

SmartHealth essential insurance policy

- Policy Wordings

1) Preamble

WHEREAS the Insured designated in the Schedule to this Policy having by a proposal and declaration together with any statement, report or other document which shall be the basis of this contract and shall be deemed to be incorporated herein, has applied to Bharti AXA General Insurance Company Limited (hereinafter called "the Company") for the insurance hereinafter set forth and paid appropriate premium for the period as specified in the Schedule.

NOW THIS POLICY WITNESSETH:

That subject to the terms, conditions, exclusions and definitions contained herein or endorsed or otherwise expressed hereon the Company, undertakes, that if during the period as specified in the Schedule to this Policy, the Insured / Insured Person shall contract any disease, illness or sustain any injury and if such disease, illness or injury shall upon the advice of a duly qualified Medical Practitioner require such Insured/Insured Person, to undertake treatment for such disease, illness or injury at any Hospital/ Nursing Home in India as an inpatient, then the Company will pay to the Insured/Insured Person, his /her assignee, or legal representatives, as the case may be, a fixed allowance as compensation in manner, for the period and to the extent of the Sum Insured as specified in this Policy.

2) Definitions

Any word or expression to which a specific meaning has been assigned in any part of this Policy or the Schedule shall bear the same meaning wherever it appears. For purposes of this Policy, the terms specified below shall have the meaning set forth:

- 2.1) **"Accident"** means a sudden, unforeseen and unexpected physical event beyond the control of the Insured/Insured Person resulting in bodily injury, caused by external, visible and violent means.
- 2.2) **"Bodily Injury / Injury"** mean any accidental physical bodily harm solely and directly caused by external, violent and visible means which is verified and certified by a Physician but does not include any sickness or disease.
- 2.3) **"Disease"** means an alteration in the state of the body or of some of its organs, interrupting or disturbing the performance of the functions, and causing or threatening pain and weakness or physical or mental disorder and certified by a Medical Practitioner.
- 2.4) **"Family"** means the Insured, his/her lawful spouse and maximum of two dependant children upto the age of 23 years.
- 2.5) **"Hospital/Nursing Home"** means an establishment in India for indoor medical care and treatment of patients which:
 - 2.5.1) is registered with the appropriate local authorities as such and benefits from the supervision of a Medical Practitioner on a 24 hour basis, or
 - 2.5.2) complies with at least the following criteria:
 - 2.5.2.a.1) It has at least 10 inpatient beds (at least 7 inpatient beds in places with a population of less than 10,00,000);

2.5.2.a.2) It has a fully equipped operating theatre where surgery is performed;

2.5.2.a.3) it employs qualified nursing staff on a 24 hour basis;

2.5.2.a.4) maintains daily records of patients.

2.5.3) By the nature of the medical treatment provided is an establishment properly recognized as a Hospital / Nursing Home within the locality and fulfils all the demands ordinarily or customarily of a Hospital for medical treatment, and where all medical treatment is administered by a Medical Practitioner, and is not, except incidentally, a place of rest, a place for the aged, a place for drug-addicts or place for alcoholics, a hotel, health spa, massage centre or any similar establishment.

2.6) **"Hospitalisation expenses"** mean expenses on hospitalisation for minimum period of 24 hours incurred in India, which are admissible under this Policy.

2.7) ICU – ICU/CCU means the Hospital equipped staff to provide the intensive care for the critical/complicated illness/disease.

2.8) **"In-patient"** means an Insured / Insured Person who is admitted to Hospital / Nursing Home and stays for at least 24 hours for the sole purpose of receiving treatment.

2.9) **"Insured"** means the individual who has a permanent place of residence in India and on whose name the Policy is issued. In case of group policies it means the group, organization, institution, firm, society or body corporate engaged in any trade or business in India on whose name the Policy is issued

2.10) **"Insured Person"** means the person named in the Schedule to the Policy, who has a permanent place of residence in India and for whose benefit the insurance is proposed and appropriate premium paid.

2.11) **"Medical Practitioner"** means a person who holds a degree /diploma of a recognized institution and is registered with the Medical Council in respective states of India. The term Medical Practitioner includes a physician, specialist and surgeon, provided that this person is not a member of the Insured/Insured Person's family.

2.12) **"Medical charges"** mean reasonable charges unavoidably incurred by the Insured/Insured Person for the medical treatment of disease, illness or injury the subject matter of the claim as an In-patient in a Hospital/ Nursing Home, and includes the costs of a bed; treatment and care by medical staff; medical procedures, Medical Practitioner's / Consultants/ Specialists fees, medicines and consumables including cost of pacemaker, cost of organs, artificial limbs etc. as long as these are recommended by the attending Medical Practitioner.

2.13) **"Policy period"** means the period between the inception date and the expiry date as specified in the Schedule to this Policy or the cancellation of this insurance, whichever is earlier.

- 2.14) **"Policy"** means this document of Policy describing the terms and conditions of this contract of insurance including the Company's covering letter to the Insured, if any, the Schedule attached to and forming part of this Policy, the Insured's Proposal Form and any applicable endorsement thereon. The Policy contains details of the scope and extent of cover available to the Insured/Insured Person, the exclusions from the scope of cover and the terms and conditions of the issue of the Policy.
- 2.15) **"Pre-existing condition"** means any condition, ailment or injury or related condition(s) for which the insured/insured Person had signs or symptoms, and/or were diagnosed, and/or received medical advice / treatment, within 48 months prior to the Insured / Insured Person's your first policy with the company;
- 2.16) **"Third Party Administrator (TPA)"** means any organization or institution that is licensed by the IRDA as a TPA and is engaged by the Company for a fee or remuneration for providing Policy and claims facilitation services to the Insured / Insured Person as well as to the Company for an insurable event.
- 2.17) **"Schedule"** means Schedule attached to and forming part of this Policy mentioning the details of the Insured/ Insured Persons, the Sum Insured, the period and the limits to which benefits under the Policy are subject to.
- 2.18) **"Sum Insured"** means the sum as specified in the Schedule to this Policy against the name of Insured / each Insured Person, which sum represents the Company's maximum liability for any or all claims under this Policy during the Policy period
- 2.19) **"Surgical operation"** means manual and/or operative procedures for correction of deformities and defects, repair of injuries, diagnosis and cure of diseases, relief of suffering and prolongation of life.
- 2.20) **"Terrorism/Terrorist Incident"** means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or the commission of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered terrorist activity. Terrorism shall also include any act, which is verified or recognized by the relevant Government as an act of terrorism.
- 2.21) Where the Policy is obtained on floater basis covering the family members, the Sum Insured as specified in the Schedule to this Policy, shall be available to the Insured and all and any one of the Insured Persons for one or more claims during the Policy period.
- 2.22) **Double Benefit for ICU/CCU** – In case the insured gets admitted in ICU/CCU, the benefits payable shall be double for maximum period of 5 days after first three days.

3) Scope of cover

The Company hereby agrees subject to the terms, conditions and exclusions herein contained or otherwise expressed, to pay and/or reimburse the following benefit in manner, for the period and to the extent of the Sum Insured as specified in the Schedule to this Policy.

In case the Insured / Insured Person is hospitalized for treatment of any disease / illness contracted or injury sustained during the Policy period and if the period of such hospitalisation exceeds more than 3 days, this Policy provides for payment of a daily allowance up to the specified limits as mentioned in the Schedule to this Policy.

This benefit is applicable irrespective of the number of occurrences during the Policy period subject to overall Sum Insured.

Double benefit in case of ICU admission – If the Insured get hospitalized in the ICU, the daily cash benefit will get double. The double cash benefit is paid for 5 days after first three days. This benefit will be applicable for the Plan B and Plan C.

Additional features

Income Tax Benefit – Premium paid under the Policy shall be eligible for income tax deduction benefit under Sec 80 D as per the Income tax Act.

Renewal Discount - Discount equivalent to 5% of renewal premium every year on a progressive scale will be given back to the Insured as No claim Bonus at the time of renewal, where the Policy which is renewed is claim free in the expiring year. This renewal discount on a progressive scale will be allowed upto 25%. In case of renewal of a Policy where there is a loss, the Insured will lose the entire Renewal Discount accumulated.

This additional benefit is available on the policies taken and renewed with our Company continuously without any break and without any claim.

4) Exclusions

The Company shall not be liable to make any payment for any claim directly or indirectly caused by, based on, arising out of or howsoever attributable to any of the following:

- 4.1) **Pre-existing diseases / illness / injury / conditions** - The benefits will not be available for any condition(s) as defined in the policy, until 48 months of continuous cover have elapsed, since the inception of the first policy with the company. However, if the renewal premium is paid within 15 days from the date of policy expiry, coverage shall be deemed to be continuous with out break for the purpose of this exclusion.
- 4.2) Hospitalisation expenses incurred for treatment undertaken for disease, illness or injury within 30 days of the inception date of this Policy except accidental hospitalization . This exclusion, however, doesn't apply for subsequent renewals with the Company without a break. Further this exclusion shall not apply if the insured person is covered under any other Hospital cash policy or similar Hospital cash benefit plan of any other general insurance company including group insurance schemes in India for a continuous period of preceding 12 months without any break. Further to this it has been clarified that the continuity benefit is given to the lower sum insured of either previous policy or new policy with Bharti AXA general insurance company.
- 4.3) Hospitalisation expenses incurred on treatment of following diseases, illness, injury within the first year from the inception of this Policy, will not be payable:
- 4.3.1) Cataract
 - 4.3.2) Benign Prostatic Hypertrophy
 - 4.3.3) Myomectomy, Hysterectomy or menorrhagia or fibromyoma unless because of malignancy
 - 4.3.4) Dilation and curettage
 - 4.3.5) Hernia, hydrocele, congenital internal disease, fistula in anus, sinusitis
 - 4.3.6) Skin and all internal tumors/ cysts/nodules/ polyps of any kind including breast lumps unless malignant /adenoids and hemorrhoids
 - 4.3.7) Dialysis required for chronic renal failure
 - 4.3.8) Gastric and Duodenal ulcers

This exclusion, however, doesn't apply for subsequent renewals with the Company without a break. Further this exclusion shall not apply in case of the Insured/Insured Person having been covered under any similar health insurance policy of any other general insurance company including group insurance schemes in India for a continuous period of preceding 12 months without any break. However, if the renewal premium is paid within 15 days from the date of policy expiry, coverage shall be deemed to be continuous with out break for the purpose of this exclusion.

- 4.4) Circumcision unless necessary for treatment of a disease, illness or injury not excluded hereunder, or, as may be necessitated due to an accident.
- 4.5) Dental treatment which are not excluded hereunder or surgery of any kind unless requiring hospitalisation.
- 4.6) Birth control procedures, hormone replacement therapy, treatment arising from or traceable to pregnancy, childbirth including caesarean section and voluntary medical

termination of pregnancy during the first 12 weeks from the date of conception. However, this exclusion will not apply to Ectopic Pregnancy proved by diagnostic means and certified to be life threatening by the attending Medical Practitioner.

- 4.7) Any fertility, sub-fertility or assisted conception operation
- 4.8) Routine medical, eye and ear examinations, cost of spectacles, laser surgery, contact lenses or hearing aids, issue of medical certificates and examinations as to suitability for employment or travel.
- 4.9) Acquired Immune Deficiency Syndrome (AIDS), AIDS related complex syndrome (ARCS) and all diseases / illness / injury caused by and/or related to HIV.
- 4.10) Treatment of obesity, general debility, convalescence, rundown condition or rest cure, congenital external disease / illness or defects or anomalies, sterility, venereal disease or intentional self-injury and use of intoxicating drugs / alcohol.
- 4.11) Any treatment received in convalescent homes, convalescent hospitals, health hydros, nature cure clinics or similar establishments.
- 4.12) Medical Treatment following use of intoxicating drugs and alcohol or drug abuse, solvent abuse or any addiction or medical condition resulting from or relating to such abuse or addiction.
- 4.13) Sex change or treatment, which results from, or is in any way related to, sex change.
- 4.14) Vaccination and inoculation of any kind.
- 4.15) Treatment by a family member and self-medication or any treatment that is not scientifically recognized.
- 4.16) Medical treatment required following any criminal act of the Insured / Insured Person.
- 4.17) Disease / illness / injury/critical illness, directly or indirectly, caused by or arising from or attributable to foreign invasion, act of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot, strike, lockout, military or popular uprising or civil commotion.
- 4.18) Disease / illness / injury whilst performing duties as a serving member of a military or a police force.
- 4.19) Prostheses, corrective devices and medical appliances, which are not required intra-operatively or for the disease/ illness/ injury for which the Insured / Insured Person was hospitalised.
- 4.20) Any stay in Hospital without undertaking any treatment or where there is no active regular treatment by the Medical Practitioner.
- 4.21) Treatment of mental disease / illness, stress, psychiatric or psychological disorders.
- 4.22) Aesthetic treatment, cosmetic surgery and plastic surgery unless necessitated due to accident or as a part of any disease/ illness / injury not excluded hereunder.
- 4.23) Any treatment, directly or indirectly, due to contamination due to an act of terrorism or terrorist incident, regardless of any contributory causes (if the Company opines that by reason of this exclusion any loss is not covered by this insurance, the burden of proving the contrary shall be upon the Insured / Insured Person).
- 4.24) Disease, illness or injury, directly or indirectly, caused by ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
- 4.25) Disease, illness, injury, directly or indirectly, caused by or contributed to by nuclear weapons/materials or radioactive contamination.
- 4.26) Experimental and unproven treatment.
- 4.27) Charges incurred primarily for diagnostic, X-ray or laboratory examinations or other diagnostic studies not consistent with or incidental to the diagnosis and treatment of the positive existence or presence of any disease, illness or injury, for which confinement is required at a Hospital/Nursing Home or at home under domiciliary hospitalisation as defined.

- 4.28) Treatment which is not under the advice of the Medical Practitioner or which is not consistent with or incidental to the diagnosis and treatment.
- 4.29) Any treatment which is undertaken as an out-patient without any admission as an in-patient at the Hospital except those that are specifically mentioned as covered in the Schedule to this Policy.
- 4.30) Treatment towards screening of donor.
- 4.31) Naturopathy or unani forms of treatment.
- 4.32) Any treatment received outside India.
- 4.33) Treatment taken from persons not registered as Medical Practitioners under respective medical councils.
- 4.34) Medical treatment in respect of the Insured/Insured Person whilst engaging in 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.
- 4.35) Medical treatment in respect of the Insured/Insured Person whilst flying or taking part in aerial activities (including cabin crew) except as a fare-paying passenger in a regular Scheduled airline or air charter company.

5) General conditions

5.1) Duty of Disclosure:

The Policy shall be null and void and no benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, misdescription or non-disclosure of any material particulars in the proposal form, personal statement, declaration and connected documents, or any material information having been withheld, or a claim being fraudulent or any fraudulent means or device being used by the Insured/Insured Person or any one acting on his/their behalf to obtain a benefit under this Policy.

5.2) Floater Policy:

Where the Policy is obtained on floater basis covering the family members, the Sum Insured as specified in the Schedule to this Policy, shall be available to the Insured and all and any one of the Insured Persons for one or more claims during the Policy period.

5.3) Reasonable Care:

The Insured/Insured Person shall take all reasonable steps to safeguard the interests of the Insured/Insured Person against accidental loss or damage that may give rise to a claim.

5.4) Observance of terms and conditions:

The due observance and fulfilment of the terms, conditions and endorsements of this Policy in so far as they relate to anything to be done or complied with by the Insured / Insured Person, shall be a condition precedent to any liability of the Company to make any payment under this Policy.

5.5) Material Change:

The Insured / Insured Person shall immediately notify the Company by fax or in writing of any material change in the risk and cause at his own expense such additional precaution to be taken as circumstances may require to ensure safety thereby containing the circumstances that may give rise to a claim and the Company may adjust the scope of the cover and/or the premium, if necessary, accordingly.

5.6) Fraudulent Claims:

If any claim is in any respect fraudulent, or if any false statement or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured/Insured Person or anyone acting on his or her behalf to obtain any benefits under the Policy, all benefits under this Policy shall be forfeited. The Company will have the right to reclaim all benefits paid in respect of a claim which is fraudulent as mentioned above under this Condition as well as under Condition No 1 of this Policy

5.7) No Constructive Notice;

Any knowledge or information of any circumstances or condition in connection with the Insured / Insured Person, in possession of any official of the Company shall not be the notice to or be held to bind or prejudicially affect the Company notwithstanding subsequent acceptance of the premium.

5.8) Notice of Charge

The Company shall not be bound to take notice of any trust, charge, lien, assignment or other dealing with or relating to this policy; but the payment by the Company to the Insured / Insured Person, his/her assignee or legal representative, as the case may be, of any compensation or benefit under the Policy shall in all cases be an effectual discharge to the Company.

5.9) Overriding effect

The terms and conditions contained herein and in the Schedule shall be deemed to form part of the Policy and shall be read as if they are specifically incorporate herein.

5.10) Electronic Transaction:

The Insured / Insured Person agrees to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the internet, world wide web, Electronic data interchange, call centres, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication established by or on behalf of the Company for and in respect of the Policy or its terms or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time. However, the terms of this condition shall not override provisions of any law(s) or statutory regulations including provisions of IRDA regulations for protection of policy holder's interests.

5.11) Duty of the Insured/Insured person on occurrence of loss:

On the occurrence of loss within the scope of cover under the Policy, the Insured / Insured Person shall:

- 5.11.1) forthwith file/submit a claim form in accordance with "Claim Procedure" clause.
- 5.11.2) allow the Medical Practitioner or any agent of the Company to inspect the medical and hospitalisation records and to examine the Insured/Insured Person
- 5.11.3) assist and not hinder or prevent the Company or any of its agents in pursuance of their duties

In case the Insured / Insured Person does not comply with the provisions of this clause or other obligations cast upon the Insured / Insured Person under this Policy or in any of the policy documents, all benefit under the Policy shall be forfeited, at the option of the Company.

5.12) Right to Inspect

If required by the Company, representative of the Company including a Physician appointed in that behalf shall in case of any loss or any circumstances that have given rise to a claim to the Insured/Insured Person be permitted at all reasonable times to examine into the circumstances of such claim. The Insured / Insured Person shall on being required so to do by the Company produce all relevant documents relating to or containing reference relating to the claim or such circumstance in his/her possession including presenting himself for examination and furnish copies of or extracts from such of them as may be required by the Company so far as they relate to such claims or will in any way assist the Company to ascertain the correctness thereof or the liability of the Company under this Policy. Such examination to a certain the claim under the policy will be conducted at insurer's cost.

5.13) Position after a claim

As from the day of receipt of the claim amount by the Insured / Insured Person, the Sum Insured for the remainder of the period of insurance shall stand reduced by a corresponding amount.

5.14) Subrogation:

In the event of any claim payment under this Policy, the Company shall be subrogated to all the Insured / Insured Person's rights or recovery thereof against any person or organization and the Insured / Insured Person shall execute and deliver instruments and papers necessary to secure such rights. The Insured and any claimant under this Policy shall at the expense of the Company do and concur in doing and permit to be done all such acts and things as may be necessary and required by the Company, before or after indemnification, in enforcing or endorsing any rights or remedies or of obtaining relief or indemnity, to which the Company shall be or would become entitled or subrogated.

5.15) Contribution:

If there shall be existing any other insurance of any nature whatsoever covering the same Insured / Insured Person whether effected by the Insured / Insured Person or not, then the Company shall not be liable to pay or contribute more than its rateable proportion of any loss or damage. This condition shall consider only other similar types of benefit policies and shall not take into account any hospitalisation indemnity policy.

5.16) Forfeiture of claims:

If any claim is made and rejected and no court action or suit commenced within 12 months after such rejection or, in case of arbitration taking place as provided herein, within 12 calendar months after the Arbitrator or Arbitrators have made their award, all benefits under this Policy shall be forfeited.

5.17) Cancellation/Termination:

The Company may at any time, cancel this Policy, by giving 7 days notice in writing by Registered Post Acknowledgment Due to the Insured at his / their last known address. The company shall exercise its right to cancel only in case of non-co-operation of the Insured / Insured Person in implementing the terms and conditions of this policy, in which case the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation. The Insured may also give 7 days notice in writing, to the Company, for the cancellation of this Policy, in which case the Company shall from the date of receipt of notice cancel the Policy and retain the premium for the period this Policy has been in force at the Company's short period scales. Provided however that refund on cancellation of Policy by the Insured shall be made only if no claim has occurred up to the date of cancellation of this Policy

Period On Risk	Rate Of Premium to be retained
Up to 1 month	25% of annual rate
Up to 3 months	50% of annual rate
Up to 6 months	75% of annual rate
Exceeding six months	100%

5.18) Cause of action/Currency of payment:

No claim shall be payable under this Policy unless the cause of action arises in India. All claims shall be payable in India in Indian Rupees only.

5.19) Policy Disputes:

The parties to this Policy expressly agree that the laws of the Republic of India shall govern the validity, construction, interpretation and effect of this Policy. Any dispute concerning the interpretation of the terms and conditions, limitations and/or exclusions contained herein is understood and agreed to by both the Insured and the Company to be subject to Indian law. Each



party agrees to be subject to the executive jurisdiction of the High Court of Karnataka and to comply with all requirements necessary to give such Court the jurisdiction. All matters arising hereunder shall be determined in accordance with the law and practice of such Court within Indian territory.

5.20) Arbitration:

If any dispute or difference shall arise as to the quantum to be paid under this Policy (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole Arbitrator to be appointed in writing by the parties to the dispute/difference, or if they cannot agree upon a single Arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of 3 Arbitrators, comprising of two Arbitrators and one to be appointed by each of the parties to the dispute/ difference and the third Arbitrator to be appointed by such two Arbitrators and the arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliations Act 1996.

It is hereby agreed and understood that no dispute or difference shall be referable to arbitration, as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this Policy.

It is expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that the award by such Arbitrator/Arbitrators of the amount of the loss shall be first obtained.

5.21) Renewal Notice:

The Company shall give notice for renewal of the policy and accept renewal premium in all cases except in case of non-co-operation of

the Insured / Insured person in implementing the terms and conditions of this policy. Every renewal premium (which shall be paid and accepted in respect of this Policy) shall be so paid and accepted upon the distinct understanding that no alteration has taken place in the facts contained in the proposal or declaration hereinbefore mentioned and that nothing is known to the Insured / Insured Person that may result to enhance the risk of the Company. No renewal receipt shall be valid unless it is on the printed form of the Company and signed by an authorized official of the Company. However, in case the premium for renewal is paid with in 15 days from the policy expiring date, such renewal policy shall be effective only from the time and date of receipt of premium. It is further clarified that the company shall not be liable to pay claims arising out of any disease or injury contacted during the period between policy expiring date and receipt of renewal premium by the company.

5.22) Notices:

Any notice, direction or instruction given under this Policy shall be in writing and delivered by hand, post or facsimile to -

5.22.1) In case of the Insured / Insured Person, at the address given in the Schedule to the policy.

5.22.2) In case of the Company, to the address as mentioned in the policy schedule /nearest office of the Company.

5.23) Customer Service:

If at any time the Insured / Insured Person requires any clarification or assistance, the insured/ Insured Person may contact the Policy issuing office or any other office of the Company or the TPA.

List of Insurance Ombudsmen

Office of the Ombudsman	Name of the Ombudsmen	Contact Details	Areas of Jurisdiction
AHMEDABAD	Shri Amitabh	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, Ambica House, Nr. C.U.Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad - 380014. Tel: 079-27546150. Fax: 079-27546142. E-mail: insombahd@rediffmail.com	Gujarat, UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Shri N.A.Khan	Insurance Ombudsman Office of the Insurance Ombudsman Janak Vihar Complex, 2nd Floor, Malviya Nagar, Bhopal. Tel: 0755-2769201/02. Fax: 0755- 2769203. E-mail: bimalokpalbhopal@airtelbroadband.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Shri S.K.Dhal	Insurance Ombudsman Office of the Insurance Ombudsman 62, Forest Park, Bhubaneswar - 751009. Tel: 0674-2596461 (Direct). Secretary No.: 0674-2596455. Tele Fax: 674-2596429. E-mail: iobbsr@dataone.in	Orissa
CHANDIGARH	Shri K.M.Chadha	Insurance Ombudsman Office of the Insurance Ombudsman S.C.O. No.101,102 & 103,2nd Floor, Batra Building Sector 17-D, Chandigarh - 160017. Tel: 0172-2706196. Fax: 0172-2708274. E-mail: ombchd@yahoo.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, UT of Chandigarh
CHENNAI	Shri K.Sridhar	Insurance Ombudsman Office of the Insurance Ombudsman Fatima Akhtar Court, 4th Floor, 453 (Old 312) Anna Salai, Teynampet, Chennai - 600018. Tel: 044-24333678.Fax: 044-24333664. E-mail:insombud@md4.vsnl.net.in	Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry)

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NEW DELHI	Shri R.Beri	Insurance Ombudsman Office of the Insurance Ombudsman 2/2 A, Universal Insurance Bldg. Asaf Ali Road, New Delhi - 110002. Tel: 011-23239611. Fax: 011-23230858. E-mail: iobdelraj@rediffmail.com	Delhi & Rajasthan
GUWAHATI	Shri Sarat Chandra Sarma	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Nivesh, 5th Floor, Nr. Panbazar Overbridge, S.S. Road, Guwahati - 781001. Tel: 0361-2131307. Fax: 0361-2732937. E-mail: omb_ghy@sify.com	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Shri PA.Chowdary	Insurance Ombudsman Office of the Insurance Ombudsman 6-2-46, 1st Floor, Moin Court Lane Opp. Saleem Function Palace, A.C.Guards, Lakdi-Ka-Pool, Hyderabad - 500004. Tel: 040-23325325. Fax: 040-23376599. E-mail: hyd2_insombud@sanchamet.in	Andhra Pradesh, Karnataka and UT of Yanam - a part of the UT of Pondicherry
ERNAKULAM	Shri James Muricken	Insurance Ombudsman Office of the Insurance Ombudsman 2nd Floor, CC 27/2603, Pulinat Building, Opp. Cochin Shipyard, M.G. Road, Ernakulam - 682015. Tel: 0484-2358734. Fax: 0484-2359336. E-mail: iokochi@asianetglobal.com	Kerala, UT of (a) Lakshadweep, (b) Mahe - a part of UT of Pondicherry
KOLKATA	Shri K. Rangabhashyam	Insurance Ombudsman Office of the Insurance Ombudsman North British Bldg. 29, N.S. Road, 3rd Floor, Kolkata - 700001. Tel: 033-22134869. Fax: 033-22134868. E-mail: iombkol@vsnl.net	West Bengal, Bihar, Jharkhand and UT of Andaman & Nicobar Islands, Sikkim
LUCKNOW	Shri M.S.Pratap	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Bhawan, Phase 2, 6th Floor, Nawal Kishore Rd., Hazratganj, Lucknow - 226001. Tel: 0522-2201188. Fax: 0522-2231310. E-mail: ioblko@sanchamet.in	Uttar Pradesh and Uttaranchal
MUMBAI	Shri R.K.Vashishtha	Insurance Ombudsman Office of the Insurance Ombudsman Jeevan Seva Annexe, 3rd Floor, S.V.Road, Santacruz (W), Mumbai - 400054. PBX: 022-26106928. Fax: 022-26106052. E-mail: ombudsman@vsnl.net	Maharashtra, Goa

5.24) Grievances Redressal :

In case the Insured / Insured Person is aggrieved in any way, the Insured / Insured Person may contact the Company at the specified address, during normal business hours. In case the Insured/Insured Person has not got his/her grievances redressed by the Company within 14 days, then he/she may approach the Insurance Ombudsman for the redressal of the same, A list containing the addressees of Offices of Ombudsmen are attached to this Policy. Policy holder may also obtain copy of IRDA circular number 1385_GI-2002_ENG dated 26-04-2002, notification on Insurance Regulatory and Development Authority (Protection of policy holders' interests) Regulations, 2002 from any of our offices.

1) Claims notification

Multi Model Intimation

It is the endeavour of BhartiAxa to give multiple options to the insured/covered person/patient's care taker to intimate the claim to the Company. The intimation can be given in following ways

- Toll Free call centre of the Insurance Company(24x7)

- Login to the website of the Insurance Company and intimate the claim
- Send an email to the Company
- Send a fax to Company
- Post/courier to Company
- Direct Contact

In all the above the intimations are directed to a central team for prompt, standardized action.

Information Details

When the insured/covered person/patient's care taker intimate the claim as mentioned above the following information should be kept handy for prompt services.

- Policy number
- Name of the Insured/Covered person
- Contact details
- Nature of the disease, illness or injury
- Name and address of the attending medical practitioner/hospital



Claim Form

Upon the notification of the claim the Company will dispatch the claim form to the Insured/Covered person. Claim forms will also be available with the network hospitals and Company offices.

2) Claim procedure

- Insured/covered person admitted in a hospital can send the claim documents with in 15 days of end of the medical fitness certificate issued by the attending physician.
- Insured/covered person should intimate the claim to the Company within reasonable period of hospitalization.
- After receiving the complete documents the Company will reimburse the claim amount within 14 days to the insured.

Checklist of documents for settling Claims:

Sl. No.	CHECKLIST	Tick the boxes
1.	Claim form duly signed along with attending physician statement	✓ <input type="checkbox"/>
2.	Discharge summary	✓ <input type="checkbox"/>
3.	Copy of hospital final bill	✓ <input type="checkbox"/>

3) Documents

It is the policy of the Company to seek documents in a single shot. If any further documentation is required then it will be sought promptly.

In cases where investigation is deemed necessary, the same will be conducted in all promptitude.

Every attempt will be made to keep the process transparent.

4) Repudiations

The power to repudiate claims is vested in the Corporate office to ensure transparency and standardization across the country. This is also with a view to keep the guidelines of regulator in mind. In the unfortunate event of repudiation, the retail customers will be informed of the existence of forums for grievance redressal.

Insurance is the subject matter of the solicitation.

