

Toll Free Customer Helpline No's of TPA: 1800 425 4033 (or) 1800 102 4033 email: info@fhpl.net visit us: www.fhpl.net

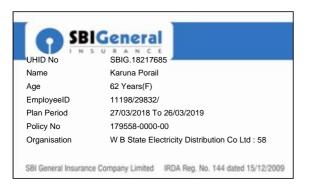


Family Health Plan (TPA) Limited. Ground Floor, Srinilaya - Cyber Spazio, Road No. 2, Banjara Hills, Hyderabad - 500 034. Telangana, India

This card identifies you as SBI General beneficiary and valid for cashless hospitalisation at TPA Network Hospitals subject to your policy terms and valid authorisation letter from the TPA. Presentation of a valid photo identity along with this card is mandatory to avail cashless access at TPA Network Hospitals. Insured needs to pay for non-medical hospitalisation bills, amount in excess of limit specified in authorisation letter and conditions not covered in the policy. In case of any concerns / clarifications related to policy and service, please do not hesitate to get in touch with your insurer i.e. SBI General at <u>customer.care</u> Customer Care Toll Free Numbers 1800-102-1111 or 1800-22-1111

TERMS AND CONDITIONS:

- 1. This card is generated as per the details given by your employer/HR. Incase of any errors in the details you may confirm the same through your employer for making required corrections.
- 2. No physical card will be provided to you. For all requirements you may use this card printed in black and white or colour.
- 3. You can access our network hospitals list from our website https://www.fhpl.net for any information regarding hospitals available within your location or as required.
- 4. For the convenience of the members the guide book is made available on our website https://www.fhpl.net for understanding protocols in the event of any hospitalization assistance required for availing cashless service and also to forward any claim where the member has spent on his/her own.
- 5. All our network hospitals will accept the printed card and seek the preauthorization from FHPL in the event of any in-patient hospitalization.
- 6. Incase there is no photograph on the ID card, the member has to identify himself/herself with any other photo-card like: credit card, ration card, electoral card, Company ID card etc in conjunction with this card.
- 7. This card is not transferable and cannot be forwarded further to any other person by email/fax.
- 8. The card will be visible to any member as long the policy is valid after which this service will be withdrawn or till such time the member is employed with the current employer.
- 9. Usage of this card after the validity/policy expiry will not be entertained.
- 10. A fresh card will be generated subjected to the renewal of the policy.
- 11. For Any further queries, Please feel free to contact us on Toll-Free Helpline: 1800 425 4033 Or 1800-102-4033



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