CHARGES	Not Payable
125	PHOTOCOPIES CHARGES	Not Payable
126	PATIENT IDENTIFICATION BAND / NAME TAG	Not Payable
127	WASHING CHARGES	Not Payable
128	MEDICINE BOX	Not Payable
129	MORTUARY CHARGES	Payable up to 24 hrs, shifting charges not payable
130	MEDICO LEGAL CASE CHARGES (MLC CHARGES)	Not Payable
EXTERNAL DURABLE DEVICES		
131	WALKING AIDS CHARGES	Not Payable
132	BIPAP MACHINE	Not Payable
133	COMMODORE	Not Payable
134	CPAP/ CAPD EQUIPMENTS	Device not payable
135	INFUSION PUMP – COST	Device not payable
136	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
137	PULSEOXYMETER CHARGES	Device not payable
138	SPACER	Not Payable
139	SPIROMETRE	Device not payable
140	SPO2 PROBE	Not Payable
141	NEBULIZER KIT	Not Payable
142	STEAM INHALER	Not Payable
143	ARMSLING	Not Payable
144	THERMOMETER	Not Payable
145	CERVICAL COLLAR	Not Payable
146	SPLINT	Not Payable
147	DIABETIC FOOT WEAR	Not Payable
148	KNEE BRACES (LONG/ SHORT/ HINGED)	Not Payable
149	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER	Not Payable
150	LUMBOSACRAL BELT	Payable for surgery of lumbar

		spine.
151	NIMBUS BED OR WATER OR AIR BED CHARGES	Payable for any ICU patient requiring more than 3 days in ICU, all patients with paraplegia /quadriplegia for any reason and at reasonable cost of approximately Rs 200/day
152	AMBULANCE COLLAR	Not Payable
153	AMBULANCE EQUIPMENT	Not Payable
154	MICROSHEILD	Not Payable
155	ABDOMINAL BINDER	Essential and should be paid in post-surgery patients of major abdominal surgery including TAH, LSCS, incisional hernia repair, exploratory laparotomy for intestinal obstruction, liver transplant etc.
ITEMS PAYABLE IF SUPPORTED BY A PRESCRIPTION		
156	BETADINE / HYDROGEN PEROXIDE / SPIRIT / DISINFECTANTS ETC	Not Payable
157	PRIVATE NURSES CHARGES - SPECIAL NURSING CHARGES Post hospitalization nursing charges	Not Payable
158	NUTRITION PLANNING CHARGES - DIETICIAN CHARGESDIET CHARGES	Patient Diet provided by hospital is payable
159	SUGAR FREE Tablets	Payable -Sugar free variants of admissible medicines are not excluded
160	CREAMS POWDERS LOTIONS	Payable when prescribed (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
161	Digestion gels	Payable when prescribed
162	ECG ELECTRODES	One set every second day is Payable.
163	GLOVES Sterilized	Gloves payable / unsterilized gloves not payable
164	HIV KIT	payable Pre-operative screening
165	LISTERINE/ ANTISEPTIC MOUTHWASH	Payable when prescribed
166	LOZENGES	Payable when prescribed
167	MOUTH PAINT	Payable when prescribed
168	NEBULISATION KIT	If used during Hospitalisation is Payable reasonably
169	NOVARAPID	Payable when prescribed
170	VOLINI GEL/ ANALGESIC GEL	Payable when prescribed
171	ZYTEE GEL	Payable when prescribed
172	VACCINATION CHARGES	Routine Vaccination not Payable / Post Bite Vaccination Payable
PART OF HOSPITAL'S OWN COSTS AND NOT PAYABLE		
173	AHD	Not Payable - Part of Hospital's internal Cost
174	ALCOHOL SWABES	Not Payable - Part of Hospital's internal Cost
175	SCRUB SOLUTION/STERILLIUM	Not Payable - Part of Hospital's internal Cost

OTHERS		
176	VACCINE CHARGES FOR BABY	Not Payable
177	AESTHETIC TREATMENT / SURGERY	Not Payable
178	TPA CHARGES	Not Payable
179	VISCO BELT CHARGES	Not Payable
180	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]	Not Payable
181	EXAMINATION GLOVES	Not payable
182	KIDNEY TRAY	Not Payable
183	MASK	Not Payable
184	OUNCE GLASS	Not Payable
185	OUTSTATION CONSULTANT'S/ SURGEON'S FEES	Not payable
186	OXYGEN MASK	Not Payable
187	PAPER GLOVES	Not Payable
188	PELVIC TRACTION BELT	Payable in case of PIVD requiring traction
189	REFERAL DOCTOR'S FEES	Not Payable
190	ACCU CHECK (Glucometry/ Strips)	Not payable pre Hospitalisation or post Hospitalisation / Reports and Charts required / Device not payable
191	PAN CAN	Not Payable
192	SOFNET	Not Payable
193	TROLLY COVER	Not Payable
194	UROMETER, URINE JUG	Not Payable
195	AMBULANCE	Payable
196	TEGADERM / VASOFIX SAFETY	Payable - maximum of 3 in 48 hrs and then 1 in 24 hrs
197	URINE BAG	Payable where Medically Necessary - maximum 1 per 24 hrs
198	SOFTOVAC	Not Payable
199	STOCKINGS	Payable for case like CABG etc.

ANNEXURE II: CONTACT DETAILS OF INSURANCE OMBUDSMEN

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014 Tel.:- 079-27546840 Fax : 079-27546142 Email: ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman, Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL(M.P.)-462 023. Tel.:- 0755-2569201 Fax : 0755-2769203 Email: bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email: ioobbsr@dataone.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.:- 0172-2706468 Fax : 0172-2708274 Email: ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Insurance Ombudsman, Office of the Insurance Ombudsman, FathimaAkhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 / 5284 Fax : 044-24333664 Email: Chennaiinsuranceombudsman@gmail.com	Tamil Nadu, UT– Pondicherry Town and Karaikal (which are part of UT of Pondicherry)

<p>NEW DELHI</p>	<p>ShriSurendra Pal Singh Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23239633 Fax : 011-23230858 Email: iobdelraj@rediffmail.com</p>	<p>Delhi & Rajasthan</p>
<p>GUWAHATI</p>	<p>Shri D.C. Choudhury, Insurance Ombudsman, Office of the Insurance Ombudsman, “JeevanNivesh”, 5th Floor, Near PanbazarOverbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.:- 0361-2132204/5 Fax : 0361-2732937 Email: ombudsmanghy@rediffmail.com</p>	<p>Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura</p>
<p>HYDERABAD</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2-46, 1st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004. Tel : 040-65504123 Fax: 040-23376599 Email: insombudhyd@gmail.com</p>	<p>Andhra Pradesh, Karnataka and UT of Yanam – a part of the UT of Pondicherry</p>
<p>KOCHI</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, ERNAKULAM-682 015. Tel : 0484-2358759 Fax : 0484-2359336 Email: iokochi@asianetindia.com</p>	<p>Kerala , UT of (a) Lakshadweep , (b) Mahe – a part of UT of Pondicherry</p>
<p>KOLKATA</p>	<p>Ms. ManikaDatta Insurance Ombudsman, Office of the Insurance Ombudsman, 4th Floor, Hindusthan Bldg. Annexe, 4, C.R.Avenue, Kolkatta – 700 072. Tel: 033 22124346/(40) Fax: 033 22124341 Email: iombsbpa@bsnl.in</p>	<p>West Bengal , Bihar , Jharkhand and UT of Andeman& Nicobar Islands , Sikkim</p>

<p>LUCKNOW</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, JeevanBhawan, Phase-2, 6th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel : 0522 -2231331 Fax : 0522-2231310 Email: insombudsman@rediffmail.com</p>	<p>Uttar Pradesh and Uttaranchal</p>
<p>MUMBAI</p>	<p>Insurance Ombudsman, Office of the Insurance Ombudsman, S.V. Road, Santacruz(W), MUMBAI-400 054. Tel : 022-26106928 Fax : 022-26106052 Email: ombudsmanmumbai@gmail.com</p>	<p>Maharashtra , Goa</p>



MEMBER PREMIUM ZONE I (Mumbai)								MEMBER PREMIUM ZONE II(Delhi, Bangalore)						MEMBER PREMIUM ZONE III (Rest of India)						
Age Band	Sum Insured	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child	
86-90 yrs	5,00,000	26,109	39,164					24,816	37,225					21,595	32,393					
81-85 yrs		23,736	35,604					22,560	33,841					19,632	29,448					
76-80 yrs		21,578	32,367					20,510	30,764					17,848	26,771					
71-75 yrs		19,616	29,424					18,645	27,968					16,225	24,338					
66-70 yrs		17,833	26,750					16,950	25,425					14,750	22,125					
61-65 yrs		15,632	23,448					13,950	20,925					12,466	18,699					
56-60 yrs		13,844	20,766	24,227	27,688	17,305	20,766	11,900	17,850	20,825	23,800	14,875	17,850	10,775	16,163	18,856	21,550	13,469	16,163	
51-55 yrs		10,634	15,951	18,610	21,268	13,293	15,951	10,500	15,750	18,375	21,000	13,125	15,750	8,800	13,200	15,400	17,600	11,000	13,200	
46-50 yrs		9,850	14,775	17,238	19,700	12,313	14,775	8,950	13,425	15,663	17,900	11,188	13,425	7,575	11,363	13,256	15,150	9,469	11,363	
41-45 yrs		5,245	7,867	9,178	10,490	6,556	7,867	4,490	6,735	7,858	8,980	5,613	6,735	4,020	6,030	7,035	8,040	5,025	6,030	
36-40 yrs		4,050	6,075	7,088	8,100	5,063	6,075	3,645	5,468	6,379	7,290	4,556	5,468	3,240	4,860	5,670	6,480	4,050	4,860	
21-35 yrs		3,529	5,293	6,175	7,057	4,411	5,293	3,176	4,764	5,558	6,352	3,970	4,764	2,823	4,234	4,940	5,646	3,529	4,234	
86-90 yrs		7,00,000	32,637	48,955					31,021	46,531					26,994	40,492				
81-85 yrs			29,670	44,504					28,201	42,301					24,540	36,810				
76-80 yrs	26,972		40,459					25,637	38,455					22,309	33,464					
71-75 yrs	24,520		36,781					23,306	34,959					20,281	30,422					
66-70 yrs	22,291		33,437					21,188	31,781					18,438	27,656					
61-65 yrs	19,540		29,310					17,438	26,156					15,583	23,374					
56-60 yrs	17,305		25,958	30,284	34,610	21,631	25,958	14,875	22,313	26,031	29,750	18,594	22,313	13,469	20,203	23,570	26,938	16,836	20,203	
51-55 yrs	13,293		19,939	23,262	26,585	16,616	19,939	13,125	19,688	22,969	26,250	16,406	19,688	11,000	16,500	19,250	22,000	13,750	16,500	
46-50 yrs	12,313		18,469	21,547	24,625	15,391	18,469	11,188	16,781	19,578	22,375	13,984	16,781	9,469	14,203	16,570	18,938	11,836	14,203	
41-45 yrs	6,556		9,834	11,473	13,112	8,195	9,834	5,613	8,419	9,822	11,225	7,016	8,419	5,025	7,538	8,794	10,050	6,281	7,538	
36-40 yrs	5,063		7,594	8,859	10,125	6,328	7,594	4,556	6,834	7,973	9,113	5,695	6,834	4,050	6,075	7,088	8,100	5,063	6,075	
21-35 yrs	4,411		6,616	7,719	8,822	5,513	6,616	3,970	5,955	6,947	7,939	4,962	5,955	3,529	5,293	6,175	7,057	4,411	5,293	
86-90 yrs	10,00,000		39,164	58,746					37,225	55,837					32,393	48,590				
81-85 yrs			35,604	53,405					33,841	50,761					29,448	44,173				
76-80 yrs		32,367	48,550					30,764	46,146					26,771	40,157					
71-75 yrs		29,424	44,137					27,968	41,951					24,338	36,506					
66-70 yrs		26,750	40,124					25,425	38,138					22,125	33,188					
61-65 yrs		23,448	35,172					20,925	31,388					18,699	28,049					
56-60 yrs		20,766	31,149	36,341	41,532	25,958	31,149	17,850	26,775	31,238	35,700	22,313	26,775	16,163	24,244	28,284	32,325	20,203	24,244	
51-55 yrs		15,951	23,927	27,914	31,902	19,939	23,927	15,750	23,625	27,563	31,500	19,688	23,625	13,200	19,800	23,100	26,400	16,500	19,800	
46-50 yrs		14,775	22,163	25,856	29,550	18,469	22,163	13,425	20,138	23,494	26,850	16,781	20,138	11,363	17,044	19,884	22,725	14,203	17,044	
41-45 yrs		7,867	11,801	13,767	15,734	9,834	11,801	6,735	10,103	11,786	13,470	8,419	10,103	6,030	9,045	10,553	12,060	7,538	9,045	
36-40 yrs		6,075	9,113	10,631	12,150	7,594	9,113	5,468	8,201	9,568	10,935	6,834	8,201	4,860	7,290	8,505	9,720	6,075	7,290	
21-35 yrs		5,293	7,939	9,263	10,586	6,616	7,939	4,764	7,145	8,336	9,527	5,955	7,145	4,234	6,352	7,410	8,469	5,293	6,352	
86-90 yrs		15,00,000	52,871	79,307					50,253	75,380					43,731	65,596				
81-85 yrs			48,065	72,097					45,685	68,527					39,755	59,633				
76-80 yrs	43,695		65,543					41,532	62,298					36,141	54,212					
71-75 yrs	39,723		59,585					37,756	56,634					32,856	49,283					
66-70 yrs	34,774		52,162					33,053	49,579					28,763	43,144					
61-65 yrs	30,482		45,724					27,203	40,804					24,309	36,463					
56-60 yrs	26,996		40,494	47,243	53,992	33,745	40,494	23,205	34,808	40,609	46,410	29,006	34,808	21,011	31,517	36,770	42,023	26,264	31,517	
51-55 yrs	19,939		29,908	34,893	39,878	24,923	29,908	19,688	29,531	34,453	39,375	24,609	29,531	16,500	24,750	28,875	33,000	20,625	24,750	
46-50 yrs	18,469		27,703	32,320	36,938	23,086	27,703	16,781	25,172	29,367	33,563	20,977	25,172	14,203	21,305	24,855	28,406	17,754	21,305	
41-45 yrs	9,441		14,161	16,521	18,881	11,801	14,161	8,082	12,123	14,144	16,164	10,103	12,123	7,236	10,854	12,663	14,472	9,045	10,854	
36-40 yrs	7,290		10,935	12,758	14,580	9,113	10,935	6,561	9,842	11,482	13,122	8,201	9,842	5,832	8,748	10,206	11,664	7,290	8,748	
21-35 yrs	6,352		9,527	11,115	12,703	7,939	9,527	5,716	8,575	10,004	11,433	7,145	8,575	5,081	7,622	8,892	10,162	6,352	7,622	
86-90 yrs	20,00,000		62,124	93,186					59,048	88,572					51,384	77,076				
81-85 yrs			56,476	84,714					53,680	80,520					46,712	70,069				
76-80 yrs		51,342	77,013					48,800	73,200					42,466	63,699					
71-75 yrs		46,675	70,012					44,363	66,545					38,605	57,908					
66-70 yrs		39,991	59,986					38,010	57,016					33,077	49,615					
61-65 yrs		35,055	52,582					31,283	46,924					27,955	41,933					
56-60 yrs		31,045	46,568	54,329	62,090	38,806	46,568	26,686	40,029	46,700	53,372	33,357	40,029	24,163	36,244	42,285	48,326	30,204	36,244	
51-55 yrs		22,431	33,647	39,254	44,862	28,039	33,647	22,148	33,223	38,760	44,297	27,686	33,223	18,563	27,844	32,484	37,125	23,203	27,844	
46-50 yrs		20,777	31,166	36,360	41,555	25,972	31,166	18,879	28,318	33,038	37,758	23,599	28,318	15,979	23,968	27,962	31,957	19,973	23,968	
41-45 yrs		10,385	15,577	18,173	20,769	12,981	15,577	8,890	13,335	15,558	17,780	11,113	13,335	7,960	11,939	13,929	15,919	9,950	11,939	
36-40 yrs		8,019	12,029	14,033	16,038	10,024	12,029	7,217	10,826	12,630	14,434	9,021	10,826	6,415	9,623	11,227	12,830	8,019	9,623	
21-35 yrs		6,987	10,480	12,227	13,973	8,733	10,480	6,288	9,432	11,004	12,576	7,860	9,432	5,589	8,384	9,781	11,179	6,987	8,384	

EMPLOYEE PREMIUM ZONE I (Mumbai)								EMPLOYEE PREMIUM ZONE II(Delhi, Bangalore)						EMPLOYEE PREMIUM ZONE III (Rest of India)					
Age Band	Sum Insured	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child	Self	Self + Spouse	Self + Spouse + 1 Child	Self + Spouse + 2 Child	Self + 1 Child	Self + 2 Child
56-60 yrs	3,00,000	9,350	14,025	16,363	18,700	11,688	14,025	8,415	12,623	14,726	16,830	10,519	12,623	7,480	11,220	13,090	14,960	9,350	11,220
51-55 yrs		7,932	11,898	13,880	15,863	9,915	11,898	7,139	10,708	12,492	14,277	8,923	10,708	6,345	9,518	11,104	12,691	7,932	9,518
46-50 yrs		6,842	10,263	11,973	13,684	8,552	10,263	6,158	9,236	10,776	12,315	7,697	9,236	5,473	8,210	9,579	10,947	6,842	8,210
41-45 yrs		3,519	5,279	6,159	7,038	4,399	5,279	3,167	4,751	5,543	6,335	3,959	4,751	2,815	4,223	4,927	5,631	3,519	4,223
36-40 yrs		2,829	4,244	4,951	5,659	3,537	4,244	2,546	3,820	4,456	5,093	3,183	3,820	2,263	3,395	3,961	4,527	2,829	3,395
21-35 yrs		2,363	3,544	4,134	4,725	2,953	3,544	2,126	3,189	3,721	4,253	2,658	3,189	1,890	2,835	3,308	3,780	2,363	2,835
56-60 yrs	5,00,000	13,844	20,766	24,227	27,688	17,305	20,766	11,900	17,850	20,825	23,800	14,875	17,850	10,775	16,163	18,856	21,550	13,469	16,163
51-55 yrs		10,634	15,951	18,610	21,268	13,293	15,951	10,500	15,750	18,375	21,000	13,125	15,750	8,800	13,200	15,400	17,600	11,000	13,200
46-50 yrs		9,850	14,775	17,238	19,700	12,313	14,775	8,950	13,425	15,663	17,900	11,188	13,425	7,575	11,363	13,256	15,150	9,469	11,363
41-45 yrs		5,245	7,867	9,178	10,490	6,556	7,867	4,490	6,735	7,858	8,980	5,613	6,735	4,020	6,030	7,035	8,040	5,025	6,030
36-40 yrs		4,050	6,075	7,088	8,100	5,063	6,075	3,645	5,468	6,379	7,290	4,556	5,468	3,240	4,860	5,670	6,480	4,050	4,860
21-35 yrs		3,529	5,293	6,175	7,057	4,411	5,293	3,176	4,764	5,558	6,352	3,970	4,764	2,823	4,234	4,940	5,646	3,529	4,234

STUDENT PREMIUM	ZONE I	ZONE II	ZONE III	
16-35 yrs	1,00,000	788	675	600
	2,00,000	1,227	1,052	935

MEMBER'S PARENTS		ZONE I (Mumbai)		ZONE II(Delhi & Bangalore)		ZONE III	
Age Band	Sum Insured	1 parent	2 parents	1 parent	2 parents	1 parent	2 parents
86-90 yrs	5,00,000	27,770	41,654	24,993	37,489	22,216	33,323
81-85 yrs		25,245	37,868	22,721	34,081	20,196	30,294
76-80 yrs		22,950	34,425	20,655	30,983	18,360	27,540
71-75 yrs		19,940	29,910	17,946	26,919	15,952	23,928
66-70 yrs		17,700	26,550	15,930	23,895	14,160	21,240
61-65 yrs		15,160	22,740	13,644	20,466	12,128	18,192
56-60 yrs		12,586	18,879	11,327	16,991	10,069	15,103
51-55 yrs		10,398	15,597	9,358	14,037	8,318	12,478
86-90 yrs	7,00,000	34,712	52,068	31,241	46,861	27,770	41,654
81-85 yrs		31,556	47,334	28,401	42,601	25,245	37,868
76-80 yrs		28,688	43,031	25,819	38,728	22,950	34,425
71-75 yrs		24,925	37,388	22,433	33,649	19,940	29,910
66-70 yrs		22,125	33,188	19,913	29,869	17,700	26,550
61-65 yrs		18,950	28,425	17,055	25,583	15,160	22,740
56-60 yrs		15,733	23,599	14,159	21,239	12,586	18,879
51-55 yrs		12,998	19,496	11,698	17,547	10,398	15,597
86-90 yrs	10,00,000	41,654	62,481	37,489	56,233	33,323	49,985
81-85 yrs		37,868	56,801	34,081	51,121	30,294	45,441
76-80 yrs		34,425	51,638	30,983	46,474	27,540	41,310
71-75 yrs		29,910	44,865	26,919	40,379	23,928	35,892
66-70 yrs		26,550	39,825	23,895	35,843	21,240	31,860
61-65 yrs		22,740	34,110	20,466	30,699	18,192	27,288
56-60 yrs		18,879	28,319	16,991	25,487	15,103	22,655
51-55 yrs		15,597	23,396	14,037	21,056	12,478	18,716
EMPLOYEE'S PARENTS		ZONE I (Mumbai)		ZONE II(Delhi & Bangalore)		ZONE III	
Age Band	Sum Insured	1 parent	2 parents	1 parent	2 parents	1 parent	2 parents
76-80 yrs	3,00,000	13,631	20,447	12,268	18,402	10,905	16,357
71-75 yrs		11,873	17,810	10,686	16,029	9,498	14,248
66-70 yrs		10,480	15,720	9,432	14,148	8,384	12,576
61-65 yrs		9,240	13,860	8,316	12,474	7,392	11,088
56-60 yrs		7,400	11,100	6,660	9,990	5,920	8,880
51-55 yrs		6,300	9,450	5,670	8,505	5,040	7,560
76-80 yrs	5,00,000	22,950	34,425	20,655	30,983	18,360	27,540
71-75 yrs		19,940	29,910	17,946	26,919	15,952	23,928
66-70 yrs		17,700	26,550	15,930	23,895	14,160	21,240
61-65 yrs		15,160	22,740	13,644	20,466	12,128	18,192
56-60 yrs		12,586	18,879	11,327	16,991	10,069	15,103
51-55 yrs		10,398	15,597	9,358	14,037	8,318	12,478

Loading in premium for renewal between age of 81-85 yrs - 10% per year on the expiring policy premium.	
Loading in premium for renewal between age of 86-90 yrs - 20% per year on the expiring policy premium.	