

HEALTH GUARD

CUSTOMER INFORMATION SHEET

This document provides key information about your policy. You are also advised to go through your policy document

SI No	Title Description				
1	Name of Insurance Product	Health Guard			
2	Policy Number	Kindly refer to Your Policy schedule			
3	Type of Insurance	Kindly refer to Your Policy schedule			
4	Sum Insured (Basis)	Kindly refer to Your Policy schedule			
5	Policy Coverage (What the Policy Covers)	In-patient Hospitalization Treatment - Medical Expenses incurred due to admission to a Hospital for Illness or Accidental Bodily Injury, longer than 24 consecutive hours.	Section C1		
		Pre-Hospitalization - up to 60 days prior to date of admission in hospital	Section C2		
		Post-Hospitalization- up to 90 days from date of discharge from the hospital	Section C3		
		Road Ambulance - max. up to ₹ 20,000/- per Policy Year	Section C4		
		Day Care Procedures - Medical Expenses incurred due to admission to a Hospital for Illness or Accidental Bodily Injury, for duration less than 24 consecutive hours as listed on Annexure I in Policy wordings	Section C5		
		Organ Donor Expenses - Medical expenses incurred towards organ donor's treatment for harvesting of the donated organ	Section C6		
		Convalescence Benefit – Lumpsum pay-out in case Insured's admissible Hospitalization exceeding 10 consecutive days	Section C7		
		Daily Cash Benefit for Accompanying an Insured Child - Daily Cash Benefit of ₹ 500/day max up to 10 days per Policy Year for hospitalization of minor (under age of 12 years)	Section C8		
		Sum Insured Reinstatement Benefit – in case Sum Insured and Cumulative Bonus or Super Cumulative Bonus (if any) is exhausted during the Policy Year, then the base Sum Insured will be restored one time	Section C9		
		Preventive Health Check Up – Free Preventive Health check up at the end of every 3 continuous policy years as per limits specified in policy wordings	Section C10		
		Bariatric Surgery Cover - In patient Hospitalization medical expenses for undergoing bariatric surgery Eligibility (age 18 years and older): Body Mass Index (BMI); a. greater than or equal to 40 or b. 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: i. Obesity-related cardiomyopathy ii. Coronary heart disease iii. Severe Sleep Apnea iv. Uncontrolled Type 2 Diabetes	Section C11		
		Wellness Benefits - wellness discount subject to Insured fulfilling the mentioned criteria during the preceding Policy Year.	Section C12		
		AYUSH Hospitalization Expenses - Hospital admission longer than 24 consecutive hours in a recognised AYUSH Hospital	Section C13		
		Covers Applicable for Gold and Platinum Plan only	1		



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		Maternity Expenses - Medical expenses towards pregnancy (delivery/termination) subject to the specified sub-limit, limited to maximum 2	Section C14
		deliveries or termination(s)	
		New Born Baby Cover - Coverage for new born baby within the limit of the	Section C15
		Sum Insured available under the Maternity Expenses section will be	
		considered subject to a claim being accepted within the limit of the Sum	
		Insured available under the Maternity Expenses section, subject to Maternity	
		claim being accepted by Us.	
		Covers Applicable for Platinum Plan only	
		Recharge Benefit – 20% increase in Base Sum insured max up to ₹ 5 Lacs SI	Section C17
		,In event of claim amount exceeding the limit of indemnity	
		Optional Cover	Section C18
		Air Ambulance (available for SI 5Lacs and above)	
		Cost incurred on ambulance transportation in an airplane or helicopter for Emergency life threatening health conditions which require immediate and	
		rapid ambulance transportation from the site of first occurrence of the Illness	
		/Accident to the nearest Hospital.	
		Voluntary Aggregate Deductible	Section C19
		We shall pay Reasonable & Customary Medical Expenses in respect of an	
		admissible Hospitalization claim in excess of the Annual Aggregate Deductible	
		limit Rs. 50000 /Rs.100000 /Rs.200000 /Rs.300000 opted , subject to the	
		Inpatient Hospitalization Treatment section sum insured	
6	Cumulative Bonus	Silver and Gold Plans - 10% increase in base sum insured per claim free	Section E 24
		policy Year limited to 10 years and 100% of base Sum Insured of first "Health	
		Guard" policy with Us	Castian O10
		Platinum Plan Super Cumulative Bonus – 50% increase in base sum insured per claim free	Section C16
		policy Year for first 2 years and later 10% of base Sum Insured per claim free	
		policy year for next 5 years, Max up to 150% base Sum insured	
7	Exclusions	EXCLUSIONS	0
	EXCIUSIONS	LAGEOGIONS	Standard
1	(What the policy	Standard Exclusions	Standard Exclusions
		Standard Exclusions • Any hospital admission primarily for investigation diagnostic purpose	Exclusions
	(What the policy	Standard Exclusions • Any hospital admission primarily for investigation diagnostic purpose (Excl04)	Exclusions Section D II
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			ific Exclusions	duo to	Accidental Injury			
		 Cosmetic dental procedures unless due to Accidental Injury. Medical expenses where Inpatient care and medical supervision is not 						
		required						
		War, invasion, acts of foreign enemies						
			he cost of external durable medica					
			imbs, cost of prosthetic devices im acemaker, orthopaedic implants, e		d during surgical procedure like			
	5. External medical equipment of any kind used at home as post							
		6.	Hospitalization Congenital external diseases or de	fects	or anomalies, growth hormone			
			therapy, stem cell implantation or s					
			cells for bone marrow transplant for					
			Intentional self-injury					
		l	Vaccination or inoculation					
			All non-medical Items as per Anne Any treatment received outside Inc		i in policy wordings			
			Circumcision unless required for the		atment of Illness or Accidental			
			bodily injury.	.0 00	amon or impos or reorderida.			
8	Waiting Period	Initi	al Waiting period: 30 days for all i	Ilness	es	Standard		
	Time period	Spe	cific Waiting period: 24 months for	or belo	ow listed procedures	Exclusions		
	during which specified	1.	Any type gastrointestinal ulcers	2.	Cataracts,	Section D- I.		
	disease/treatment	3.	Any type of fistula	4.	Macular Degeneration	D- 1.		
	are not covered	5.	Benign prostatic hypertrophy	6.	Hernia of all types			
	It is counted from beginning of the	7.	All types of sinuses	8.	Fissure in Ano			
	policy coverage	9.	Hemorrhoids, piles	_	Hydrocele			
		11.	Dysfunctional uterine bleeding		Fibromyoma			
			Endometriosis		Hysterectomy			
					•			
		15.	Uterine Prolapse	10.	Stones in the urinary and biliary systems			
		17.	Surgery on ears/tonsils/	18.	Surgery on all Non-malignant			
			adenoids/ paranasal sinuses		internal or external tumours /cysts/ nodules/ polyps of any			
					kind including breast lumps.			
		19.	Mental Illness	20.	Diseases of gall bladder			
		21	Pancreatitis	22	including cholecystitis All forms of Cirrhosis			
		l	Gout and rheumatism		Tonsillitis			
			Surgery for varicose veins and		Chronic Kidney Disease			
			varicose ulcers					
		27.	Alzheimer's Disease					
		36 n	nonths – for below listed procedure	S				
			 Joint replacement surgery, 					
			2. Surgery for vertebral column di	sorde	rs (unless necessitated due to			
			an accident)Surgery to correct deviated na	ചിച	otum			
			 Surgery to correct deviated has Hypertrophied turbinate 	oui se	otani			
			Congenital internal diseases or	anon	nalies			
			Treatment for correction of eye	sight	due to refractive error			
			recommended by Ophthalmolo					
			refractive error greater or equa 7. Bariatric Surgery	ι το 7.	0			
			8. Parkinson's Disease					
		l	9. Genetic disorders					

Bajaj Allianz General Insurance Co. Ltd.

Bajaj Allianz House, Airport Road, Yerawada, Pune - 411 006. Reg. No.: 113 For more details, log on to: www.bajajallianz.com | E-mail: bagichelp@bajajallianz.co.in or Call at: Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.) Issuing Office:



Section E 23

9 Financial Limits of Coverage Sublimit (it is a pre-

Sublimit (it is a predefined limit and the insurance company will not pay any amount in excess of this limit)

Co-payment (it is a specified amount /percentage of the admissible claim amount to be paid by policy holder/insured)

Deductible (it is a specified amount: Upto which an insurance company will not pay any claim and Which will be deducted from total claim amount (if claim amount is more than the specified amount)

Any other limit (as applicable)

Pre-existing diseases waiting period: 36 months

Waiting Period for Maternity Expenses (Applicable only for Gold and Platinum Plan)

72 months is applicable for Maternity claims since the inception of the first Health Guard Policy with $\it Us.$

The policy will pay only up to the limits specified hereunder for the following diseases/procedures:

Sub limits

oub limits							
Plan/Covers	Limit/Category						
Room Rent Limit **							
Silver Plan	1% of SI per Day						
Gold & Platinum Plans	Single Private	AC room					
(SI ₹ 3 - ₹7.5L)							
Gold & Platinum Plans	At Actuals						
(SI ₹10 Lacs & Above)							
Cataract Limit	20% of SI for each eye, max up to						
	₹1,00,000/-						
Bariatric Surgery	Silver Plan 25	5%					
	Gold and Plat	inum Plans - 50% of SI max					
	up to ₹5 lac						
Air Ambulance (Optional)	SI	AA limit					
	5L to 10L	5L					
	15L to 45 L 5L/10L/15 L/20 L/25L						
	50L t0 1 Cr	5L/10L/15 L/20 L/25L/50 L					

^{**} Proportionate deduction shall be applicable on all expenses other than cost of Pharmacy/medicines, consumables, implants, medical devices & diagnostics in case of admission to a room at rates exceeding the limit specified as per Sum insured and Plan opted.

Co payments

Co-payment	Limit
Voluntary co-payment	10%/ 20% of admissible claim amount
Zone Co-payment	20% on admissible claim amount, in case
	Zone C premiums paid but treatment
	taken at Zone A city
	5% on admissible claim amount, in case
	Zone C premiums paid but treatment
	taken is at Zone B city

Deductible

Deductible	options
Voluntary Deductible	Rs. 50000 /Rs.100000 /Rs.200000
_	/Rs.300000

Other Limits: The limits against the covers mentioned below are over and above the In-patient Hospitalisation sum insured

Name of Limit	Limit
Convalescence	Silver Plan - Rs.5,000
Benefit	Gold and Platinum Plan
(per PolicyYear)	- ₹5,000 for Sum Insured up to ₹5 lacs
	- ₹7,500 for Sum Insured ₹7.5lacs and above



		<u> </u>		
		Daily Cash Benefit for Accompanying an Insured Child under 12 years Preventive Health	₹500 per day maximum up to 10 days Available at the end of every 3 continuous policy	
		Check Up	 Silver Plan - 1% of the Sum Insured maximum up to ₹2000/- Gold Plan - 1% of the Sum Insured max up to ₹5000/- Platinum Plan - 1% of the Sum Insured max up to ₹5000/ This benefit can be availed by proposer & spouse only under Floater Sum Insured Policies. 	
		Maternity (Applicable under Gold & Platinum plans	SI ₹3 lacs to ₹7.5 lacs Normal delivery - ₹15000, C-section - ₹ 25000	
		only)	SI above ₹7.5 lacs Normal delivery - ₹25000, C-section - ₹ 35000	
10	Claims/claims procedure	You or Your represen Hospitalization and wi request pre-authoriza We will review each c	cashless treatment is only available at Network tative must intimate Us 48 hours before the planned thin 24 hours of emergency hospitalization and tion by way of the written form laim for Medical Expenses, coverage and accordingly letter either to You or the Network Hospital.	Section E 33 A & B
		If we have denied you You or Your represent Hospitalization and wi You or someone claim within 30 days of disc You or someone claiming 30 days of discharge from policy wordings and any make payment for it. Turnaround time(TAT) for 1. Turnaround time (2. TAT for preauthorics)	where treatment is taken at a Non network hospital OR ir claim as per Cashless Claims Procedure. tative must intimate Us 48 hours before the planned ithin 48 hours of emergency hospitalization ning on Your behalf must promptly and in any event harge from a Hospital give Us the documentation g on Your behalf must promptly and in any event within a Hospital give Us the documentation listed out in additional information We ask, for Our obligation to	
		Weblinks Network hospital and Bla https://www.bajajallianz.co Helpline Number Tollfree: 1800-103-2529	com/branch-locator.htmll	
			laim forms Downloading /getting claim forms Process Accident Insurance Claim (bajajallianz.com)	
11	Policy Servicing	Call centre number(Toll fr		
		Details of Company offic below link.	ials: Branch-wise GRO details can be found on the	



	T		1
		https://www.bajajallianz.com/download-documents/other-information/GRO-	
		<u>List.pdf</u>	
12	Grievances /Complaints	 Grievance Redressal Procedure: a) Toll-free number 1-800-209- 5858 or 020-30305858, Say "Hi" on WhatsApp on +91 7507245858 b) Branches for resolution of your grievances /complaints, the Branch details can be found on our website: www.bajajallianz.com/branch-locator.html Register your grievances / complaints on our website www.bajajallianz.com/about-us/customer-service.html c) E-mail Level 1: bagichelp@bajajallianz.co.in and for senior citizens to seniorcitizen@bajajallianz.co.in Level 2: In case you are not satisfied with the response given to you at Level 1 you may write to our Grievance Redressal Officer at ggro@bajajallianz.co.in Level 3: If in case, your grievance is still not resolved, and you wish to talk to our care specialist, please give a missed call on +91 8080945060 OR SMS To 575758 and our care specialist will call you back d) If you are still not satisfied with the decision of the Insurance Company, you may approach the Insurance Ombudsman, established by the Central Government for redressal of grievance. Detailed process along with list of Ombudsman offices are available at www.cioins.co.in/ombudsman 	Section E 16
13	Things to remember	Free Look Cancellation: Insured has an option of cancelling his/her policy up to 30 days from the first inception of policy with Us, subject to rest terms and conditions. Policy Renewal: Except on grounds of fraud, moral hazard or mis representation or non-co-operation, renewal of your policy shall not be denied	Section D
		Migration and Portability: At renewal Insured has an option to migrate his /her policy to other policy with us or port the policy to another insurer subject to terms and conditions specified under Migration and Portability guidelines For detailed guidelines on Migration and Portability, kindly refer the link https://irdai.gov.in/document-detail?documentId=393128 beneficiary 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 30 days before, but not earlier than 60days 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 beneficiary will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability Change in Sum Insured: sum insured can be changed (increased/decreased)	
		only at the time of renewal subject to underwriting by the company. For increase in Sum insured, the waiting periods if any shall start afresh only for the enhance portion of the sum insured	
		Moratorium period: After the expiry of Moratorium Period no health insurance policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The moratorium would be applicable for the sum insured of the first policy and subsequently completion of 60 continuous months would be applicable from date of enhancement of sums insured only on the enhanced limits	
14	Your Obligations	Please disclose all pre-existing disease/s or condition/s before buying a policy. Non-disclosure may affect the claim settlement	

Bajaj Allianz General Insurance Co. Ltd.

I have read the above and confirm having noted the details

Bajaj Allianz House, Airport Road, Yerawada, Pune - 411 006. Reg. No.: 113 For more details, log on to: www.bajajallianz.com | E-mail: bagichelp@bajajallianz.co.in or Call at: Sales - 1800 209 0144 / Service - 1800 209 5858 (Toll Free No.) Issuing Office:



Legal Disclaimer Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail.

Signature of Policy holder

Declaration by policy holder

Date:

Place			

Note: Web link for downloading the product related documents https://www.bajajallianz.com/health-insurance-plans/health-insurance-documents.html

Benefit Illustration in respect of Policies offered on Individual & Family Floater basis

	Coverage Individual Ba each mem family sepa single poir	sis covering ber of the rately (at a				Coverage opted on floater basis with overal Insured (Only one sum insured is available entire family)					
Age of the members to be insured	Premium (for zone A)	Sum Insured	Premium (for zone A)	Discount	Premium after discount	Sum Insured	Premium or consolidated premium for all members of family (for Zone A)	Floater discount if any	Premium after discount	Sum Insured	
45	17,653	300,000	17,653	15%	15,005	300,000			l		
40	14,805	300,000	14,805	15%	12,584	300,000	31,751	N	Α	300,000	
21	11,244	300,000	11,244	15%	9,557	300,000	31,731	IN.	•		
18	6,894	300,000	6,894	15%	5,860	300,000					
Total Premium (for Zone A) for all members of the family is Rs 50,596 , when each member is covered separately (no discount applicable).			Total Premium (for Zone A) for all members of the family is Rs 43,006 , when they are covered under a single policy. (Family Discount Applicable).								
Sum Insured available for each individual is Rs 300,000			Sum Insured	Sum Insured available for each family member is Rs 300,000			Sum Insured of Rs 300,000 is available for the entire family				

Note: Premium rates specified in the above illustration shall be standard premium rates without considering any loading. Also, the premium rates shall be exclusive of taxes applicable.