

Policy Terms and Conditions

1. Definitions

For the purposes of interpretation and understanding of the product the Company has defined, herein below some of the important words used in the product and for the remaining language and the words the Company believes to mean the normal meaning of the English language as explained in the standard language dictionaries. The words and expressions defined in the Insurance Act, IRDA Act, Regulations notified by the Authority and Circulars and Guidelines issued by the Authority shall carry the meanings explained therein. The judicial pronouncements of the highest courts in India will have the effect on the definitions and the language used in this product. The terms and conditions, coverage's and exclusions, benefits, various procedures and concepts which have been built in to the product also carry the specified meaning assigned to them in the said language.

The terms defined below 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 and vice versa.

- 1.1 Accident/Accidental** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 1.2 Age** means the completed age of the Insured Person as on his last birthday.
- 1.3 Ambulance** means a road vehicle operated by a licensed/authorized service provider and equipped for the transport and paramedical treatment of the person requiring medical attention.
- 1.4 Annexure** means a document attached and marked as Annexure to this Policy.
- 1.5 Any One Illness** means a continuous period of Illness and it includes relapse within 45 days from the date of last consultation with the Hospital/nursing home where the treatment may have been taken.
- 1.6 Break in Policy** occurs at the end of the existing Policy Period, when the premium due for renewal on a given Policy is not paid or before the premium Renewal Date or within 30 days thereof.
- 1.7 Cashless Facility** means a facility extended by the Company 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 Company to the extent pre-authorization approved.
- 1.8 Claim** means a demand made in accordance with the terms and conditions of the Policy for payment of Medical Expenses or Benefits in respect of the Insured Person.
- 1.9 Company** means Care Health Insurance Limited.
- 1.10 Condition Precedent** shall mean a policy term or condition upon which the Company's liability under the policy is conditional upon.
- 1.11 Congenital Anomaly** refers to a condition(s) which is present since birth, and which is abnormal with reference

to form, structure or position.

- i) Internal Congenital Anomaly means Congenital anomaly which is not in the visible and accessible parts of the body.
- ii) External Congenital Anomaly means Congenital anomaly which is in the visible and accessible parts of the body.

1.12 Contribution is essentially the right of the Company to call upon other insurers, liable to the same Insured, to share the cost of an indemnity claim on a ratable proportion of Sum Insured.

1.13 Co-payment shall mean a cost-sharing requirement under a health insurance policy that provides that the Policyholder/Insured Person will bear a specified percentage of the admissible Claim amount. A Co-payment does not reduce the Sum Insured.

1.14 Cumulative Bonus (No Claims Bonus) shall mean any increase in the Sum Insured granted by the Company without an associated increase in premium.

1.15 Day Care Centre means any institution established for Day Care Treatment of Illness and/or Injuries or a medical setup 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 theater of its own where Surgical Procedures are carried out;
- iv) maintains daily records of patients and will make these accessible to the Company's authorized personnel

1.16 Day Care Treatment means medical treatment and/or a Surgical Procedure which is listed in Annexure - A and which is:

- i) undertaken under general or local anesthesia in a Hospital/Day Care Center in less than 24 hours 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.

1.17 Dependent Child refers to a child (natural or legally adopted), who is financially dependent on the primary insured or proposer and does not have his/ her independent sources of income.

1.18 Dental Treatment is treatment carried out by a dental practitioner including examinations, fillings (where appropriate), crowns, extractions and Surgery excluding any form of cosmetic surgery/implants.

1.19 Deductible is a cost-sharing requirement under this Policy that provides that the Company will not be liable for a specified rupee amount in case of indemnity

policies and for a specified number of days/hours in case of hospital cash policies which will apply before any benefits are payable by the Company. A deductible does not reduce the Sum Insured. The Claim should be admissible under Benefit 1, Benefit 2, Benefit 3 and Benefit 5 of this Policy.

1.20 Disclosure to Information Norm means the Policy shall be void and all premium paid hereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

1.21 Domiciliary Hospitalization means medical treatment for an Illness /disease/Injury which in the normal course would require care and treatment at a Hospital but is actually taken while confined at home under any of the following circumstances:

- i) The condition of the patient is such that he/she is not in a condition to be removed to a Hospital, or
- ii) The patient takes treatment at home on account of non-availability of room in a Hospital.

1.22 Emergency Care means management for a severe Illness or Injury which results in symptoms 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.

1.23 Grace Period means the specified period of time immediately following the premium due date during which 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 Diseases. Coverage is not available for the period for which no premium is received.

1.24 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 and Regulation) 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 :

- i) has qualified nursing staff under its employment round the clock;
- ii) has at least 10 in-patient beds in towns having a population of less than 10,00,000 and at least 15 in-patient beds in all other places;
- iii) has qualified Medical Practitioner(s) in-charge round the clock;
- iv) has a fully equipped operation theatre of its own where Surgical Procedures are carried out;
- v) maintains daily records of patients and makes these accessible to the Company's authorized personnel.

1.25 Hospitalization means admission in a Hospital for a minimum period 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.

1.26 Illness means a sickness or a disease or a pathological condition leading to the impairment of normal physiological function which manifests itself during the

Policy Period and requires medical treatment.

1.27 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.

1.28 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.

1.29 Insured Person (Insured) means a person whose name specifically appears under Insured in the Policy Certificate and with respect to whom the premium has been received by the Company.

1.30 Intensive Care Unit (ICU) 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.

1.31 Medical Advice means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

1.32 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.

1.33 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.

1.34 Network Provider means the Hospitals or health care providers enlisted by the Company to provide medical services to an Insured on payment by a Cashless Facility.

1.35 Non-Network means any Hospital, Day Care Centre or other provider that is not part of the network.

1.36 Notification of Claim (Intimation) means the process of notifying a Claim to the Company by specifying the timelines as well as the address/telephone number to which it should be notified.

1.37 Policy means these Policy Terms & Conditions, the Proposal Form, Policy Certificate, Add-on Benefits (if applicable) and Annexures which form part of the policy contract and shall be read together.

1.38 Policy Certificate means the certificate attached to and forming part of this Policy.

1.39 Policyholder means the person named in the Policy Certificate as the Policyholder.

1.40 Policy Period means the period commencing from the Policy Period Start Date and ending on the Policy Period

End Date as specified in the Policy Certificate.

If the Policy Period is more than 12 months, the Sum Insured shall apply on Policy Year basis.

- 1.41 Policy Period End Date** means the date on which the Policy expires, as specified in the Policy Certificate.
- 1.42 Policy Period Start Date** means the date on which the Policy commences, as specified in the Policy Certificate.
- 1.43 Policy Year** means a period of 12 consecutive months commencing from the Policy Period Start Date or any anniversary thereof.
- 1.44 Portability** means transfer by an individual health insurance policyholder (including family cover) of the credit gained for pre-existing conditions and time-bound exclusions if he/she chooses to switch from one insurer to another.
- 1.45 Post-hospitalization Medical Expenses** means Medical Expenses incurred immediately after the Insured Person is discharged from the Hospital 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 Company.
- 1.46 Pre-existing Disease** means any condition, ailment or Injury or related condition(s) for which the Insured Person had signs or symptoms, and/or were diagnosed, and/or received Medical Advice/treatment within 48 months prior to the first Policy issued by the Company.
- 1.47 Pre-hospitalization Medical Expenses** means Medical Expenses incurred immediately before the Insured Person is Hospitalized, 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 Company.
- 1.48 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.
- 1.49 Reasonable and Customary Charges** means the charges for services or supplies, which are the standard charges for the specific provider and consistent with the prevailing charges in the geographical area for identical or similar services, taking into account the nature of the Illness/ Injury involved.
- 1.50 Rehabilitation** means assisting an Insured Person who, following a Medical Condition, requires assistance in physical, vocational, independent living and educational pursuits to restore him to the position in which he was in, prior to such medical condition occurring.
- 1.51 Renewal** defines 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 all waiting periods.
- 1.52 Room Rent** means the amount charged by a Hospital for the occupancy of a bed on per day (24 hours) basis and

shall include associated medical expenses.

- 1.53 Subrogation** shall mean the right of the Company to assume the rights of the Policyholder/Insured Person to recover expenses paid out under the Policy that may be recovered from any other source.
- 1.54 Sum Insured** means the amount specified against each Insured Person in the Policy Certificate which represents the Company's maximum, total and cumulative liability for that Insured Person for any and all Claims incurred in respect of that Insured Person during the Policy Year.
- 1.55 Surgery/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 a Day Care Centre by a Medical Practitioner.
- 1.56 Unproven/Experimental Treatment** means a treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.
- 1.57 Variable Medical Expense** means those Medical Expenses which vary in accordance with the Room Rent or room category or ICU charges in a Hospital.
- Room, boarding, nursing and Operation theatre expenses as charged by the Hospital where the Insured Member availed medical treatment
 - Intensive Care Unit (ICU) charges
 - Fees charged by surgeon, anesthetist, Medical Practitioner

2. Scope of Cover

General Conditions applicable to all Benefits:

- Any Benefit shall be available only if the same is specifically mentioned in the Policy Certificate.
- Admissibility of a Claim under Benefit 1 is a pre-condition to the admission of a Claim for Benefit 2 to Benefit 5 and the event giving rise to the Claim under the Benefit 1 shall be within the Policy Period for the Claim for such Benefit to be accepted.
- The maximum, total and cumulative liability of the Company for an Insured Person for any and all Claims incurred under this Policy during the Policy Year in relation to any Insured Person shall not exceed the Sum Insured for that Insured Person. All Claims shall be payable subject to the terms, conditions and exclusions of the Policy and subject to availability of the Sum Insured.
- Any Claim under the Policy except for Benefit 4 shall always be subject to Clause 6.5.
- Any Claim paid except for Benefit 4 shall reduce the Sum Insured for the Policy Year and only the balance shall be available for all future Claims for that Policy Year.

2.1 Benefit 1 : Hospitalization Expenses

- If an Insured Person is diagnosed with an Illness or suffers an Injury during the Policy Period and while the Policy is in force that requires:

- i) The Insured Person's Hospitalization as In-patient Care, then the Company will indemnify the Medical Expenses incurred on Hospitalization, provided that the Hospitalization was on the written advice of a Medical Practitioner; or
- ii) The Insured Person to undergo Day Care Treatment at a Day Care Centre or Hospital, then the Company will indemnify the Medical Expenses incurred on that Day Care Treatment, provided that the treatment was taken on the written advice of a Medical Practitioner.

b. Conditions for Medical Expenses

- i) Room Category : If the Insured Person is admitted in a room where the Room Category is different than the one specified in the Policy Certificate, then the Policyholder shall bear the ratable proportion of the total Variable Medical Expenses (including surcharge or taxes thereon) in the proportion of the difference between the Room Rent of the entitled room category to the room rent actually incurred.
- I. Room Category = Single Private Room with A.C. For the purpose of this Clause only, Single Private Room means a Hospital room where a single patient is accommodated and which has an attached toilet (lavatory and bath) and Air Conditioner. The room should have the provision for accommodating an attendant. Such room shall be the most basic and the most economical of all accommodations available as a single room in that Hospital.
- c. Any Claim under this Benefit can be made under Clause 6.2(a) & (b).

2.2 Benefit 2 : Pre-hospitalization Medical Expenses and Post-hospitalization Medical expenses

- a. The Company will indemnify the Medical Expenses incurred for the Insured Person:
 - i) As Pre-Hospitalization Medical Expenses during a period of 30 days immediately prior to the date of the Insured Person's admission to the Hospital; and
 - ii) As Post-Hospitalization Medical Expenses during a period of 60 days immediately following the date of the Insured Person's discharge from Hospital,

Provided that, the Medical Expenses relate to the same Illness/Injury for which the Company has accepted the Insured Person's Claim.

- b. If the provisions of Clause 6.6(e) of the Policy Terms & Conditions has been invoked, then:
 - i) The date of admission to Hospital for the purpose of this Benefit shall be the date of the first admission to the Hospital for that Any One Illness; and
 - ii) The date of discharge from Hospital for the purpose of this Benefit shall be the last date of discharge from the Hospital in relation to

that Any One Illness.

- c. Any Claim under this Benefit can be made under Clause 6.2(b).

2.3 Benefit 3 : Organ Donor Cover

- a. The Company will indemnify up to the amount specified against this Benefit in the Policy Certificate for the Medical Expenses incurred in respect of the donor for any organ transplant surgery conducted on the Insured Person during the Policy Year, provided that:
 - i) The organ donor is an eligible donor in accordance with The Transplantation of Human Organs Act, 1994 (amended) and other applicable laws and rules.
 - ii) The organ donated is for the Insured Person's use.
 - iii) The Company will not be liable to pay the Medical Expenses incurred by the donor's for Benefit 2 or any other Medical Expenses in respect of the donor consequent to the harvesting.

- b. Clause 4.3(a)(xvii) is superseded to the extent covered under this Benefit.

- c. Any Claim under this Benefit can be made under Clause 6.2(a) & (b).

2.4 Benefit 4 : Health Check-up

- a. On the Insured Person's request, the Company shall arrange for the Insured Person's Health Check-up at its Network Provider or any other Service Providers empanelled with the Company to provide the services, in India:
 - i) This Benefit shall be available only to those Insured Persons that are Age 18 or above on the Policy Period Start Date provided further that this Benefit shall not be available to any Insured Person who is covered under the Policy as the Policyholder's child;
 - ii) This Benefit shall only be available once every Policy Year.

- b. Clause 6.5 of this Policy shall not be applicable for any Claim settlement under this Benefit.

- c. Any Claim under this Benefit can be made under Clause 6.2(a).

2.5 Benefit 5 : Enhance Anywhere

- a. Company will indemnify up to the amount specified against this Benefit in the Policy Certificate for the Medical Expenses incurred outside India, in respect of the Insured Person during the Policy Year, provided that:
 - i) The Medical Expenses incurred are in respect of the major Illness specified below only:
 - I. Cancer
 - II. Benign Brain Tumour
 - III. Major Organ Transplant/Bone Marrow Transplant

IV. Heart Valve Replacement

V. Coronary Artery Bypass Graft

- ii) The Medical Expenses incurred are only for In-patient Care or Day Care Treatment undertaken in any Hospital.

For the purposes of this Benefit, Hospital shall mean "Any institution established for In-patient Care and Day Care Treatment of Injury or Illness and which has been registered as a Hospital or a clinic as per law rules and/or regulations applicable for the country where the treatment is taken. The term Hospital shall not include a place of rest, a place for the aged, a place for drug-addicts or a place for alcoholics or a hotel, health spa or massage center or the like."

- iii) Any payments under this Benefit shall always be made in India, in Indian Rupees and on a reimbursement basis only. The rate of exchange as published by Reserve Bank of India (RBI) as on the date of payment to the Hospital shall be used for conversion of foreign currency amounts into Indian Rupees for payment of any Claim under this Benefit. Where on the date of discharge, RBI rates are not published, the rates next published by RBI shall be considered for conversion.
- iv) The Company shall be liable to make payment under this Benefit only if prior written notice of at least 7 days is given to the Company.
- v) Clause 4.3(a)(xxi) and Clause 6.6(a) is superseded to the extent covered under this Benefit.

- b. Any Claim under this Benefit can be made under Clause 6.2(b).

3. Special Conditions

Special Conditions shall be applicable only if the same is specifically mentioned in the Policy Certificate.

3.1 Special Condition 1 : Floater Cover

- a. The Company's maximum, total and cumulative liability, for any and all Claims incurred during the Policy Year in respect of all Insured Persons, shall not exceed the Sum Insured.

- b. Definition 1.54 is deleted entirely and replaced with the following:

Sum Insured : The amount specified in the Policy Certificate which represents the Company's maximum, total and cumulative liability for all Insured Persons for any and all Claims incurred during the Policy Year.

3.2 Special Condition 2 : Co-payment

- a. The Policyholder shall bear 20% of the Final Claim Amount assessed by the Company in accordance with Clause 6.5 in accordance with the table below and the

Company's liability shall be restricted to the balance amount payable :

Cover Type	Entry Age* of Insured Person or Eldest Insured Person (in case of Floater)	Applicable To
Individual	>=61 years	Individual Insured Person
Floater	>=61 years	All Insured Person's

* Entry Age means the age of the Insured Person at the time of issue of the first Policy with the Company.

- b. The Co-payment shall be applicable to each and every Claim, for each Insured Person.

4. Exclusions

4.1. Waiting Period

- a. 30-Day waiting period

- i) Claim for any Medical Expenses incurred for treatment of any Illness during the first 30 days of Policy Period Start Date shall not be admissible, except those Medical Expenses incurred as a result of an Injury.
- ii) This exclusion shall not apply for subsequent Policy Years provided that there is no break in insurance cover for that Insured Person and that the Policy has been renewed with the Company for that Insured Person on time and for the same or lower Sum Insured.

- b. Specific waiting period

- i) Any Claim for or arising out of any of the following Illnesses or Surgical Procedures shall not be admissible during the first 24 (twenty four) consecutive months of coverage of the Insured Person by the Company from the first Policy Period Start Date:
- Arthritis (if non-infective), Osteoarthritis and Osteoporosis, Gout, Rheumatism and Spinal Disorders, Joint Replacement Surgery;
 - Benign ear, nose and throat (ENT) disorders and surgeries (including but not limited to Adenoidectomy, Mastoidectomy, Tonsillectomy and Tympanoplasty), Nasal Septum Deviation, Sinusitis and related disorders;

- IV. Cataract;
- V. Dilatation and Curettage;
- VI. Fissure / Fistula in anus, Hemorrhoids/Piles, Pilonidal Sinus, Gastric and Duodenal Ulcers;
- VII. Surgery of Genito urinary system unless necessitated by malignancy;
- VIII. All types of Hernia, Hydrocele;
- IX. Hysterectomy for menorrhagia or fibromyoma or prolapse of uterus unless necessitated by malignancy;

X. Internal tumors, skin tumors, cysts, nodules, polyps including breast lumps (each of any kind) unless malignant;

XI. Kidney Stone / Ureteric Stone / Lithotripsy/ Gall Bladder Stone;

XII. Myomectomy for fibroids;

XIII. Varicose veins and varicose ulcers

- ii) If an Insured Person is suffering from any of the above Illnesses, conditions or Pre-existing Diseases at the time of commencement of first policy with the Company, any Claim in respect of that Illness, condition or Pre-existing Disease shall not be covered until the completion of 48 months of continuous insurance coverage with the Company from the first Policy Period Start Date.

c. Pre-existing Disease: Any claims for Medical Expenses incurred for diagnosis or treatment of any Pre-existing Disease shall not be admissible until the completion of 48 months of continuous coverage since the inception of the first Policy with the Company.

d. If the Sum Insured is enhanced on any renewal of this Policy, the waiting periods as defined above in Clauses 4.1(a), 4.1(b) and 4.1(c) shall be applicable to the incremental amount of the Sum Insured only.

e. If the Sum Insured is reduced on any renewal of this Policy, the credit for waiting periods as defined above in Clauses 4.1(a), 4.1(b) and 4.1(c) shall be restricted to the lowest Sum Insured under the previous Policy.

f. The Waiting Periods as defined in Clauses 4.1(a), 4.1(b) and 4.1(c) shall be applicable individually for each Insured Person and Claims shall be assessed accordingly.

4.2. The Company shall provide an option to the Policyholder to renew the Policy without an applicable Deductible, on the expiry of 4 continuous years of coverage under this Policy, subject to the following:

- i) The Policyholder shall pay in full in advance the premium specified for exercising this

option.

- ii) This option shall be permitted to be exercised provided that the Company receives written notice from the Policyholder for exercising this option at least 15 days prior to the expiry of this Policy.

- iii) The waiting periods as defined in Clause 4.1(b) and 4.1(c) of this Policy Terms and Conditions shall be further applicable for a period of 12 months to the amount of the Deductible.

- iv) If the Sum Insured selected while exercising this option exceeds the Sum Insured of this Policy, the credit for waiting periods as defined in Clause 4.1(a), 4.1(b) and 4.1(c) of this Policy Terms and Conditions shall be applicable afresh to the incremental Sum Insured.

- v) The Policyholder shall be permitted to exercise this option only if all the Insured Persons under this Policy opt for a Sum Insured which is at least equal to or higher than the sum of the Sum Insured and Deductible under this Policy.

- vi) This option shall be applicable only for those Insured Persons who have completed 4 continuous years under this Policy.

- vii) Exercise of this option shall be permitted only at the time of renewal of this Policy.

4.3.

Permanent Exclusions :

- a. Any Claim in respect of any Insured Person for, arising out of or directly or in directly due to any of the following shall not be admissible unless expressly stated to the contrary elsewhere in the Policy terms and conditions:

- i) Any condition or treatment as specified in Annexure - B

- ii) Any treatment arising from or traceable to pregnancy (including voluntary termination), miscarriage (unless due to an Accident), childbirth, maternity (including caesarian section), abortion or complications of any of these. This exclusion will not apply to ectopic pregnancy.

- iii) Any treatment arising from or traceable to any fertility, sterilization, birth control procedures, contraceptive supplies or services including complications arising due to supplying services or Assisted Reproductive Technology.

- iv) Treatment taken from anyone who is not a Medical Practitioner or from a Medical Practitioner who is practicing outside the discipline for which he is

- licensed or any kind of self-medication.
- v) Charges incurred in connection with cost of routine eye and ear examinations, laser surgery for correction of refractory errors, dentures, artificial teeth and all other similar external appliances and/ or devices whether for diagnosis or treatment.
 - vi) Experimental, investigational or unproven treatments which are not consistent with or incidental to the diagnosis and treatment of the positive existence or presence of any Illness for which confinement is required at a Hospital. Any Illness or treatment which is a result or a consequence of undergoing such experimental or unproven treatment.
 - vii) Any expenses incurred on prosthesis, corrective devices, external durable medical equipment of any kind, like wheelchairs, walkers, belts, collars, caps, splints, braces, stockings of any kind, diabetic footwear, glucometer/ thermometer, crutches, ambulatory devices, instruments used in treatment of sleep apnea syndrome (C.P.A.P) or continuous ambulatory peritoneal dialysis (C.A.P.D.) and oxygen concentrator for asthmatic condition, cost of cochlear implants.
 - viii) Any treatment related to sleep disorder or sleep apnea syndrome, general debility convalescence, cure, rest cure, health hydros, nature cure clinics, sanatorium treatment, Rehabilitation measures, private duty nursing, respite care, long-term nursing care, custodial care or any treatment in an establishment that is not a Hospital.
 - ix) Treatment of any Congenital Anomaly or Illness or defects or anomalies or treatment relating to birth defects.
 - x) Treatment of mental illness, stress or psychological disorders.
 - xi) Aesthetic treatment, cosmetic surgery or plastic surgery or related treatment of any description, including any complication arising from these treatments, other than as may be necessitated due to an Injury, cancer or burns.
 - xii) Any treatment / surgery for change of sex or gender reassignments including any complication arising from these treatments.
 - xiii) Circumcision unless necessary for treatment of an Illness or as may be necessitated due to an Accident.
 - xiv) All preventive care, vaccination, including inoculation and immunizations (except in case of post-bite treatment), vitamins and tonics.
 - xv) Artificial life maintenance, including life support machine use, where such treatment will not result in recovery or restoration of the previous state of health.
 - xvi) Any travel or transportation expenses including Ambulance charges.
 - xvii) All expenses related to treatment, including surgery to remove organs from the donor, in case of transplant surgery.
 - xviii) Non-allopathic treatment.
 - xix) Any out-patient treatment.
 - xx) Treatment received outside India.
 - xxi) Domiciliary Hospitalization/ treatment.
 - xxii) Charges incurred at Hospital primarily for diagnostic, X-ray or laboratory examinations not consistent with or incidental to the diagnosis and treatment of the positive existence or presence of any Illness or Injury, for which In-patient Care/ Day Care Treatment is required.
 - xxiii) War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds.
 - xxiv) Any Illness or Injury directly or indirectly resulting or arising from or occurring during commission of any breach of any law by the Insured Person with any criminal intent.
 - xxv) Act of self-destruction or self-inflicted Injury, attempted suicide or suicide while sane or insane or Illness or Injury attributable to consumption, use, misuse or abuse of tobacco, intoxicating drugs and alcohol or hallucinogens.
 - xxvi) Any charges incurred to procure any medical certificate, treatment or Illness related documents pertaining to any period of Hospitalization or Illness.
 - xxvii) Personal comfort and convenience items or services including but not limited to T.V. (wherever specifically charged separately), charges for access to telephone and telephone calls (wherever specifically charged separately), foodstuffs (except patient's diet), cosmetics, hygiene articles, body or baby care products and bath additive, barber or beauty service, guest service as

well as similar incidental services and supplies.

xxviii) Expenses related to any kind of RMO charges, service charge, surcharge, night charges levied by the hospital under whatever head.

xxix) Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. For the purpose of this exclusion:

I. Nuclear attack or weapons means the use of any nuclear weapon or device or waste or combustion of nuclear fuel or the emission, discharge, dispersal, release or escape of fissile/fusion material emitting a level of radioactivity capable of causing any illness, incapacitating disablement or death.

II. Chemical attack or weapons means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing any illness, incapacitating disablement or death.

III. Biological attack or weapons means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organisms and/or biologically produced toxins (including genetically modified organisms and chemically synthesized toxins) which are capable of causing any illness, incapacitating disablement or death.

In addition to the foregoing, any loss, claim or expense of whatsoever nature directly or indirectly arising out of, contributed to, caused by, resulting from, or in connection with any action taken in controlling, preventing, suppressing, minimizing or in any way relating to the above shall also be excluded.

xxx) Impairment of an Insured Person's intellectual faculties by abuse of stimulants or depressants.

xxxi) Alopecia, wigs and/or toupee and all hair or hair fall treatment and products.

xxxii) Any medical or physical condition or treatment or service, which is specifically excluded under the Policy Certificate.

xxxiii) Any treatment taken in a clinic, rest home, convalescent home for the addicted, detoxification center, sanatorium, home for the aged, mentally disturbed, remodeling clinic or similar institutions.

xxxiv) Any specific time-bound or lifetime exclusions specified in the Policy Certificate.

Company for a health insurance policy, provided that the proposed Insured Person has to be covered without any break under any individual indemnity health insurance policy from any non-life insurance company registered with the IRDA or any group indemnity health insurance policy from the Company.

b. The Waiting Periods as defined in Clauses 4.1(a), 4.1(b) and 4.1(c) of this Policy shall be reduced by the number of months of continuous coverage under such health insurance policy with the previous insurer to the extent of the Sum Insured and the Eligible Cumulative Bonus under the expiring health insurance policy.

c. The Waiting Periods under Clauses 4.1(a), 4.1(b) and 4.1(c) shall be applicable afresh to the amount by which the Sum Insured under this Policy exceeds the total of sum insured and Eligible Cumulative Bonus under the terms of the expiring policy.

d. The Waiting Periods as defined in Clauses 4.1(a), 4.1(b) and 4.1(c) shall be applicable individually for each Insured Person and Claims shall be assessed accordingly.

e. Credit for the sum insured and the Eligible Cumulative Bonus of the expiring policy shall additionally be available as under:

i) If the Insured Person was covered on a Floater basis under the expiring policy and is proposed to be covered on a Floater basis with the Company, then the Eligible Cumulative Bonus to be carried forward for credit under this Policy would also be applied on a Floater basis only.

ii) In all other cases the Eligible Cumulative Bonus to be carried forward for credit in this Policy would be applied on an individual basis only.

f. In case the Policyholder has opted to switch to any other insurer under portability and the outcome of acceptance of the portability is awaited from the new insurer on the date of renewal:

i) The Company may at the request of the Policyholder, extend the Policy for a period not less than 1 month at an additional premium to be paid on a pro-rated basis.

ii) In case any Claim is reported during the extended Policy Period, the Policyholder shall first pay the premium so as to make the Policy Period of 12 full calendar months. The Company's liability for the payment of the Claim shall commence only once such premium is received. Alternately, the Company may deduct the premium payable by the Policyholder and pay the balance Claim amount, if any and issue Policy for the balance Policy Period.

Note: Portability provisions will apply even if the Insured Person migrates to any other health insurance policy.

5. Portability

a. If the Policyholder and/or Insured Person applies to the

6. Claims Intimation, Assessment and Management

- 6.1 Upon the occurrence of any Illness or Injury that may give rise to a Claim under this Policy, then as a condition precedent to the Company's liability under the Policy, the Policyholder or Insured Person shall undertake all of the following:

a. Claims Intimation

- i) If any Illness is diagnosed or discovered or any Injury is suffered or any other contingency occurs which has resulted in a Claim or may result in a Claim under the Policy, the Policyholder or Insured Person, shall notify the Company either at the Company's call center or in writing immediately.
- ii) If the Insured Person is to undergo planned Hospitalization, the Policyholder or Insured Person shall give written intimation to the Company of the proposed Hospitalization at least 48 hours prior to the planned date of admission to Hospital.
- iii) It is agreed and understood that the following details are to be provided to the Company at the time of intimation of Claim:
 - I. Policy Number;
 - II. Name of the Policyholder;
 - III. Name of the Insured Person in respect of whom the Claim is being made;
 - IV. Nature of Illness or Injury;
 - V. Name and address of the attending Medical Practitioner and Hospital;
 - VI. Date of admission to Hospital or proposed date of admission to Hospital for planned Hospitalization;
 - VII. Any other information, documents or details as requested by the Company.

6.2 Claims Procedure

a. Cashless Facility

- i) Cashless Facility is available only at Network Hospitals. The Insured Person can avail of this Cashless Facility at the time of admission into a Network Hospital, by presenting the health card provided by the Company under this Policy along with a valid photo identification document (Voter ID card / Driving License / Passport / PAN Card or any other identification documentation as approved by the Company).
- ii) For availing Cashless Facility, the Policyholder /Insured Person shall submit a pre-authorization form to the Company for approval. Only upon due approval from the Company, Cashless Facility can be availed at any Network Hospital.
- iii) In addition to the foregoing, in order to avail of the Cashless Facility, the following procedure

must be followed:

- I. Pre-authorization: The Policyholder or Insured Person must call the Company's call center and request authorization for the proposed treatment by way of submission of a completed pre-authorization form at least 48 hours before the commencement of planned Hospitalization or within 24 hours of admission to Hospital, if the Hospitalization is required in an Emergency.
- II. The Company will process the request for authorization after having obtained accurate and complete information in respect of the Illness or Injury for which cashless facility is sought to be availed. The Company will confirm in writing authorization or rejection of the request to avail cashless facility for the Insured Person's
- III. If the request for availing Cashless Facility is authorized by the Company, then payment for the Medical Expenses incurred in respect of the Insured Person shall not have to be made to the extent that such Medical Expenses are covered under this Policy and fall within the amount authorized in writing by the Company for availing Cashless Facility. Payment in respect of Co payments (if applicable) or any other costs and expenses not authorized under the Cashless Facility shall be made directly by the Policyholder or Insured Person to the Network Hospital. All original bills and evidence of treatment for the Medical Expenses incurred in respect of the Hospitalization of the Insured Person and all other information and documentation specified in Clause 6.4 shall be submitted to the Network Hospital Immediately and in any event before the Insured Person's discharge from Hospital.
- IV. If the Company does not authorize the Cashless Facility due to insufficient Sum Insured or if insufficient information is provided to the Company to determine the admissibility of the Claim, payment for the treatment will have to be made by the Policyholder or Insured Person to the Network Hospital, following which a Claim for reimbursement may be made to the Company and the same will be considered by the Company subject to the Policy.
- iv) It is agreed and understood that the Company may, in its sole discretion, modify or add to the list of Network Provider or modify or restrict the extent of

cashless facilities that may be availed at any particular Network Provider. For an updated list of Network Provider and the extent of cashless facilities available at each Network Provider, the Policyholder or Insured Person can refer to the list of Network Provider available on the Company's website or at the call centre.

b. Re-imbursement

The Company shall be given intimation of Hospitalization at its call center or in writing at least 48 hours before the commencement of a planned Hospitalization or within 24 hours of admission to Hospital, if the Hospitalization is required in an Emergency. It is agreed and understood that in all cases where intimation of a Claim has been provided under this provision, all the information and documentation specified in Clause 5.4 below shall be submitted (at the Policyholder or Insured Person's expense) to the Company immediately and in any event within 15 days of Insured Person's discharge from Hospital.

6.3 Policyholder's or Insured Person's duty at the time of Claim

a. The Policyholder or Insured Person shall check the updated list of Network Provider before submission of a pre-authorisation request for cashless facility; and

b. It is agreed and understood that as a condition precedent for a Claim to be considered under this Policy:

- i) All reasonable steps and measures must be taken to avoid or minimize the quantum of any Claim that may be made under this Policy.
- ii) The Insured Person shall follow the directions, advice or guidance provided by a Medical Practitioner and the Company shall not be obliged to make payment that is brought about or contributed to by the Insured Person failing to follow such directions, advice or guidance.
- iii) Notification of Claim and submission or provision of all information and documents shall be made promptly and in any event in accordance with the procedures and within the time frames specified in Clause 6 of the Policy.
- iv) The Insured Person will, at the request of the Company, submit himself for a medical examination by the Company's nominated Medical Practitioner as often as the Company considers reasonable and necessary. The cost of such examination

will be borne by the Company.

- v) The Company's Medical Practitioner and representatives shall be given access and co-operation to inspect the Insured Person's medical and Hospitalization records and to investigate the facts and examine the Insured Person.
- vi) The Company shall be provided with complete documentation and information which the Company has requested to establish its liability for the Claim, its circumstances and its quantum.

6.4 Claim Documents

a. The following information and documentation shall be submitted in accordance with the procedures and within the timeframes specified in Clause 5 in respect of all Claims:

- i) Duly completed and signed Claim form, in original;
- ii) Medical Practitioner's referral letter advising Hospitalization;
- iii) Medical Practitioner's prescription advising drugs/diagnostic tests/ consultation;
- iv) Original bills, receipts and discharge card from the Hospital/Medical Practitioner;
- v) Original bills from pharmacy/chemists;
- vi) Original pathological/diagnostic test reports/radiology reports and payment receipts;
- vii) Indoor case papers;
- viii) First Information Report, final police report, if applicable;
- ix) Post mortem report, if conducted;
- x) Any other document as required by the Company to assess the Claim

b. The Company will only accept bills/invoices which are made in the Insured Person's name.

c. The Company shall condone delay on merit for delayed Claims where delay is proved to be for reasons beyond the control of the Policyholder or the Insured Person.

6.5 Claim Assessment

a. All Claims under this Policy shall be assessed by the Company in the following progressive order:

- i) If a room category opted for is higher than the Single Private Room, then, the Variable Medical Expenses payable shall be prorated as per the applicable limits.
- ii) The Deductible shall be applied to the

aggregate of all Claims that are either paid or payable (and not excluded), under this Policy. The Company's liability to make payment shall commence only once the aggregate amount of all Claims payable or paid exceed the Deductible.

- iii) Co-payment, if any, shall be applicable on the amount payable by the Company after applying Clause 6.5(a)(i) and (ii).
- iv) The balance amount, if any, shall be the Claim payable.

6.6 Payment Terms

- a. This Policy covers only medical treatment taken entirely within India (Except for Benefit 5). All payments under this Policy shall be made in Indian Rupees and within India.
- b. Payment under this Policy shall be made only to the extent that such Medical Expenses are not paid under any other insurance policy, if any.
- c. The Sum Insured of the Insured Person shall be reduced by the amount payable or paid under the Policy Terms and Conditions and only the balance amount shall be available as the Sum Insured for the unexpired Policy Year.
- d. If any Claim is made which extends in to two Policy Periods then such Claim shall be paid taking into consideration the available Sum Insured in these Policy Periods. Such eligible Claim amount will be paid to the Policyholder / Insured after deducting the extent of premium to be received for the renewal/due date of premium of the policy, if not received earlier.
- e. The Company shall settle any Claim within 30 days of receipt of all the necessary documents/ information as required for settlement of such Claim and sought by the Company. The Company shall provide the Policyholder an offer of settlement of Claim and upon acceptance of such offer by the Policyholder the Company shall make payment within 7 days from the date of receipt of such acceptance. In case there is delay in the payment beyond the stipulated timelines, the Company shall pay additional amount as interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed by it.
- f. The Company shall have no liability to make payment of a Claim under the Policy in respect of an Insured Person, once the Sum Insured for that Insured Person is exhausted.
- g. If the Policyholder or Insured Person suffers a relapse within 45 days of the date of discharge from the Hospital for which a Claim has been made, then such relapse shall be deemed to be part of the same Claim and all the limits for Any One Illness

under this Policy shall be applied as if they were under a single Claim.

- h. For cashless Claims, the payment shall be made to the Network Hospital whose discharge would be complete and final.
- I. For the Reimbursement Claims, the Company will pay the Policyholder. In the event of death of the Policyholder, the Company will pay the nominee (as named in the Policy Certificate) and in case of no nominee at its discretion to the legal heirs of the Policyholder whose discharge shall be treated as full and final discharge of its liability under the Policy.

7. General Terms and Conditions

7.1 Disclosure to Information Norm

If any untrue or incorrect statements are made or there has been a misrepresentation, mis-description or non-disclosure of any material particulars or any material information having been withheld or if a Claim is fraudulently made or any fraudulent means or devices are used by the Policyholder or the Insured Person or any one acting on his / their behalf, the Company shall have no liability to make payment of any Claims and the premium paid shall be forfeited to the Company.

7.2 Observance of Terms and Conditions

The due observance and fulfillment of the terms and conditions of this Policy (including the realization of premium by their respective due dates and compliance with the specified procedure on all Claims) in so far as they relate to anything to be done or complied with by the Policyholder or any Insured Person, shall be condition precedent to the Company's liability under the Policy.

7.3 Reasonable Care

Insured Persons shall take all reasonable steps to safeguard the interests against any Illness or Injury that may give rise to a Claim.

7.4 Material Change

It is a condition precedent to the Company's liability under the Policy that the Policyholder shall immediately notify the Company in writing of any material change in the risk on account of change in nature of occupation or business at his own expense. The Company may, in its discretion, adjust the scope of cover and/or the premium paid or payable, accordingly.

7.5 Records to be maintained

The Policyholder and Insured Person shall keep an accurate record containing all relevant medical records and shall allow the Company or its representatives to inspect such records. The Policyholder or Insured Person shall furnish such information as the Company may require under this Policy at any time during the Policy Period and up to three years after the Policy Period End Date, or until final adjustment (if any) and resolution of all Claims under this Policy.

7.6 No constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder or Insured Person which is in possession of the Company other than that information expressly disclosed in the Proposal Form or otherwise in writing to the Company, shall not be held to be binding or prejudicially affect the Company.

7.7 Complete Discharge

Payment made by the Company to the Policyholder or Insured Person or the nominee of the Policyholder or the legal representative of the Policyholder or to the

Hospital, as the case may be, of any Medical Expenses or compensation or benefit under the Policy shall in all cases be complete and construe as an effectual discharge in favor of the Company.

7.8 Subrogation

The Policyholder and Insured Person shall at his own expense do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the Company for the purpose of enforcing and/or securing any civil or criminal rights and remedies or obtaining relief or indemnity from any other party to which the Company is or would become entitled upon the Company paying for a Claim under this Policy, whether such acts or things shall be or become necessary or required before or after its payment. Neither the Policyholder nor any Insured Person shall prejudice these subrogation rights in any manner and shall at his own expense provide the Company with whatever assistance or cooperation is required to enforce such rights. Any recovery the Company makes pursuant to this clause shall first be applied to the amounts paid or payable by the Company under this Policy and any costs and expenses incurred by the Company of effecting a recovery, where after the Company shall pay any balance remaining to the Policyholder. This clause shall not apply to any Benefit offered on a fixed benefit basis.

7.9 Contribution

- a. In case any Insured is covered under more than one indemnity insurance policies, with the Company or with other insurers, the Policyholder shall have the right to settle the Claim with any of the Company, provided that the Claim amount payable is up to Sum Insured of such Policy.
- b. In case the Claim amount exceeds the Sum Insured, then Policyholder shall have the right to choose the companies with whom the Claim is to be settled. In such cases, the settlement shall be done as under :
 - i) If at the time when any Claim arises under this Policy, there is any other insurance which covers (or would have covered but for the existence of this Policy), the same Claim (in whole or in part), then the Company shall not be liable to pay or contribute more than its ratable proportion of any Claim.
- c. This clause shall not apply to any Benefit offered on a fixed benefit basis.

7.10 Policy Disputes

Any and all disputes or differences under or in relation to the validity, construction, interpretation and effect to this Policy shall be determined by the Indian Courts and in accordance with Indian law. The disputes on quantum on payment of losses or any other dispute explained in the paragraph shall be preferred to be dealt and resolved under the alternative dispute resolutions system including Arbitration and Conciliation Act of India.

7.11 Free Look Period

- a. The Policyholder may, within 15 days from the receipt of the Policy document, return the Policy stating reasons for his objection, if the Policyholder disagrees with any Policy terms and conditions. If no Claim has been made under the Policy, the Company will refund the premium received after deducting proportionate risk premium for the period on cover, expenses for medical examination (as per the below mentioned grid) and stamp duty charges. If only part of the risk has commenced, such proportionate risk premium shall be calculated as commensurate with the risk covered during such period.
- b. It is agreed and understood that this clause cannot be exercised on any renewal of this Policy.

7.12 Renewal Notice

- a. This Policy will automatically terminate on the Policy Period End Date. All renewal applications should reach the Company on or before the Policy Period End Date.
- b. The Company may, in its sole discretion, revise the renewal premium payable under the Policy provided that revisions to the renewal premium are in accordance with the IRDA rules and regulations as applicable from time to time. The premium payable on renewal shall be paid to the Company on or before the Policy Period End Date and in any event before the expiry of the Grace Period.
- c. The Company will ordinarily not refuse to renew the Policy except on ground of fraud, moral hazard or misrepresentation or non-co-operation by the Insured Person.
- d. The Company reserves the right to carry out underwriting in relation to any request for change in the Sum Insured or Deductible at the time of renewal of the Policy.
- e. This product may be withdrawn by the Company after due approval from the IRDA. In case this product is withdrawn by the Company, this Policy can be renewed under the then prevailing Health Insurance Product or its nearest substitute approved by IRDA. The Company shall duly intimate the Policyholder at least three months prior to renewal of this policy, regarding withdrawal of this The Company shall duly intimate the Policyholder at least three months prior to renewal of this policy, regarding withdrawal of this product and the options available to the Policyholder at the time of Renewal of this policy.
- f. No claims based loading shall be applicable to this policy.

7.13 Cancellation/Termination

- a. The Company may at any time, cancel this Policy on grounds as specified in Clause 6.1, by giving 15 days' notice in writing by Registered Post Acknowledgment Due /recorded delivery to the Policyholder at his last known address.
- b. The Policyholder may also give 15 days' notice in writing, to the Company, for the cancellation of this

Policy, in which case the Company shall from the date of receipt of the notice, cancel the Policy and refund the premium for the unexpired period of this Policy at the short period scales as mentioned below, provided no Claim has been made under the Policy.

- c. Refund % to be applied on premium received

Cancellation date up to (x months) from Policy Period Start Date	1 Year	2 Year	3Year
Upto 1 month	75.0%	87.0%	91.0%
Upto 3 months	50.0%	74.0%	82.0%
Upto 6 months	25.0%	61.5%	73.5%
Upto 12 months	0.0%	48.5%	64.5%
Upto 15 months	N.A.	24.5%	47.0%
Upto 18 months	N.A.	12.0%	38.5%
Upto 24 months	N.A.	0.0%	30.0%
Upto 30 months	N.A.	N.A.	8.0%
Beyond 30 months	N.A.	N.A.	0.0%

- d. In case of demise of the Policyholder,
- Where the Policy covers only the Policyholder, this Policy shall stand null and void from the date and time of demise of the Policyholder.
 - Where the Policy covers other Insured Members, this Policy shall continue till the end of Policy Period. If the other Insured Persons wish to continue with the same Policy, the Company will renew the Policy subject to the appointment of a Policyholder provided that:
 - Written notice in this regard is given to the Company before the Policy Period End Date; and
 - A person over Age 18 who satisfies the Company's criteria to become a Policyholder.

7.14 Limitation of Liability

Any Claim under this Policy for which the notification or intimation of Claim is received 12 calendar months after the event or occurrence giving rise to the Claim shall not be admissible, unless the Policyholder proves to the Company's satisfaction that the delay in reporting of the Claim was for reasons beyond his control.

7.15 Communication

- a. Any communication meant for the Company must be in writing and be delivered to its address shown in the Policy Certificate. Any communication meant for the Policyholder will be sent by the Company to his last known address or the address as shown in the to its address shown in the Policy Certificate.
- b. All notifications and declarations for the Company

must be in writing and sent to the address specified in the Policy Certificate. Agents are not authorized to receive notices and declarations on the Company's behalf.

- c. Notice and instructions will be deemed served 10 days after posting or immediately upon receipt in the case of hand delivery, facsimile or e-mail.

7.16 Alterations in the Policy

This Policy constitutes the complete contract of insurance. No change or alteration shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by a written endorsement signed and stamped by the Company. However, change or alteration with respect to increase/decrease of the Sum Insured shall be permissible only at the time of renewal of the Policy.

7.17 Overriding effect of Policy Certificate

In case of any inconsistency in the terms and conditions in this Policy vis-a-vis the information contained in the Policy Certificate, the information contained in the Policy Certificate shall prevail.

7.18 Electronic Transactions

The Policyholder and Insured Person agree to adhere to and comply with all such terms and conditions as the Company may prescribe from time to time, and hereby agrees and confirms that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, tele-service operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication, established by or on behalf of the Company, for and in respect of the Policy or its terms, or the Company's other products and services, shall constitute legally binding and valid transactions when done in adherence to and in compliance with the Company's terms and conditions for such facilities, as may be prescribed from time to time.

7.19 Grievances

The Company has developed proper procedures and effective mechanism to address complaints by the customers. The Company is committed to comply with the Regulations, standards which have been set forth in the Regulations, Circulars issued by the Authority (IRDAI) from time to time in this regard.

- a. If the Policyholder / Insured Person has a grievance that the Policyholder / Insured Person wishes the Company to redress, the Policyholder / Insured Person may contact the Company with the details

of the grievance through:

Website: www.careinsurance.com

Email: customerfirst@careinsurance.com

Contact No.: 1800-102-4488 / 1800-102-6655

Courier: Any of Our Branch Office or corporate office

The Policyholder/Insured Person may also approach the grievance cell at any of the Company's branches with the details of his/her grievance during the Company's working hours from Monday to Friday.

- b. If the Policyholder / Insured Person is not satisfied with the Company's redressal of the Policyholder's / Insured Person's grievance through one of the above methods, the Policyholder / Insured Person may contact the Company's Head of Customer Service at:

Head - Customer Services,

Care Health Insurance Limited

(Formerly known as Religare Health Insurance Company Limited)

Unit No. 604 - 607, 6th Floor,

Tower C, Unitech Cyber Park,

Sector-39, Gurugram - 122001 (Haryana)

- c. If the Policyholder / Insured Person is not satisfied with the Company's redressal of the Policyholder's / Insured Person's grievance through one of the above methods, the Policyholder / Insured Person may approach the nearest Insurance Ombudsman for resolution of the grievance. The contact details of Ombudsman offices are on the next page:

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 E-mail : bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu
BENGALURU	Insurance Ombudsman, 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.: 080-22222049 / 22222048 Email: bimalokpal.bengaluru@ecoi.co.in	Karnataka
BHOPAL	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL (M.P.)-462 003. Tel.: 0755-2769201 / 9202 , Fax : 0755-2769203 E-mail : bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.: 0674 - 2596461 / 2596455, Fax : 0674-2596429 E-mail: bimalokpal.bhubaneswar@ecoi.co.in	Orissa
CHANDIGARH	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.: 0172 - 2706196 / 2706468, Fax : 0172-2708274 E-mail: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh
CHENNAI	Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI-600 018. Tel.: 044-24333668 / 24335284, Fax : 044-24333664 E-mail : bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry)
DELHI	Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.: 011 - 23232481 / 23213504 E-mail : bimalokpal.delhi@ecoi.co.in	Delhi
GUWAHATI	Insurance Ombudsman, Office of the Insurance Ombudsman, “Jeevan Nivesh”, 5th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM). Tel.: 0361 - 2632204 / 2602205 E-mail : bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Insurance Ombudsman, 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 E-mail : bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana and Yanam – a part of Territory of Pondicherry

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
JAIPUR	Insurance Ombudsman, 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	Rajasthan
ERNAKULAM	Insurance Ombudsman, 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 E-mail : bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe – a part of Pondicherry
KOLKATA	Insurance Ombudsman, Office of the Insurance Ombudsman, 4th Floor, Hindustan Bldg. Annexe, 4, C.R. Avenue, Kolkata – 700 072. Tel : 033-22124339/22124340, Fax : 033-22124341 E-mail : bimalokpal.kolkata@ecoi.co.in	West Bengal, Andaman & Nicobar Islands, Sikkim
LUCKNOW	Insurance Ombudsman, Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-2, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001. Tel.: 0522 - 2231330 / 2231331, Fax : 0522-2231310 E-mail : bimalokpal.lucknow@ecoi.co.in	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, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkamagar, Sultanpur, Maharajganj, Santkabimagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI	Insurance Ombudsman, 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	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane
NOIDA	Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshahar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur

Office of the Ombudsman	Contact Details	Jurisdiction of Office (Union Territory, District)
PATNA	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	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 2nd 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.

The updated details of Insurance Ombudsman are available on website of IRDAI: www.irda.gov.in, on the website of General Insurance Council: www.gicouncil.org.in, on the Company's website www.careinsurance.com or from any of the Company's offices. Address and contact number of Executive Council of Insurers –

Office of the 'Executive Council of Insurers'

Secretary General/Secretary,
3rd Floor, Jeevan Seva Annexe,
S.V. Road, Santacruz(W),
Mumbai - 400 054.
Tel : 022-26106889/671/980
Fax : 022-26106949
Email - inscoun@ecoi.co.in

Annexure A - List of Day Care Treatments

- 1. Microsurgical operations on the middle ear**
 1. Stapedotomy to treat various lesions in middle ear
 2. Revision of a stapedectomy
 3. Other operations on the auditory ossicles
 4. Myringoplasty (post-aura/endaural approach as well as simple Type - I Tympanoplasty)
 5. Tympanoplasty (closure of an eardrum perforation / reconstruction of the auditory ossicles)
 6. Revision of a tympanoplasty
 7. Other microsurgical operations on the middle ear
- 2. Other operations on the middle & internal ear**
 8. Myringotomy
 9. Removal of a tympanic drain
 10. Incision of the mastoid process and middle ear
 11. Mastoidectomy
 12. Reconstruction of the middle ear
 13. Other excisions of the middle and inner ear
 14. Fenestration of the inner ear
 15. Revision of a fenestration of the inner ear
 16. Incision (opening) and destruction (elimination) of the inner ear
 17. Other operations on the middle and inner ear
 18. Removal of Keratosis Obturans
- 3. Operations on the nose & the nasal sinuses**
 19. Excision and destruction of diseased tissue of the nose
 20. Operations on the turbinates (nasal concha)
 21. Other operations on the nose
 22. Nasal sinus aspiration Foreign body removal from nose
- 4. Operations on the eyes**
 23. Incision of tear glands
 24. Other operations on the tear ducts
 25. Incision of diseased eyelids
 26. Correction of Eyelid Ptosis by Levator Palpebrae Superioris Resection (bilateral)
 27. Correction of Eyelid Ptosis by Fascia Lata Graft (bilateral)
 28. Excision and destruction of diseased tissue of the eyelid
 29. Operations on the canthus and epicanthus
 30. Corrective surgery for entropion and ectropion
 31. Corrective surgery for blepharoptosis
- 5. Operations on the skin & subcutaneous tissues**
 32. Removal of a foreign body from the conjunctiva
 33. Removal of a foreign body from the cornea
 34. Incision of the cornea
 35. Operations for pterygium
 36. Other operations on the cornea
 37. Removal of a foreign body from the lens of the eye
 38. Removal of a foreign body from the posterior chamber of the eye
 39. Removal of a foreign body from the orbit and eyeball
 40. Operation of cataract
 41. Diathermy/Cryotherapy to treat retinal tear
 42. Anterior chamber Paracentesis / Cyclodiathermy / Cyclocryotherapy / Goniotomy/ Trabeculotomy and Filtering and Allied Operations to treat glaucoma
 43. Enucleation of Eye without Implant
 44. Dacryocystorhinostomy for various lesions of Lacrimal Gland
 45. Laser Photocoagulation to treat Retinal Tear
- 6. Operations on the tongue**
 59. Incision, excision and destruction of diseased tissue of the tongue
 60. Partial glossectomy

61. Glossectomy
 62. Reconstruction of the tongue
 63. Other operations on the tongue
- 7. Operations on the salivary glands & salivary ducts**
64. Incision and lancing of a salivary gland and a salivary duct
 65. Excision of diseased tissue of a salivary gland and a salivary duct
 66. Resection of a salivary gland
 67. Reconstruction of a salivary gland and a salivary duct
 68. Other operations on the salivary glands and salivary ducts
- 8. Other operations on the mouth & face**
69. External incision and drainage in the region of the mouth, jaw and face
 70. Incision of the hard and soft palate
 71. Excision and destruction of diseased hard and soft palate
 72. Incision, excision and destruction in the mouth
 73. Palatoplasty
 74. Other operations in the mouth
- 9. Operations on tonsils and adnoids**
75. Transoral incision and drainage of a pharyngeal abscess
 76. Tonsillectomy without adenoidectomy
 77. Tonsillectomy with adenoidectomy
 78. Excision and destruction of a lingual tonsil
 79. Other operations on the tonsils and adenoids
 80. Trauma surgery and orthopaedics
 81. Incision on bone, septic and aseptic
 82. Closed reduction on fracture, luxation or epiphyseolysis with osteosynthesis
 83. Suture and other operations on tendons and tendon sheath
 84. Reduction of dislocation under GA
 85. Adenoidectomy
- 10. Operations on the breast**
86. Incision of the breast abscess
 87. Operations on the nipple
 88. Excision of single breast lump
- 11. Operations on the digestive tract, Kidney and Bladder**
89. Incision and excision of tissue in the perianal region
90. Surgical treatment of anal fistulas
 91. Surgical treatment of hemorrhoids
 92. Division of the anal sphincter (sphincterotomy)
 93. Other operations on the anus
 94. Ultrasound guided aspirations
 95. Sclerotherapy, etc.
 96. Laparotomy for grading Lymphoma with Splenectomy/Liver/Lymph Node Biopsy
 97. Therapeutic Laparoscopy with Laser
 98. Cholecystectomy and Choledocho-Jejunostomy/Duodenostomy/Gastrostomy/Exploration Common Bile Duct
 99. Esophagoscopy, gastroscopy, duodenoscopy with polypectomy/ removal of foreign body/diathermy of bleeding lesions
 100. Lithotripsy/Nephrolithotomy for renal calculus
 101. Excision of renal cyst
 102. Drainage of Pyonephrosis/Perinephric Abscess
 103. Appendicectomy with/without Drainage
- 12. Operations on the female sexual organs**
104. Incision of the ovary
 105. Insufflations of the Fallopian tubes
 106. Other operations on the Fallopian tube
 107. Dilatation of the cervical canal
 108. Conisation of the uterine cervix
 109. Therapeutic curettage with Colposcopy/ Biopsy/ Diathermy/Cryosurgery/
 110. Laser Therapy of Cervix for Various lesions of Uterus
 111. Other operations on the uterine cervix
 112. Incision of the uterus (hysterectomy)
 113. Local excision and destruction of diseased tissue of the vagina and the pouch of Douglas
 114. Incision of vagina
 115. Incision of vulva
 116. Culdotomy
 117. Operations on Bartholin's glands (cyst)
 118. Salpingo-Oophorectomy via Laparotomy
- 13. Operations on the prostate & seminal vesicles**
119. Incision of the prostate
 120. Transurethral excision and destruction of prostate tissue
 121. Transurethral and percutaneous destruction of prostate tissue

122. Open surgical excision and destruction of prostate tissue
 123. Radical prostatovesiculectomy
 124. Other excision and destruction of prostate tissue
 125. Operations on the seminal vesicles
 126. Incision and excision of periprostatic tissue
 127. Other operations on the prostate
- 14. Operations on the scrotum & tunica vaginalis testis**
128. Incision of the scrotum and tunica vaginalis testis
 129. Operation on a testicular hydrocele
 130. Excision and destruction of diseased scrotal tissue
 131. Other operations on the scrotum and tunica vaginalis testis
- 15. Operations on the testes**
132. Incision of the testes
 133. Excision and destruction of diseased tissue of the testes
 134. Unilateral orchidectomy
 135. Bilateral orchidectomy
 136. Orchidopexy
 137. Abdominal exploration in cryptorchidism
 138. Surgical repositioning of an abdominal testis
 139. Reconstruction of the testis
 140. Implantation, exchange and removal of a testicular prosthesis
 141. Other operations on the testis
- 16. Operations on the spermatic cord, epididymis and ductus deferens**
142. Surgical treatment of a varicocele and a hydrocele of the spermatic cord
 143. Excision in the area of the epididymis
 144. Epididymectomy
- 17. Operations on the penis**
145. Operations on the foreskin
 146. Local excision and destruction of diseased tissue of the penis
 147. Amputation of the penis
 148. Other operations on the penis
- 18. Operations on the urinary system**
149. Cystoscopic removal of stones
 150. Catheterisation of Bladder
- 19. Other Operations**
151. Lithotripsy
 152. Coronary angiography
 153. Biopsy of Temporal Artery for Various Lesions
 154. External Arterio-venous Shunt
 155. Haemodialysis
 156. Radiotherapy for Cancer
 157. Cancer Chemotherapy
 158. Endoscopic polypectomy
- 20. Operations of bones and joints**
159. Surgery for ligament tear
 160. Surgery for meniscus tear
 161. Surgery for hemoarthrosis/pyoarthrosis
 162. Removal of fracture pins/nails
 163. Removal of metal wire
 164. Closed reduction on fracture, luxation
 165. Reduction of dislocation under GA
 166. Epiphyseolysis with osteosynthesis
 167. Excision of Bursitis
 168. Tennis Elbow Release
 169. Excision of Various Lesions in Coccyx
 170. Arthroscopic knee aspiration

Annexure B : List of Expenses Generally Excluded ("Non-Medical") in Hospital Indemnity Policy

Sr. No.	List of expenses generally excluded ("Non-medical") in hospital indemnity policy	Sr. No.	List of expenses generally excluded ("Non-medical") in hospital indemnity policy
	<i>TOILETRIES/COSMETICS/PERSONAL COMFORT OR CONVENIENCE ITEMS</i>		<i>TOILETRIES/COSMETICS/PERSONAL COMFORT OR CONVENIENCE ITEMS</i>
1	Hair removal cream	52	Flexi mask
2	Baby charges (unless specified/indicated)	53	Gause soft
3	Baby food	54	Gauze
4	Baby utilities charges	55	Hand holder
5	Baby set	56	Hansaplast/Adhesive bandages
6	Baby bottles	57	Lactogen/Infant food
7	Brush	58	Slings
8	Cosy towel	Items specifically excluded in the policies	
9	Hand wash	59	Weight control programs/supplies/services
10	Moisturizer paste brush	60	Cost of spectacles/contact lenses/hearing aids, etc.
11	Powder	61	Dental treatment expenses that do not require hospitalisation
12	Razor	62	Hormone replacement therapy
13	Shoe cover	63	Home visit charges
14	Beauty services	64	Infertility/subfertility/assisted conception procedure
15	Belts/braces	65	Obesity (including morbid obesity) treatment
16	Buds	66	Psychiatric & psychosomatic disorders
17	Barber charges	67	Corrective surgery for refractive error
18	Caps	68	Treatment of sexually transmitted diseases
19	Cold pack/Hot pack	69	Donor screening charges
20	Carry bags	70	Admission/registration charges
21	Cradle charges	71	Hospitalisation for evaluation/diagnostic purpose
22	Comb	72	Expenses for investigation/treatment irrelevant to the disease for which admitted or diagnosed
23	Disposables razors charges (for site preparations)	73	Any expenses when the patient is diagnosed with retro virus + or suffering from/HIV/AIDS etc is detected/ directly or indirectly
24	Eau-de-cologne/Room fresheners	74	Stem cell implantation/surgery and storage
25	Eye pad	items which form part of hospital services where separate consumables are not payable but the service is	
26	Eye shield	75	Ward and Theatre booking charges
27	Email/Internet charges	76	Arthroscopy & Endoscopy instruments
28	Food charges (other than patient's diet provided by Hospital)	77	Microscope cover
29	Foot cover	78	Surgical blades, Harmonic scalpel, shaver
30	Gown	79	Surgical drill
31	Leggings	80	Eye kit
32	Laundry charges	81	Eye drape
33	Mineral water	82	X-ray film
34	Oil charges	83	Sputum cup
35	Sanitary pad	84	Boyles apparatus charges
36	Slippers	85	Blood grouping and cross matching of donors samples
37	Telephone charges	86	Savlon
38	Tissue paper	87	Band aids, bandages, sterile injections, needles, syringes
39	Tooth paste	88	Cotton
40	Tooth brush	89	Cotton bandage
41	Guest services	90	Micropore/Surgical tape
42	Bed Pan	91	Blade
43	Bed under pad charges	92	Apron
44	Camera cover	93	Torniquet
45	Cliniplast	94	Orthobundle, Gynaec bundle
46	Crepe bandage	95	Urine container
47	Curapore	Elements of room charge	
48	Diaper of any type		
49	DVD, CD charges		
50	Eyelet collar		
51	Face mask		

Sr. No.	List of expenses generally excluded ("Non-medical")in hospital indemnity policy	Sr. No.	List of expenses generally excluded ("Non-medical")in hospital indemnity policy
	TOILETRIES/COSMETICS/PERSONAL COMFORT OR CONVENIENCE ITEMS		TOILETRIES/COSMETICS/PERSONAL COMFORT OR CONVENIENCE ITEMS
96	Luxury tax	143	Arm sling
97	HVAC	144	Thermometer
98	House keeping charges	145	Cervical collar
99	Service charges where nursing charge also charged	146	Splint
100	Television & Air conditioner charges	147	Diabetic foot wear
101	Surcharges	148	Knee braces (long/short/hinged)
102	Attendant charges	149	Knee immobilizer/Shoulder immobilizer
103	Im Iv Injection charges	150	Lumbo sacral belt
104	Clean sheet	151	Nimbus bed or water or air bed charges
105	Extra diet of patient (other than that which forms part of bed charge)	152	Ambulance collar
106	Blanket/Warmer blanket	153	Ambulance equipment
	Administrative or Non-medical charges	154	Microsheild
107	Admission kit	155	Abdominal binder
108	Birth certificate		Items payable if supported by a prescription
109	Blood reservation charges & Ante-natal booking charges	156	Betadine/Hydrogen peroxide/Spirit/Disinfectants etc.
110	Certificate charges	157	Private nurses charges- Special nursing charges
111	Courier charges	158	Nutrition planning charges - Dietician charges - Diet charges
112	Conveyance charges	159	Sugar free tablets
113	Diabetic chart charges	160	Creams, powders, lotions (toileteries are not payable, only prescribed medical pharmaceuticals payable)
114	Documentation charges/Administrative expenses	161	Digestion gels
115	Discharge Procedure charges	162	Ecg electrodes
116	Daily chart charges	163	Gloves
117	Entrance pass/Visitors pass charges	164	HIV kit
118	Expenses related to prescription on discharge	165	Listerine/Antiseptic mouthwash
119	File opening charges	166	Lozenges
120	Incidental expenses/Misc. charges (not explained)	167	Mouth paint
121	Medical certificate	168	Nebulisation kit
122	Maintenance charges	169	Novarapid
123	Medical records	170	Volini gel/Analgesic gel
124	Preparation charges	171	Zytee gel
125	Photocopies charges	172	Vaccination charges
126	Patient identification band/Name tag		Part of hospital's own costs and not payable
127	Washing charges	173	AHD
128	Medicine box	174	Alcohol swabes
129	Mortuary charges	175	Scrub solution/Sterillium others
130	Medico legal case charges (MLC charges)	176	Vaccine charges for baby
	External durable devices	177	Aesthetic treatment/Surgery
131	Walking aids charges	178	TPA charges
132	BIPAP machine	179	Visco belt charges
133	Commode	180	Any kit with no details mentioned, Delivery kit, Orthokit, Recovery kit, etc.
134	CPAP/CAPD equipments	181	Examination gloves
135	Infusion pump - cost	182	Kidney tray
136	Oxygen cylinder (for usage outside the hospital)	183	Mask
137	Pulseoxymeter charges	184	Ounce glass
138	Spacer	185	Outstation consultant's/ Surgeon's fees
139	Spirometre	186	Oxygen mask
140	SpO2 Probe	187	Paper gloves
141	Nebulizer Kit	188	Pelvic traction belt
142	Steam Inhaler		

Sr. No.	List of expenses generally excluded ("Non-medical")in hospital indemnity policy
	<i>TOILETRIES/COSMETICS/PERSONAL COMFORT OR CONVENIENCE ITEMS</i>
189	Referral doctor's fees
190	Accu check (glucometery/strips)
191	Pan can
192	Sofnet
193	Trolley cover
194	Urometer, Urine jug
195	Ambulance
196	Tegaderm/Vasofix safety
197	Urine bag
198	Softovac
199	Stockings

Annexure C - Service Request Form - For Change in Occupation / Nature of Job
(Refer Clause 7.4 of Policy Terms and Conditions)

Please Note:

- 1) To be filled in by Policyholder in CAPITAL LETTERS only.
- 2) If there is insufficient space, please provide further details on a separate sheet. All attached documents form part of this service request.
- 3) This form has to be filled in and submitted to the company whenever the nature of job / occupation of any insured covered under the Policy changes subsequent to the issuance of the Policy.

Policyholder Details

Policy Number :
 Mr. Ms.
 Name :
 (First Name) (Last Name)

Details of the Insured Persons for whom details are to be updated

	<input type="checkbox"/>	Mr.	<input type="checkbox"/>	Ms.
Name :				
	(First Name)	(Last Name)		
Occupation :				

Declaration

I hereby declare, on my behalf and on behalf of all persons insured, that the above statement(s), answer(s) and / or particular(s) given by me are true and complete in all respects to the best of my knowledge and that I am authorized to provide / request for updation of the details on behalf of Insured Persons.

Date : / / (DD/MM/YYYY)

Signature of the Policyholder :

[illegible]

(On behalf of all the persons insured under the Policy)

Note: The Company shall update its record with respect to the information provided above. Subsequently, the Company may review the risk involved and may alter the coverage and/or premium payable accordingly.

Add-on Benefits

1. The Add-on Benefits shall be available only if the same is specifically mentioned in the Policy Certificate.
2. The Add-on Benefits are subject to the terms and conditions stated below and the Policy Terms & Conditions.

3. Add-on Benefit 1: Everyday Care

3.1 Definition :

For the purpose of this Add-on Benefit :

a. Everyday Care Services :

The Company will provide the following Everyday Care Services (the "Services") under this Add-on Benefit to the Insured Person during the Policy Period:

i) Health Care Services which include only the following :

I. Doctor Anytime /Free Health Helpline: The Insured Person may seek medical advice from a Medical Practitioner through the telephonic or on online mode by contacting the Company on the helpline details specified on the Company's website;

II. Health Portal: The Insured Person may access health related information and services available through the Company's website;

III. Health & Wellness Offers : The Insured Person may avail discounts on the health and wellness products and services listed on the Company's website through the Network Service Provider.

ii) Doctor consultations:

I. The Insured Person may consult a Medical Practitioner within the Company's Network, on payment of 100 per consultation.

II. Maximum 4 consultations in a Policy Year are permissible for the same Illness or Injury.

b. Service Provider means any person, organization, institution that has been empanelled with the Company to provide Services specified under this Add-on Benefit to the Insured Person.

3.2 Clause 4.2(a)(xix) of the Policy Terms & Conditions is superseded only to the extent expressly specified in this Add-on Benefit.

3.3 Claim Process applicable to this Add-on Benefit.

a. If the Service is being availed in person, the Insured Person shall present his unique identification number along with a valid identification document (Voter ID card/driving license/passport/PAN card/any other identity proof as approved by the Company) to the Service Provider and pay `100 per consultation (in case of Doctor Consultation as specified under Clause 3.1(a)(ii)) prior to availing such Services.

The Service Provider will provide the Services only after validation and authorization of the unique identification number by the Company.

b. If the Services are availed over the telephone or through

online mode, the Insured Person will be required to provide the details as sought by the Company/ Service Provider in order to establish authenticity and validity prior to availing such Services.

c. If the Services are availed through the discount/ redeemable voucher provided by the Company, the Insured Person shall present the discount/redeemable voucher along with a valid identification document (Voter ID card/ driving license/ passport/ PAN card/ any other identity proof as approved by the Company) to the Service Provider prior to availing such Services.

3.4 General Terms & Conditions

a. If the Policyholder opts for this Add-on Benefit during the Policy Period, the expiry of this Add-on Benefit would coincide with the Policy Period End Date.

b. It is agreed and understood that the Company may, at its sole discretion, modify the list of Service Providers, Medical Practitioners or Health & Wellness Offers.

c. The rate of discount and the name of Service Provider offering the Services can be obtained either through Company's website or from the Company's call centre. Before availing the Services, the Policyholder or Insured Person may check the updated details of the available Service Providers and the applicable discounts/services from the Company's website or call centre.

d. The list of Services and discounts offered may vary with location and may be time barred and/or may change depending upon availability of Service Providers and discounts/Services available at such locations.

e. The Insured Person is free to choose whether to obtain the Services and, if obtained under this Add-on Benefit, then whether or not to act on the advice/information received and/or use the Services obtained.

f. These Services are for additional information purposes only and do not and should not be deemed to substitute the Insured Person's visit/ consultation to an independent Medical Practitioner.

g. The Company does not make any representation as to the adequacy or accuracy of the Services, the Insured Person's or any other person's reliance on the same or the use to which the Services are put. The Company does not assume any liability for and shall not be responsible for any actual or alleged errors, omissions or representations made by any Medical Practitioner or Service Provider or for any consequences of actions taken or not taken in reliance thereon.

h. The Insured Person understands and agrees that although the confidentiality of the information provided by him shall be maintained however the calls made by him shall be recorded for the purposes of quality and for maintaining the record of their health information.

I. If any of the Everyday Care Services specified in Clause 3.1(a) of this Add-on Benefit has been utilized and the Policyholder chooses to cancel this Add-on Benefit then Company shall not be liable to refund any premium paid in respect to this Add-on Benefit.

4. Add-on Benefit 2 : Expert Opinion

4.1 If the Insured Person is diagnosed with any Major Illness during the Policy Year, then at the Policyholder's / Insured Person's request, the Company shall arrange for an Expert Opinion from a Medical Practitioner.

4.2 It is agreed and understood that the Expert Opinion will be based only on the information and documentation provided to the Company which will be shared with the Medical Practitioner and is subject to the following:

- a. Services under this Add-on Benefit can be availed a maximum of one time by an Insured Person during the Policy Year for each Major Illness.
- b. The Insured Person is free to choose whether or not to obtain the Expert Opinion and, if obtained under this Add-on Benefit, then whether or not to act on it.
- c. Services under this Add-on Benefit is for additional information purposes only and does not and should not be deemed to substitute the Insured Person's visit or consultation to an independent Medical Practitioner.
- d. The Company does not provide a Expert Opinion or make any representation as to the adequacy or accuracy of the same, the Insured Person's or any other person's reliance on the same or the use to which the Expert Opinion is put.
- e. The Company does not assume any liability for and shall not be responsible for any actual or alleged errors, omissions or representations made by any Medical Practitioner or in any Expert Opinion or for any consequences of actions taken or not taken in reliance thereon.
- f. The Policyholder or Insured Person shall indemnify the Company and hold the Company harmless for any loss or damage caused by or arising out of or in relation to any opinion, advice, prescription, actual or alleged errors, omissions or representations made by the Medical Practitioner or for any consequences of any action taken or not taken in reliance thereon.
- g. Any Expert Opinion provided under this Add-on Benefit shall not be valid for any medico-legal purposes.
- h. The Expert Opinion does not entitle the Insured Person to any consultation from or further opinions from that Medical Practitioner.

4.3 For the purposes of this Add-on Benefit only:

- a. Expert Opinion means an additional medical opinion obtained by the Company from a Medical Practitioner solely on the Policyholder or Insured Person's express request in relation to a Major Illness which the Insured Person has been diagnosed with during the Policy Year.
- b. Expert Opinion shall be arranged at the request of the Policyholder in respect of certain Major Illness such as:
 - (i) Cancer
 - (ii) End Stage Renal Failure
 - (iii) Multiple Sclerosis

- (iv) Benign Brain Tumour
- (v) End Stage Liver Disease
- (vi) Motor Neuron Disease
- (vii) End Stage Lung Failure
- (viii) Major Organ Transplant
- (ix) Heart Valve Replacement
- (x) Open Chest Coronary Artery Bypass Graft
- (xi) Stroke
- (xii) Paralysis
- (xiii) Heart Attack
- (xiv) Major Burns
- (xv) Coma

4.4. For the purpose of this Add-on Benefit, Major Illnesses means the following:

- (i) Cancer
 - (i) A malignant tumour characterized by the uncontrolled growth and spread of malignant cells with invasion and destruction of normal tissues. This diagnosis must be supported by histological evidence of malignancy and confirmed by a pathologist.
 - (ii) The term cancer includes leukemia, lymphoma and sarcoma.
 - (iii) The following are excluded:
 - (a) Tumours showing the malignant changes of carcinoma in situ and tumours which are histologically described as pre-malignant or non-invasive, including but not limited to:
 - a. Carcinoma in situ of breasts, Cervical dysplasia CIN-1, CIN -2 & CIN-3;
 - (b) Any skin cancer other than invasive malignant melanoma;
 - (c) All tumours of the prostate unless histologically classified as having a Gleason score greater than 6 or having progressed to at least clinical TNM classification T2N0M0;
 - (d) Papillary micro - carcinoma of the thyroid less than 1 cm in diameter;
 - (e) Chronic lymphocytic leukaemia less than RAI stage 3;
 - (f) Microcarcinoma of the bladder;
 - (g) All tumours in the presence of HIV infection.
- (ii) End Stage Renal Failure
 - (i) End stage renal disease presenting as chronic irreversible failure of both kidneys to function, as a result of which either regular renal dialysis (hemodialysis or peritoneal dialysis) is instituted or renal transplantation is carried out.

- Diagnosis has to be confirmed by a consultant physician.
- (iii) Multiple Sclerosis
- (i) The definite occurrence of multiple sclerosis. The diagnosis must be supported by all of the following:
- (a) Investigations including typical MRI and CSF findings, which unequivocally confirm the diagnosis to be multiple sclerosis;
- (b) There must be current clinical impairment of motor or sensory function, which must have persisted for a continuous period of at least 6 months; and
- (c) Well documented clinical history of exacerbations and remissions of said symptoms or neurological deficits with at least two clinically documented episodes at least one month apart.
- (ii) Other causes of neurological damage such as SLE and HIV are excluded.
- (iv) Benign Brain Tumour
- (i) A benign tumour in the brain where all of the following conditions are met:
- (a) It is life threatening;
- (b) It has caused damage to the brain;
- (c) It has undergone surgical removal or, if inoperable, has caused a permanent neurological deficit such as but not restricted to characteristic symptoms of increased intracranial pressure such as papilloedema, mental symptoms, seizures and sensory impairment; and
- (d) Its presence must be confirmed by a neurologist or neurosurgeon and supported by findings on Magnetic Resonance Imaging, Computerised Tomography, or other reliable imaging techniques.
- (ii) Exclusions:
- (a) Cysts;
- (b) Granulomas;
- (c) Vascular malformations;
- (d) Haematomas;
- (e) Calcification;
- (f) Meningiomas;
- (g) Tumours of the pituitary gland or spinal cord; and
- (h) Tumours of acoustic nerve (acoustic neuroma)
- (v) End Stage Liver Disease
- (i) End stage liver disease resulting in cirrhosis and evidenced by all of the following criteria:
- (a) Permanent jaundice;
- (b) Uncontrollable ascites;
- (c) Hepatic encephalopathy;
- (d) Oesophageal or Gastric Varices and portal hypertension;
- (ii) Liver disease arising out of or secondary to alcohol or drug misuse is excluded.
- (vi) Motor Neurone Disorder
- (i) Motor neurone disease diagnosed by a specialist Medical Practitioner as spinal muscular atrophy, progressive bulbar palsy, amyotrophic lateral sclerosis or primary lateral sclerosis. There must be progressive degeneration of corticospinal tracts and anterior horn cells or bulbar efferent neurons. There must be current significant and permanent functional neurological impairment with objective evidence of motor dysfunction that has persisted for a continuous period of at least 3 months.
- (vii) End Stage Lung Disease
- (i) End Stage Respiratory Failure including Chronic Interstitial Lung Disease. All of the following criteria must be met:
- (a) Requiring permanent oxygen therapy as a result of a consistent FEV1 test value of less than one litre. (Forced Expiratory Volume during the first second of a forced exhalation);
- (b) Arterial Blood Gas analysis with partial oxygen pressures of 55mmHg or less;
- (c) Dyspnoea at rest.
- (ii) This diagnosis must be confirmed by a chest physician.
- (viii) Major Organ Transplant
- (i) The actual undergoing of a transplant of:
- (a) One of the following human organs: heart, lung, liver, kidney, pancreas, that resulted from irreversible end-stage failure of the relevant organ; or
- (b) Human bone marrow using haematopoietic stem cells.
- (ii) The undergoing of a transplant has to be confirmed by a specialist Medical Practitioner.
- (iii) The following are excluded:
- (a) Other stem-cell transplants;
- (b) Where only islets of langerhans are transplanted.
- (ix) Heart Valve Replacement
- (i) The actual undergoing of open-heart valve surgery to replace or repair one or more heart valves, as a consequence of defects in, abnormalities of, or disease-affected cardiac

- valves. The diagnosis of the valve abnormality must be supported by an echocardiography and the realization of surgery has to be confirmed by a specialist Medical Practitioner.
- (II) Exclusions:
- (a) Catheter based techniques including but not limited to, balloon valvotomy/ valvuloplasty.
- (x) Coronary Artery Bypass Graft
- (i) The actual undergoing of open chest surgery for the correction of one or more coronary arteries, which is / are narrowed or blocked, by Coronary Artery Bypass Graft (CABG). The diagnosis must be supported by a coronary angiography and the realization of surgery has to be confirmed by a specialist Medical Practitioner.
- (ii) The following are excluded:
- (a) Angioplasty and / or any other intra-arterial procedures;
- (b) Any key-hole or laser surgery.
- (xi) Stroke
- (i) Any cerebrovascular incident producing permanent neurological sequelae. This includes infarction of brain tissue, thrombosis in an intracranial vessel, haemorrhage and embolisation from an extra cranial source. Diagnosis has to be confirmed by a specialist Medical Practitioner and evidenced by typical clinical symptoms as well as typical findings in CT Scan or MRI of the brain.
- (ii) Evidence of permanent neurological deficit lasting for at least 3 months has to be produced.
- (iii) The following are excluded:
- (a) Transient ischemic attacks (TIA);
- (b) Traumatic injury of the brain;
- (c) Vascular disease affecting only the eye or optic nerve or vestibular functions.
- (xii) Paralysis
- (i) Total and irreversible loss of use of two or more limbs as a result of Injury or disease of the brain or spinal cord. A specialist Medical Practitioner must be of the opinion that the paralysis will be permanent with no hope of recovery and must be present for more than 3 months.
- (xiii) Myocardial Infarction (Heart Attack)
- (i) The first occurrence of myocardial infarction which means the death of a portion of the heart muscle as a result of inadequate blood supply to the relevant area. The diagnosis for this will be evidenced by all of the following criteria:
- (a) A history of typical clinical symptoms consistent with the diagnosis of Acute Myocardial Infarction (for e.g. typical chest pain);
- (b) New characteristic electrocardiogram changes;
- (c) Elevation of infarction specific enzymes, Troponins or other specific biochemical markers.
- (ii) The following conditions are excluded:
- (a) Non-ST-segment elevation myocardial infarction (NSTEMI) with elevation of Troponin I or T;
- (b) Other acute Coronary Syndromes;
- (c) Any type of angina pectoris.
- (xiv) Major Burns
- (i) Third degree (full thickness of the skin) burns covering at least 20% of the surface of the Insured Person's body. The condition should be confirmed by a consultant physician.
- (ii) Burns arising due to self-infliction are excluded.
- (xv) Coma
- (i) A state of unconsciousness with no reaction or response to external stimuli or internal needs. This diagnosis must be supported by evidence of all of the following:
- (a) No response to external stimuli continuously for at least 96 hours;
- (b) Life support measures are necessary to sustain life;
- (c) Permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.
- (ii) The condition has to be confirmed by a specialist Medical Practitioner. Coma resulting directly from alcohol or drug abuse is excluded.
- 4.5. Any claim under this Add-on Benefit can be made under clause 6.2(a) of the Policy Term & Conditions.

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