

Customer Information Sheet Energy Policy

The information mentioned below is illustrative and not exhaustive. Information must be read in conjunction with the product brochures and policy document. In case of any conflict between the Key Features Document and the policy document the terms and conditions mentioned in the policy document shall prevail.

TITLE	DESCRIPTION	REFER TO POLICY CLAUSE NUMBER
Product Name	Energy	
What am I covered for:	<p>This Policy offers cover to individuals with Type 1, Type 2 Diabetes Mellitus, Impaired Fasting Glucose (IFG), Impaired Glucose Tolerance (IGT) and/or Hypertension</p> <p>a. In-patient Treatment - Covers hospitalization expenses if hospitalized for a period of more than 24 hrs.</p> <p>b. Pre-Hospitalisation Medical Expenses - Medical expenses incurred in 30 days before the hospitalisation.</p> <p>c. Post-Hospitalisation Medical Expenses - Medical expenses incurred in 60 days after discharge from the hospital.</p> <p>d. Day-Care procedures - Medical expenses for day care procedures.</p> <p>e. Organ Donor - Medical expenses on harvesting the organ from the donor for organ transplantation.</p> <p>f. Ambulance Cover - Upto Rs. 2,000 per hospitalisation, for utilizing ambulance service to transport an insured person to hospital in case of an emergency.</p> <p>g. Shared Accommodation Benefit - If the Insured Person is Hospitalised in Shared Accommodation in a Network Hospital, Section 3 C xiii) of Policy wordings will be waived off.</p> <p>h. Restore Benefit - Instant addition of 100% Basic Sum Insured on complete or partial utilization of Your existing Policy Sum Insured and Cumulative Bonus (if applicable) during the Policy Year. The Restore Sum Insured can be used for all claims under Inpatient Benefit. If the Restore Sum Insured is not utilized in a Policy Year, it will expire.</p> <p>i. HbA1C Checkup benefit - Under this benefit, we will reimburse an amount of up to INR 750 on an each claim towards the expenses of HbA1C checkup on submission of original payment receipt to us.</p>	<p>Section 1.a. Section 1.b. Section 1.c. Section 1.d. Section 1.e. Section 1.f.</p> <p>Section 1.g. Section 2.h.</p> <p>Section 2.i</p>
What are the major exclusions in the policy:	<p>Following is a partial list of the policy exclusions. Please refer to the policy wording for the complete list of exclusions.</p> <ol style="list-style-type: none"> War or similar situations: Treatment arising from or consequent upon war or any act of war, invasion, act of foreign enemy, (whether war be declared or not or caused during service in the armed forces of any country), civil war, public defence, rebellion, revolution, insurrection, military or usurped acts, nuclear weapons/ materials, chemical and biological weapons, radiation of any kind. Breach of law: Code- Excl10 Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent. Intentional self-injury or attempted suicide while sane or insane Hazardous or Adventure Sports: Code- Excl09 Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving. Treatment for alcoholism, drug or substance abuse or any addictive condition and consequences thereof. Code – Excl12 Obesity/Weight Control: Code – Excl06 Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions: A. Surgery to be conducted is upon the advice of the Doctor B. The surgery/Procedure conducted should be supported by clinical protocols C. The member has to be 18 years of age or older and D. Body Mass Index (BMI); I. greater than or equal to 40 or II. greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss: a. Obesity-related cardiomyopathy b. Coronary heart disease c. Severe Sleep Apnoea d. Uncontrolled Type2 Diabetes Congenital external diseases, defects or anomalies,; sleep apnoea Sterility and infertility: Code – Excl17 	Section 3 C.

What are the major exclusions in the policy:	Expenses related to sterility and infertility. This includes: i. Any type of contraception, sterilization ii. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI iii. Gestational Surrogacy iv. Reversal of sterilization 10. Circumcisions (unless necessitated by illness or injury and forming part of treatment) 11. Refractive error: Code – Excl15 Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 diopres 12. Cosmetic or plastic surgery: Code – Excl08 Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.	Section 3 C.
Waiting Period	<ul style="list-style-type: none"> 24 months for specific illness/ surgeries in the first two years and is not applicable in subsequent renewals Pre-existing conditions will be covered after a waiting period of 24 months. <p>Note: Any condition or illness, complication or ailment arising out of or connected to the condition of Type 1 Diabeted ,Type 2 Diabetes Mellitus or Impaired Fasting Glucose (IFG) or Impaired Glucose Tolerance (IGT) or Hypertension, shall not be considered as part of this waiting period and shall be covered from Day 1.</p> <p>PI Note: Coverage under the policy for any past illness/condition or surgery is subject to the same being declared at the time of application and accepted by Us without any exclusion.</p>	Section 3 A.i Section 3 A.ii
Payout basis	Payout on indemnity payment basis.	Section 1
Cost Sharing	Optional Basis If Policy Schedule shows that a Co-payment is effective and a claim has been admitted under Section 1 then, a Co-payment of 20% would apply on the amount claimed and claim payment ,if any, shall only be in excess of that sum.	Section 5 s
Renewal Conditions	The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the insured person. i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal. ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years. iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period. iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period. v. No loading shall apply on renewals based on individual claims experience.	Section 5 n
Renewal Benefits	<ul style="list-style-type: none"> Wellness Discount: Wellness discount upto 25% based on management of disease through wellness programme. Wellness Incentive: Renewal incentive for re-imburement of expenses incurred on health subject to policy terms and conditions. Cumulative Bonus: 10% increase in your annual inpatient benefit sum insured for every claim free year, subject to a maximum of 100%. In case a claim is made during a policy year, the cumulative bonus would reduce by 10% in the following year. 	Section 4.I Section 4.I Section 4.II
Cancellation	<ol style="list-style-type: none"> The policyholder may cancel this policy by giving 15days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as given in Policy Wording. Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud. 	Section 5 j & k
How to Claim	Please contact our designated TPA atleast 48 hours prior to an event which might give rise to a claim. For any emergency situations, kindly contact Our TPA within 24 hours of the event. For any claim related query, information or assistance. You can also contact Our Customer care Line at 022 6234 6234 / 0120 6234 6234 or visit Our website www.hdfcergo.com or e-mail Us at care@hdfcergo.com .	Section 5 e, f, g, h & i Section 7.

Note: Pre-Policy Check-up at our network is compulsory under this Policy. We will reimburse 100% of the expenses incurred on the acceptance of the proposal. The medical reports are valid for a period of 30 days from the date of Pre-Policy Check-up.

This Policy offers cover to individuals with Type 2 Diabetes Mellitus, Impaired Fasting Glucose (IFG), Impaired Glucose Tolerance (IGT), Type 1 diabetes and/or Hypertension. The insurance cover is subject to the terms, conditions and exclusions of this Policy, your payment of premium and realization thereof by us and your statements in the proposal form which is the basis of this Policy.

The insured person will be covered upto the Sum Insured limit under this policy.

Section 1. Benefits

The following benefits are available to the Insured Person who suffers an Illness or Accident during the Policy Period which requires Hospitalisation on an Inpatient basis or a treatment defined as a Day Care Procedure.

We will cover the Medical Expenses for:	We will not cover treatment, costs or expenses for*:
<p>a. In-Patient Treatment.</p> <p>Treatment costs where Insured Person has to stay in a Hospital for more than 24 hours. This includes:</p> <ul style="list-style-type: none"> • Hospital room rent or boarding • Nursing • Intensive Care Unit • Medical Practitioners (Fees) • Anaesthesia • Blood • Oxygen • Operation theatre • Surgical appliances • Medicines, drugs & consumables • Diagnostic procedures • Cost of prosthetic and other devices or equipment if implanted internally during a Surgical Procedure 	<p>*The following exclusions apply in addition to the waiting periods and general exclusions specified in section 3 A and C.</p> <ol style="list-style-type: none"> 1. Treatment availed outside India 2. Treatment at a healthcare facility which is NOT a Hospital. 3. Treatment for which hospitalization is not necessary
<p>b. Pre-Hospitalization expenses for consultations, investigations and medicines incurred upto 30 days before Hospitalisation.</p> <p>c. Post-Hospitalization Medical expenses for consultations, investigations and medicines incurred upto 60 days after discharge from Hospitalisation.</p>	<ol style="list-style-type: none"> 1. Claims which have NOT been admitted under 1a) and 1d). 2. Any conditions which are NOT the same as the condition for which Hospitalisation was required. 3. Expenses not related to the admission and not incidental to the treatment for which the admission has taken place
<p>d. Day Care Procedures</p> <p>Medical treatment, and/or surgical procedure which is undertaken under General or Local Anaesthesia in a Hospital/day care centre for less than 24 hours because of technological advancement, which would have otherwise required a hospitalisation of more than 24 hours.</p>	<ol style="list-style-type: none"> 1. Out-Patient Treatment 2. Admission for the purpose of only administration of any drug/ medication/formulation other than cancer chemotherapy. 3. Treatment at a healthcare facility which is NOT a Hospital

<p>e. Organ Donor</p> <p>Medical treatment of the organ donor for harvesting the organ i.e. cost of surgery to remove organs from a donor in the case of transplant surgery</p>	<ol style="list-style-type: none"> 1. Claims which have NOT been admitted under 1a). 2. Admission not compliant under the Transplantation of Human Organs Act, 1994 (as amended). 3. The organ donor's Pre and Post-Hospitalisation expenses.
<p>f. Ambulance Cover</p> <p>Expenses incurred on an ambulance in case of an emergency, subject to Rs. 2000 per Hospitalisation.</p>	<ol style="list-style-type: none"> 1. Claims which have NOT been admitted under 1a) and 1d). 2. Ambulance services of NON registered healthcare or ambulance service provider
<p>g. Shared Accommodation Benefit</p> <p>If the Insured Person is Hospitalised in Shared Accommodation in a Network Hospital, Section 3 B xxxi) of Policy wordings will be waived off..</p>	
<p>Section 2. Other Benefits</p>	
<p>h. Restore benefit</p> <p>Instant addition of 100% Basic Sum Insured on complete or partial utilization of Your existing Policy Sum Insured and cumulative Bonus (if applicable) during the Policy Year. The Total amount (Basic sum insured, cumulative bonus and Restore sum insured) will be available to the insured person for all claims under In-patient Benefit during the current Policy Year and subject to the condition that single claim in a Policy Year cannot exceed the sum of Basic Sum Insured and the cumulative bonus (if applicable).</p> <p>Conditions for Restore benefit:</p> <ol style="list-style-type: none"> a. The Restore Sum Insured can be used for claims made by the Insured Person in respect of the benefits stated in Section 1. b. The Sum Insured will be restored only once in a Policy Year. c. If the restored sum insured is not utilised in a policy year, it shall not be carried forward to any subsequent policy year. 	
<p>i. HbA1C Checkup Benefit</p> <p>Under this benefit, we will reimburse an amount of up to INR 750 on an each claim towards the expenses of HbA1C checkup on submission of original payment receipt to us subject to</p> <ol style="list-style-type: none"> 1) The date of tests should be in the Policy period. 2) A maximum of two claims can be made in a Policy year. 3) A minimum of 3 months gap should be there between the two tests 4) In Gold variant, HbA1C checkups done as part of wellness benefit (Section 4.1 of Policy Wordings) will not be considered for this benefit. 	

Important terms You should know

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

In-patient Treatment means treatment arising from Accident or Illness where Insured Person has to stay in a Hospital for more than 24 hours and includes Hospital room rent or boarding expenses, nursing, Intensive Care Unit charges, Medical Practitioner's charges, anesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines, drugs, consumables, diagnostic procedures.

Day Care treatments means those medical treatment, and/or surgical procedure listed in Annexure I which is

(i) undertaken under General or Local Anaesthesia in a Hospital/day care centre in less than 24 hours because of technological advancement, and

(ii) which would have otherwise required a Hospitalisation of more than 24 hours,

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

Section 3. Special terms and conditions

Waiting Period

All Illnesses and treatments shall be covered subject to the waiting periods specified below

- i) Specified disease/procedure waiting period- Code- Excl02
- a) Expenses related to the treatment of the listed Conditions, surgeries/treatments as mentioned in the table below shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first Policy with us. This exclusion shall not be applicable for claims arising due to an Accident.
- b) In case of enhancement of sum insured the exclusion shall apply afresh to the extent of Sum Insured increase.
- c) If any of the specified disease/procedure falls under the waiting period specified for Pre-existing diseases, then the longer of the two waiting periods shall apply.
- d) The waiting period for listed conditions shall apply even if contracted after the Policy or declared and accepted without a specific exclusion.
- e) If the Insured Person is continuously covered without any break as defined under the applicable norms on portability stipulated by IRDAI, then waiting period for the same would be reduced to the extent of prior coverage.
- f) List of specific diseases/procedure:

SI No	Organ / Organ System	Illness/diagnoses and any other related complications (irrespective of treatments medical or surgical)	Surgeries/procedures (irrespective of any illness / diagnosis other than cancers)
a.	Ear, Nose and Throat (ENT)	<ul style="list-style-type: none">• Sinusitis• Rhinitis• Tonsillitis	<ul style="list-style-type: none">• Adenoidectomy• Mastoidectomy• Tonsillectomy• Tympanoplasty• Surgery for nasal septum deviation• Surgery for Turbinate hypertrophy• Nasal concha resection• Nasal polypectomy
b.	Gynaecological	<ul style="list-style-type: none">• cysts, polyps including breast lumps• Polycystic ovarian disease• Fibromyoma• Adenomyosis• Endometriosis• Prolapsed Uterus	<ul style="list-style-type: none">• Hysterectomy
c.	Orthopaedic	<ul style="list-style-type: none">• Non infective arthritis• Gout and Rheumatism• Osteoarthritis• Ligament, Tendon and Meniscal tear• Prolapsed inter vertebral disk	<ul style="list-style-type: none">• Joint replacement surgeries

d.	Gastrointestinal	<ul style="list-style-type: none"> Cholelithiasis Cholecystitis Pancreatitis Fissure/fistula in anus, Haemorrhoids, Pilonidal sinus Gastro Esophageal Reflux Disorder (GERD), Ulcer and erosion of stomach and duodenum Cirrhosis (However Alcoholic cirrhosis is permanently excluded) Perineal and Perianal Abscess Rectal Prolapse 	<ul style="list-style-type: none"> Cholecystectomy Surgery of hernia
e.	Urogenital	<ul style="list-style-type: none"> Calculus diseases of Urogenital system including Kidney, ureter, bladder stones Benign Hyperplasia of prostate Varicocele 	<ul style="list-style-type: none"> Surgery on prostate Surgery for Hydrocele/ Rectocele
f.	Eye	<ul style="list-style-type: none"> Cataract Retinal detachment Glaucoma 	NIL
g.	Others	NIL	<ul style="list-style-type: none"> Surgery of varicose veins and varicose ulcers
h.	General (Applicable to all organ systems/ organs whether or not described above)	Benign tumors of Non infectious etiologye.	

ii) Pre-Existing Diseases - Code- Excl01

- Expenses related to the treatment of a pre-existing disease (PED) and its direct complications shall be excluded until the expiry of 24 months of continuous coverage after the date of inception of the first policy with insurer.
- In case of enhancement of Sum Insured the exclusion shall apply afresh to the extent of sum of Sum Insured increase.
- If the Insured Person is continuously covered without any break as defined under the portability norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same would be reduced to the extent of prior coverage.
- Coverage under the Policy after the expiry of 24 months for any pre-existing disease is subject to the same being declared at the time of application and accepted by Insurer.

Any condition or illness, complication or ailment arising out of or connected to the below mentioned conditions shall not be considered as part of this waiting period.

- Type 2 Diabetes Mellitus
- Impaired Fasting Glucose (IFG)
- Impaired Glucose Tolerance (IGT)
- Type 1 Diabetes
- Hypertension

Important terms You should know

Pre-existing Condition means any condition, ailment injury or disease:

- That is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the insurer or its reinstatement or
- For which Medical advice or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy or its reinstatement.

B. General exclusions

We will not pay for any claim arising from or attributable to:

Non Medical Exclusions

i) War or similar situations:

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

ii) Breach of law : Code Excl10

Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

iii) Intentional self-injury or attempted suicide while sane or insane.

iv) Hazardous or Adventure sports: Code – Excl09

Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

Medical Exclusions

v) **Investigation & Evaluation: Code Excl04**

- a. Expenses related to any admission primarily for diagnostic and evaluation purposes only are excluded.
- b. Any diagnostic expenses which are not related or not incidental to the current diagnosis and treatment are excluded.

vi) **Rest Cure, rehabilitation and respite care**—Code – Excl05: Expenses related to any admission primarily for enforced bed rest and not for receiving treatment. This also includes:

- a. Custodial care either at home or in a nursing facility for personal care such as help with activities of daily living such as bathing, dressing, moving around either by skilled nurses or assistant or non-skilled persons.
- b. Any services for people who are terminally ill to address physical, social, emotional and spiritual needs.

vii) **Obesity/Weight control:** Code – Excl06: Expenses related to the surgical treatment of obesity that does not fulfil all the below conditions:

- a. Surgery to be conducted is upon the advice of the doctor
- b. The surgery/procedure conducted should be supported by clinical protocols
- c. The member has to be 18 years of age or older and
- d. Body Mass Index (BMI)
 - i. Greater than or equal to 40 or,
 - ii. Greater than or equal to 35 in conjunction with any of the following severe co-morbidities following failure of less invasive methods of weight loss:
 1. Obesity related cardiomyopathy
 2. coronary heart disease
 3. severe sleep apnoea
 4. uncontrolled type2 diabetes

viii) **Change-of-Gender treatments** - Code – Excl07: Expenses related to any treatment, including surgical management, to change characteristics of the body to those of the opposite sex.

ix) **Cosmetic or plastic surgery:** Code – Excl08: Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of Medically Necessary Treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.

x) **Breach of Law:** Code – Excl10 - Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.

xi) **Excluded Providers- Code** – Excl11 Expenses incurred towards treatment in any hospital or by any Medical Practitioner or any other provider specifically excluded by the Insurer and disclosed in its website/notified to the policyholders are not admissible. However, in case of life threatening situations or following an Accident, expenses up to the stage of stabilization are payable but not the complete claim.

xii) Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. Code – Excl12

xiii) Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. Code – Excl13

- xiv) Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a Medical Practitioner as part of Hospitalization claim or day care procedure. Code – Excl14
- xv) Expenses related to the treatment for correction of eye sight due to refractive error less than 7.5 dioptres. Code – Excl15
- xvi) **Unproven Treatments**– Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness. Code – Excl16
- xvii) **Sterility and Infertility** –Code – Excl17 -Expenses related to sterility and infertility. This includes:
 - a. Any type of contraception, sterilization
 - b. Assisted Reproduction services including artificial insemination and advanced reproductive technologies such as IVF, ZIFT, GIFT, ICSI
 - c. Gestational Surrogacy
 - d. Reversal of sterilization
- xviii) **Maternity: Code** – Excl18
 - a. Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy;
 - b. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the Policy period.
- xix) War or any act of war, invasion, act of foreign enemy, (whether war be declared or not or caused during service in the armed forces of any country), civil war, public defence, rebellion, revolution, insurrection, military or usurped acts, Nuclear, Chemical or **Biological attack** or weapons, radiation of any kind.
- xx) Any **Insured Person** committing or attempting to commit intentional self-injury or attempted suicide or suicide while mentally sound or unsound.
- xxi) Any **Insured Person's** participation or involvement in naval, military or air force operation.
- xxii) Investigative treatment for Sleep-apnoea, General debility or exhaustion (“run-down condition”).
- xxiii) Congenital external diseases, defects or anomalies,
- xxiv) Stem cell harvesting.
- xxv) Investigative treatments for analysis and adjustments of spinal sub luxation, diagnosis and treatment by manipulation of the skeletal structure or for muscle stimulation by any means except treatment of fractures (excluding hairline fractures) and dislocations of the mandible and extremities).
- xxvi) Circumcisions (unless necessitated by Illness or Injury and forming part of treatment).
- xxvii) Any Convalescence, sanatorium treatment, private duty nursing or long-term nursing care.
- xxviii) Preventive care and other nutritional and electrolyte supplements, unless certified to be required by the attending Medical Practitioner as a direct consequence of an otherwise covered claim.
- xxix) Vaccination including inoculation and immunisations (Except post Animal bite treatment),
- xxx) **Non-Medical expenses** such as Food charges (other than patient's diet provided by hospital), laundry charges, attendant charges, ambulance collar, ambulance equipment, baby food, baby utility charges and other such items. Full list of Non-Medical expenses is attached and also available at www.hdfcergo.com.
- xxxii) Treatment taken on Outpatient basis
- xxxiii) The provision or fitting of hearing aids, spectacles or contact lenses.
- xxxiiii) Any treatment and associated expenses for alopecia, baldness including corticosteroids and topical immunotherapy wigs, toupees, hair pieces, any non-surgical hair replacement methods, Optometric therapy.
- xxxv) Any treatment or part of a treatment that is not of a Reasonable and Customary charge, not Medically Necessary; treatments or drugs not supported by a prescription.
Expenses for Artificial limbs and/or device used for diagnosis or treatment (except when used intra-operatively), Prosthesis, corrective devices external durable medical equipment of any kind, wheelchairs, crutches, and oxygen concentrator for bronchial asthma/ COPD conditions, cost of cochlear implant(s) unless necessitated by an Accident. Exhaustive list of Non-Medical expenses attached and also available on www.hdfcergo.com
- xxxvi) Any Claim arising due to Non-disclosure of Pre-existing Illness or Material fact as sought to be declared on the Proposal form.

Section 4. Renewal Benefits

I. Wellness Programme for Diabetes and Hypertension

Variant1. Silver Plan

a) To avail Wellness Benefit You may choose to undergo a medical check-up twice in a Policy Year as per grid below at a diagnostic center which is approved by Us. Please note that the costs incurred for these tests will have to be borne by You.

Medical check-up reports have to be submitted to Us in time as per below defined timelines. Any reports submitted after these timelines will not be accepted/considered for wellness benefit.

Medical Check-up Grid:

Period	Diagnostic Tests
Half yearly check-up	HbA1c, Blood pressure Monitoring, BMI, Diabetologist/Cardiologist Consultation
Annual check-up	HbA1c, SMA 12, Total Cholesterol : HDL Cholesterol, ECG, Blood pressure Monitoring, BMI, Diabetologist/ General Practitioner Consultation

***SMA 12** - FBS, Total Cholesterol, Creatinine, High-density lipoprotein (HDL), Low-density lipoprotein (LDL), Triglycerides (TG), Total Protein, Serum Albumin, Gamma-glutamyltransferase (GGT), serum glutamic oxaloacetic transaminase (SGOT), serum glutamic pyruvic transaminase (SGPT), Billirubin

Timelines for submitting the Medical Check-up reports:

Medical Check-up	Reports should be submitted in:
Half yearly check-up	4th or 5th months of the policy year
Annual check-up	8th or 9th months of the policy year

b)Based on medical check-up results incentive points would be calculated as per table below, this shall be the basis for deciding appropriate level of reduction in renewal premiums and the renewal incentive..

Examination Type	Reading	Points
HbA1c (%) – Half Yearly Examination	Upto 5.99	5
	6.00 - 6.50	2
	6.51 – 8.00	1
HbA1c (%) – Annual Examination	Upto 5.99	5
	6.00 - 6.50	2
	6.51 - 8.00	1
Blood Pressure – Half Yearly Examination	110-120/70-80	5
	121-139/80-89	2
	140-150/90-100	1
Blood Pressure - Annual Examination	110-120/70-80	5
	121-139/80-89	2
	140-150/90-100	1
Body Mass Index (BMI) - Annual Examination	18.00 – 23.00	5
	23.01 – 27.49	2
	27.50 - 34	1
Total Cholesterol : HDL Cholesterol ratio	upto 4.0	2
	4.01 to 5.00	1
Diagnostic test undertaken	Both (Annual + Half Yearly)	3
	Either (Annual or Half Yearly)	1
Diabetologist consultation/General Practitioner	One Visit	2

- c) On the completion of all the above stated medical check-ups during the policy year and based on the findings, We may decide to
- continue with the published premium and loading (if applicable at the time of inception), or
 - charge a reduced premium after applying Wellness discount if earned based on the incentive points mentioned in the above table

Variant 2 : Gold Plan

- a) We will conduct Your medical check-up twice in a Policy Year as per grid below.

Period	Diagnostic Tests
Half yearly check-up	HbA1c, Blood pressure Monitoring, BMI, Diabetologist/ Consultation
Annual check-up	HbA1c, SMA 12, Total Cholesterol : HDL Cholesterol, ECG, Blood pressure Monitoring, BMI, Diabetologist Consultation General Practitioner

***SMA 12** - FBS, Total Cholesterol, Creatinine, High-density lipoprotein (HDL) , Low-density lipoprotein (LDL), Triglycerides (TG), Total Protein, Serum Albumin, Gamma-glutamyltransferase (GGT), serum glutamic oxaloacetic transaminase (SGOT), serum glutamic pyruvic transaminase (SGPT), Billirubin

- b) The medical check-up shall be conducted by empanelled medical centre and the cost of the same shall be borne by Us. If You choose to undertake medical check-up from a diagnostic center which is approved by Us, We will reimburse upto Rs.2000/- against actual diagnostic bill and You shall provide Us with medical check-up reports in time during Policy Period as per below defined timelines. Any reports submitted after these timelines will not be accepted/considered for wellness benefit.

Timelines for submitting the Medical Check-up reports:

Medical Check-up	Reports should be submitted in:
Half yearly check-up	4th or 5th months of the policy year
Annual check-up	8th or 9th months of the policy year

- c) We will not reimburse any amount in lieu of the medical check-up, if You choose not to undergo any of the medical checkups.
- d) We shall obtain and retain Your medical reports. A copy of the medical check-up reports shall be sent to You for your reference.
- e) Based on medical check-up results incentive points would be calculated as per table below, this shall be the basis for deciding appropriate level of reduction in renewal premiums.

Examination Type	Reading	Points
HbA1c (%) – Half Yearly Examination	Upto 5.99	5
	6.00 - 6.50	2
	6.51 – 8.00	1
HbA1c (%) – Annual Examination	Upto 5.99	5
	6.00 - 6.50	2
	6.51 - 8.00	1
Blood Pressure – Half Yearly Examination	110-120/70-80	5
	121-139/80-89	2
	140-150/90-100	1
Blood Pressure - Annual Examination	110-120/70-80	5
	121-139/80-89	2
	140-150/90-100	1

Body Mass Index (BMI) - Annual Examination	18.00 – 23.00	5
	23.01 – 27.49	2
	27.50 - 34	1
Total Cholesterol : HDL Cholesterol ratio	upto 4.0	2
	4.01 to 5.00	1
Diagnostic test undertaken	Both (Annual + Half Yearly)	3
	Either (Annual or Half Yearly)	1
Diabetologist consultation/General Practitioner	One Visit	2

f) On the completion of all the above stated medical check- ups during the policy year and based on the findings, We may decide to

- i. continue with the published premium and loading (if applicable at the time of inception), or
- ii. charge a reduced premium after applying Wellness discount if earned based on the incentive points mentioned in the above table

Wellness Benefit

The appropriate level of discount in renewal premium and renewal incentive would be computed as per below table based on the incentive points calculated as per medical checkup results. Our decision in this regard shall be final and binding on the policyholder.

Points Earned	Discount	Renewal Incentive
29-32	25% discount on renewal premium	Reimbursement upto 25% of renewal premium towards expenses incurred on health care.
25-28	20% discount on renewal premium	Reimbursement upto 20% of renewal premium towards expenses incurred on health care.
16-24	10% discount on renewal premium	Reimbursement upto 10% of renewal premium towards expenses incurred on health care
8-15	5% discount on renewal premium	Reimbursement upto 5% of renewal premium towards expenses incurred on health care
Less than 8	No discount	No Reward

- i. Reimbursement under renewal incentive can be claimed once during the Policy Period on submission of original bills or proof of such expenses incurred during the Policy Period on the health of the Insured Person
 - ii. Reimbursement can be claimed for the below mentioned health care expenses for Insured Person under the Policy.
 1. Consultation charges
 2. Medicines and drugs
 3. Diagnostic expenses
 4. Dental expenses
 5. Other miscellaneous Medical Expenses not covered under any medical insurance
 - iii. We will not carry forward any un-claimed amount on subsequent renewal of policy with Us
- a) The revised premium and renewal incentive as per clause a) above shall be applicable only for the following Policy Year onwards and shall be reassessed at the end of each Policy Year.

II. Cumulative Bonus

- a. A 10% cumulative bonus will be applied on the base Sum Insured for next policy year under the Policy after every CLAIM FREE Policy Year, provided that the Policy is renewed with Us without a break. The maximum cumulative bonus shall not exceed 100% of the Sum Insured in any Policy Year

- b. If a cumulative bonus has been applied and a claim is made, then in the subsequent Policy Year We will automatically decrease the cumulative bonus by 10% of the Sum Insured. There will be no impact on the Inpatient Sum Insured, only the accrued cumulative bonus will be decreased

Section 5. General Conditions

a. Condition Precedent to Admission of Liability

The terms and conditions of the policy must be fulfilled by the insured person for the Company to make any payment for claim(s) arising under the policy.

b. Policy Term

The premium for the policy will remain the same for the Policy Period mentioned in the policy schedule. The Policy will be issued for a period of 1 year and the Sum Insured & benefits will be applicable on Policy Year basis.

c. Premium payment in Instalments

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

- i. Grace Period of 7 days would be given to pay the instalment premium due for the policy.
- ii. During such grace period, coverage will not be available from the due date of instalment premium till the date of receipt of premium by Company.
- iii. The insured person will get the accrued continuity benefit in respect of the "Waiting Periods", "Specific Waiting Periods" in the event of payment of premium within the stipulated grace Period.
- iv. No interest will be charged if the instalment premium is not paid on due date.
- v. In case of instalment premium due not received within the grace period, the policy will get cancelled.
- vi. In the event of a claim, all subsequent premium instalments shall immediately become due and payable. This provision will not apply to claims arising under Wellness benefit and HbA1C Checkup benefit.
- vii. The company has the right to recover and deduct all the pending installments from the claim amount due under the policy.

d. Disclosure of Information

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder.

e. Geography

This Policy only covers medical treatment taken within India. All payments under this Policy will only be made in Indian Rupees within India.

f. Insured Person

Any person named as Insured Person in the Schedule shall be covered under this Policy.

If an Insured Person dies, the Policy would automatically cease upon Us receiving all relevant particulars in this regard. We will return a rateable part of the premium received IF AND ONLY IF there are no claims reported under the Policy.

Any Insured Person in the policy has the option to migrate to similar indemnity health insurance policy available with us at the time of renewal subject to underwriting with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period etc. provided the policy has been maintained without a break as per portability guidelines issued by IRDA.

g. Loadings

We may apply a risk loading on the premium payable (based on the declarations made in the proposal form and the health status of the persons proposed for insurance) at the Commencement Date or on any renewal of the Policy with Us or on the receipt of a request for enhancing the Sum Insured. The maximum risk loading applicable for an individual will not exceed 100% per diagnosis / medical condition and an overall risk loading of 150% per individual.

We will send You the applicable risk loading or exclusion in writing. You shall give Us Your consent and the additional premium (if any), within 7 days of the issuance of Our letter. If You neither accept Our letter nor revert to Us within 7 days, We will cancel Your application and refund the premium paid within the next 7 days.. We will issue Policy only after getting Your consent.

PI Note:

HDFC ERGO General Insurance Company Limited. IRDAI Reg. No.146. CIN: U66030MH2007PLC177117. Registered & Corporate Office: 1st Floor, HDFC House, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400 020. Trade Logo displayed above belongs to HDFC Ltd and ERGO International AG and used by the Company under license. UIN: Energy – HDHLLIP21345V042021

The application of loading does not mean that the illness/ condition, for which loading has been applied, would be covered from inception. Any waiting period as mentioned in Section 3 A i) & ii) above or specifically mentioned on the Policy Schedule shall be applied on illness/condition, as applicable.

e. Notification of Claim

	Treatment, Consultation or Procedure:	We or Our TPA must be informed:
i)	If any treatment for which a claim may be made is to be taken and that treatment requires Hospitalisation.	Immediately and in any event at least 48 hours prior to the Insured Person's admission.
ii)	If any treatment for which a claim may be made is to be taken and that treatment requires Hospitalisation in an Emergency.	Within 24 hours of the Insured Person's admission to Hospital.

f. Cashless Service:

Treatment, Consultation or Procedure:	Treatment, Consultation or Procedure Taken at:	Cashless Service:	Notice period for the Insured Person to take advantage of the cashless service*: *Written notice must be accompanied by full particulars.
Any planned treatment, consultation or procedure for which a claim may be made.	Network hospital	We will provide cashless service by making payment to the extent of Our liability directly to the Network Hospital.	Immediately and in any event at least 48 hours prior to the start of the Insured Person's Hospitalisation.
Any treatment, consultation or procedure for which a claim may be made taken in an Emergency	Network hospital	We will provide cashless service by making payment to the extent of Our liability directly to the Network Hospital.	Within 24 hours of the start of the Insured Person's Hospitalisation.

g. Supporting Documentation & Examination

The Insured Person or someone claiming on the Insured Person's behalf will provide Us with any documentation, medical records and information We or Our TPA may request to establish the circumstances of the claim, its quantum or Our liability for the claim within 15 days of the either of Our request or the Insured Person's discharge from Hospitalisation or completion of treatment. The Company may accept claims where documents have been provided after a delayed interval only in special circumstances and for the reasons beyond the control of the insured. Such documentation will include the following. Please note that in case of a non-disclosure or/and a fraud suspicion we may ask for additional documentation/ reports which are not listed below.

- i) Our claim form, duly completed and signed for on behalf of the Insured Person.
- ii) Original Bills (including but not limited to pharmacy purchase bill, consultation bill, and diagnostic bill) and any attachments thereto like receipts or prescriptions in support of any amount claimed which will then become Our property.
- iii) All reports and records, including but not limited to all medical reports, case histories/indoor case papers, investigation reports, treatment papers, discharge summaries.
- iv) A precise diagnosis of the treatment for which a claim is made.
- v) A detailed list of the individual medical services and treatments provided and a unit price for each (detailed break up).
- vi) Prescriptions that name the Insured Person and in the case of drugs: the drugs prescribed, their price and a receipt for payment. Prescriptions must be submitted with the corresponding Doctor's invoice.
- vii) All pre and post investigation, treatment and follow up (consultation) records pertaining to the present ailment for which claim is being made
- viii) All investigation, treatment and follow up records pertaining to the past ailment(s) related to the claim since their first diagnoses or detection on a case to case basis

- ix) Treating doctor's certificate regarding missing information in case histories e.g. Circumstance of injury and Alcohol or drug influence at the time of accident
 - x) Copy of settlement letter from other insurance company or TPA
 - xi) Stickers and invoice of implants used during surgery
 - xii) Copy of MLC (Medico legal case) records and FIR (First information report), in case of claims arising out of an accident
 - xiii) Regulatory requirements as amended from time to time, currently mandatory NEFT (to enable direct credit of claim amount in bank account) and KYC (recent ID/Address proof and photograph) requirements
 - xiv) Legal heir certificate
- h. The Insured Person will have to undergo medical examination by Our authorised Medical Practitioner, as and when We may reasonably require, to obtain an independent opinion for the purpose of processing any claim. We will bear the cost towards performing such medical examination (at the specified location) of the Insured Person.

i. Claims Payment

- i) We shall be under no obligation to make any payment under this Policy unless We have received all premium payments in full in time and all payments have been realised and We have been provided with the documentation and information We or Our TPA has requested to establish the circumstances of the claim, its quantum or Our liability for it, and unless the Insured Person has complied with his obligations under this Policy.
- ii) We will only make payment to Insured Person under this Policy. In the event of Insured Person's death, We will make payment to the Nominee (as named in the Schedule/Certificate of Insurance) Payments under this Policy shall only be made in Indian Rupees within India.
- iii) The assignment of benefits of the policy shall be subject to applicable law.
- iv) Cashless service: If any treatment, consultation or procedure for which a claim may be made is to be taken at a Network Hospital, then We will provide a cashless service by making payment to the extent of Our liability directly to the Network Hospital as long as We are given notice that the Insured Person wishes to take advantage of a cashless service accompanied by full particulars at least 48 hours before any planned treatment or Hospitalisation or within 24 hours after the treatment or Hospitalisation in the case of an emergency.
- v) Provision of Penal Interest:
 - (1) The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
 - (2) In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
 - (3) However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
 - (4) In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

j. Complete Discharge

Any payment to the policyholder, insured person or his/ her nominees or his/ her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

k. Non-Disclosure or Misrepresentation

- i. If at the time of issuance of Policy or during continuation of the Policy, the information provided to Us in the proposal form or otherwise, by You or the Insured Person or anyone acting on behalf of You or an Insured Person is found to be incorrect, incomplete, suppressed or not disclosed, wilfully or otherwise, the Policy shall be:
 - a) cancelled ab initio from the inception date or the renewal date (as the case may be), or the Policy may be modified by Us at Our sole discretion, upon 15 day notice by sending an endorsement to Your address shown in the Schedule and
 - b) the claim under such Policy if any, shall be prejudiced
- ii. We may also exercise any of the below listed options for the purpose of continuing the health insurance coverage in case

of Non-Disclosure/Misrepresentation of Pre-existing diseases subject to your prior consent;

- a) Permanently exclude the disease/condition and continue with the Policy
- b) Incorporate additional waiting period of not exceeding 4 years for the said undisclosed disease or condition from the date the non-disclosed condition was detected and continue with the Policy.
- c) Levy underwriting loading from the first year of issuance of policy or renewal, whichever is later.

The above options will not prejudice the rights of the Company to invoke cancellation under clause j.i. above.

I. Moratorium Period

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

m. Fraud

If any claim made by the insured person, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the insured person or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy and the premium paid shall be forfeited.

Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the insured person or by his agent or the hospital/doctor/any other party acting on behalf of the insured person, with intent to deceive the insurer or to induce the insurer to issue an insurance policy:

- a) the suggestion, as a fact of that which is not true and which the insured person does not believe to be true;
- b) the active concealment of a fact by the insured person having knowledge or belief of the fact;
- c) any other act fitted to deceive; and
- d) any such act or omission as the law specially declares to be fraudulent

The Company shall not repudiate the claim and / or forfeit the policy benefits on the ground of Fraud, if the insured person / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer.

n. Multiple Policies

- i) In case of multiple policies taken by an insured person during a period from one or more insurers to indemnify treatment costs, the insured person shall have the right to require a settlement of his/her claim in terms of any of his/her policies. In all such cases the insurer chosen by the insured person shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen policy.
- ii) Insured person having multiple policies shall also have the right to prefer claims under this policy for the amounts disallowed under any other policy / policies even if the sum insured is not exhausted. Then the insurer shall independently settle the claim subject to the terms and conditions of this policy.
- iii) If the amount to be claimed exceeds the sum insured under a single policy, the insured person shall have the right to choose insurer from whom he/she wants to claim the balance amount.
- iv) Where an insured person has policies from more than one insurer to cover the same risk on indemnity basis, the insured person shall only be indemnified the treatment costs in accordance with the terms and conditions of the chosen policy.

m. Endorsements

This Policy constitutes the complete contract of insurance. This Policy cannot be changed by anyone (including an insurance agent or broker) except Us. Any change that We make will be evidenced by a written endorsement signed and stamped by Us.

p. Renewal of Policy

The policy shall ordinarily be renewable except on grounds of fraud, misrepresentation by the insured person.

- i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any

notice for renewal.

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

q. Withdrawal of Policy

- i) In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- ii) Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. as per IRDAI guidelines, provided the policy has been maintained without a break.

r. Possibility of Revision of Terms of the Policy Including the Premium Rates

The Company, with prior approval of IRDAI, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified three months before the changes are effected.

s. Portability

The insured person will have the option to port the policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability.

For Detailed Guidelines on Portability, kindly refer the link

https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines_Layout.aspx?page=PageNo3987

t. Migration

The insured person will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the policy at least 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the company, the insured person will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

- i. For Detailed Guidelines on Migration, kindly refer the link

https://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines_Layout.aspx?page=PageNo3987

u. Change of Policyholder

The Policyholder may be changed only at the time of renewal. The new policyholder must be a member of the Insured Person's immediate family. Such change would be subject to Our acceptance. The renewed Policy shall be treated as having been renewed without break.

The Policyholder may be changed in case of his demise or him moving out of India during the Policy Period.

v. Notices

Any notice, direction or instruction under this Policy shall be in writing and if it is to:

- i) Any Insured Person, it would be sent to You at the address specified in Schedule / endorsement
- ii) Us, shall be delivered to Our address specified in the Schedule.

No insurance agents, brokers, other person or entity is authorised to receive any notice on Our behalf unless explicitly stated in writing by Us.

w. Dispute Resolution Clause

Any and all disputes or differences under or in relation to this Policy shall be determined by the Indian Courts and subject to Indian law.

r. Cancellation

- i) The policyholder may cancel this policy by giving 15days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

Length of time Policy in force	% of premium refunded
Upto 1 Month	75.00%
Upto 3 Months	50.00%
Upto 6 Months	25.00%
Exceeding 6 Months	Nil

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the insured person under the policy.

- ii) The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

s. Co-Payment

If opted and mentioned on the Policy Schedule that a Co-payment is effective, and a claim has been admitted under Section 1 then, the insured person shall bear 20% of the eligible claim amount payable under the Policy and Our liability, if any, shall only be in excess of that sum and would be subject to the Sum Insured.

z. Free Look Period

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

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

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

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

aa. Nomination:

The policyholder is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made. In the event of death of the policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/Endorsement (if any)) and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

Section 6. Other Important Terms You should know

The terms defined below and at other junctures in the Policy Wording 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:

- Def. 1. **Accident** means sudden, unforeseen and involuntary event caused by external, visible and violent means.
- Def. 2. **Adventurous/Hazardous Sports** means any sport or activity involving physical exertion and skill in which an Insured Person participates or competes for entertainment or as part of his Profession whether he / she is trained or not.
- Def. 3. **Age or Aged** means completed years as at the Commencement Date.
- Def. 4. **Alternative treatments** means the forms of treatment other than treatment "Allopathy" or "modern medicine" and includes Ayurveda, Unani, Siddha and Homeopathy in the Indian context.

- Def. 5. **Any one illness** means continuous Period of illness and it includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment may have been taken.
- Def. 6. **Associated Medical Expenses** means cconsultation fees, charges on Operation theatre, surgical appliances & nursing, and expenses on Anaesthesia, blood, oxygen incurred during Hospitalization of the Insured Person
- Def. 7. **AYUSH HOSPITAL** means an AYUSH Hospital is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:
- a. Central or State Government AYUSH Hospital; or
 - b. Teaching hospital attached to AYUSH College recognized by the Central Government /Central Council of Indian Medicine/Central Council for Homeopathy; or
 - c. AYUSH Hospital, standalone or co-located within-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
 - i. Having at least 5 in-patient beds;
 - ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
 - iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
 - iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
- Def. 8. **AYUSH Day Care Centre** means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health centre which is registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner(s) on day care basis without in-patient services and must comply with all the following criterion:
- i. Having qualified registered AYUSH Medical Practitioner (s) in charge;
 - ii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
 - iii. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
- Def. 9. **Bank Rate** shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.
- Def. 10. **Cashless facility** means a facility extended by the insurer to the insured where the payments, of the costs of treatment undergone by the insured in accordance with the policy terms and conditions, are directly made to the network provider by the insurer to the extent pre-authorization approved.
- Def. 11. **Condition Precedent** means a policy term or condition upon which the Insurer's liability under the policy is conditional upon.
- Def. 12. **Commencement Date** means the commencement date of this Policy as specified in the Schedule.
- Def. 13. **Co-Payment** means a cost-sharing requirement applicable under a health insurance policy that provides that the Policyholder/insured will bear a specified percentage of the admissible cost. A Co-Payment does not reduce the Sum Insured.
- Def. 14. **Congenital Anomaly** An external congenital anomaly refers to a condition(s) which is present since birth, in the visible and accessible parts of the body, and which is abnormal in reference to form, structure or position.
- a) Internal Congenital Anomaly
Which is not in the visible and accessible parts of the body is called Internal Congenital Anomaly
 - b) External Congenital Anomaly
Which is in the visible and accessible parts of the body is called External Congenital Anomaly.

- Def. 15. **Contribution** means essentially the right of an insurer to call upon other insurers, liable to the same insured, to share the cost of an indemnity claim on a ratable proportion
- Def. 16. **Cumulative Bonus** means any increase or addition in the Sum Insured granted by the insurer without an associated increase in premium
- Def. 17. **Day Care centre** means any institution established for day care treatment of sickness and / or injuries or a medical set up within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under:-
- i) Has qualified nursing staff under its employment
 - ii) Has qualified medical practitioner (s) in charge
 - iii) Has a fully equipped operation theatre of its own where surgical procedures are carried out
 - iv) Maintains daily records of patients and will make these accessible to the Insurance company's authorized personnel.
- Def. 18. **Day Care Treatment** means medical treatment, and/or surgical procedure which is:
- i) Undertaken under General or Local Anesthesia in a hospital/ day care centre in less than 24 hrs because of technological advancement, and
 - ii) Which would have otherwise required hospitalization of more than 24 hours.
Treatment normally taken on an out-patient basis is not included in the scope of this definition
- Def. 19. **Dental Treatment** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.
- Def. 20. **Disclosure of 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.
- Def. 21. **Emergency Care** means management for an illness or injury which occur suddenly and unexpectedly, and requires immediate care by a Medical Practitioner to prevent death or serious long term impairment of the Insured Person's health
- Def. 22. **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 Conditions. Coverage is not available for the period for which no premium is received.
- Def. 23. **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 & Regulations) 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:
- iii. Has qualified nursing staff under its employment round the clock,
 - iv. Has at least 10 in-patient beds, in those towns having a population of less than 10,00,000 and atleast 15 in-patient beds in all other places,
 - v. Has qualified Medical Practitioner(s) in charge round the clock,
 - vi. Has a fully equipped operation theatre of its own where surgical procedures are carried out,
 - vii. Maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.
- Def. 24. **Hospitalisation** or **Hospitalised** means admission in a Hospital for a minimum of 24 In patient care consecutive hours except for specified procedures / treatments, where such admission could be for a period of less than 24 consecutive hours.
- Def. 25. **Hypertension** is defined as a repeatedly elevated blood pressure exceeding 140 over 90 mmHg i.e. a systolic pressure above 140 with a diastolic pressure above 90. (As per JNC 7 guidelines seventh report of the Joint National Committee).

- Def. 26. **Illness** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Policy Period and requires medical treatment.
- i) Acute Condition means a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/ illness/ injury which leads to full recovery
 - ii) Chronic Condition means a disease, illness, or injury that has one or more of the following characteristics: - it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests—it needs ongoing or long-term control or relief of symptoms—it requires your rehabilitation or for you to be specially trained to cope with it—it continues indefinitely—it recurs or is likely to recur.
- Def. 27. **Impaired Fasting Glucose (IFG)** is impaired level of glucose, a condition under which a person has a plasma glucose values between 110 and 125 mg/dl after overnight fasting.
- Def. 28. **Impaired Glucose Tolerance (IGT)** is a pre-diabetic state of hyperglycemia (Elevated blood sugar) where 2 hours after 75 gm oral glucose tolerance test the plasma glucose level is between 140 to 199 mg/dl
- Def. 29. **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.
- Def. 30. **In-patient Care** means treatment for which the Insured Person has to stay in a Hospital for more than 24 hours for a covered event.
- Def. 31. **Insured Person** means the person named in the Schedule.
- Def. 32. **Intensive Care Unit** means an identified section, ward or wing of a Hospital which is under the constant supervision of a dedicated Medical Practitioner(s), and which is specially equipped for the continuous monitoring and treatment of patients who are in a critical condition, or require life support facilities and where the level of care and supervision is considerably more sophisticated and intensive than in the ordinary and other wards.
- Def. 33. **ICU (Intensive Care Unit) Charges** means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.
- Def. 34. **Material Facts** for the purpose of this policy shall mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk.
- Def. 35. **Maternity Expense** means
- i) Medical treatment expenses traceable to child birth (including complicated deliveries and caesarean sections incurred during hospitalisation)
 - ii) Expenses towards lawful medical termination of pregnancy during policy period
- Def. 36. **Medical Advise** means any consultation or advise from a Medical Practitioner including the issue of any prescription or follow-up prescription
- Def. 37. **Medical Expenses** means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment
- Def. 38. **Medically Necessary** means any treatment, test, medication, or stay in Hospital or part of stay in Hospital which
- Is required for the medical management of the Illness or injury suffered by the Insured Person;
 - Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration or intensity.
 - Must have been prescribed by a Medical Practitioner.
 - Must conform to the professional standards widely accepted in international medical practice or by the medical

community in India.

- Def. 39. **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.
- Def. 40. **Migration means**, the right accorded to the health insurance policyholders (including all members under family cover and members of group health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same insurer.
- Def. 41. **Network Provider** means Hospitals, or health care providers enlisted by an insurer or by a TPA and insurer together to provide medical services to an insured on payment by a cashless facility.
- Def. 42. **Non Network Provider** means any hospital, day care centre or other provider that is not part of the Network.
- Def. 43. **Notification of Claim** means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication
- Def. 44. **OPD treatment** means the treatment in which the Insured visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or in-patient
- Def. 45. **Policy** means Your statements in the proposal form (which are the basis of this Policy), this policy wording (including endorsements, if any), Annexure I and the Schedule (as the same may be amended from time to time).
- Def. 46. **Policy Period** means the period between the Commencement Date and the Expiry Date specified in the Schedule.
- Def. 47. **Portability** means transfer by an individual health insurance policyholder (including family cover) of the credit gained for preexisting conditions and time bound exclusions if he/she chooses to switch from one insurer to another insurer.
- Def. 48. **Pre- Hospitalisation Medical Expenses** means medical expenses incurred during predefined number of days preceding the hospitalization of the Insured Person, provided that:
- Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and
 - The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.
- Def. 49. **Post -Hospitalisation Medical Expenses** means medical expenses incurred during predefined number of days immediately after the insured person is discharged from the hospital provided that:
- Such Medical Expenses are for the same condition for which the insured person's hospitalization was required, and
 - The inpatient hospitalization claim for such hospitalization is admissible by the insurance company
- Def. 50. **Pre-existing Diseases** means any condition, ailment, injury or disease:
- That is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the insurer or its reinstatement or
 - For which Medical advice or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy or its reinstatement.
- Def. 51. **Qualified Nurse** is a person who holds a valid registration from the nursing council of India or the nursing council of any state in India.
- Def. 52. **Reasonable & Customary Charges** means the charges for services or supplies, which are the standard charges for a specific provider and consistent with the prevailing charges in the geographical area for identical or similar services by comparable providers, taking into account the nature of illness/ injury involved.

- Def. 53. **Room Rent** means the amount charged by a Hospital towards Room and Boarding expenses and shall include the associated medical expenses.
- Def. 54. **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.
- Def. 55. **Sum Insured** means the sum shown in the Schedule which represents Our maximum liability for each Insured Person for any and all benefits claimed for during the Policy Period.
- Def. 56. **Surgery or Surgical Procedure** means manual and/or operative procedure(s) required for treatment of an Illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief of suffering or prolongation of life, performed in a Hospital or day care centre by a Medical Practitioner.
- Def. 57. **TPA** means the third party administrator that We appoint from time to time as specified in the Schedule.
- Def. 58. **Type 1 Diabetes** also called juvenile diabetes indicates a condition in which Beta cell of pancreas are destroyed wherein insulin is required for survival.
- Def. 59. **Type 2 Diabetes** also called maturity onset diabetes indicates a condition which is characterized by either insulin resistance or relative deficiency of insulin secretion usually present at the time of type II diabetes is clinically manifested.
- Def. 60. **Unproven/Experimental treatment** is treatment, including drug Experimental therapy, which is based on established medical practice in India, is treatment experimental or unproven.
- Def. 61. **We/Our/Us** means the HDFC ERGO General Insurance Company Limited.
- Def. 62. **You/Your/Policyholder** means the person named in the Schedule who has concluded this Policy with Us.

Section 7. Claim Related Information

For any claim related query, intimation of claim and submission of claim related documents, You can contact Your TPA through:

- Website : www.hdfcergo.com
- Email : care@hdfcergo.com
- Customer care : 022 6234 6234 / 0120 6234 6234
- Fax : 1800 425 4077
- Courier : Claims Department,
HDFC ERGO General Insurance Company Limited,
5th floor, Tower 1, Stellar IT Park, C-25, Sector-62, Noida, UP, India – 201301;.

Section 8 Redressal of Grievance

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

- Our website : www.hdfcergo.com
- Email : care@hdfcergo.com
- E-mail specific for Senior citizens : seniorcitizen@hdfcergo.com
- Customer care : 022 6234 6234 / 0120 6234 6234
- Fax : +91 124 4584111
- Courier : Any of Our Branch office or corporate office

We have a dedicated desk to cater request of senior citizens. We request our senior citizen customers to write to us at seniorcitizen@hdfcergo.com.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact

the grievance officer at:

Customer Happiness Center: D-301, 3rd Floor, Eastern Business District (Magnet Mall), LBS Marg, Bhandup (West), Mumbai - 400 078.

For updated details of grievance officer, kindly refer the link:

<https://www.hdfcergo.com/customer-voice/grievances>

If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017.

OMBUDSMAN DETAILS	
Office Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD - Shri Kuldip Singh Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU - Smt. Neerja Shah Office of the Insurance Ombudsman, Jeevan Soudha Building,PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, 1st Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
BHOPAL - Shri Guru Saran Shrivastava Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh Chattisgarh.
BHUBANESHWAR - Shri Suresh Chandra Panda Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	Orissa.
CHANDIGARH - Dr. Dinesh Kumar Verma Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	States of Punjab, Haryana (excluding 4 districts viz Gurugram, Faridabad, Sonapat and Bahadurgarh), Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh and Chandigarh.
CHENNAI - Shri M. Vasantha Krishna Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	State of Tamil Nadu and Union Territories - Puducherry Town and Karaikal (which are part of Union Territory of Puducherry).
DELHI - Shri Sudhir Krishna Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@ecoi.co.in	Delhi, 4 Districts of Haryana viz. Gurugram, Faridabad, Sonapat and Bahudurgarh

HDFC ERGO General Insurance Company Limited. IRDAI Reg. No.146. CIN: U66030MH2007PLC177117. Registered & Corporate Office: 1st Floor, HDFC House, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400 020. Trade Logo displayed above belongs to HDFC Ltd and ERGO International AG and used by the Company under license. UIN: Energy – HDHHLIP21345V042021

OMBUDSMAN DETAILS

Office Details	Jurisdiction of Office (Union Territory, District)
<p>GUWAHATI - Shri Kiriti .B. Saha Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@ecoi.co.in</p>	<p>Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.</p>
<p>HYDERABAD - Shri I. Suresh Babu Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in</p>	<p>State of Andhra Pradesh, Telangana and Yanam - a part of Union Territory of Puducherry.</p>
<p>JAIPUR - Smt. Sandhya Baliga Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in</p>	<p>Rajasthan.</p>
<p>ERNAKULAM - Ms. Poonam Bodra Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in</p>	<p>States of Kerala and Union Territory of (a) Lakshadweep (b) Mahe - a part of Union Territory of Puducherry.</p>
<p>KOLKATA - Shri P. K. Rath Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in</p>	<p>States of West Bengal, Sikkim and Union Territories of Andaman & Nicobar Islands.</p>
<p>LUCKNOW -Shri Justice Anil Kumar Srivastava Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in</p>	<p>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.</p>
<p>MUMBAI - Shri Milind A. Kharat Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in</p>	<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.</p>
<p>NOIDA - Shri Chandra Shekhar Prasad Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Disst: Gautam Buddh Nagar, U.P.-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in</p>	<p>State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoor, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Raoiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamlia, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</p>

OMBUDSMAN DETAILS

Office Details	Jurisdiction of Office (Union Territory, District)
PATNA - Shri N. K. Singh Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.
PUNE - Shri Vinay Sah Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor. C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

IRDA REGULATION NO 12: This Policy is subject to regulation 12 of IRDA (Protection of Policyholder's Interests) Regulation 2017.

Annexure 1 – List of Non-Medical Expenses

S.No	List of Non Medical Expenses
1	BABY FOOD
2	BABY UTILITIES CHARGES
3	BEAUTY SERVICES
4	BELTS/ BRACES
5	BUDS
6	COLD PACK/HOT PACK
7	CARRY BAGS
8	EMAIL / INTERNET CHARGES
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)
10	LEGGINGS
11	LAUNDRY CHARGES
12	MINERAL WATER
13	SANITARY PAD
14	TELEPHONE CHARGES
15	GUEST SERVICES
16	CREPE BANDAGE
17	DIAPER OF ANY TYPE
18	EYELET COLLAR
19	SLINGS
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS SAMPLES
21	SERVICE CHARGES WHERE NURSING CHARGE ALSO CHARGED
22	TELEVISION CHARGES
23	SURCHARGES

24	ATTENDANT CHARGES
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)
26	BIRTH CERTIFICATE
27	CERTIFICATE CHARGES
28	COURIER CHARGES
29	CONVEYANCE CHARGES
30	MEDICAL CERTIFICATE
31	MEDICAL RECORDS
32	PHOTOCOPIES CHARGES
33	MORTUARY CHARGES
34	WALKING AIDS CHARGES
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)
36	SPACER
37	SPIROMETRE
38	NEBULIZER KIT
39	STEAM INHALER
40	ARMSLING
41	THERMOMETER
42	CERVICAL COLLAR
43	SPLINT
44	DIABETIC FOOT WEAR
45	KNEE BRACES (LONG/ SHORT/ HTNGED)
46	KNEE IMMOBILIZER/SHOULDER IMMOBILIZER
47	LUMBO SACRAL BELT
48	NIMBUS BED OR WATER OR AIR BED CHARGES

49	AMBULANCE COLLAR
50	AMBULANCE EQUIPMENT
51	ABDOMINAL BINDER
52	PRIVATE NURSES CHARGES- SPECIAL NURSING CHARGES
53	SUGAR FREE Tablets
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)
55	ECG ELECTRODES
56	GLOVES
57	NEBULISATION KIT
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT, RECOVERY KIT, ETC]

59	KIDNEY TRAY
60	MASK
61	OUNCE GLASS
62	OXYGEN MASK
63	PELVIC TRACTION BELT
64	PAN CAN
65	TROLLY COVER
66	UROMETER, URINE JUG
67	AMBULANCE
68	VASOFIX SAFETY

Schedule of Benefits

Gold Plan:

Sum Insured – (Rs. In Lakhs)	2.00, 3.00, 5.00, 10.00, 20.00, 25.00, 50.00
1 a) In-patient Treatment	Covered
1 b) Pre-hospitalization	Covered
1 c) Post-hospitalization	Covered
1 d) Day Care Procedures	Covered
1 e) Organ Donor	Covered
1 f) Ambulance Cover	Upto Rs.2000 per hospitalisation
1 g) Shared Accommodation Benefit	Covered
1 h) HbA1C Checkup Benefit	Covered
1 i) Restore Benefit	Covered
1 j) Wellness Programme for Diabetes and Hypertension	Covered

Silver Plan:

Sum Insured – (Rs. In Lakhs)	2.00, 3.00, 5.00, 10.00, 20.00, 25.00, 50.00
1 a) In-patient Treatment	Covered
1 b) Pre-hospitalization	Covered
1 c) Post-hospitalization	Covered
1 d) Day Care Procedures	Covered
1 e) Organ Donor	Covered
1 f) Ambulance Cover	Upto Rs.2000 per hospitalisation
1 g) Shared Accommodation Benefit	Covered
1 h) HbA1C Checkup Benefit	Covered
1 i) Restore Benefit	Covered
1 j) Wellness Programme for Diabetes and Hypertension	Covered

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