

# Travel Insurance – Basic Plan (India / IRDAI)

Tier: Basic | Category: Travel | Jurisdiction: India (IRDAI)

## 1. Overview

This document is the India-specific version aligned to IRDAI rules and guidelines. It mirrors the structure of the original Australian policy while replacing APRA references with IRDAI equivalents.

## 2. Eligibility & Key Definitions

Eligible persons and definitions follow Indian insurance practice. All terms shall be interpreted in accordance with IRDAI regulations and applicable Indian laws.

## 3. Benefits

| Benefit            | Details                                  |
|--------------------|--|
| Medical Expenses   | Up to USD 50000                          |
| Baggage Loss       | Up to USD 500                            |
| Trip Cancellation  | Up to USD 1000                           |
| Personal Liability | Up to USD 20000                          |
| Cashless Network   | Supported via TPA                        |
| Geography          | Worldwide excluding sanctioned countries |

## 4. Exclusions

- Willful or intentional acts, fraud, or criminal activity
- War, terrorism (unless specifically covered)
- Pre-existing conditions waiting period as applicable
- Consequential losses unless specifically covered
- Liabilities arising from sanctions or prohibited activities
- Travel to countries under active sanctions/advisories

## 5. Claims Process

Notify the insurer/TPA within prescribed timelines. Submit claim form, ID proofs, policy schedule, and supporting bills/estimates. Cashless and reimbursement processes follow IRDAI norms. Claims are assessed as per policy terms and applicable regulations.

## 6. Premiums, Taxes & Discounts

Premiums are inclusive of applicable taxes as per Indian law. Discounts/Loadings (e.g., NCB in Motor) apply per product filing approved under IRDAI's File & Use guidelines.

## 7. Compliance Mapping (APRA → IRDAI)

All occurrences of APRA references have been replaced with the closest IRDAI equivalents. This includes prudential controls (governance, risk, outsourcing, information security) and product-specific directives.

***Key IRDAI References Applied:***

- IRDAI (Health Insurance) Regulations, 2016 (applicable for overseas medical covers)
- IRDAI Product Filing Guidelines (File & Use) – General Insurance
- IRDAI Information & Cyber Security Guidelines, 2023
- IRDAI (Protection of Policyholders' Interests) Regulations, 2017 (as amended)

## **8. Governance, Risk & Compliance**

Board and Senior Management oversight, risk management, outsourcing controls, grievance redressal and policyholder protection shall comply with IRDAI requirements. Information and cyber security measures shall conform to IRDAI's 2023 guidelines.

## **9. Disclosures & Grievance Redressal**

Product brochures/schedules must clearly state benefits, exclusions, waiting periods, and claim procedures. Grievances shall be managed via the insurer's IGMS and escalated to the Insurance Ombudsman where applicable.