

# HDFC ERGO General Insurance Company Limited

## Frequently Asked Question's (FAQ's)

### WHAT IS THIS PLAN ALL ABOUT

HDFC ERGO my:health Critical Suraksha Plus is a policy exclusively designed to provide comprehensive cover for Critical Illnesses with an option to choose a cover with single or multiple claim payouts.

### WHAT ARE THE CHECKS TO BE DONE AFTER RECEIVING THE POLICY?

Check the correctness and completeness of below points in the policy schedule:

- Insured's Name or Proposer's Name (Salutation, Gender, Spelling)
- Correspondence Address (House number, Street name, Locality, Pincode, City, Village, Landmark, etc.)
- Mobile Number, Landline Number and Personal E-mail ID
- Policy Period
- Coverage or Sum Insured Details
- Date of Birth of insured

### my:health Mobile App

#### Features:

- Health Calculators
- Vaccination
- Blood Donations
- Physical Activities
- Reliable offers, discounts on services and consultation
- Complete data security
- Cashless OPD and reimbursement
- Improved interactions

**Download the App now**

### WOULD I RECEIVE ANY CONFIRMATION ON THE CHANGES DONE IN MY POLICY?

You would receive an endorsed policy schedule reflecting the changes made in the policy details on your correspondence address as per policy. Same would be captured in the policy under the section "List of endorsements".

### DO I GET INCOME TAX BENEFIT?

Yes, you can avail a Tax benefit under Section 80D of Income Tax Act 1961 (Subject to change in Income Tax law). Tax certificate is provided along with the policy copy. You can mail the same on your registered Email Id through Insurance Portfolio Organiser, online.

### HOW DO I RENEW MY POLICY?

You can renew your policy through any of the below options:

- Visit our website [www.hdfcergo.com](http://www.hdfcergo.com) and go to the Instant Renewal section
- Give us a missed call on **1800 315 7272** and get quick assistance from Renewal expert
- Call us on **022 6234 6234 / 0120 6234 6234** and renew instantly
- Courier the Cheque / Demand Draft in favour of "HDFC ERGO General Insurance Company Ltd" to our Customer service office
- Visit our nearest branch or contact your agent

### WHAT IS THE CLAIM PROCEDURES?

#### 1. DETAILS TO KEEP HANDY WHILE REGISTERING A CLAIM

- Policy Number
- Nature of disease/illness
- Brief history of diagnosis (first diagnosis date is mandatory)

#### 2. HOW DO I FILE MY CLAIM?

- For Reimbursement claim intimation, customer should visit [www.hdfcergo.com](http://www.hdfcergo.com) > Help > Claim registration OR Send duly signed claim form along with required documents to below address  
HDFC ERGO General Insurance company Ltd, 5th floor, Tower 1, Stellar IT Park, C-25, Sector-62, Noida, UP, India - 201301.
- For preauth claim write to us [preauth@hdfcergo.com](mailto:preauth@hdfcergo.com)

#### 3. WHAT ARE THE BASIC DOCUMENTS REQUIRED IN CASE OF A CLAIM?

- Duly filled and signed claim form (available on our website)
- Copy of Photo ID proof of insured and claimant
- Discharge card and original discharge summary
- Consultation note/ Relevant treatment papers
- All relevant medical reports along with supporting invoices and doctors requisition advising the same
- Original and final hospitalisation bills with detailed breakup
- Pharmacy bills along with prescriptions

*Please note: This is not an exhaustive list. Additional docs may be required on case to case basis.*

### HOW TO TRACK MY CLAIM STATUS?

You can track your claim status through any of the options below:

- Visit our website [www.hdfcergo.com](http://www.hdfcergo.com) -> Help -> Track your claim section
- Download mobile app, link your policy and track real time status
- Visit Mobile App (IPO): Login into online insurance portfolio organizer (IPO) on the home page of our website [www.hdfcergo.com](http://www.hdfcergo.com)

*Kindly mention your claim number and/or policy/reference number in the correspondence*

### HOW TO CONTACT US?

For claim /Policy Related please calls us at 022 6234 6234 /0120 6234 6234 or Visit the Help Section on [www.hdfcergo.com](http://www.hdfcergo.com)

## Convenience at your fingertips

On the HELP section of our website, you can:



Get Policy Copy/  
80D Tax Certificate



Make Changes on Policy



Track Claim Status



Update Contact Details

my:health Critical Suraksha Plus

**Insuring Clause**

In consideration of payment of Premium by **You,We** will provide insurance cover to the **Insured Person(s)** under this **Policy** up to **Sum Insured** or limits mentioned on the Schedule of Coverage in the **Policy** schedule. This **Policy** is subject to **Your** statements in respect of all the Insured Persons in Proposal form, declaration and/or medical reports, payment of premium and the terms and conditions of this **Policy**.

**Definitions**

Certain words used in the Coverage description have specific meanings which are mentioned in Definitions and which impacts the Coverage. All such words, where ever mentioned in this document are mentioned in Bold to enable you to identify that particular word has a specific meaning for which You need to refer Section – E, Definitions.

|   | <b>Critical illness / Surgical Procedure</b> | <b>Stage</b> | <b>Percentage of Sum Insured Payable</b>               | <b>Waiting Period Applicable</b> |
|---|--|--------------|--|----------------------------------|
| 2 | Cancer of specified severity                 | Major        | 100% of Sum Insured                                    | 90 days                          |
| 3 | Aplastic Anemia                              | Major        | 100% of Sum Insured                                    | 90 days                          |
| 4 | Major Organ Transplant – Bone Marrow         | Major        | 100% of Sum Insured                                    | 90 days                          |
| 5 | Early Stage Cancer                           | Minor        | 25% of Sum Insured subject to maximum of Rs. 1,000,000 | 180 days                         |
| 6 | Carcinoma in situ                            | Minor        |  |                                  |

**2. Heart Cover**

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** as listed below, whose diagnosis first commence/occurs after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay **Sum Insured** or percentage of **Sum Insured** in accordance with table below:

|    | <b>Critical Ailments/ Procedures</b>                             | <b>Stage</b> | <b>Percentage of Sum Insured Payable</b> | <b>Waiting Period Applicable</b> |
|----|--|--------------|--|----------------------------------|
| 1  | Open Chest CABG  | Major        | 100% of Sum Insured                      | 90 days                          |
| 2  | Myocardial Infarction (First Heart Attack of specified severity) | Major        |  |                                  |
| 3  | Open Heart Replacement or Repair of Heart Valves                 | Major        |  |                                  |
| 4  | Major Organ Transplant – Heart                                   | Major        |  |                                  |
| 5  | Surgery of Aorta   | Major        |  |                                  |
| 6  | Primary (Idiopathic) Pulmonary Hypertension                      | Major        |  |                                  |
| 7  | Other serious coronary artery disease                            | Major        |  |                                  |
| 8  | Dissecting Aortic Aneurysm                                       | Major        |  |                                  |
| 9  | Cardiomyopathy   | Major        |  |                                  |
| 10 | Eisenmenger’s Syndrome   | Major        |  |                                  |
| 11 | Infective Endocarditis   | Major        |  |                                  |

**SECTION A. BASE COVERS**

**I. Critical Illnesses Cover**

**1. Cancer Cover**

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** as listed below, whose diagnosis first commence/occurs after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay **Sum Insured** or percentage of **Sum Insured** in accordance with table below:

|   | <b>Critical illness / Surgical Procedure</b> | <b>Stage</b> | <b>Percentage of Sum Insured Payable</b> | <b>Waiting Period Applicable</b> |
|---|--|--------------|--|----------------------------------|
| 1 | <b>Malignant Cancer of specified Sites</b>   | Major        | 100% of Sum Insured                      | 90 days                          |
|   | <b>Specified Sites- Female</b>               |              |  |                                  |
|   | Breast                                       |              |  |                                  |
|   | Cervix                                       |              |  |                                  |
|   | Uterus                                       |              |  |                                  |
|   | Fallopian Tube                               |              |  |                                  |
|   | Ovary  |              |  |                                  |
|   | Vagina/Vulva                                 |              |  |                                  |
| 1 | <b>Specified Sites- Male</b>                 | Major        | 100% of Sum Insured                      | 90 days                          |
|   | Head and Neck                                |              |  |                                  |
|   | Lung   |              |  |                                  |
|   | Stomach                                      |              |  |                                  |
|   | Colorectum                                   |              |  |                                  |
|   | Prostate                                     |              |  |                                  |

|    | Critical Ailments/<br>Procedures      | Stage | Percentage of<br>Sum Insured<br>Payable                 | Waiting<br>Period<br>Applicable |
|----|---------------------------------------|-------|---|---------------------------------|
| 12 | Angioplasty                           | Minor | 25% subject<br>to maximum<br>payout of INR<br>1,000,000 | 180 days                        |
| 13 | Balloon Valvotomy<br>or Valvuloplasty | Minor |   |                                 |
| 14 | Insertion of<br>Pacemaker             | Minor |   |                                 |

### 3. Nervous System Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** listed below after the applicable Waiting Period from commencement of first **Policy** with **Us, We** will pay **Sum Insured** in accordance with table below:

|    | Critical illness /<br>Surgical Procedure               | Stage | Percentage of<br>Sum Insured<br>Payable | Waiting<br>Period<br>Applicable |
|----|--|-------|---|---------------------------------|
| 1  | Multiple Sclerosis<br>with persisting<br>symptoms      | Major | 100% of Sum<br>Insured                  | 90 days                         |
| 2  | Permanent Paralysis<br>of Limbs                        | Major |   |                                 |
| 3  | Stroke resulting<br>in permanent<br>symptoms           | Major |   |                                 |
| 4  | Benign Brain<br>Tumour                                 | Major |   |                                 |
| 5  | Coma of specified<br>severity                          | Major |   |                                 |
| 6  | Parkinson's Disease                                    | Major |   |                                 |
| 7  | Alzheimer's Disease                                    | Major |   |                                 |
| 8  | Motor Neurone<br>Disease with<br>permanent<br>symptoms | Major |   |                                 |
| 9  | Muscular Dystrophy                                     | Major |   |                                 |
| 10 | Apallic Syndrome                                       | Major |   |                                 |
| 11 | Bacterial Meningitis                                   | Major |   |                                 |
| 12 | Creutzfeldt-Jakob<br>Disease (CJD)                     | Major |   |                                 |
| 13 | Encephalitis   | Major |   |                                 |
| 14 | Major Head Trauma                                      | Major |   |                                 |
| 15 | Progressive<br>Supranuclear Palsy                      | Major |   |                                 |
| 16 | Brain Surgery  | Major |   |                                 |
| 17 | Loss of Speech   | Major |   |                                 |

### 4. Other Major Organ Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** listed below after the applicable Waiting Period from commencement of first **Policy** with **Us, We** will pay percentage of **Sum Insured** in accordance with table below:

|    | Critical illness/<br>Surgical Procedure                               | Stage | Percentage of<br>Sum Insured<br>Payable                 | Waiting<br>Period<br>Applicable |
|----|---|-------|---|---------------------------------|
| 1  | Kidney failure<br>requiring regular<br>dialysis                       | Major | 100% of Sum<br>Insured                                  | 90 days                         |
| 2  | Major Organ<br>Transplant – Kidney,<br>Lung, Liver and<br>Pancreas    | Major |   |                                 |
| 3  | End Stage Liver<br>Failure  | Major |   |                                 |
| 4  | Medullary Cystic<br>Disease   | Major |   |                                 |
| 5  | Systemic Lupus<br>Erythematosus with<br>Lupus Nephritis               | Major |   |                                 |
| 6  | End Stage Lung<br>Failure   | Major |   |                                 |
| 7  | Fulminant Hepatitis   | Major |   |                                 |
| 8  | Chronic Adrenal<br>Insufficiency<br>(Addison's Disease)               | Major |   |                                 |
| 9  | Progressive<br>Scleroderma  | Major |   |                                 |
| 10 | Chronic Relapsing<br>Pancreatitis                                     | Major |   |                                 |
| 11 | Elephantiasis   | Major |   |                                 |
| 12 | HIV due to blood<br>transfusion and<br>occupationally<br>acquired HIV | Major |   |                                 |
| 13 | Terminal Illness  | Major |   |                                 |
| 14 | Myelofibrosis   | Major |   |                                 |
| 15 | Pheochromocytoma  | Major |   |                                 |
| 16 | Crohn's Disease   | Major |   |                                 |
| 17 | Severe Rheumatoid<br>Arthritis  | Major |   |                                 |
| 18 | Severe Ulcerative<br>Colitis  | Major |   |                                 |
| 19 | Deafness  | Major |   |                                 |
| 20 | Blindness   | Major |   |                                 |
| 21 | Third Degree Burns  | Major |   |                                 |
| 22 | Severe<br>Osteoporosis  | Minor | 25% subject<br>to maximum<br>payout of INR<br>1,000,000 | 1 80 days                       |

### Covers and General Conditions applicable to Section AI, 1 to 4

#### 1. Reduced Premium Benefit

If **Insured Person** is diagnosed with any covered Minor condition covered under this section and for which Claim is admissible under the **Policy, We** will waive 50% of the applicable Annual **Renewal** Premium on subsequent **Renewal** of **Policy** with **Us** subject to:

i. Premium will be waived for the **Renewal of Insured Person** for whom the claim has been made, to the extent applicable to Coverage, terms and conditions corresponding to expiring year **Policy**.

ii. Premium will be waived for subsequent **Renewal of 5 Policy Years** only.

## 2. Survival Period

Claim under Section AI, 1 to 4is payable only if **Insured Person** survives 7 days from the diagnosis and fulfillment of the definition of the **Critical Illness** or **Surgical Procedure** covered.

The Claim is admissible only with confirmatory diagnosis of the conditions covered while the **Insured Person** is alive (A claim would not be admitted if the diagnosis is made post mortem)

## 3. Number of Claims and Benefits payable

Only one claim is payable under each of the stages given below during lifetime of the **Policy** under this Section subject to maximum 100% of Sum Insured mentioned on the Policy Schedule irrespective of Number of Sections opted and Number of Policies held by the Insured Person.

**Minor Stage** - On the admissibility of Claim under Minor Stage condition under the **Policy**, coverage for all other Minor stage Conditions shall cease to exist. The **Policy** shall continue to Cover Major Stage condition for the Balance Sum Insured.

**Major Stage** – On the admissibility of Claim under Major Stage condition, coverage under this **Policy** shall cease to exist.

In the event where an Insured Person holds multiple Policies insuring different Covers under this Section of this product, Claim will be admissible under one Cover only and Total Sum Insured as applicable under such Cover across all policies of this product will be paid by the Company. Insurance for other Covers, if applicable, shall cease to exist.

## II. Multipay Critical Illnesses Cover

### 1. Cancer Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** as listed below, whose diagnosis first commence/occurs after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay **Sum Insured** or percentage of **Sum Insured** in accordance with table below:

|   | Critical illness / Surgical Procedure | Stage | Percentage of Sum Insured Payable | Waiting Period Applicable |
|---|---------------------------------------|-------|-----------------------------------|---------------------------|
| 1 | Cancer of Specified Severity          | Major | 100% of Sum Insured               | 90 days                   |
| 2 | Aplastic Anemia                       | Major |                                   |                           |
| 3 | Major Organ Transplant – Bone Marrow  | Major |                                   |                           |

### 2. Heart Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** as listed below, whose diagnosis first commence/occurs after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay **Sum Insured** or percentage of **Sum Insured** in accordance with table below:

| A  | Critical Ailments/ Surgical Procedures                           | Stage | Percentage of Sum Insured Payable             | Waiting Period Applicable |
|----|--|-------|---|---------------------------|
| 1  | Open Chest CABG  | Major | 100% of Sum Insured                           | 90 days                   |
| 2  | Myocardial Infarction (First Heart Attack of specified severity) | Major |   |                           |
| 3  | Open Heart Replacement or Repair of Heart Valves                 | Major |   |                           |
| 4  | Major Organ Transplant – Heart                                   | Major |   |                           |
| 5  | Surgery of Aorta   | Major |   |                           |
| 6  | Primary (Idiopathic) Pulmonary Hypertension                      | Major |   |                           |
| 7  | Other serious coronary artery disease                            | Major |   |                           |
| 8  | Dissecting Aortic Aneurysm                                       | Major |   |                           |
| 9  | Cardiomyopathy   | Major |   |                           |
| 10 | Eisenmenger's Syndrome   | Major |   |                           |
| 11 | Infective Endocarditis   | Major |   |                           |
| B* | Angioplasty  | Minor | 25% subject to maximum payout of INR1,000,000 | 180 days                  |

### \*B - Angioplasty

**We** will pay 25% of **Sum Insured** subject to maximum of INR 10,00,000 if **Insured Person** undergoes Angioplasty, whose diagnosis and/or manifestation first commence/occurs more than 180 days after the commencement of first **Policy** with Us.

On the admissibility of Claim under Angioplasty, coverage for Angioplasty shall cease to exist. The **Policy** shall continue to cover other **Critical illness** or **Surgical Procedure** under this cover, for Balance **Sum Insured** in accordance with table above.

### 3. Nervous System Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** listed below after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay percentage of **Sum Insured** in accordance with table below:

|   | Critical illness / Surgical Procedure       | Stage | Percentage of Sum Insured Payable | Waiting Period Applicable |
|---|---|-------|-----------------------------------|---------------------------|
| 1 | Multiple Sclerosis with persisting symptoms | Major | 100% of Sum Insured               | 90 days                   |
| 2 | Permanent Paralysis of Limbs                | Major |                                   |                           |
| 3 | Stroke resulting in permanent symptoms      | Major |                                   |                           |

|    | Critical illness / Surgical Procedure         | Stage | Percentage of Sum Insured Payable | Waiting Period Applicable |
|----|---|-------|-----------------------------------|---------------------------|
| 4  | Benign Brain Tumour                           | Major | 100% of Sum Insured               | 90 days                   |
| 5  | Coma of specified severity                    | Major |                                   |                           |
| 6  | Parkinson's Disease                           | Major |                                   |                           |
| 7  | Alzheimer's Disease                           | Major |                                   |                           |
| 8  | Motor Neurone Disease with permanent symptoms | Major |                                   |                           |
| 9  | Muscular Dystrophy                            | Major |                                   |                           |
| 10 | Apallic Syndrome                              | Major |                                   |                           |
| 11 | Bacterial Meningitis                          | Major |                                   |                           |
| 12 | Creutzfeldt-Jakob Disease (CJD)               | Major |                                   |                           |
| 13 | Encephalitis                                  | Major |                                   |                           |
| 14 | Major Head Trauma                             | Major |                                   |                           |
| 15 | Progressive Supranuclear Palsy                | Major |                                   |                           |
| 16 | Brain Surgery                                 | Major |                                   |                           |
| 17 | Loss of Speech                                | Major |                                   |                           |

#### 4. Other Major Organ Cover

If **Insured Person** suffers from **Critical illness** or undergoes **Surgical Procedure** listed below after the applicable Waiting Period from commencement of first **Policy** with Us, **We** will pay percentage of **Sum Insured** in accordance with table below:

|    | Critical illness / Surgical Procedure                     | Stage | Percentage of Sum Insured Payable | Waiting Period Applicable |
|----|---|-------|-----------------------------------|---------------------------|
| 1  | Kidney failure requiring regular dialysis                 | Major | 100% of Sum Insured               | 90 days                   |
| 2  | Major Organ Transplant – Kidney, Lung, Liver and Pancreas | Major |                                   |                           |
| 3  | End Stage Liver Failure                                   | Major |                                   |                           |
| 4  | Medullary Cystic Disease                                  | Major |                                   |                           |
| 5  | Systemic Lupus Erythematosus with Lupus Nephritis         | Major |                                   |                           |
| 6  | End Stage Lung Failure                                    | Major |                                   |                           |
| 7  | Fulminant Hepatitis                                       | Major |                                   |                           |
| 8  | Chronic Adrenal Insufficiency (Addison's Disease)         | Major |                                   |                           |
| 9  | Progressive Scleroderma                                   | Major |                                   |                           |
| 10 | Chronic Relapsing Pancreatitis                            | Major |                                   |                           |

|    | Critical illness / Surgical Procedure                        | Stage | Percentage of Sum Insured Payable | Waiting Period Applicable |
|----|--|-------|-----------------------------------|---------------------------|
| 11 | Elephantiasis  | Major | 100% of Sum Insured               | 90 days                   |
| 12 | HIV due to blood transfusion and occupationally acquired HIV | Major |                                   |                           |
| 13 | Terminal Illness   | Major |                                   |                           |
| 14 | Myelofibrosis  | Major |                                   |                           |
| 15 | Pheochromocytoma   | Major |                                   |                           |
| 16 | Crohn's Disease  | Major |                                   |                           |
| 17 | Severe Rheumatoid Arthritis                                  | Major |                                   |                           |
| 18 | Severe Ulcerative Colitis                                    | Major |                                   |                           |
| 19 | Deafness   | Major |                                   |                           |
| 20 | Blindness  | Major |                                   |                           |
| 21 | Third Degree Burns   | Major |                                   |                           |

**Covers and General Conditions applicable to Section All, 1 to 4**

#### 1. Reduced Premium Benefit

If **Insured Person** is diagnosed with any covered **Critical Illness** under any Cover from Section All, 1 to 4 and for which Claim is admissible under the **Policy**, **We** will waive 50% of the applicable Annual **Renewal** Premium on subsequent **Renewal of Policy** subject to:

- Premium will be waived for the renewal of **Insured person** for whom the claim has been made, to the extent applicable to Coverage, terms and conditions corresponding to expiring **Policy**.
- Premium will be waived for subsequent **Renewal of 5 Policy Years**, following every admissible claim under each Cover.

#### 2. Survival Period

Each Claim under Section All, 1 to 4 is payable only if **Insured Person** survives 7 days from the diagnosis and fulfillment of the definition of the **Critical Illness** or **Surgical Procedure** covered.

The Claim is admissible only with confirmatory diagnosis of the conditions covered while the **Insured Person** is alive (A claim would not be admitted if the diagnosis is made post mortem)

#### 3. Number of Claims and Waiting Period

Coverage under this Section shall cease to exist; once a Claim has been admitted under each of the Covers as opted by the **Insured Person** and maximum 100% of the Sum Insured is paid by the Company under such Covers subject to 12 months waiting period between Claims under any two Covers.

In the event where an **Insured Person** holds multiple Policies under this Section of this product, Total Sum Insured under this section across all policies of this product will be paid by the Company for each admissible claim subject to 12 months waiting period between Claims under any two Covers.

*For Example: If an Insured Person suffers a **Stroke resulting in permanent symptoms** and at any time within 12 months also suffers from **Myocardial Infraction (First Heart Attack***

*of specified severity) thereby triggering claims under both Nervous System Cover and Cardiac Cover, the Company will pay maximum 100% of Sum Insured under one Cover only. However, if the two incidences were separated by more than 12 months' time period, the Company will pay maximum 100% of Sum Insured under each Cover.*

## SECTION B. MY: HEALTH ACTIVE

### 1. Fitness discount @ Renewal

**Insured Person** can avail discount on **Renewal** Premium by accumulating Healthy Weeks as per table given below.

One Healthy Week can be accumulated by;

- Recording minimum 50,000 steps in a week subject to maximum 15,000 steps per day, tracked through **Your** wearable device linked to **Our my:health mobile app** and **Your Policy** number

OR

- burning total of 900 calories up to maximum of 300 calories in one exercise session per day, tracked **Your** wearable device linked to **Our my:health mobile** app and **Your Policy** number

#### Healthy Weeks Discounts

| No. of Healthy Weeks Accumulated | Discount on Renewal Premium |
|----------------------------------|-----------------------------|
| 1-4                              | 0.50%                       |
| 5-8                              | 1.00%                       |
| 9-12                             | 2.00%                       |
| 13-16                            | 3.00%                       |
| 17-26                            | 6.00%                       |
| 27-36                            | 7.50%                       |
| Above 36                         | 10.00%                      |

#### Steps to accumulate Healthy Weeks

Step 1 - The **my: Health App** must be downloaded on the mobile.

Step 2 - **You** can start accumulating Healthy Weeks by tracking physical activity through the Wearable device linked to **my:Health App**

**We** encourage and recognize all types of exercise/fitness activities by making use of wearable devices to track and record the activities **Insured Person** engages in.

#### Application of Fitness discount @ Renewal

- Annual Policy:** Discount amount accrued based on Number of accumulated Healthy Weeks during the expiring **Policy** year will be applied on the **Renewal** Premium for expiring **Policy Sum Insured**.

- Multi Year Policy:**

- o Fitness discount earned on yearly basis will be accumulated till **Policy** End date.

- o On **Renewal** of the **Policy**, total discount amount accrued each year will be applied on **Renewal** Premium of subsequent year.

- o For Policies covering more than one **Insured Person**, Healthy Weeks for each **Insured Person** will be tracked and accumulated. Such discount will be applicable on individual **Renewal** Premium. Premium will be discounted to the extent applicable to coverage corresponding to expiring **Policy**.

- o In case of Increase in **Sum Insured at Renewal**, discount percentage will be applied on the **Sum Insured** applicable under expiring **Policy**.

- o Fitness discount @ Renewal will be applied only on **Renewal of Policy** with **Us**.

### 2. Health Incentive

This Program encourages **Insured Person** to maintain good health and avail incentives as listed below.

Under this Program, **Insured Person** having **Pre-Existing Diseases** or Obesity (BMI above 30) as listed under table A below, will be eligible for reduction in Medical Underwriting Loading applied at first inception of the **Policy** with **Us** provided that;

- i. **Insured Person** shall undergo medical tests and/or BMI check-up below minimum 3 months prior to expiry of **Policy** Year (For Multiyear Policies) or before Renewal (For Annual Policies).

- ii. Medical test shall be done at **Your** own cost through our **Network Provider** through **Our my: health mobile app** App.

- iii. If the test parameters are within normal limits, **We** will apply 50% discount on the Medical Underwriting loading applied for corresponding Obesity as applicable on **Renewal** of the **Policy** with **Us**.

- iv. If the test parameters at subsequent renewal is not within normal limits or Medical test reports are not submitted in accordance with i and ii above, the discount amount applied on Medical Underwriting loading will be zero

Table A

| Pre-existing Diseases | Test                   |
|-----------------------|------------------------|
| Diabetes              | HbA1c                  |
| Hypertension          | Blood Pressure reading |
| Hyperlipidemia        | Total Cholesterol      |
| Hypothyroidism        | Thyroid function tests |
| Obesity               | BMI                    |

#### Application of Health Incentive

- o **Annual Policy:** Discount amount accrued during the expiring **Policy** year will be applied on the **Renewal** Premium for expiring **Policy Sum Insured**.

- o **Multi Year Policy:**

- o Discount amount earned on yearly basis will be accumulated till **Policy** End date.

- o On **Renewal** of the **Policy**, total discount amount accrued each year will be applied on **Renewal** Premium of subsequent renewal.

- o For Policies covering more than one **Insured Person**, tests shall be done for each **Insured Person** basis which such reduction in loading will be applicable on individual **Renewal** Premium.

- o Medical Underwriting loading will be discounted only on **Renewal of Policy** with **Us**

- o Discount on Medical Underwriting loading under this cover is applicable only on next **Renewal** and cannot be utilized if **Policy** is not renewed with **Us**.

### 3. Wellness services:

The services listed below are available to all **Insured Person** through **Our Network Provider** on **Our my:health mobile app** only.

**i. Health Coach:**

An **Insured Person** will have access to Health Coaching services in areas such as:

- Disease management
- Activity and fitness
- Nutrition
- Weight management.

These services will be available through **Our my: health mobile app** as a chat service or as a call back facility.

**ii. Wellness services**

- **Discounts:** on OPD, Pharmaceuticals, pharmacy, diagnostic centers.
- **Customer Engagement:** Monthly newsletters, Diet consultation, health tips
- **Specialized programs:** like stress management, Pregnancy Care, Work life balance management

These services will be available through **Our my: health mobile app**

**Disclaimer applicable to my: health Mobile app and associated services**

It is agreed and understood that Our my:health mobile app and Wellness services are not providing and shall not be deemed to be providing any **Medical Advice**, they shall only provide a suggestion for the Insured Person’s consideration and it is the Insured Person’s sole and absolute choice to follow the suggestion for any health related advice. We do not assume any liability towards any loss or damage arising out of or in relation to any opinion, actual or alleged errors, omissions and representations suggested under this benefit.

**SECTION C. RENEWAL BENEFIT**

**1. Preventive Health Check up**

**Insured Person** will be entitled for Preventive Health Check-up on **Renewal of the Policy with Us**, at our Network Diagnostic centers or hospitals in accordance to r list of tests, eligibility criteria and waiting period as specified below

**Health Checkup-** on each **Policy Renewal**

| Age / Expiring Policy Sum Insured | 1 Lac to 10 Lacs | 11 Lacs to 50 Lacs                               | Above 50 Lacs   |
|-----------------------------------|------------------|--|---|
| <b>18 to 40 Years</b>             | Set 1            | Set 1, Thyroid, USG abdomen and pelvis           | Set 1, Thyroid, USG abdomen and pelvis, Lipid Profile, Renal Profile      |
| <b>41 Yrs and Above</b>           | Set 1, Sr Creat  | Set 1, Sr Creat, Thyroid, USG abdomen and pelvis | Set 1, Thyroid, USG abdomen and pelvis, Lipid Profile, Renal profile, ECG |

Set 1 -Comprises of, Complete Blood Count, Urine R, FBS, Sr Cholesterol

**Health Checkup – Additional Tests**

| Age            | Gender | Type of Test            | Waiting Period     | Sum Insured     |
|----------------|--------|-------------------------|--------------------|-----------------|
| Below 40 years | Female | PAP Smear & Mammography | Once in two years  | All Sum Insured |
|                | Male   | PSA                     |                    |                 |
| Above 40 years | Female | PAP Smear & Mammography | Once in four years | All Sum Insured |
|                | Male   | PSA                     |                    |                 |

Other terms and Conditions applicable to this Benefit

- This benefit will not be carried forward if not utilized within 60 days of **Renewal Policy** Inception date.
- Eligibility to avail Health Check-up will be in accordance to expiring Policy Sum Insured.
- The test reports received under this benefit shall not be utilized for re-underwriting the **Policy**

Procedure for availing this benefit

**i. Insured person** will be intimated to undergo the health check-up at our **Network Provider**, through **Our my: health App**.

**ii. Test reports from our Network Provider** will be made available to You on **Our my: health App**

**iii. You** have the option to avail this benefit at our **Network Provider** through Phone/Email or other modes of communication available time to time.

**SECTION D. OPTIONAL COVERS**

**Insuring Clause**

In consideration of payment of additional Premium by **You, We** will provide insurance to the **Insured Person(s)** under below listed Covers, up to **Sum Insured** or limits mentioned on the Schedule of Coverage in the **Policy Schedule**. These Covers are optional and applicable only if opted for.

**1. Pre Diagnosis Cover**

If a Claim is admissible under Section A I or A II as opted, We will pay the expenses incurred towards diagnostic tests/ procedures incurred up to 30 days prior to the diagnosis of such **Critical Illness** or Undergoing of such **Surgical Procedure**.

*Indicative list of Procedures covered*

| Sr. No. | List of Diagnostic tests/ Procedures |
|---------|--------------------------------------|
| 1       | Renal/Cardiac Angiogram.             |
| 2       | Intravenous Pyelogram.               |
| 3       | Ultrasonography.                     |
| 4       | Ultrasound Guided FNAC.              |
| 5       | Colour Doppler.                      |
| 6       | Mammography.                         |
| 7       | CT Scan.                             |
| 8       | MRI Scan.                            |
| 9       | Treadmill Test ECHO.                 |
| 10      | Cardiogram.                          |
| 11      | Electrophysiology.                   |

|    |  |
|----|--|
| 12 | Endoscopic Procedures.   |
| 13 | Special Radiological Procedures such as barium meal investigations   |
| 14 | Arthrogram, ERCP, Intravenous Urogram, Cystourethrogram,             |
| 15 | Nephrostogram.   |
| 16 | Special Blood Investigations such as Assay of Various Blood Factors. |
| 17 | Virology Markers, Complete Coagulation Work up                       |

## 2. Post Diagnosis Support

### a. Second Medical Opinion

We will pay expenses incurred towards second Medical Opinion availed from **Medical Practitioner** in respect of **Critical Illness/Surgical Procedure** for which Claim is admissible under the **Policy**.

### b. Molecular Gene Expression Profiling Test

We will pay the expenses incurred towards the expenses for Molecular Gene Expression Profiling Test for Treatment Guidance on diagnosis of any Major stage Cancer for which Claim is admissible under Section A I.1 or A II.1, Cancer Cover as opted. The benefit under this cover can be availed only once during lifetime of the **Policy**.

### c. Post Diagnosis Assistance

We will pay **Sum Insured** towards outpatient counseling required upon diagnosis of **Critical Illnesses and Surgical Procedures** for which Claim is admissible under Section A I or A II as opted. The Cover is subject to maximum number of sessions as specified on Schedule of Coverage.

### Applicability of Cover (Applicable to a. and c.)

**Section A I** – if Base Coverage is opted under Section A I, the Claim under this cover is admissible only once in life time of the Policy

**Section A II** – if Base Coverage is opted under Section A II, the Claim under this cover is admissible after every admissible Claim under the Policy

## 3. Loss of Job

We will pay **Sum Insured** if **Insured Person** suffers from Loss of Job due to his/her Voluntary Resignation or Termination from the employment within six months of diagnosis of any of the Major stage **Critical Illnesses** or undergoing any of the Major stage **Surgical Procedures** for which Claim is admissible under Section A I or A II of the **Policy**.

## SECTION E. DEFINITIONS OF CRITICAL ILLNESSES/ SURGICAL PROCEDURES

### 1. Malignant Cancer of Specified sites (Female) – Breast, Cervix, Uterus, Fallopian Tube, Ovary, Vagina/Vulva

A malignant tumour characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukaemia, lymphoma and sarcoma.

The following are excluded:

i. All tumours which are histologically described as carcinoma

in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.

ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;

iii. Malignant melanoma that has not caused invasion beyond the epidermis;

iv. All tumours of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0

v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;

vi. Chronic lymphocytic leukaemia less than RAI stage 3

vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,

viii. All Gastro-Intestinal Stromal Tumours histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;

ix. All tumours in the presence of HIV infection.

x. Tumors of any other sites except Breast, Cervix, Uterus, Fallopian Tube, Ovary, Vagina/Vulva

### 2. Malignant Cancer of Specified sites (Male)-Head and Neck, Lung, Stomach, Colorectum, Prostate

A malignant tumour characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukaemia, lymphoma and sarcoma.

The following are excluded:

i. All tumours which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, low malignant potential, neoplasm of unknown behavior, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.

ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;

iii. Malignant melanoma that has not caused invasion beyond the epidermis;

iv. All tumours of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0

v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;

vi. Chronic lymphocytic leukaemia less than RAI stage 3

vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,

viii. All Gastro-Intestinal Stromal Tumours histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;

ix. All tumours in the presence of HIV infection.

x. Tumors of any other sites except Head and Neck, Lung, Stomach, Colorectum, Prostate

### 3. Cancer of specified severity

A malignant tumour characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction



of normal tissues. This diagnosis must be supported by histological evidence of malignancy. The term cancer includes leukaemia, lymphoma and sarcoma.

The following are excluded:

- i. All tumours which are histologically described as carcinoma in situ, benign, pre-malignant, borderline malignant, or malignant potential, neoplasm of unknown behaviour, or non-invasive, including but not limited to: Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN - 2 and CIN-3.
- ii. Any non-melanoma skin carcinoma unless there is evidence of metastases to lymph nodes or beyond;
- iii. Malignant melanoma that has not caused invasion beyond the epidermis;
- iv. All tumours of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0
- v. All Thyroid cancers histologically classified as T1N0M0 (TNM Classification) or below;
- vi. Chronic lymphocytic leukaemia less than RAI stage 3
- vii. Non-invasive papillary cancer of the bladder histologically described as TaN0M0 or of a lesser classification,
- viii. All Gastro-Intestinal Stromal Tumours histologically classified as T1N0M0 (TNM Classification) or below and with mitotic count of less than or equal to 5/50 HPFs;
- ix. All tumours in the presence of HIV infection.

#### 4. Carcinoma In Situ (CIS)

Carcinoma-in-situ shall mean first ever histologically proven, localized pre-invasion lesion where cancer cells have not yet penetrated the basement membrane or invaded (in the sense of infiltrating and / or actively destroying) the surrounding tissues or stroma in any one of the following covered organ groups, and subject to any classification stated:

- i. Breast, where the tumour is classified as Tis according to the TNM Staging method;
- ii. Corpus uteri, vagina, vulva or fallopian tubes where the tumour is classified as Tis according to the TNM Staging method or FIGO (staging method of the Federation Internationale de Gynecologie et d'Obstetrique) Stage 0;
- iii. Cervix uteri, classified as cervical intraepithelial neoplasia grade III (CIN III) or as Tis according to the TNM Staging method or FIGO Stage 0;
- iv. Ovary –include borderline ovarian tumours with intact capsule, no tumour on the ovarian surface, classified as T1aN0M0, T1bN0M0 (TMN Staging) or FIGO 1A, FIGO 1B
- v. Colon and rectum; Penis; Testis; Lung; Liver; Stomach, Nasopharynx and oesophagus;
- vi. Urinary tract, for the purpose of in-situ cancers of the bladder, stage Ta of papillary Carcinoma is included.

The diagnosis of the Carcinoma in situ must always be supported by a histopathological report. Furthermore, the diagnosis of Carcinoma in situ must always be positively diagnosed upon the basis of a microscopic examination of the fixed tissue, supported by a biopsy result. Clinical diagnosis does not meet this standard.

#### 5. Early Stage Cancer

Early stage Cancers shall mean first ever presence of one of the following malignant conditions:

- i. Prostate Cancer that is histologically described using the TNM Classification as T1N0M0 or Prostate cancers described using another equivalent classification.
- ii. Thyroid Cancer that is histologically described using the TNM Classification as T1N0M0.
- iii. Tumours of the Urinary Bladder histologically classified as T1N0M0 (TNM Classification).
- iv. Chronic Lymphocytic Leukaemia (CLL) RAI Stage 1 or 2. CLL RAI Stage 0 or lower is excluded.
- v. Malignant melanoma that has not caused invasion beyond the epidermis. Other skin carcinoma are excluded.
- vi. Hodgkin's lymphoma Stage I by the Cotswolds classification staging system.

The Diagnosis must be based on histopathological features and confirmed by a Pathologist.

#### 6. Aplastic Anaemia

I. Chronic persistent bone marrow failure which results in anaemia, neutropenia and thrombocytopenia requiring treatment with at least one of the following:

- a. Blood product transfusion;
- b. Marrow stimulating agents;
- c. Immunosuppressive agents; or
- d. Bone marrow transplantation.

II. The diagnosis must be confirmed by a hematologist using relevant laboratory investigations including Bone Marrow Biopsy resulting in bone marrow cellularity of less than 25% which is evidenced by any two of the following:

- a. Absolute neutrophil count of less than 500/mm<sup>3</sup> or less
- b. Platelets count less than 20,000/mm<sup>3</sup> or less
- c. Reticulocyte count of less than 20,000/mm<sup>3</sup> or less

III. Temporary or reversible Aplastic Anaemia is excluded.

#### 7. Major Organ Transplant – Bone Marrow

I. The actual undergoing of a transplant of Human bone marrow using haematopoietic stem cells. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.

II. The following are excluded:

- a. Other stem-cell transplants
- b. Where only islets of langerhans are transplanted

#### 8. Open Chest CABG

I. The actual undergoing of heart surgery to correct blockage or narrowing in one or more coronary artery(s), by coronary artery bypass grafting done via a sternotomy (cutting through the breast bone) or minimally invasive keyhole coronary artery bypass procedures. The diagnosis must be supported by a coronary angiography and the realization of surgery has to be confirmed by a cardiologist.

II. The following are excluded:

- a. Angioplasty and/or any other intra-arterial procedures

#### 9. Myocardial Infarction (First Heart Attack of specified severity)

I. The first occurrence of heart attack or myocardial infarction, which means the death of a portion of the heart muscle as a

result of inadequate blood supply to the relevant area. The diagnosis for Myocardial Infarction should be evidenced by all of the following criteria:

- a. A history of typical clinical symptoms consistent with the diagnosis of acute myocardial infarction (For e.g. typical chest pain)
- b. New characteristic electrocardiogram changes
- c. Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.

II. The following are excluded:

- a. Other acute Coronary Syndromes
- b. Any type of angina pectoris
- c. A rise in cardiac biomarkers or Troponin T or I in absence of overt ischemic heart disease OR following an intra-arterial cardiac procedure.

#### **10. Open Heart Replacement or Repair of Heart Valves**

The actual undergoing of open-heart valve surgery is to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease-affected cardiac valve(s). The diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist medical practitioner. Catheter based techniques including but not limited to, balloon valvotomy/valvuloplasty are excluded.

#### **11. Major Organ Transplant – Heart**

I. The actual undergoing of a transplant of heart, that resulted from irreversible end-stage failure of the relevant organ,

- a. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.

II. The following are excluded:

- a. Other stem-cell transplants
- b. Where only islets of langerhans are transplanted

#### **12. Surgery of Aorta**

The actual undergoing of medically necessary surgery for a disease of the aorta needing excision and surgical replacement of the diseased aorta with a graft. For the purpose of this definition aorta shall mean the thoracic and abdominal aorta but not its branches. Traumatic injury of the aorta is excluded.

#### **13. Primary (Idiopathic) Pulmonary Hypertension**

I. An unequivocal diagnosis of Primary (Idiopathic) Pulmonary Hypertension by a Cardiologist or specialist in respiratory medicine with evidence of right ventricular enlargement and the pulmonary artery pressure above 30 mm of Hg on Cardiac Cauterization. There must be permanent irreversible physical impairment to the degree of at least Class IV of the New York Heart Association Classification of cardiac impairment.

II. The NYHA Classification of Cardiac Impairment are as follows:

- i. Class III: Marked limitation of physical activity. Comfortable at rest, but less than ordinary activity causes symptoms.
- ii. Class IV: Unable to engage in any physical activity without discomfort. Symptoms may be present even at rest.
- III. Pulmonary hypertension associated with lung disease, chronic hypoventilation, pulmonary thromboembolic disease,

drugs and toxins, diseases of the left side of the heart, congenital heart disease and any secondary cause are specifically excluded.

#### **14. Other serious coronary artery disease**

I. Severe coronary artery disease in which at least three (3) major coronary arteries are individually occluded by a minimum of sixty percent (60%) or more, as proven by coronary angiogram only (non-invasive diagnostic procedures excluded).

II. For purposes of this definition, “major coronary artery” refers to any of the left main stem artery, left anterior descending artery, circumflex artery and right coronary artery (but not including their branches).

#### **15. Dissecting Aortic Aneurysm**

I. A condition where the inner lining of the aorta (intima layer) is interrupted so that blood enters the wall of the aorta and separates its layers. For the purpose of this definition, aorta shall mean the thoracic and abdominal aorta but not its branches. The diagnosis must be made by a Registered Medical practitioner who is a specialist with computed tomography (CT) scan, magnetic resonance imaging (MRI), magnetic resonance angiograph (MRA) or angiogram. Emergency surgical repair is required.

#### **16. Cardiomyopathy**

An impaired function of the heart muscle, unequivocally diagnosed as Cardiomyopathy by a Registered Medical practitioner who is a cardiologist, and which results in permanent physical impairment to the degree of New York Heart Association Classification Class IV, or its equivalent, for at least six (6) months based on the following classification criteria:

- i. Class IV – inability to carry out an activity without discomfort. Symptoms of congestive cardiac failure are present even at rest. With any increase in physical activity, discomfort will be experienced.
- ii. The Diagnosis of Cardiomyopathy has to be supported by echographic findings of compromised ventricular performance.
- iii. Irrespective of the above, Cardiomyopathy directly related to alcohol or drug abuse is excluded.

#### **17. Infective Endocarditis**

Inflammation of the inner lining of the heart caused by infectious organisms, where all of the following criteria are met:

- a. Positive result of the blood culture proving presence of the infectious organism(s);
- b. Presence of at least moderate heart valve incompetence (meaning regurgitant fraction of 20% or above) or moderate heart valve stenosis (resulting in heart valve area of 30% or less of normal value) attributable to Infective Endocarditis; and
- c. The Diagnosis of Infective Endocarditis and the severity of valvular impairment are confirmed by a Registered Medical practitioner who is a cardiologist.

#### **18. Eisenmenger’s Syndrome**

Development of severe pulmonary hypertension and shunt reversal resulting from heart condition. The diagnosis must be made by a Registered Medical practitioner who is a specialist with echocardiography and cardiac catheterization and supported by the following criteria:

1. Mean pulmonary artery pressure > 40 mm Hg;
2. Pulmonary vascular resistance > 3mm/L/min (Wood units); and
3. Normal pulmonary wedge pressure < 15 mm Hg.

### 19. Angioplasty

- i. Coronary Angioplasty is defined as percutaneous coronary intervention by way of balloon angioplasty with or without stenting for treatment of the narrowing or blockage of minimum 50% of one or more major coronary arteries. The intervention must be determined to be medically necessary by a cardiologist and supported by a coronary angiogram (CAG).
- ii. Coronary arteries herein refer to left main stem, left anterior descending, circumflex and right coronary artery.
- iii. Diagnostic angiography or investigation procedures without angioplasty/stent insertion are excluded.

### 20. Balloon Valvotomy or Valvuloplasty

An interventional procedure involving Percutaneous heart valve repair by balloon valvotomy or valvuloplasty to repair narrowing of heart valves using a catheter.

Payout will be based on the actual undergoing of surgery. The need for surgery should be certified by a cardiologist and supported by an echocardiography

### 21. Insertion of Pacemaker

Insertion of a permanent cardiac pacemaker that is required as a result of life threatening cardiac arrhythmias, cardiomyopathy or any other condition which cannot be treated via other means.

The insertion of the cardiac pacemaker must be certified to be absolutely necessary by a specialist in the relevant field.

### 22. Multiple Sclerosis with persisting symptoms

I. The unequivocal diagnosis of Definite Multiple Sclerosis confirmed and evidenced by all of the following:

a. investigations including typical MRI findings which unequivocally confirm the diagnosis to be multiple sclerosis and

b. there must be current clinical impairment of motor or sensory function, which must have persisted for a continuous period of at least 6 months.

II. Other causes of neurological damage such as SLE and HIV are excluded.

### 23. Permanent Paralysis of Limbs

I. Total and irreversible loss of use of two or more limbs as a result of injury or disease of the brain or spinal cord. A specialist medical practitioner must be of the opinion that the paralysis will be permanent with no hope of recovery and must be present for more than 3 months.

### 24. Stroke resulting in permanent symptoms

I. Any cerebrovascular incident producing permanent neurological sequelae.

a. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extracranial source.

b. Diagnosis has to be confirmed by a specialist medical practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain. Evidence

of permanent neurological deficit lasting for at least 3 months has to be produced.

II. The following are excluded:

a. Transient ischemic attacks (TIA)

b. Traumatic injury of the brain

c. Vascular disease affecting only the eye or optic nerve or vestibular functions.

### 25. Benign Brain Tumour

I. Benign brain tumor is defined as a life threatening, non-cancerous tumor in the brain, cranial nerves or meninges within the skull. The presence of the underlying tumor must be confirmed by imaging studies such as CT scan or MRI.

II. This brain tumor must result in at least one of the following and must be confirmed by the relevant medical specialist.

a. Permanent Neurological deficit with persisting clinical symptoms for a continuous period of at least 90 consecutive days or

b. Undergone surgical resection or radiation therapy to treat the brain tumor.

III. The following conditions are **excluded**:

Cysts, Granulomas, malformations in the arteries or veins of the brain, hematomas, abscesses, pituitary tumors, tumors of skull bones and tumors of the spinal cord.

### 26. Coma of specified severity

I. A state of unconsciousness with no reaction or response to external stimuli or internal needs. This diagnosis must be supported by evidence of all of the following:

a. no response to external stimuli continuously for at least 96 hours;

b. life support measures are necessary to sustain life; and

c. permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.

II. The condition has to be confirmed by a specialist medical practitioner.

a. Coma resulting directly from alcohol or drug abuse is excluded.

### 27. Parkinson's Disease

I. The occurrence of Parkinson's Disease where there is an associated Neurological Deficit that results in Permanent Inability to perform independently at least three of the activities of daily living as defined below.

1. Transfer: Getting in and out of bed without requiring external physical assistance

2. Mobility: The ability to move from one room to another without requiring any external physical assistance

3. Dressing: Putting on and taking of all necessary items of clothing without requiring any external physical assistance

4. Bathing/Washing: The ability to wash in the bath or shower (including getting in and out of the bath or shower) or wash by other means

5. Eating: All tasks of getting food into the body once it has been prepared

II. Parkinson's disease secondary to drug and/or alcohol abuse is excluded.

## 28. Alzheimer's Disease

Clinically established diagnosis of Alzheimer's Disease (presenile dementia) resulting in a permanent inability to perform independently three or more activities of daily living – bathing, dressing/undressing, getting to and using the toilet, transferring from bed to chair or chair to bed, continence, eating/drinking and taking medication – or resulting in need of supervision and permanent presence of care staff due to the disease. These conditions have to be medically documented for at least 3 months.

## 29. Motor Neurone Disease with permanent symptoms

Motor neuron disease diagnosed by a specialist medical practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 months.

## 30. Muscular Dystrophy

A group of hereditary degenerative diseases of muscle characterised by weakness and atrophy of muscle. The diagnosis of muscular dystrophy must be unequivocal and made by a Registered Medical practitioner who is a consultant neurologist. The condition must result in the inability of the Insured to perform (whether aided or unaided) at least 3 of the 6 "Activities of Daily Living" for a continuous period of at least 6 months.

### Activities of daily living:

- a. Washing: the ability to wash in the bath or shower (including getting into and out of the shower) or wash satisfactorily by other means and maintain an adequate level of cleanliness and personal hygiene;
- b. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- c. Transferring: The ability to move from a lying position in a bed to a sitting position in an upright chair or wheel chair and vice versa;
- d. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- e. Feeding: the ability to feed oneself, food from a plate or bowl to the mouth once food has been prepared and made available.
- f. Mobility: The ability to move indoors from room to room on level surfaces at the normal place of residence

## 31. Apallic Syndrome

Universal necrosis of the brain cortex with the brainstem remaining intact. The diagnosis must be confirmed by a Neurologist acceptable to Us and the condition must be documented for at least one month.

## 32. Bacterial Meningitis

I. Bacterial infection resulting in severe inflammation of the membranes of the brain or spinal cord resulting in significant, irreversible and permanent neurological deficit. The neurological deficit must persist for at least 6 weeks. This diagnosis must be confirmed by:

- i. The presence of bacterial infection in cerebrospinal fluid by lumbar puncture; and
- ii. A consultant neurologist.

II. Bacterial Meningitis in the presence of HIV infection is excluded.

## 33. Creutzfeldt-Jakob Disease (CJD)

Creutzfeldt-Jacob disease is an incurable brain infection that causes rapidly progressive deterioration of mental function and movement. A Registered Medical practitioner who is a neurologist must make a definite diagnosis of Creutzfeldt-Jacob disease based on clinical assessment, EEG and imaging. There must be objective neurological abnormalities on exam along with severe progressive dementia.

## 34. Encephalitis

I. Severe inflammation of brain substance (cerebral hemisphere, brainstem or cerebellum) caused by viral infection and resulting in permanent neurological deficit. This diagnosis must be certified by a Registered Medical practitioner who is a consultant neurologist and the permanent neurological deficit must be documented for at least 6 weeks.

II. Encephalitis caused by HIV infection is excluded.

## 35. Major Head Trauma

I. Accidental head injury resulting in permanent Neurological deficit to be assessed no sooner than 3 months from the date of the accident. This diagnosis must be supported by unequivocal findings on Magnetic Resonance Imaging, Computerized Tomography, or other reliable imaging techniques. The accident must be caused solely and directly by accidental, violent, external and visible means and independently of all other causes.

II. The Accidental Head injury must result in an inability to perform at least three (3) of the following Activities of Daily Living either with or without the use of mechanical equipment, special devices or other aids and adaptations in use for disabled persons. For the purpose of this benefit, the word "permanent" shall mean beyond the scope of recovery with current medical knowledge and technology.

III. The Activities of Daily Living are:

- i. Washing: the ability to wash in the bath or shower (including getting into and out of the bath or shower) or wash satisfactorily by other means;
- ii. Dressing: the ability to put on, take off, secure and unfasten all garments and, as appropriate, any braces, artificial limbs or other surgical appliances;
- iii. Transferring: the ability to move from a bed to an upright chair or wheelchair and vice versa;
- iv. Mobility: the ability to move indoors from room to room on level surfaces;
- v. Toileting: the ability to use the lavatory or otherwise manage bowel and bladder functions so as to maintain a satisfactory level of personal hygiene;
- vi. Feeding: the ability to feed oneself once food has been prepared and made available.

IV. The following are excluded:

- i. Spinal cord injury;

## 36. Progressive Supranuclear Palsy

Confirmed by a Registered Medical practitioner who is a

specialist in neurology of a definite diagnosis of progressive supranuclear palsy. There must be permanent clinical impairment of motor function, eye movement disorder and postural instability.

### 37. Brain Surgery

The actual undergoing of surgery to the brain under general anaesthesia during which a craniotomy is performed. Keyhole surgery is included however, minimally invasive treatment where no surgical incision is performed to expose the target, such as irradiation by gamma knife or endovascular neuroradiological interventions such as embolizations, thrombolysis and stereotactic biopsy are all excluded. Brain surgery as a result of an Accident is also excluded. The procedure must be considered medically necessary by a Registered Medical practitioner who is a qualified specialist.

### 38. Loss of Speech

I. Total and irrecoverable loss of the ability to speak as a result of injury or disease to the vocal cords. The inability to speak must be established for a continuous period of 12 months. This diagnosis must be supported by medical evidence furnished by an Ear, Nose, Throat (ENT) specialist.

II. All psychiatric related causes are excluded.

### 39. Kidney failure requiring regular dialysis

I. End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (haemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out. Diagnosis has to be confirmed by a specialist medical practitioner.

### 40. Major Organ Transplant – Kidney, Lung, Liver and Pancreas

The actual undergoing of a transplant of:

a. One of the following human organs: lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ,

b. The undergoing of a transplant has to be confirmed by a specialist medical practitioner.

The following are excluded:

a. Other stem-cell transplants

b. Where only islets of Langerhans are transplanted

### 41. End Stage Liver Failure

I. Permanent and irreversible failure of liver function that has resulted in all three of the following:

a. Permanent jaundice; and

b. Ascites; and

c. Hepatic encephalopathy.

II. Liver failure secondary to drug or alcohol abuse is excluded.

### 42. Medullary Cystic Disease

I. Medullary Cystic Disease where the following criteria are met:

a. the presence in the kidney of multiple cysts in the renal medulla accompanied by the presence of tubular atrophy and interstitial fibrosis;

b. clinical manifestations of anaemia, polyuria, and progressive deterioration in kidney function; and

c. the Diagnosis of Medullary Cystic Disease is confirmed by renal biopsy.

II. Isolated or benign kidney cysts are specifically excluded from this benefit.

### 43. Systemic Lupus Erythematosus with Lupus Nephritis

i. A multi-system autoimmune disorder characterised by the development of autoantibodies directed against various self-antigens. In respect of this **Policy**, systemic lupus erythematosus will be restricted to those forms of systemic lupus erythematosus which involve the kidneys (Class III to Class V Lupus Nephritis, established by renal biopsy, and in accordance with the WHO Classification). The final diagnosis must be confirmed by a Registered Doctor specialising in Rheumatology and Immunology.

ii. The WHO Classification of Lupus Nephritis:

• Class I Minimal Change Lupus Glomerulonephritis

• Class II Mesangial Lupus Glomerulonephritis

• Class III Focal Segmental Proliferative Lupus Glomerulonephritis

• Class IV Diffuse Proliferative Lupus Glomerulonephritis

• Class V Membranous Lupus Glomerulonephritis

### 44. End Stage Lung Failure

I. End stage lung disease, causing chronic respiratory failure, as confirmed and evidenced by all of the following:

a. FEV1 test results consistently less than 1 litre measured on 3 occasions 3 months apart; and

b. Requiring continuous permanent supplementary oxygen therapy for hypoxemia; and

c. Arterial blood gas analysis with partial oxygen pressure of 55mmHg or less (PaO<sub>2</sub> < 5mmHg); and

d. Dyspnoea at rest.

### 45. Fulminant Hepatitis

I. A sub-massive to massive necrosis of the liver by the Hepatitis virus, leading precipitously to liver failure. This diagnosis must be supported by all of the following:

a. Rapid decreasing of liver size;

b. Necrosis involving entire lobules, leaving only a collapsed reticular framework;

c. Rapid deterioration of liver function tests;

d. Deepening jaundice; and

e. Hepatic encephalopathy.

II. Acute Hepatitis infection or carrier status alone does not meet the diagnostic criteria.

### 46. Chronic Adrenal Insufficiency (Addison's Disease)

I. An autoimmune disorder causing a gradual destruction of the adrenal gland resulting in the need for life long glucocorticoid and mineral corticoid replacement therapy. The disorder must be confirmed by a Registered Medical practitioner who is a specialist in endocrinology through one of the following:

1. ACTH simulation tests;

2. insulin-induced hypoglycemia test;

3. plasma ACTH level measurement;

4. Plasma Renin Activity (PRA) level measurement.

II. Only autoimmune cause of primary adrenal insufficiency

is included. All other causes of adrenal insufficiency are excluded.

#### **47. Progressive Scleroderma**

I. A systemic collagen-vascular disease causing progressive diffuse fibrosis in the skin, blood vessels and visceral organs. This diagnosis must be unequivocally supported by biopsy and serological evidence and the disorder must have reached systemic proportions to involve the heart, lungs or kidneys.

II. The following are excluded:

1. Localised scleroderma (linear scleroderma or morphea);
2. Eosinophilic fasciitis; and
3. CREST syndrome.

#### **48. Chronic Relapsing Pancreatitis**

I. An unequivocal diagnosis of Chronic Relapsing Pancreatitis, made by a Registered Medical practitioner who is a specialist in gastroenterology and confirmed as a continuing inflammatory disease of the pancreas characterised by irreversible morphological change and typically causing pain and/or permanent impairment of function. The condition must be confirmed by pancreatic function tests and radiographic and imaging evidence.

II. Relapsing Pancreatitis caused directly or indirectly, wholly or partly, by alcohol is excluded.

#### **49. Elephantiasis**

I. Massive swelling in the tissues of the body as a result of destroyed regional lymphatic circulation by chronic filariasis infection. The unequivocal diagnosis of elephantiasis must be confirmed by a Registered Medical practitioner who is a specialist physician. There must be clinical evidence of permanent massive swelling of legs, arms, scrotum, vulva, or breasts. There must also be laboratory confirmation of microfilariae infection.

II. Swelling or lymphedema caused by infection with a sexually transmitted disease, trauma, post-operative scarring, congestive heart failure, or congenital lymphatic system abnormalities is excluded.

#### **50. HIV due to blood transfusion and occupationally acquired HIV**

I. Infection with the Human Immunodeficiency Virus (HIV) through a blood transfusion, provided that all of the following conditions are met:

- a. The blood transfusion was medically necessary or given as part of a medical treatment;
- b. The blood transfusion was received in India after the **Policy Date**, Date of endorsement, whichever is the later;
- c. The source of the infection is established to be from the Institution that provided the blood transfusion and the Institution is able to trace the origin of the HIV tainted blood; and
- d. The Insured does not suffer from Thalassaemia Major or Haemophilia.

II. Infection with the Human Immunodeficiency Virus (HIV) which resulted from an Accident occurring after the Policy inception Date, renewal dates, whichever is the later whilst the Insured was carrying out the normal professional duties of his or her occupation in India, provided that all of the following are proven to the Company's satisfaction:

1. Proof that the Accident involved a definite source of the HIV infected fluids;
2. Proof of sero-conversion from HIV negative to HIV positive occurring during the 180 days after the documented Accident. This proof must include a negative HIV antibody test conducted within 5 days of the Accident; and
3. HIV infection resulting from any other means including sexual activity and the use of intravenous drugs is excluded.

This benefit is only payable when the occupation of the Insured is a Registered Medical practitioner, housemen, medical student, registered nurse, medical laboratory technician, dentist (surgeon and nurse) or paramedical worker, working in medical centre or clinic in India. This benefit will not apply under either section a or b where a cure has become available prior to the infection. "Cure" means any treatment that renders the HIV inactive or non-infectious.

#### **51. Terminal Illness**

The conclusive diagnosis of an illness, which in the opinion of a **Medical Practitioner** who is an attending Consultant and agreed by our appointed Registered Medical practitioner, life expectancy is no greater than twelve (12) months from the date of notification of claim, regardless of any treatment that might be undertaken.

#### **52. Myelofibrosis**

A disorder which can cause fibrous tissue to replace the normal bone marrow and results in anaemia, low levels of white blood cells and platelets and enlargement of the spleen. The condition must have progressed to the point that it is permanent and the severity is such that the Insured requires a blood transfusion at least monthly. The diagnosis of myelofibrosis must be supported by bone marrow biopsy and confirmed by a Registered Medical practitioner who is a specialist.

#### **53. Pheochromocytoma**

I. Presence of a neuroendocrine tumour of the adrenal or extra-chromaffin tissue that secretes excess catecholamines requiring the actual undergoing of surgery to remove the tumour.

II. The Diagnosis of Pheochromocytoma must be confirmed by a Registered Medical practitioner who is an endocrinologist.

#### **54. Crohn's Disease**

I. Crohn's Disease is a chronic, transmural inflammatory disorder of the bowel. To be considered as severe, there must be evidence of continued inflammation in spite of optimal therapy, with all of the following having occurred:

5. Stricture formation causing intestinal obstruction requiring admission to hospital, and
6. Fistula formation between loops of bowel, and
7. At least one bowel segment resection.

II. The diagnosis must be made by a Registered Medical practitioner who is a specialist Gastroenterologist and be proven histologically on a pathology report and/or the results of sigmoidoscopy or colonoscopy.

#### **55. Severe Rheumatoid Arthritis**

Unequivocal Diagnosis of systemic immune disorder of rheumatoid arthritis where all of the following criteria are met:

- i. Diagnostic criteria of the American College of Rheumatology for Rheumatoid Arthritis;
- ii. Permanent inability to perform at least two (2) "Activities of Daily Living";
- iii. Widespread joint destruction and major clinical deformity of three (3) or more of the following joint areas: hands, wrists, elbows, knees, hips, ankle, cervical spine or feet; and
- iv. The foregoing conditions have been present for at least six (6) months.

#### 56. Severe Ulcerative Colitis

I. Acute fulminant ulcerative colitis with life threatening electrolyte disturbances.

II. All of the following criteria must be met:

1. the entire colon is affected, with severe bloody diarrhoea; and
2. the necessary treatment is total colectomy and ileostomy; and
3. the diagnosis must be based on histopathological features and confirmed by a Registered Medical practitioner who is a specialist in gastroenterology.

#### 57. Deafness

Total and irreversible loss of hearing in both ears as a result of illness or accident. This diagnosis must be supported by pure tone audiogram test and certified by an Ear, Nose and Throat (ENT) specialist. Total means "the loss of hearing to the extent that the loss is greater than 90 decibels across all frequencies of hearing" in both ears.

#### 58. Blindness

I. Total, permanent and irreversible loss of all vision in both eyes as a result of illness or accident.

II. The Blindness is evidenced by:

- a. corrected visual acuity being 3/60 or less in both eyes or;
- b. the field of vision being less than 10 degrees in both eyes.

III. The diagnosis of blindness must be confirmed and must not be correctable by aids or surgical procedure.

#### 59. Third Degree Burns

There must be third-degree burns with scarring that cover at least 20% of the body's surface area. The diagnosis must confirm the total area involved using standardized, clinically accepted, body surface area charts covering 20% of the body surface area.

#### Other Definitions applicable to the Policy

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

1. **Accident** or **Accidental** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Age** or **Aged** means completed years as at the **Policy** Commencement Date.
3. **Any one illness** means continuous period of Illness

and includes relapse within 45 days from the date of last consultation with the **Hospital/Nursing Home** where treatment was taken

4. **Commencement Date** means the commencement date of the **Policy** as specified in the **Policy Schedule**.

5. **Condition Precedent** means a policy term or condition upon which the Insurer's liability under the **Policy** is conditional upon

6. **Disclosure to information norm** means the **Policy** shall be void and all premiums paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

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

8. **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:

- has at least 10 in-patient beds, in towns having a population of less than 10,00,000 and 15 in-patient 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.

9. **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.

10. **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.

11. **Insured Person** means You and the persons named in the **Policy Schedule** who are above age 18 years.

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

13. **Medical Practitioner** means 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. Medical Practitioner who is sharing the same residence with the Insured person's and is a member

of Insured Person's family are not considered as Medical Practitioner under the scope of this **Policy**.

**Medical Practitioner (Definition applicable for the treatment taken outside India)**

Means a licensed medical practitioner acting within the scope of his/her license and who holds a degree of a recognized institution and is registered by the Authorized Medical Council of the respective country.

14. **my: Health App** is proprietary App of HDFC ERGO General Insurance Company. With my: Health App you can:

- Access **Your Policy** Details

- o Manage **Your Policy**, download **Your Policy** schedule and access to **Your** e-card will always be at **Your** fingertips, 24 x 7.

- Policy Endorsement made easy

- o By submitting a request to us through my:Health App, you can make any modifications in **Your** policy, for e.g. change in spelling of the name, contact number etc.

- Effortless Claims Management

- o Now you can Submit **Your** claims from the app for faster processing and track the status at **Your** fingertips. You can also intimate a claim using the app. You can also view Network hospitals in **Your** area with directions.

- Stay Active – Short Walks, Big Benefits

- o The App tracks **Your** steps, fitness session and lets you earn incentive on renewal discount on **Your** policy.

15. **Network Provider** means Hospitals or health care providers enlisted by an insurer, TPA or jointly by an Insurer and TPA to provide medical services to an insured by a **Cashless facility**

16. **Non Network** means any **Hospital, Day Care Centre** or other provider that is not part of the Network

17. **Notification of Claim** means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication

18. **Portability** means transfer by an individual health insurance **policy** holder (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.

19. **Pre Existing Disease** means any condition, ailment or **Injury** or related condition(s) for which there were signs or symptoms, and / or were diagnosed, and / or for which **Medical Advice** / treatment was received within 48 months prior to the first **policy** issued by the insurer and renewed continuously thereafter

20. **Policy** means **Your** statements in the proposal form (which are the basis of this **Policy**), this policy wording (including endorsements, if any), and the **Policy Schedule** (as the same may be amended from time to time).

21. **Policy Period** means the period between the Commencement Date and the Expiry Date specified in the Policy Schedule

22. **Policy Schedule** means Schedule attached to and forming part of this **Policy** mentioning the details of the Insured Persons, the **Sum Insured**, the period and the limits to which benefits under the **Policy** are subject to (Schedule of coverage), including any Annexures and/or endorsements,

made to or on it from time to time, and if more than one, then the latest in time.

23. **Policy Year** means a year following the Commencement Date and its subsequent anniversary.

24. **Renewal** means 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 gaining credit for **Pre-Existing Diseases**, time-bound exclusions and for all waiting periods

25. **Sum Insured** means the sum shown in the **Policy** Schedule which represents Our maximum liability for each Insured Person for any and all benefits claimed for during the **Policy Year**.

26. **We/Our/Us** means the HDFC ERGO General Insurance Company Limited

27. **You/Your/Policyholder** means the person named in the **Policy Schedule** who has concluded this **Policy** with **Us**.

## SECTION F - EXCLUSIONS

### 1. General Exclusions applicable to all Covers

i. A waiting period of 48 months shall apply for all Pre-existing Conditions declared and/or accepted at the time of applying first **Policy** with us.

ii. Treatment directly or indirectly arising from or consequent upon war or any act of war, invasion, act of foreign enemy, war like operations (whether war be declared or not or caused during service in the armed forces of any country), civil war, public defense, rebellion, revolution, insurrection, military or usurped acts, nuclear weapons/materials, chemical and biological weapons, radiation of any kind.

iii. Any Illness, sickness or disease other than those opted and specified as **Critical Illnesses or Surgical Procedure** under this **Policy**;

iv. Any claim with respect to any Critical Illness diagnosed or which manifested prior to Policy Inception Date

v. Any condition directly or indirectly caused by or associated with any sexually transmitted disease, including Genital Warts, Syphilis, Gonorrhoea, Genital Herpes, Chlamydia, Pubic Lice and Trichomoniasis, whether or not arising out of any **Pre-existing diseases**.

vi. Any Critical Illness arising out of use, abuse or consequence or influence of any substance, intoxicant, drug, alcohol or hallucinogen;

vii. Narcotics used by the **Insured Person** unless taken as prescribed by a registered Medical Practitioner,

viii. Any Claim directly or indirectly caused due to intentional self-injury, suicide or attempted suicide; whether the person is medically sane or insane

ix. Any Critical Illness directly or indirectly, caused by or arising from or attributable to a foreign invasion, act of foreign enemies, hostilities, warlike operations (whether war be declared or not or while performing duties in the armed forces of any country during war or at peace time), civil war, public defense, rebellion, revolution, insurrection, military or usurped power;

x. Any claim caused by ionizing radiation or contamination by radioactivity from any nuclear fuel (explosive or hazardous



form) or from any nuclear waste from the combustion of nuclear fuel, nuclear, chemical or biological attack.

xi. Working in underground mines, tunneling or involving electrical installations with high tension supply, or as jockeys or circus personnel;

xii. Congenital External Anomalies or any complications or conditions arising therefrom including any developmental conditions of the Insured;

xiii. Insured Persons whilst engaging in a speed contest or racing of any kind (other than on foot), bungee jumping, parasailing, ballooning, parachuting, skydiving, paragliding, hang gliding, mountain or rock climbing necessitating the use of guides or ropes, potholing, abseiling, deep sea diving using hard helmet and breathing apparatus, polo, snow and ice sports in so far as they involve the training for or participation in competitions or professional sports, or involving a naval, military or air force operation;

xiv. Participation by the **Insured Person** in any flying activity, except as a bona fide, fare-paying passenger of a recognized airline on regular routes and on a scheduled timetable.

**2. General Exclusions applicable to Loss of Job:**

- i. Loss of job due to retirement whether voluntary or otherwise
- ii. Resignation due to non-confirmation of employment after or during such period under which the Insured was under probation

**SECTION G. CLAIMS PROCEDURE**

On the occurrence of any Critical Illness or undergoing Surgical Procedure that may give rise to a Claim under this **Policy**, the Procedure set out below shall be followed.

|  |  |
|--|--|
| <b>Claim Intimation</b>  | <b>You</b> shall intimate the Claims to us through any available mode of communication as specified in the <b>Policy</b> , Health Card or our Website  |
| <b>Claim Intimation</b>  | <b>Timelines</b> Within 14 days of the diagnosis of <b>Critical Illness</b> or undergoing <b>Surgical Procedure</b>  |
| <b>Particulars to be provided to Us for Claim notification</b>                           | <ul style="list-style-type: none"> <li>• Policy Number,</li> <li>• Name of the <b>Insured Person(s)</b> named in the <b>Policy Schedule</b> availing treatment,</li> <li>• Nature of disease/illness/injury,</li> <li>• Name and address of the attending <b>Medical Practitioner/Hospital</b></li> <li>• Date of admission &amp; probable date of discharge</li> <li>• Date and time of event if applicable</li> <li>• Date of admission if applicable</li> </ul> |
| <b>Claims documents for Critical Illnesses Cover and Multipay Critical Illness Cover</b> | <ul style="list-style-type: none"> <li>• Claim Form duly signed</li> <li>• Copy of Discharge Summary / Discharge Certificate;</li> <li>• First consultation letter from treating <b>Medical Practitioner</b></li> <li>• Medical certificate confirming diagnosis, and the treatment from Medical Practitioner</li> <li>• certificate from treating <b>Medical Practitioner</b>, specifying the duration and etiology</li> </ul>                                    |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• OT Notes in case of Surgery</li> <li>• Medical certificate from treating <b>Medical Practitioner</b> specifying the diagnosis and need for the surgery</li> <li>• MLC/FIR copy/ certificate regarding abuse of Alcohol/intoxicating agent if applicable</li> <li>• All pathological/Histopathological and radiological Investigation Reports</li> <li>• NEFT details &amp; cancelled cheque Provide KYC ( Know your customer ) form along with photocopy of any one of following KYC documents for all claims amounting to Rs 1 lakh and above (Aadhaar Card, Passport, Driving Licence Voter ID, etc)</li> </ul> <p><b>We</b> may require the <b>Insured Person</b> to undergo medical examination by <b>Medical Practitioner</b> authorized by Us to obtain an independent medical opinion for the processing of the claim. Any cost towards such medical examination will be borne by Us.</p> |
| <b>Claims documents and process for Second Expert medical Opinion</b> | <ul style="list-style-type: none"> <li>• Duly filled claim form along with the copy of all medical reports including investigation reports and discharge summary (if any) Consultation fees payment Receipt / invoice</li> </ul>  |
|   | <ul style="list-style-type: none"> <li>• For availing <b>Second Expert medical Opinion from Network Service Provider</b></li> <li>• Select Our network <b>Medical Practitioner</b> from whom you would prefer to take the second opinion. (Please refer our Website or call at 24X 7 toll free line to obtain the list of Our panel doctors).</li> <li>• On receipt of the complete set of documents, <b>We</b> will forward the same to the concerned doctor.</li> <li>• The Second Opinion shall be forwarded to the member within 15 working days of receipt of the complete set of documents.</li> </ul>  |
| <b>Claims documents for loss of Job</b>                               | <ul style="list-style-type: none"> <li>• Duly Completed Claim Form signed by <b>Insured Person</b>;</li> <li>• Form 16A</li> <li>• Termination letter/Resignation Letter/ Resignation Acceptance letter</li> <li>• NEFT details &amp; cancelled cheque</li> </ul>   |
| <b>Condonation of delay</b>   | If the claim is not notified/ or submitted to <b>Us</b> within the specified time limits, then <b>We</b> shall be provided the reasons for the delay in writing. <b>We</b> will condone such delay on merits where the delay has been proved to be for reasons beyond the claimant's control  |

**SECTION H. GENERAL CONDITIONS**

**1. Fraudulent claim**

• If any claim made under the **Policy** is found to be fraudulent, or is supported by any fraudulent means or devices or software by **Insured Person** or anyone acting on their behalf to obtain any benefit under this **Policy** then The **Policy** shall be cancelled ab-initio from the inception date or the renewal date (as the case may be),

• All benefits payable, if any, under such **Policy** shall be forfeited with respect to such claim

## 2. Geography

The policy provides worldwide coverage, there is no territorial limit

## 3. Free Look period

**You** have a period of 15 days from the date of receipt of the first **Policy** to review the terms and conditions of this **Policy**. If **You** have any objections to any of the terms and conditions, **You** have the option to cancel the **Policy** stating the reasons for cancellation. If **you** have not made any claim during the Free look period, **you** shall be entitled to refund of premium subject to,

- a deduction of the expenses incurred by **Us** on **Your** medical examination, stamp duty charges, if the risk has not commenced,

- a deduction of the stamp duty charges, medical examination charges & proportionate risk premium for period on cover, If the risk has commenced

- a deduction of such proportionate risk premium commensuration with the risk covered during such period ,where only a part of risk has commenced

- Free Look period is not applicable for renewed policies

## 4. Grace Period

i. A grace period of 30 days for Renewals is permissible and the **Policy** will be considered as continuous for the purpose of all waiting periods. However, any treatment availed for an illness contracted during the grace period will not be admissible under the **Policy**.

ii. For **Renewal** received after completion of 30 days grace period, the **Policy** would be considered as a fresh policy. All the discounts, modifications of loading earned on the previous policies shall not be extended in the fresh **Policy**

iii. All eligible claims reported in the installment grace period would be payable if otherwise admissible as per terms and conditions of the **Policy**

## 5. Renewal:

i. The **Policy** is ordinarily renewable for life except on grounds of fraud, moral hazard or non-disclosure of any material facts or misrepresentation or non-cooperation by the **Insured Person** (Subject to policy is renewed annually with us within the Grace period of 30 days from the date of Expiry)

## 6. Portability

An **Insured Person** can avail Health Insurance portability under this **Policy** if;

i. The proposed **Insured Person** was continuously covered under any similar health insurance **Policy** with any other Insurance company

ii. The proposed **Insured Person** was insured continuously and without a break under another Similar retail or Group health insurance **Policy** with **Us**.

### Procedure to avail Portability:

a. The **Portability** benefit, can be availed of by applying to **Us** with the completed Proposal form and portability annexure

along with previous policy documents and renewal notice of existing policy, at least 45 days before, but not earlier than 60 days, from the expiry of the existing health insurance policy.

b. This benefit is available only at the time of **Renewal** of the existing health insurance policy.

c. If the proposed **Sum Insured** is higher than the **Sum insured** under the expiring policy, then all waiting periods would be applied on the increased **Sum Insured**.

d. Waiting period credits shall be extended to **Pre-Existing Diseases** and time bound exclusions/waiting periods.

e. **We** will process **Portability** application within 15 days of receiving the completed proposal form and Portability Form.

## 7. Endorsements

The following endorsements are permissible during the **Policy Period**:

### 1.1 Non-Financial Endorsements – which do not affect the premium

a. Minor rectification/correction in name of the Proposer / **Insured Person** (and not the complete name change)

b. Rectification in gender of the **Insured Person** (if this does not impact the premium)\*

c. Rectification in relationship of the **Insured Person** with the Proposer

d. Rectification of date of birth of the **Insured Person** (if this does not impact the premium)\*

e. Change in the correspondence address of the Proposer

f. Change in Nominee Details

g. Change in Height, weight, marital status (if this does not impact the premium)

h. Change in bank details

i. Any other non-financial endorsement

### 1.2 Financial Endorsements – which result in alteration in premium

a. Change in Age/date of birth/ Gender

b. Change in Height, weight

c. Deletion of **Insured Person** on death or Marital separation

d. Any other financial endorsement

e. Enhancement of **Sum Insured** – Enhancement of **Sum Insured** is subject to Medical Underwriting

- Endorsements, a and b above shall be effective from the date of receipt of premium with **Us** and shall be effective from Date of Commencement/Renewal of the **Policy**.

- The **Policyholder** should provide a fresh application in a proposal form for addition of **Insured person**.

## 8. Cancellation

i. **You** may terminate this **Policy** at any time by giving **Us** written notice. The cancellation shall be from the date of receipt of such written notice. In case of any claim made during **Policy Year**, no premium will be refunded on cancellation. If no claim has been made under the **Policy**, then **We** will refund premium in accordance with the table below:

| Month          | 1 Year | 2 Year | 3 Year |
|----------------|--------|--------|--------|
| Up to 1 Month  | 85.0%  | 92.5%  | 95.0%  |
| Up to 3 Month  | 70.0%  | 85.0%  | 90.0%  |
| Up to 6 Month  | 45.0%  | 70.0%  | 80.0%  |
| Up to 12 Month | 0.0%   | 45.0%  | 60.0%  |
| Up to 15 Month | NA     | 30.0%  | 50.0%  |
| Up to 18 Month | NA     | 20.0%  | 45.0%  |
| Up to 24 Month | NA     | 0.0%   | 30.0%  |
| Up to 27 Month | NA     | NA     | 20.0%  |
| Up to 30 Month | NA     | NA     | 12.5%  |
| Up to 36 Month | NA     | NA     | 0.0%   |

ii. **We** may cancel on grounds of misrepresentation, fraud, non-disclosure of material facts as sought to be in proposal form or non-cooperation by any **Insured Person**. Cancelled ab initio from the inception date or the renewal date (as the case may be), at our sole discretion upon giving 30 days' notice  
**9. Premium Payment Option**

i. **Insured Person** shall have the option to pay **Policy** premium in total at the inception of **Policy** or in installments as per options as below

| Options  | Installment Premium Option |
|----------|----------------------------|
| Option 1 | Yearly                     |
| Option 2 | Half Yearly                |
| Option 3 | Quarterly                  |
| Option 4 | Monthly                    |

ii. No Additional charges, on the existing premium are applicable irrespective of the Installment Option selected.

iii. **Grace Period** of 15 days in case of Monthly premium payment option and 30 days for half yearly and Quarterly premium payment option shall be applicable. Diagnosis of **Critical Illness**, Undergoing of **Surgical Procedure** or any illness contracted during the **Grace Period** will not be admissible under the **Policy**.

iv. If case of non-receipt of Installment Premium on the Installment due date or before expiry of the grace period, the **Policy** shall stand cancelled and the Premium for unexpired period will be refunded as below

#### v. Cancellation

a. When yearly payment option is chosen, cancellation grid as per 1 Year Tenure policies will be applicable

b. For all other Premium Payment options, 50% of current installment premium will be refunded when the current period is less than 6 months in to the **Policy Year**. For installment after 6 months, no refund will be payable.

c. No refund of any premium in case of any claim during **Policy Year**.

#### 10. Revision/ Modification of the product

**We** may revise the **Renewal** premium payable under the **Policy** or the terms of cover, with the prior approval from Insurance Regulatory and Development Authority of India. **We** will intimate You of any such changes at least 3 months prior to date of such revision or modification.

#### 11. Withdrawal of the Product

i. **We** may withdraw this product with the prior approval from Insurance Regulatory and Development Authority of India.

ii. **We** will intimate **You** of any such changes at least 3 months prior to date of such revision or modification.

iii. In the event of withdrawal of this product, **You** can choose to renew this **Policy** under Our available similar and closely similar Health Insurance Products.

iv. However benefits payable shall be subject to the terms contained in such other **Product** as approved by Insurance Regulatory and Development Authority of India

v. Suitable credit of continuity/waiting periods for all the previous **Policy Year** shall be extended in the new **Policy**, provided the **Policy** has been maintained without a break.

#### 12. Payment of Claim

i. If there are any deficiencies in the necessary claim documents which are not met or are partially met, **We** will send a maximum of 3 (three) reminders following which **We** will send a closure letter or make a part-payment if **We** have not received the deficiency documents after 45 days from the date of the initial request for such documents

ii. On receipt of all the documents and on being satisfied with regard to the admissibility of the claim as per **Policy** terms and conditions, **We** shall offer within a period of 30 days a settlement of the claim to the **Insured person**.

iii. Upon acceptance of an offer of settlement by the **Insured person**, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the **Insured Person**. In the cases of delay in the payment **We** shall be liable to pay interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed by it.

iv. However, where the circumstances of a claim warrant an investigation, **We** will initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, **We** will settle the claim within 45 days from the date of receipt of last necessary document. In case of delay beyond stipulated 45 days, the Company will be liable to pay interest at a rate which is 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

v. If **We**, for any reason decide to reject the claim the reasons regarding the rejection shall be communicated to You in writing within 30 days of the receipt of documents.

vi. If requested by **Us** and at **Our** cost, the **Insured Person** must submit to medical examination by **Our Medical Practitioner** as often as **We** consider reasonable and necessary and **We/Our** representatives must be permitted to inspect the medical and Hospitalization records pertaining to the treatment of **Insured Person** and to investigate the circumstances pertaining to the claim.

vii. **We** and **Our representatives must be given all reasonable co-operation in investigating the claim in order to assess Our liability and quantum in respect of the claim.**

### 13. Contact Us

|   | Within India   |
|---|--|
| <b>Claim Intimation:</b>                    | Customer Service No : 022 6234 6234 / 0120 6234 6234<br>Reimbursement Claim intimation: Visit <a href="http://www.hdfcergo.com">www.hdfcergo.com</a> - > Help - > Claim registration |
| <b>Claim document submission at address</b> | HDFC ERGO General Insurance Co. Ltd. Stellar IT Park, Tower-15th Floor, C - 25, Sector 62, Noida – 201301  |

### 14. Grievance Redressal Procedure

i. If You have a grievance that You wish Us to redress, You may contact Us with the details of **Your** grievance through:

| Contact Points | First Contact Point                                      | Escalation level 1  | Escalation level 2  |
|----------------|--|---|---|
| Contacts us at | 022 6234 6234 / 0120 6234 6234                           | NA  | NA  |
| Write to us at | <a href="mailto:care@hdfcergo.com">care@hdfcergo.com</a> | <a href="mailto:grievance@hdfcergo.com">grievance@hdfcergo.com</a>  | <a href="mailto:cgo@hdfcergo.com">cgo@hdfcergo.com</a>  |
| Visit us       | Grievance cell of any of our Branch office               | The Grievance Cell, HDFC ERGO General Insurance Company Ltd., D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West) Mumbai-400078 | Chief Grievance Officer, HDFC ERGO General Insurance Company Ltd., D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai-400078 |

ii. If You are not satisfied with Our redressal of Your grievance through one of the above methods, You may approach the nearest Insurance Ombudsman for resolution of Your grievance. The contact details of Ombudsman offices are mentioned below.

| NAMES OF OMBUDSMAN AND ADDRESSES OF OMBUDSMAN CENTRES  |  |
|--|--|
| Office Details   | Jurisdiction of Office Union Territory, District                           |
| <b>AHMEDABAD</b><br>Office of the Insurance Ombudsman,<br>Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001.<br>Tel.: 079 - 25501201/02/05/06, Email: <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">bimalokpal.ahmedabad@ecoi.co.in</a>  | Gujarat, Dadra & Nagar Haveli, Daman and Diu.                              |
| <b>BENGALURU</b><br>Office of the Insurance Ombudsman,<br>Jeevan Soudha Building, PID No. 57-27-N-19, Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078.<br>Tel.: 080 - 26652048 / 26652049, Email: <a href="mailto:bimalokpal.bengaluru@ecoi.co.in">bimalokpal.bengaluru@ecoi.co.in</a> | Karnataka  |
| <b>BHOPAL</b><br>Office of the Insurance Ombudsman,<br>Janak Vihar Complex, 2nd Floor,<br>6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003.<br>Tel.: 0755 - 2769201 / 2769202, Fax: 0755 - 2769203<br>Email: <a href="mailto:bimalokpal.bhopal@ecoi.co.in">bimalokpal.bhopal@ecoi.co.in</a>   | Madhya Pradesh, Chattisgarh  |
| <b>BHUBANESHWAR</b><br>Office of the Insurance Ombudsman,<br>62, Forest park, Bhubneshwar – 751 009.<br>Tel.: 0674 - 2596461 / 2596455, Fax: 0674 - 2596429<br>Email: <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">bimalokpal.bhubaneswar@ecoi.co.in</a>   | Orissa   |
| <b>CHANDIGARH</b><br>Office of the Insurance Ombudsman,<br>S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017.<br>Tel.: 0172 - 2706196 / 2706468, Fax: 0172 - 2708274<br>Email: <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">bimalokpal.chandigarh@ecoi.co.in</a>        | Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.            |
| <b>CHENNAI</b><br>Office of the Insurance Ombudsman,<br>Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284, Fax: 044 - 24333664<br>Email: <a href="mailto:bimalokpal.chennai@ecoi.co.in">bimalokpal.chennai@ecoi.co.in</a>                               | Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry). |

| NAMES OF OMBUDSMAN AND ADDRESSES OF OMBUDSMAN CENTRES   |   |
|---|---|
| Office Details  | Jurisdiction of Office Union Territory, District  |
| <b>DELHI</b><br>Office of the Insurance Ombudsman,<br>2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002.<br>Tel.: 011 - 23232481/23213504, Email: bimalokpal.delhi@ecoi.co.in   | Delhi   |
| <b>GUWAHATI</b><br>Office of the Insurance Ombudsman,<br>Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road,<br>Guwahati – 781001 (ASSAM).<br>Tel.: 0361 - 2632204 / 2602205, Email: bimalokpal.guwahati@ecoi.co.in  | Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.  |
| <b>HYDERABAD</b><br>Office of the Insurance Ombudsman,<br>6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace,<br>A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004.<br>Tel.: 040 - 67504123 / 23312122, Fax: 040 - 23376599<br>Email: bimalokpal.hyderabad@ecoi.co.in | Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.  |
| <b>JAIPUR</b><br>Office of the Insurance Ombudsman,<br>Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005.<br>Tel.: 0141 - 2740363, Email: Bimalokpal.jaipur@ecoi.co.in   | Rajasthan.  |
| <b>ERNAKULAM</b><br>Office of the Insurance Ombudsman,<br>2nd Floor, Pullinat Bldg., Opp. Cochin Shipyard, M. G. Road,<br>Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338, Fax: 0484 - 2359336<br>Email: bimalokpal.ernakulam@ecoi.co.in  | Kerala, Lakshadweep, Mahe-a part of Pondicherry.  |
| <b>KOLKATA</b><br>Office of the Insurance Ombudsman,<br>Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072.<br>Tel.: 033 - 22124339 / 22124340, Fax : 033 - 22124341<br>Email: bimalokpal.kolkata@ecoi.co.in  | West Bengal, Sikkim, Andaman & Nicobar Islands.   |
| <b>LUCKNOW</b><br>Office of the Insurance Ombudsman,<br>6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj,<br>Lucknow - 226 001.<br>Tel.: 0522 - 2231330 / 2231331, Fax: 0522 - 2231310<br>Email: bimalokpal.lucknow@ecoi.co.in                                    | Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareilly, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar. |
| <b>MUMBAI</b><br>Office of the Insurance Ombudsman,<br>3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.<br>Tel.: 022 - 26106552 / 26106960, Fax: 022 - 26106052<br>Email: bimalokpal.mumbai@ecoi.co.in   | Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.  |
| <b>NOIDA</b><br>Office of the Insurance Ombudsman,<br>Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15,<br>Distt: Gautam Buddha Nagar, U.P.-201301.<br>Tel.: 0120-2514250 / 2514252 / 2514253, Email: bimalokpal.noida@ecoi.co.in                                    | State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahr, Etah, Kanoj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.  |
| <b>PATNA</b><br>Office of the Insurance Ombudsman,<br>1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur,<br>Patna 800 006.<br>Tel.: 0612-2680952, Email: bimalokpal.patna@ecoi.co.in  | Bihar, Jharkhand.   |
| <b>PUNE</b><br>Office of the Insurance Ombudsman,<br>Jeevan Darshan Bldg., 3rd Floor,<br>C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030.<br>Tel.: 020-41312555, Email: bimalokpal.pune@ecoi.co.in  | Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.  |