

Travel Insurance – provided by Guardian Life Insurance Company

TERMS AND CONDITIONS:

Basic Information:

- Number of insured persons – 1 for each insurance premium
- Any Bangladeshi National
- Age between 18-60 years
- Life coverage will start immediately after purchase
- Death due to any cause other than Suicide/HIV-AIDS/Pre-Existing Diseases/Mentioned Exclusions is covered under Life Insurance
- Claim must be made within 30 days of incident
- This is a non-refundable product

Accidental Death Benefit: For the purpose of an insurance policy under this Agreement, an accidental death is any death that results from an accident or external violence. Depending on the policy, there are often exclusions. These exclusions are generally death from acts of war, illegal activities or hazardous hobbies. Here, in this agreement, accidental death shall mean the death caused by an accident while travelling by bus/train/launch for which a formal ticket is purchased and accidental death benefit shall mean Tk. 200,000/- (Taka Two lacs) payable to the legal successor/nominee of the deceased traveler. In case injury due to the accident, treatment support shall be given up to Tk. 50,000/- (fifty) thousand.

Death benefit: For the purpose of an insurance policy under this Agreement, Death Benefit is the amount on a life insurance policy, annuity or pension that is payable to the beneficiary when the insured or annuitant passes away within 7 days of travel date. Here, in this agreement death shall mean the death caused naturally or due to illness and death benefit shall mean the amount of Tk. 50,000/- (fifty) thousand payable to a specific traveler within 07 days of his/her travel performed.

EXCLUSION FOR Natural/Accidental Death:

Claim shall not be payable if death is caused by the following actions:

attempted suicide or intentionally self-inflicted injury, while sane or insane;
strikes, riots, civil commotion, or assault, homicide, revolutions or any war like operations;
military or naval service in time of declared or undeclared war or while under orders for war like operations or restoration of public order;
making an arrest as an officer of the law;
committing a felony;
racing on wheels;
after reaching age 70 years in case of natural death but there will be no age bar in case of accidental death.
accident occurring while or because the Insured is affected by alcohol or any drug;

service, travel or flight in or descent from any kind of aircraft, except as a passenger in an aircraft operated by a commercial passenger airline on a scheduled air service over an established passenger route.

Minor injuries: If the injury meets the definition of a minor injury, this will only impact the General Damages portion of the claim settlement. General Damages are the term for payments received to compensate instances such as pain and suffering and the inability to perform certain activities

Examples of minor injuries as a general case

Sprains; Strains; General aches and pains; Cuts; Bruises; Road rash; Persistent pain; Minor whiplash; Temporomandibular joint disorder or TMJ (pain in your jaw joint and in the jaw muscles); Mild concussions; Short-term mental health conditions.

The list of Minor Injuries mentioned above is not exhaustive. A medical professional will diagnose the injury and determine whether it is minor or not.

Major Injuries: A major injury is any injury that could potentially lead to death, prolonged disability or permanently diminished quality of life.

Examples of major injuries:

Compound fractures; Any type of head or eye injury; Deep lacerations or stab wounds; Gunshot wounds; Severe or extensive burns; Injuries accompanied by chest pain, paralysis, confusion, severe bleeding or unconsciousness.

The list of Major Injuries mentioned above is not exhaustive. A medical professional will diagnose the injury and determine whether it is major or not.

Claim: An insurance claim is a formal request to an insurance company asking for a payment based on the terms of the insurance policy. The insurance company reviews the claim for its validity and then pays out to the insured or requesting party (on behalf of the insured) once approved. National Identity Document (NID) and death related documents should be produced while lodging the claim. The claim shall be placed to Service Hub Limited (PayStation) first and then PayStation will forward the same to Guardian Life Insurance Limited with a cover letter/forwarding. This forwarding can be done electronically or by hard copy. A claim shall be settled within 5-7 working days and in case of any urgency, the claim may be settled within 72 hours.

Claim Documentation

The claimant among Customers must provide the documents mentioned below in digital format and in physical hardcopy in order to submit a claim:

For Natural Deaths:

Death Certificate from the last attending physician/clinic/hospital mentioning the actual cause of death;
Proof of Age (NID/Passport/Birth Certificate)
Original Valid Bus Ticket or sufficient reference confirming the ticket

For Accidental Deaths

Surtohal report done by Police.
Death Certificate from the last attending physician/clinic/hospital mentioning the actual cause of death;
Proof of Age (NID/Passport/Birth Certificate);
Original Valid Bus Ticket or sufficient reference confirming the ticket.

For Accidental Hospitalization

Doctors' Advice for hospitalization;
Discharge Certificate;
Original copy of the Hospital Bills;
All medical reports such as X-Ray, City Scan, MRI or such relevant reports;
Original Valid Bus Ticket or sufficient reference confirming the ticket;
Any other supporting documents (if required).