



GENPACT INDIA Pvt. Ltd. HR POLICY AND RELATED PROCEDURE

MEDICAL INSURANCE POLICY

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Supersedes: All prior relevant policies

Classification: Genpact Internal

PURPOSE

The purpose of this policy is to provide clarity on Medical Insurance cover and procedure for claiming the benefits provided by the Company to its Employees for hospitalization due to sickness, maternity, accident and any other medical exigencies.

DEFINITION

Company / Genpact: Genpact India Pvt. Ltd. (a Private Limited Company) and will include any/all of its affiliate/s and/or group company/ies registered in India. Affiliates and/or group company/ies would mean and include Companies having common ultimate parent holding Company.

Employee: All employees on the payroll of Genpact. This policy shall apply to all employees regardless of their gender.

ELIGIBILITY

All Employees

EXCLUSIONS

1. Contractors
2. Vendors
3. Temp resources
4. Some Group Companies may have a different policy and the same shall be applicable to their employees

GUIDELINES

Genpact provides Medical Insurance cover to its employees through a Group Medical Insurance Policy. This plan covers all India based employees and their *dependents as per band applicability defined in the below grid. The premium under this base plan is borne by the Company.

Base Plan coverage	Band 3 & above	Band 4	Band 5
Medical Insurance for self	Yes	Yes	Yes
Medical Insurance for dependents*	Yes (max 3 dependents)	Yes (max 3 dependents)	No
Sum Insured for each life covered	Self: INR 2 Lac Dependent: INR 1 Lac	INR 1 Lac	INR 1 Lac
Maximum Possible "Floater"***	Self: INR 5 Lac Dependent: INR 4 Lac	Self/Dependent: INR 4 Lac	INR 1 Lac

*Dependent definition for all new hires and promotions to Band 4 on or after 1- Feb-09 is limited to Spouse and Children

** Floater = Sum Insured for Self + Sum Insured for each covered dependent. It is the total amount that can be utilized for all lives covered OR the entire amount can also be utilized for one life. Computation of floater (Illustration):

For a Band 3 & above employee with 3 covered dependents:

- Floater for self = INR 2 Lac + INR 1 Lac each for the 3 dependents = INR 5 lac.
- Floater for dependents = INR 1 Lac for each of the 4 lives covered = INR 4 Lac

For a Band 4 employee with 3 covered dependents:

- Floater for self/ dependents is the same = INR 1 Lac for each of the 4 lives covered = INR 4 lac

In addition to the above base medical plan, employees can also opt for additional coverage through the Voluntary Medical Insurance Plans. The premium for these plans is borne by the employees and paid at the time of enrolment, if opted by them.

Voluntary Insurance Plan Name	Band Eligibility	Sum Insured Options (INR)	Member Coverage
Medical Insurance Top-Up Plan	For all Bands	2 Lac or 5 Lac	<u>Employee or Employee + Family*</u> as per enrolment under base medical plan
Medical Insurance Parental Plan	For all Bands	2 Lac or 5 Lac	Parents or Parent in Laws

*Family shall include spouse + 2 children if enrolled by the employee in the base plan. Parents/In Laws if enrolled in the base plan shall not be covered.

Note:

-The insurance company requires a certain minimum number of employees to avail of the Voluntary Insurance plans. If the minimum numbers are not met at the start of the policy year upon end of the enrolment window, the insurer may decide to roll back these voluntary plans and any premium paid by the employees at the time of enrolment will be refunded. Please refer to FAQs for more details.

The Insurance company provides us with a Third-Party Administrator (TPA) as a facilitator for administering Medical Insurance Plans. Treatment, as far as possible, should be taken in the hospitals or nursing homes registered with the TPA. The current TPA is Family Health Plan Limited (FHPL).

Medical Insurance can be claimed only in cases when the person insured is admitted in the hospital for a period of 24 hrs or more. In case of Dialysis, Chemotherapy, Radiotherapy, Eye Surgery, Kidney stone removal and Tonsillitis, the period of hospitalization can be less than 24 hours to claim reimbursement.

Employee must refer to the FAQs for Medical Insurance Policy including the Voluntary insurance plans and contact TPA to understand complete details before planning to avail the benefits under this policy.

CORRECTIVE ACTIONS/EXCEPTION HANDLING

Any exception to the policy needs to be signed off by the C&B Team (unless a different exception approval matrix is specifically defined in the policy). All exceptions must be approved in advance.

Any breach of the Policy will be dealt with in accordance with the Corrective Action Plan (CAP) Policy of the Company.

PROCESS/REFERENCES/TOOLS

HR Policy Central – for reviewing policies

https://genpactonline.sharepoint.com/sites/India_HR_Policies/Shared Documents/Forms/AllItems.aspx?viewpath=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FForms%2FAllItems%2Easpx&id=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FBenefits%2FMedical Insurance Policy%2Epdf&parent=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FBenefits

Medical Insurance FAQs

https://genpactonline.sharepoint.com/sites/India_HR_Policies/Shared Documents/Forms/AllItems.aspx?viewpath=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FForms%2FAllItems%2Easpx&id=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FFAQs%2FMedical Insurance FAQs-2021-22%2Epdf&parent=%2Fsites%2FIndia_HR_Policies%2FShared Documents%2FFAQs

FHPL website

<https://www.fhpl.net>

CONTACT & RESPONSIBILITY FOR INTERPRETATION

FHPL Team

Business/Line HR Manager

HR Shared Services Team

Compensation & Benefits Team

Medical Insurance Policy – Revision History

Category – Benefits

S. No.	Version No.*	Effective Date	Proposed By	Reviewed & Approved By
1.	1.0	01-Jan-2009	C&B Team - Pavel Chopra	SVP – HR
2.	2.0	27-Jul-2011	C&B Team - Viral Bansal	SVP – HR
3.	3.0	26-Nov-2012	C&B Team - Viral Bansal	SVP – HR - Rajnish Sinha
4.	4.0	01-Jun-2015	C&B Team – Sudhanshu Bhatnagar	SVP – HR - Rajnish Sinha
5.	5.0	01-Apr-2016	C&B Team – Rahul Batra	SVP – HR – Urvashi Singh
6.	6.0	01-Jun-2022	C&B Team – Rahul Batra	SVP – HR – Urvashi Singh

**Please note that the above revision history has been captured starting 2009. For prior policy versions, please reach out to the C&B team.*

Please do not save a copy of this policy for future reference as the policy might have been amended or even discontinued. Always refer to the latest policy uploaded on the intranet. Only those policies are applicable and in force which are uploaded on the intranet.