

## Global Personal Guard Policy (Individual) Policy Wordings

Whereas the Insured described in the Schedule hereto (hereinafter called 'the Insured') by a Proposal and declaration which shall be the basis of this Contract and is deemed to be incorporated herein has applied to Bajaj Allianz General Insurance Company Limited (hereinafter called 'the Company') for the insurance hereinafter contained and has paid the premium as stated in the Schedule hereto as consideration for the indemnity hereinafter contained. This Policy records the entire agreement between us and sets out what we insure, how we insure it, and what we expect of you.

### SECTION B) DEFINITIONS- STANDARD DEFINITIONS

- 1. Accident, Accidental :**  
An accident means sudden, unforeseen and involuntary event caused by external, visible and violent means.
- 2. AYUSH Hospital:**  
An AYUSH Hospital is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:
  - a. Central or State Government AYUSH Hospital; or
  - b. Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy or
  - c. AYUSH Hospital, standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with all the following criterion:
    - i. Having at least 5 in-patient beds;
    - ii. Having qualified AYUSH Medical Practitioner in charge round the clock;
    - iii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out
    - iv. Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
- 3. AYUSH Day Care Centre:**  
AYUSH Day Care Centre means and includes Community Health Centre (CHC), Primary Health Centre (PHC), Dispensary, Clinic, Polyclinic or any such health Centre which is registered with the local authorities, wherever applicable and having facilities for carrying out treatment procedures and medical or surgical/para-surgical interventions or both under the supervision of registered AYUSH Medical Practitioner (s) on day care basis without in-patient services and must comply with all the following criterion:
  - i. Having qualified registered AYUSH Medical Practitioner(s) in charge;
  - ii. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out;
 Maintaining daily records of the patients and making them accessible to the insurance company's authorized representative.
- 4. Cashless facility:**  
Cashless facility means a facility extended by the Insurer 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 Insurer to the extent pre-authorization is approved.
- 5. Condition Precedent:**  
Condition Precedent means a Policy term or condition upon which the Insurer's liability under the Policy is conditional upon.
- 6. Congenital Anomaly:**  
Congenital Anomaly means a condition(s) which is present since birth, and which is abnormal with reference to form, structure or position.
  - a. Internal Congenital Anomaly- Congenital anomaly which is not in the visible and accessible parts of the body
  - b. External Congenital Anomaly- Congenital anomaly which is in the visible and accessible parts of the body
- 7. Cumulative Bonus:**  
Cumulative Bonus means any increase or addition in the Sum Insured granted by the insurer without an associated increase in premium.
- 8. Day care centre:**  
A day care centre means any institution established for day care treatment of illness and / or injuries or a medical set -up with 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 theatre of its own where surgical procedures are carried out
  - iv. maintains daily records of patients and will make these accessible to the Insurance Company's authorized personnel.
- 9. Day Care Treatment:**  
Day care treatment means medical treatment, and/or surgical procedure which is:
  - i. undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hrs because of technological advancement, and
  - ii. which would have otherwise required a hospitalization of more than 24 hours.  
Treatment normally taken on an out-patient basis is not included in the scope of this definition.
- 10. Dental Treatment:**  
Dental treatment means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.

**11. Disclosure to information norm:**

The Policy shall be void and all premium paid thereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.

**12. Emergency Care:**

Emergency care means management of an 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's health.

**13. Grace Period:**

Grace period means the specified period of time immediately following the premium due date during which a 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.

**14. Hospital:**

A 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 Insurance Company's authorized personnel.

**15. Hospitalization:**

Hospitalization means admission in a Hospital for a minimum period of 24 consecutive In patient Care hours except for specified procedures/ treatments, where such admission could be for a period of less than 24 consecutive hours.

**16. Illness**

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function and requires medical treatment.

- a. Acute condition - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.
- b. Chronic condition – A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics:
  - i. it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests
  - ii. it needs ongoing or long-term control for relief of symptoms
  - iii. it requires rehabilitation for the patient or for the patient to be specially trained to cope with it
  - iv. it continues indefinitely
  - v. it recurs or is likely to recur.

**17. Injury**

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.

**18. Inpatient Care**

Inpatient care means treatment for which the Insured has to stay in a hospital for more than 24 hours for a covered event.

**19. Intensive Care Unit**

Intensive care unit 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.

**20. ICU Charges**

ICU (Intensive Care Unit) Charges means the amount charged by a Hospital towards ICU expenses which shall include the expenses for ICU bed, general medical support services provided to any ICU patient including monitoring devices, critical care nursing and intensivist charges.

**21. Medical Advice:**

Medical advice means any consultation or advice from a Medical Practitioner including the issuance of any prescription or follow up prescription.

**22. Medical expenses:**

Medical Expenses means those expenses that an Insured 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 had not been Insured and no more than other hospitals or Medical practitioners in the same locality would have charged for the same medical treatment.

**23. Medical Practitioner/Doctor/ Physician:**

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 or Ayurvedic and or such other authorities 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 its scope and jurisdiction of license .

**24. Medically Necessary Treatment:**

Medically necessary treatment means any treatment, tests, medication, or stay in hospital or part of a stay in hospital which

- i. is required for the medical management of the illness or injury suffered by the Insured;

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- ii. must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- iii. must have been prescribed by a medical practitioner,
- iv. must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

**25. Network Provider:**

Network Provider means hospitals or health care providers enlisted by an insurer, TPA or jointly by an Insurer and TPA to provide medical services to an insured by a cashless facility.

**26. Non- Network Provider:**

Non-Network provider means any hospital, day care centre or other provider that is not part of the network.

**27. Notification of Claim:**

Notification of claim means the process of intimating a claim to the insurer or TPA through any of the recognized modes of communication.

**28. Portability:**

Portability means the right accorded to an individual health insurance policyholder (including all members under family cover) to transfer the credit gained for pre-existing conditions and time-bound exclusions from one insurer to another.

**29. Pre-Existing Disease:**

Pre-existing disease means any condition, ailment or injury or disease

- a. That is/are diagnosed by a physician within 36 months prior to the effective date of the policy issued by the insurer or its reinstatement **Or**
- b. For which medical advice or treatment was recommended by, or received from, a physician within 36 months prior to the effective date of the policy issued by the insurer or its reinstatement.

**30. Pre-hospitalization Medical Expenses:**

Pre-hospitalization Medical Expenses means medical expenses incurred during predefined number of days preceding the hospitalization of the Insured Person, provided that:

- a. Such Medical Expenses are incurred for the same condition for which the Insured Person's Hospitalization was required, and
- b. The In-patient Hospitalization claim for such Hospitalization is admissible by the Insurance Company.

**31. Post-hospitalization Medical Expenses:**

Post-hospitalization Medical Expenses means medical expenses incurred during predefined number of days immediately after the Insured Person is discharged from the hospital provided that:

- a. Such Medical Expenses are for the same condition for which the Insured Person's hospitalization was required, and
- b. The inpatient hospitalization claim for such hospitalization is admissible by the Insurance Company.

**32. Qualified Nurse:**

Qualified nurse means a person who holds a valid registration from the Nursing Council of India or the Nursing Council of any state in India.

**33. Reasonable and Customary charges**

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.

**34. Renewal**

Renewal means 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 gaining credit for pre-existing diseases, time-bound exclusions and for all waiting periods.

**35. Room rent**

Room Rent means the amount charged by a Hospital towards Room and Boarding expenses and shall include the associated medical expenses.

**SECTION B) DEFINITIONS- SPECIFIC DEFINITIONS**

**1. Acquired Immune Deficiency Syndrome**

Means the meanings assigned to it by the World Health Organization. Acquired Immune Deficiency Syndrome shall include HIV (Human Immunodeficiency Virus), encephalopathy (dementia), HIV Wasting Syndrome, and ARC (AIDS Related Complex).

**2. Adventure Sports**

Adventure sports (also called action sports, aggro sports, and Extreme sports) are a popular term for certain activities perceived as having a high level of inherent danger. These activities often involve speed, height, a high level of physical exertion, and highly specialized gear such as racing on wheels or horseback, big game hunting, mountaineering, winter sports, Skydiving, Parachuting, Scuba Diving, Riding or Driving in Races or Rallies, Mountain Climbing, hunting or equestrian activities, rock climbing, pot holing, bungee jumping, skiing, ice hockey, ballooning, hand gliding, diving or under-water activity river rafting, canoeing involving rapid waters, polo, yachting or boating outside coastal waters.

**3. Age**

Means completed years as at the commencement date of the policy.

**4. AYUSH Treatment** refers to medical expenses incurred on hospitalisation under Ayurveda, Yoga and Naturopathy Unani, Siddha and Homeopathy systems

**5. Bajaj Allianz Network Hospitals / Network Hospitals/Network Provider**

Means the Hospitals which have been empanelled by Us as per the latest version of the schedule of Hospitals maintained by Us, which is

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available to You on request. For updated list please visit our website [www.bajajallianz.com](http://www.bajajallianz.com)**6. Common Carrier**

Means any civilian land or water conveyance or Scheduled Aircraft in each case operated under a valid license for the transportation of passengers for hire.

**7. Contribution**

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

This clause shall not apply to any benefit offered on fixed benefit basis.

**8. Dependent Child**

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

**9. Dislocation**

A dislocation is a separation of two bones where they meet at a joint. Joints are areas where two bones come together. A dislocated joint is a joint where the bones are no longer in their normal positions.

**10. Fracture**

A fracture is a complete or incomplete break in a bone resulting from the application of excessive force.

**11. Hazardous Activities**

Means Persons whilst working in underground mines, explosives, magazines, workers whilst involved in electrical installation with high tension supply, jockeys, circus personnel, Aircraft pilots and crew, Armed Forces personnel, Artistes engaged in hazardous performances, Aerial crop sprayer, Bookmaker (for gambling), Demolition contractor, Explosives users, Fisherman (seagoing), Jockey, Marine salvager, Miner and other occupations underground, nuclear installations, Off-shore oil or gas rig worker, Policeman, Pop Musicians, Professional sports person, Roofing contractors and all construction, maintenance and repair workers at heights in excess of 50ft/15m, Saw miller, Scaffolder, Scrap metal merchant, Security guard (armed), Ship crew, Steeplejack, Stevedore, Structural steelworker, Tower crane operator, Tree feller.

**12. Named Insured/ Insured/ Insured Person:**

Insured means the persons, or his Family members, named in the Schedule

**13. Nominee**

Nominee is the person selected by the policyholder to receive the benefit in case of death of the insured thus giving a valid discharge to the insurer on settlement of claim under an insurance policy.

**14. Occupation**

Your occupation as shown in the Policy Schedule

**15. Permanent Total Disability**

Medical practitioner certified total, continuous and permanent:

- Loss of the sight of both eyes
- Physical separation of or the loss of ability to use both hands or both feet
- Physical separation of or the loss of ability to use one hand and one foot
- Loss of sight of one eye and the physical separation of or the loss of ability to use either one hand or one foot

**16. Permanent Partial Disability**

Medical practitioner certified total and continuous loss or impairment of a body part or sensory organ.

**17. Policy**

This Policy Document, the Schedule and the Proposal, declaration and applicable Endorsements under the Policy. The Policy contains the details of the extent of cover available to the Insured, the Exclusions under the cover and the terms, conditions, warranties and limitations.

**18. Policy Schedule**

Means the policy schedule attached to and forming part of the policy.

**19. Policy Period**

The period between and including the start and end dates shown in the schedule

**20. Professional Sports**

Means a sport which is the primary livelihood earning of the player,

**21. Proposal and Declaration Form**

Means any initial or subsequent declaration made by the Insured Person and is deemed to be attached and which forms a part of this Policy

**22. Scheduled Airline**

Means any civilian aircraft operated by a civilian scheduled air carrier holding a certificate, license or similar authorization for civilian scheduled air carrier transport issued by the country of the aircraft's registry, and which in accordance therewith flies, maintains and publishes tariffs for regular passenger service between named cities at regular and specified times, on regular or chartered flights operated by such carrier.

**23. Sum Insured**

Means the sum as specified in the Schedule to this Policy against the name of Insured Person, which sum represents the Company's maximum

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liability for any or all claims under this Policy during the Policy period against the respective benefit(s) for which the sum is mentioned in the Schedule to this Policy

- 24. **You, Your, Yourself/ Your Family** named in the schedule means the person or persons that We insure as set out in the Schedule
- 25. **We, Us, Our, Ours** means the Bajaj Allianz General Insurance Company Limited.

**SECTION C) OPERATIVE PARTS**

What we will pay for

- a) **BASE COVERS:**  
It is mandatory to opt for at least one of the below listed sections and below terms and conditions of respective section will be applicable for Base Covers which are opted by you and displayed on your policy schedule:  
Our liability to make payment to you for one or more of the events described under Death due to accidental bodily injury, Permanent Total Disability due to accidental bodily injury, or Permanent Partial Disability due to accidental bodily injury would be limited to the sum insured as specified under the respective sections.

SECTION I: DEATH  
SECTION II: PERMANENT TOTAL DISABILITY  
SECTION III: PERMANENT PARTIAL DISABILITY

However, if we become liable to make payment under Death / or Permanent Total Disability due to accidental bodily injury, then this insurance will cease as far as the insured member is concerned.

**SECTION I: DEATH**

If during the Policy Period, the Insured Person sustains Accidental Bodily Injury which directly and independently of all other causes results in Death of the insured person within twelve (12) months from the Date of accident, then the Company agrees to pay the Sum Insured stated in the respective section of the Policy Schedule to assignee, as the case may be, (as per the Proposal Form read with the provisions of Section 38 Insurance Amendment Act 2015) and in the absence of an assignee to the Insured Person's Nominee or legal representative, provided however in case the assignment is partial assignment/conditional assignment, then the payment of Sum Insured upon Death of the Insured shall depend upon and subject to terms and conditions of such partial assignment/conditional assignment.

**Additional Benefits:**

If the claim under Section I: Death is accepted for the insured person, then the company will pay for the following additional expenses:

- a. **Transportation of mortal remains**  
The company will make an additional payment of 1% of the sum insured as specified in policy schedule under Section I: Death as a lump sum benefit amount towards the expenses of transporting the body remains of the insured person from the place of death to a hospital, cremation ground or burial ground or to the insured person's residence.
- b. **Funeral Expenses**  
The company will make an additional payment of 1% of the Sum insured as specified in policy schedule under Section I: Death as a lump sum benefit amount towards Funeral Expense of the deceased Insured Person.  
The claim amount shall be paid to the nominee or legal representative of the insured

**Extensions:**

- a. **Disappearance**  
In the event of the disappearance of the Insured Person, following a forced landing, stranding, sinking or wrecking of a conveyance in which such Insured Person was known to have been travelling as an occupant, it shall be deemed after twelve (12) months, subject to all other terms and conditions of this Policy, that such Insured Person shall have died as the result of an Accident. If at any time, after the payment of the Accidental death benefit, it is discovered that the Insured Person is still alive, all payments shall be reimbursed in full to the Company.

**SECTION II: PERMANENT TOTAL DISABILITY**

If during the Policy Period, the Insured Person sustains Accidental Bodily Injury which directly and independently of all other causes results in permanent total disability within twelve (12) months from the Date of accident, then the Company agrees to pay the sum insured stated in the Section II of the Policy Schedule.

For the purpose of this cover, Permanent Total Disability shall mean either of the following:

- i. Loss of the sight of both eyes
- ii. Physical separation of or the loss of ability to use both hands or both feet
- iii. Physical separation of or the loss of ability to use one hand and one foot
- iv. Loss of sight of one eye and the physical separation of or the loss of ability to use either one hand or one foot

**Additional Benefits:**

If claim under Section II: Permanent Total Disability of the insured person is accepted, then the company will pay the following additional benefit:

- a. **Lifestyle Modification Benefit:**  
The company will make an additional payment of 2% of the Sum insured as a lump sum benefit amount towards lifestyle modifications such as modification of place of residence and / or modification of the vehicle for the insured person.  
**Note:** The additional benefits payable under Section I and II of the base cover is over and above the sum insured opted.

**SECTION III: PERMANENT PARTIAL DISABILITY**

If during the Policy Period, the Insured Person sustains Accidental Bodily Injury which directly and independently of all other causes results in permanent partial disability within twelve (12) months from the Date of accident, then the Company agrees to pay the percentage shown in the table below applied to the Permanent Partial Disability Sum Insured shown under the section III of the Policy Schedule

Hearing of both ears	75%
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An arm at the shoulder joint	70%
A leg above mid-thigh	70%
An arm above the elbow joint	65%
An arm beneath the elbow joint	60%
A leg up to mid-thigh	60%
A hand at the wrist	55%
A leg up to beneath the knee	50%
An eye	50%
A leg up to mid-calf	45%
A foot at the ankle	40%
Hearing of one ear	30%
A thumb	20%
An index finger	10%
Sense of smell	10%
Sense of taste	5%
Any other finger	5%
A large toe	5%
Any other toe	2%

If the permanent partial disability is not listed in the table then the disability percentage certified by the Government Civil Surgeon would be considered for claim process. The Company will pay the percentage shown in the certificate, applied to the permanent partial disability sum insured as stated under the respective section of the Policy Schedule

If more than one Permanent Partial Disability loss has resulted due to accidental Injury, the claim amount payable for all such losses put together should not exceed the total Sum Insured as opted by the Insured under this section.

**OPTIONAL COVERS:**

(Note: Below terms and conditions will be applicable for Optional Covers which are opted by you on payment of additional premium and displayed on your policy schedule.)

**OPTIONAL COVER I: ACCIDENTAL HOSPITALIZATION EXPENSES**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover the Insured Person, if he/ she is Hospitalized for a minimum period of 24 hours on the advice of a Doctor/ Medical Practitioner because of Accidental Bodily Injury sustained during the Policy Period, then the Company will pay the In-patient

Treatment- Medical Expenses for the below listed items up to the Sum Insured stated under the heading 'Accidental Hospitalization Expenses', in the Policy Schedule, subject otherwise to all other terms, conditions and exclusions of the Policy.

- Room rent, boarding expenses
- Nursing
- Intensive care unit
- Consultation fees
- Anesthesia, blood, oxygen, operation theatre charges, surgical appliances
- Medicines, drugs and consumables,
- Diagnostic procedures,
- The Cost of prosthetic and other devices or equipment if implanted internally during a Surgical Procedure.
- Physiotherapy expenses as recommended by the treating Doctor

**Day Care procedure coverage:**

Waiver of 24hours hospitalization would be considered under Accidental Hospitalization Expenses for the surgeries/procedures due to technological advancement provided such procedures comply with the standard definition of Day Care Centre and Day Care treatment mentioned in the Policy definitions.

The Pre and Post Hospitalisation expenses payable under day care procedure shall include expenses incurred on Physiotherapy also. If the claim under Accidental Hospitalization Expenses (including day care procedure) due to Accident of the Insured Person is accepted, then the Company will also pay below expenses:

**i. Pre Hospitalization**

If the Company has accepted an inpatient Hospitalization claim under Accidental Hospitalization Expenses then the Company will also reimburse the Medical Expenses incurred during the 60 days immediately before the Insured Person was Hospitalized for Accidental Bodily Injury, provided that such Medical Expenses were incurred for the same injury for which subsequent Hospitalization was required.

**ii. Post-Hospitalization**

If the Company has accepted an inpatient Hospitalization claim under Accidental Hospitalization Expenses then the Company will also reimburse the Medical Expenses incurred during the 90 days immediately after the Insured was discharged post Hospitalization provided that, such costs are incurred in respect of the same injury for which the earlier Hospitalization was required.

**OPTIONAL COVER II: ADVENTURE SPORTS BENEFIT**

In consideration of payment of an additional premium at the inception of the Global Personal Guard Policy by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that either Section I: Death or Section II: Permanent Total Disability or both the Sections as opted by the Insured, is extended to cover Accidental Bodily Injury sustained during the policy period whilst the Insured is engaged in adventure sports in a non-professional capacity and under the supervision of a trained professional which directly and independently of all other causes results in Death or Permanent Total Disability within twelve (12) months of the Date of Injury. In consequence where of the exclusion no of Section D.I - "4", "7" and "8" applicable to Section I and II of the Policy stands deleted in respect of this cover only.

It is also agreed and declared that the Company's liability under this cover shall be restricted to the 25% or 50% or 100% Sum Insured maximum up to 1 Cr of the Section I: Death and/or Section II: Permanent Total Disability Sum Insured as opted under this Optional Cover and as mentioned in the Policy Schedule, subject to all other terms, conditions and Exclusions & definitions of the Policy.

The cover for the Insured Person under this section shall terminate immediately in the event of admissible claim and settlement of benefit under the Adventure Sports Benefit Cover

For the purpose of illustration the Adventure Sports Benefit is extended for the below listed sports, please note that this is an indicative list only:

- Sky Sports  
Bungee Jumping, Bridge Swinging, Zip Lining, Zip Trekking
- Mountain Sports  
Rock Climbing, Rock Scrambling, Rappelling, Via Ferrata, Fell Running, Fell Walking, Gorge Walking, Indoor Rock Climbing, Mountain Biking, Mountaineering
- Water Sports  
Body Boarding, Scuba Diving, Shark Diving, Swimming with Dolphins, Diving with Whales, Wakeboarding, Surfing
- Racing Sports:  
Auto (car) racing, Motor rallying, Motorcycle racing, Air racing, Kart racing, Boat racing, Hovercraft racing, Lawn mower racing, Snowmobile racing, Truck racing

**Risk Classification**

Your risk classification for Adventure sports shall depend upon your risk classification under the base policy which is based upon your primary occupation.

**OPTIONAL COVER III: AIR AMBULANCE COVER**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to pay the expenses incurred for ambulance transportation in an airplane or helicopter for rapid ambulance transportation from the site of first occurrence of the Accident to the nearest hospital arising due to the Insured Person's sustained Accidental Bodily Injury during policy period which directly and independently of all other causes results in emergency life threatening health conditions. The claim would be reimbursed up to the actual expenses subject to a maximum limit as specified under the Air Ambulance Cover in the Policy Schedule, subject otherwise to all other terms, conditions and Exclusions of the Policy.

**Specific Conditions:**

- a. Return transportation to the Insured's home by air ambulance is excluded.
- b. The expenses for Air ambulance transportation are restricted within India Only

**OPTIONAL COVER IV: CHILDREN EDUCATION BENEFIT**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to provide coverage if the Company has accepted a claim under Section I: Death or under Section II: Permanent Total Disability, then the Company will make a onetime payment of amount as stated under heading 'Children Education Benefit' in the

Policy Schedule, towards the cost of education of the Insured Person's dependent children, subject otherwise to all other terms, conditions and Exclusions of the Policy.

**Specific Conditions:**

- a. The dependent child/children must be studying at an accredited educational institution on the date the Insured met with an Accidental Bodily Injury.
- b. The age of dependent child or children should not exceed 25 years.
- c. The Sum Insured mentioned in the Policy Schedule is the total amount payable for all Dependent children collectively and not per child basis.

**OPTIONAL COVER V: COMA DUE TO ACCIDENTAL BODILY INJURY**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover Insured Person's sustained Accidental Bodily Injury with in policy period which directly and independently of all other causes results in the Insured Person being in a Hospital in a Comatose State, within one (1) calendar month from the Date of Accident, then the Company agrees to pay the lump sum benefit as stated in the policy Schedule, subject otherwise to all other terms, conditions and Exclusions of the Policy.

**Definition of Coma/ Comatose State:**

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; and
- c. Permanent neurological deficit which must be assessed at least 30 days after the onset of the coma.
- d. Condition has to be confirmed by a specialist medical practitioner.

**OPTIONAL COVER VI: EMI PAYMENT COVER**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that if You meet with an Accidental Bodily Injury during the Policy Period which directly and independently of all other causes results in Permanent Partial Disability and it completely prevents you from performing each and every duty pertaining to your employment or occupation for a minimum period of 1 month. In such an event, We will pay the amount commensurating with your contribution in EMI of your loan account specified in the Schedule of this Policy, provided the claim is accepted and paid under your Permanent Partial Disability Section and subject to a maximum of the Sum Insured shown under the Schedule for this Section. We will make the payment when You satisfy Us

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that the Permanent Partial Disability has completely prevented you from engaging in Your Occupation as mentioned in the Schedule of the Policy. We will stop making payments when We are satisfied that You can engage in Your Occupation again, or when We have made payments for a maximum period of 3 months beginning from the date You met with the Accidental Bodily Injury, whichever is earlier, The EMI amount payable under this Section would not include any arrears due to any reason whatsoever.

Subject otherwise to all other terms, conditions and Exclusions of the Policy

**OPTIONAL COVER VII: FRACTURE CARE**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that the Global Personal Guard Policy is extended to cover the Insured Person's sustained Accidental Bodily Injury during policy period which directly and independently of all other causes results in Fracture/s of Bone/s, then the Company will pay the percentage shown in the benefit table below applied to the Fracture Care Sum Insured shown under the respective section of the Policy Schedule, subject otherwise to all other terms, conditions and Exclusions of the Policy.

For an Accidental Bodily Injury where more than one of the circumstances described in the Benefit Schedule is met, the Company will pay the benefit on a cumulative basis provided the liability of the company on a cumulative basis shall not exceed the sum insured stated against this section.

Fractures and Dislocations Benefit Schedule	
Description	Percentage of Sum Assured
<b>A) Hip or Pelvis (excluding thigh or coccyx)</b>	
1. Open Fracture of more than one bone	100%
2. Open Fracture of one bone	50%
3. Closed Fracture of more than one bone	25%
4. Closed Fracture one bone	15%
<b>B) Thigh or Lower Leg</b>	
5. Open Fracture of more than one bone	60%
6. Open Fracture of one bone	45%
7. Closed Fracture of more than one bone	25%
8. Closed Fracture one bone	15%
<b>C) Elbows, Arm (including wrist but excluding Colles type fractures)</b>	
9. Open Fracture of more than one bone	45%
10. Open Fracture of one bone	35%
11. Closed Fracture of more than one bone	20%
12. Closed Fracture one bone	15%
<b>D) Colles type fracture of the lower arm</b>	
13. Open Fracture	25%
14. Closed Fracture	10%
<b>E) Skull</b>	
15. Fracture of the skull needing surgical Intervention	60%
16. Fracture of the skull not needing surgical Intervention	20%
<b>F) Shoulder Blade, Rib(s), Knee cap, Sternum, Hand (excluding fingers and wrist), Foot (excluding toes or heel)</b>	
17. Open Fracture	30%
18. Closed Fracture	15%
<b>G) Spinal Column (Vertebrae but excluding coccyx)</b>	
19. All compression fractures	40%
20. All spinous, transverse process of pedicle fractures	40%
21. Permanent Spinal Cord damage	40%
22. All vertebral fractures	15%
<b>H) Lower Jaw</b>	
23. Open Fracture	25%
24. Closed Fracture	10%
<b>I) Cheekbone, Clavicle, Coccyx, Upper Jaw, Nose, Toe(s), Finger(s), Ankle, Heel</b>	
25. Open Fracture of more than one bone	15%
26. Open Fracture of one bone	12%
27. Closed Fracture of more than one bone	4%
28. Closed Fracture one bone	2%
<b>J) Dislocations requiring surgery under anesthesia</b>	

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29. Spine	35%
30. Back (Excluding slipped disc)	35%
31. Hip	25%
32. Knee (Left or right)	20%
33. Wrist (Left or right)	15%
34. Elbow (Left or right)	15%
35. Ankle (Left or right)	10%
36. Shoulder blade (Left or right)	10%
37. Collarbone	10%
38. Fingers (Left or right hand)	5%
39. Toes (Left or right foot)	5%
40. Jaw	5%
41. Internal injuries resulting in open abdominal or Thoracic Surgery	25%
42. Intracranial hemorrhage and/ or physical brain injury	25%

Note:

“Open Fracture” is a fracture where the broken bone(s) penetrate(s) the skin.

“Closed Fracture” is a fracture where the broken bone(s) do(es) not penetrate the skin

**OPTIONAL COVER VIII: HOSPITAL CASH BENEFIT**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover the Insured Person’s sustained Accidental Bodily Injury during policy period which directly and independently of all other causes results in Hospitalization then the Company will pay per day benefit amount for the period of Hospitalization and the per day benefit would be as specified under the Policy Schedule for a maximum period of 60 days per Policy Period, subject otherwise to all other terms, conditions and Exclusions of the Policy.

**OPTIONAL COVER IX: LOAN PROTECTOR COVER**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that the Global Personal Guard Policy is extended to cover the Insured person’s sustained Accidental Bodily Injury during the Policy Period that results in his/ her Death or Permanent Total Disability within 12 months and the claim is accepted and paid under Death or Permanent Total Disability

Section for the Insured Person, then the Company will pay an amount commensurating with balance outstanding Loan amount of the Insured Person’s loan account specified in the Policy Schedule as on the date of accident, subject to a maximum of the Sum Insured shown under the Policy Schedule for this Section, subject otherwise to all other terms, conditions and Exclusions of the Policy. The outstanding Loan amount would not include any arrears due to any reasons whatsoever.

The claim payable under this optional cover shall be in addition to the benefit payable under the applicable Base Cover.

The cover for the Insured Person under this section shall terminate immediately in the event of admissible claim and settlement of benefit under the Loan Protection Cover.

**OPTIONAL COVER X: LOSS OF INCOME DUE TO DISABILITY FROM ACCIDENT**

In consideration of payment of additional premium, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover the insured person’s sustained Accidental Bodily Injury during the Policy Period which directly and independently of all causes temporarily and completely prevents the insured person from performing each and every duty pertaining to his employment or occupation, then the company will make a weekly payment as per the weekly benefit amount shown under the heading “Loss of income due to Disability from Accident” in the Policy schedule, subject otherwise to all other terms, conditions and exclusions of the policy.

The company shall make weekly payment/s for the disability period as specified by the treating doctor for a maximum period of 100 weeks. and the maximum weekly benefit payable would be limited to 25% of the monthly income subject to a minimum of Rs. 1,000 per week and maximum of Rs. 50,000 per week.

**Specific conditions**

- a. The bodily injury sustained should be detectable by means of clinical examination and radiological scanning or imaging ;
- b. Injuries to the spine, the ligamentous system, cartilage and nervous system should be detectable by means of radiological scanning or imaging or neurological fallout testing;
- c. If the bodily injury sustained is not detectable by means of clinical examination and radiological scanning and imaging or neurological fallout testing , then the company shall not be liable in respect of the insured person for any claim under this cover ;
- d. We will stop making payments when we are satisfied that you can engage in your occupation again, or when we have made payments for a maximum period of 100 weeks from the date you met with the Accidental Bodily Injury, whichever is earlier;
- e. In case the temporary total disablement is for a period less than a week, the benefit payable shall be calculated on proportionate basis in relation to the weekly benefit.
- f. In the event of a dispute arising with regards to the duration of Temporary total disability, the duration shall be finally determined by a physician mutually appointed by both the parties ,who certifiesthe final date upon which the insured person recovered and fit to perform each and every duty pertaining to his / her employment or occupation.

**OPTIONAL COVER XI: ROAD AMBULANCE COVER**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover the following:

- a. If due to an Accidental Bodily Injury sustained by the Insured Person during the Policy Period, the Insured Person has been transferred to the nearest hospital from the spot of Accident by an ambulance service offered by a healthcare or ambulance service provider, the Company will reimburse the actual expenses incurred for ambulance services.
- b. The Company will also reimburse the expenses incurred on an ambulance offered by a healthcare or ambulance service provider for transferring the Insured Person from the Hospital where he/ she was admitted initially to another hospital with higher medical facilities provided

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that: the treating doctor recommends the transfer of the Insured Person to a higher medical centre for further treatment.

Provided that the maximum amount payable by the Company in respect of (a) and (b) together or singly shall not exceed the Sum Insured stated in the Policy Schedule against this cover, subject otherwise to all other terms, conditions and Exclusions of the Policy.

**Specific Conditions:**

- a. Expenses for Road ambulance transportation are restricted within India Only.
- b. Return transportation to the Insured's home by ambulance is excluded

**OPTIONAL COVER XII: TRAVEL EXPENSES BENEFIT**

In consideration of payment of additional premium by the Insured to the Company and realization thereof by the Company, it is hereby agreed and declared that Global Personal Guard Policy is extended to cover Insured Person's sustained Accidental Bodily Injury with in policy period which directly and independently of all other causes results in the Insured Person being in a Hospital which is outside the City/town of his/her usual place of residence as mentioned on the policy schedule, , then the Company will reimburse the travel expenses of a Family Member, as below:

- a. The actual cost of economy class transportation by the most direct route via a common carrier subject to the maximum Sum Insured stated against this cover in the Policy Schedule, subject otherwise to all other terms, conditions and Exclusions of the Policy.
- b. For this purpose, family member shall mean spouse, parent, Children above age of 18 years, sibling and in laws of the insured.
- c. The claim would be triggered under this section provided we have paid the claim for accidental Hospitalization for the insured person.

**SECTION D) EXCLUSIONS UNDER THE POLICY - STANDARD EXCLUSIONS**

**I. Exclusion Applicable to Accidental Hospitalization Expenses Cover:**

1. Cosmetic or plastic Surgery (Excl08)  
Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.
2. Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure. (Excl14)
3. Unproven Treatments (Excl16)  
Expenses related to any unproven treatment, services and supplies for or in connection with any treatment. Unproven treatments are treatments, procedures or supplies that lack significant medical documentation to support their effectiveness.

**II. Exclusion Applicable to Hospital Cash Benefit:**

1. Cosmetic or plastic Surgery (Excl08)  
Expenses for cosmetic or plastic surgery or any treatment to change appearance unless for reconstruction following an Accident, Burn(s) or Cancer or as part of medically necessary treatment to remove a direct and immediate health risk to the insured. For this to be considered a medical necessity, it must be certified by the attending Medical Practitioner.
2. Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure. (Excl14)

**III. General Exclusions Applicable To All Covers (Including Optional Covers)**

1. Breach of law (Excl10)  
Expenses for treatment directly arising from or consequent upon any Insured Person committing or attempting to commit a breach of law with criminal intent.
2. Treatment for Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. (Excl12)
3. Maternity (Excl 18) :
  - a. Medical Treatment Expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization) except ectopic pregnancy.
  - b. Expenses towards miscarriage (unless due to an accident) and lawful medical termination of pregnancy during the policy period.
4. Hazardous or Adventure sports: (Excl09)  
Expenses related to any treatment necessitated due to participation as a professional in hazardous or adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

**SECTION D) EXCLUSIONS UNDER THE POLICY - SPECIFIC EXCLUSIONS**

**I. Specific Exclusion Applicable to Accidental Hospitalization Expenses Cover:**

1. Any Hospitalization for an existing disability from a previous Accident which has occurred prior to the first inception of this Policy.
2. Any stay in Hospital for an Injury due to Accident without undertaking any treatment.
3. Any Hospitalization for Accidental Injury aggravated by an existing disability or pre-existing illness / condition / injury.
4. Any Hospitalization due to an Accidental Injury where the treatment is undertaken by a family member and self-medication or any treatment that is not scientifically recognized.
5. Vaccination and inoculation of any kind unless forming part of treatment for Injury due to an Accident as prescribed by the Medical Practitioner.
6. Treatment taken from persons not registered as Medical Practitioners under respective Medical Councils. .
7. Any other medical or surgical treatment except as may be necessary solely as a result of Injury.
8. Any treatment taken outside India.
9. Whilst engaged in adventure sports, unless specifically covered under the base policy.
10. Dental treatment or surgery of any kind unless as a result of Accidental Bodily Injury to natural teeth and also requiring hospitalization.

**II. Specific Exclusion applicable to Adventure Sports Benefit**

1. No benefit shall be payable under this optional cover in the event of accidental bodily injury sustained whilst engaged in adventure sports activity resulting in Permanent Partial Disability or Temporary Total Disability

**III. Specific Exclusion Applicable to Coma Due To Accidental Bodily Injury**

1. Coma resulting directly from alcohol or drug abuse or any other disease other than Accidental Bodily Injury is excluded.

**IV. Specific Exclusion Applicable to Hospital Cash Benefit:**

1. Any Hospitalization for an existing disability from a previous Accident which has occurred prior to the first inception of this Policy.
2. Any stay in Hospital for an Injury due to Accident without undertaking any treatment.
3. Any Hospitalization for Accidental Injury aggravated by an existing disability or pre-existing illness / condition / injury.
4. Any Hospitalization due to an Accidental Injury where the treatment is undertaken by a family member and self- medication or any treatment that is not scientifically recognized.
5. Vaccination and inoculation of any kind unless forming part of treatment for Injury due to an Accident as prescribed by the Medical Practitioner.
6. Treatment taken from persons not registered as Medical Practitioners under respective Medical Councils.
7. Any other medical or surgical treatment except as may be necessary solely as a result of Injury.
8. Any treatment taken outside India.

**V. General Exclusions Applicable To All Covers (Including Optional Covers)**

We will not be liable to make any payment under this Policy under any circumstances, for any claim directly or indirectly attributable to, or based on, or arising out of, or connected with any of the following:

1. Any Pre-existing Condition(s) and complications arising out of or resulting therefrom;
2. Through suicide, attempted suicide (whether sane and insane) or intentionally self-inflicted injury or illness,
3. Mental or nervous disorder, anxiety, stress or depression,
4. Whilst engaging in Adventure Sports unless specifically insured,
5. While under the influence of liquor or drugs, alcohol or other intoxicants,
6. Through deliberate or intentional, unlawful or criminal act, error, or omission, participation in an actual or attempted felony, riot, crime, misdemeanour, civil commotion,
7. Whilst engaging in aviation or ballooning, whilst mounting into, dismounting from or traveling in any balloon or aircraft other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world,
8. Whilst participating as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs,
9. As a result of any curative treatments or interventions that you carry out or have carried out on your body,
10. Arising out of your participation in any police, naval, military or air force operations whether peace or in war in the form of military exercises or war games or actual engagement with the enemy, Whether foreign or domestic,
11. Your consequential losses of any kind or your actual or alleged legal liability.
12. Venereal or sexually transmitted diseases,
13. HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or mutant derivatives or variations thereof however caused,
14. War (whether declared or not), civil war, invasion, act of foreign enemies, rebellion, revolution, insurrection, mutiny, military or usurped power, seizure, capture, arrest, restraint or detainment, confiscation or nationalization or requisition of or damage by or under the order of any government or public local authority, or
15. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel,
16. the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of that equipment,
17. operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft; or Scheduled Airlines
18. Any Claim caused by osteoporosis (porosity and brittleness of the bones due to loss of protein from the bones matrix) or pathological fracture (any fracture in an area where pre-existing Disease has caused the weakening of the bone) if osteoporosis or bone Disease diagnosed prior to the Policy Effective Date,
19. No benefit would be paid under this policy, unless the nature & extent of injury is established medically with appropriate investigation reports & certified by the treating doctor
20. Expenses incurred on neck belts, wrist bandages, walking sticks, abdomen belts, CPAP and any other similar external aid /devices, the use of which has been necessitated following an accident.

**SECTION E) CONDITIONS - STANDARD GENERAL TERMS AND CLAUSES [APPLICABLE TO ALL COVERS (INCLUDING OPTIONAL COVERS)]****1. Disclosure of information**

The policy shall be void and all premium paid thereon shall be forfeited to the Company in the event of misrepresentation, mis description or non-disclosure of any material fact by the policyholder.

(Explanation: "Material facts" for the purpose of this policy shall mean all relevant information sought by the company in the proposal form and other connected documents to enable it to take informed decision in the context of underwriting the risk)

**2. Condition Precedent to Admission of Liability**

The terms and conditions of the policy must be fulfilled by the Insured Person for the Company to make any payment for claim(s) arising under the policy

**3. Claim Settlement. (provision for Penal interest)**

- i. The Company shall settle or reject a claim, as the case may be, within 30 days from the date of receipt of last necessary document.
- ii. In the case of delay in the payment of a claim, the Company shall be liable to pay interest to the policyholder from the date of receipt of last necessary document to the date of payment of claim at a rate 2% above the bank rate.
- iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document- In such cases, the Company shall settle or reject the claim within 45 days from the date of receipt of last necessary document.
- iv. In case of delay beyond stipulated 45 days, the Company shall be liable to pay interest to the policyholder at a rate 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim.

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(Explanation: "Bank rate" shall mean the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due)

**4. Possibility of Revision of Terms of the Policy Including the Premium Rates:**

The Company, with prior approval of IRDAI, may revise or modify the terms of the policy including the premium rates. The insured person shall be notified three months before the changes are effected.

**5. Withdrawal of Policy**

- i. In the likelihood of this product being withdrawn in future, the Company will intimate the insured person about the same 90 days prior to expiry of the policy.
- ii. Insured Person will have the option to migrate to similar health insurance product available with the Company at the time of renewal with all the accrued continuity benefits such as cumulative bonus, waiver of waiting period. as per IRDAI guidelines, provided the policy has been maintained without a break.

**6. Free Look Period**

The Free Look Period shall be applicable on new individual health insurance policies and not on renewals or at the time of porting/migrating the policy.

The insured person shall be allowed free look period of thirty days from date of receipt of the policy document to review the terms and conditions of the policy, and to return the same if not acceptable.

If the insured has not made any claim during the Free Look Period, the insured shall be entitled to

- i. a refund of the premium paid less any expenses incurred by the Company on medical examination of the insured person and the stamp duty charges or
- ii. where the risk has already commenced and the option of return of the policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or
- iii. where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period

**7. Moratorium Period:**

After completion of sixty continuous months of coverage (including portability and migration) no look back would be applied. This period of sixty months is called as moratorium period. The moratorium would be applicable for the sums insured of the first policy and wherever, the sum insured is enhanced, completion of sixty continuous months would be applicable from the date of enhancement of sums insured only on the enhanced limits. After the expiry of Moratorium Period no claim under this policy shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co- payments, deductibles as per the policy contract.

**8. Complete Discharge**

Any payment to the policyholder, insured person or his/ her nominees or his/ her legal representative or assignee or to the Hospital, as the case may be, for any benefit under the policy shall be a valid discharge towards payment of claim by the Company to the extent of that amount for the particular claim.

**9. Nomination**

The policyholder is required at the inception of the policy to make a nomination for the purpose of payment of claims under the policy in the event of death of the policyholder. Any change of nomination shall be communicated to the company in writing and such change shall be effective only when an endorsement on the policy is made. In the event of death of the policyholder, the Company will pay the nominee (as named in the Policy Schedule/Policy Certificate/Endorsement (if any) and in case there is no subsisting nominee, to the legal heirs or legal representatives of the policyholder whose discharge shall be treated as full and final discharge of its liability under the policy.

**10. Fraud**

- i. If any claim made by the Insured beneficiary, is in any respect fraudulent, or if any false statement, or declaration is made or used in support thereof, or if any fraudulent means or devices are used by the Insured beneficiary or anyone acting on his/her behalf to obtain any benefit under this policy, all benefits under this policy and the premium paid shall be forfeited.
- ii. Any amount already paid against claims made under this policy but which are found fraudulent later shall be repaid by all recipient(s)/policyholder(s), who has made that particular claim, who shall be jointly and severally liable for such repayment to the insurer.
- iii. For the purpose of this clause, the expression "fraud" means any of the following acts committed by the Insured beneficiary or by his agent or the hospital/ doctor/any other party acting on behalf of the Insured beneficiary, with intent to deceive the insurer or to induce the insurer to issue an insurance policy:
  - a) the suggestion, as a fact of that which is not true and which the Insured beneficiary does not believe to be true;
  - b) the active concealment of a fact by the Insured beneficiary having knowledge or belief of the fact;
  - c) any other act fitted to deceive; and
  - d) any such actor omission as the law specially declares to be fraudulent

The Company shall not repudiate the claim and / or forfeit the policy benefits on the ground of Fraud, if the Insured beneficiary / beneficiary can prove that the misstatement was true to the best of his knowledge and there was no deliberate intention to suppress the fact or that such misstatement of or suppression of material fact are within the knowledge of the insurer

**11. Grievance Redressal Procedure**

The company has always been known as a forward-looking customer centric organization. It takes immense pride in its approach of "Caringly Yours". To provide you with top-notch service on all fronts, the company has provided with multiple platforms via which you can always reach out to us at below mentioned touch points

1. Our toll-free number 1-800-209- 5858 or 020-30305858, say Say "Hi" on WhatsApp on +91 7507245858
2. Branches for resolution of your grievances / complaints, the Branch details can be found on our website [www.bajajallianz.com/branch-locator.html](http://www.bajajallianz.com/branch-locator.html)
3. Register your grievances / complaints on our website [www.bajajallianz.com/about-us/customer-service.html](http://www.bajajallianz.com/about-us/customer-service.html)

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## 4. E-mail

- a) Level 1: Write to [bagichelp@bajajallianz.co.in](mailto:bagichelp@bajajallianz.co.in) and for senior citizens to [seniorcitizen@bajajallianz.co.in](mailto:seniorcitizen@bajajallianz.co.in)
  - b) Level 2: In case you are not satisfied with the response given to you at Level 1 you may write to our Grievance Redressal Officer at [ggro@bajajallianz.co.in](mailto:ggro@bajajallianz.co.in)
  - c) Level 3: If in case, your grievance is still not resolved, and you wish to talk to our care specialist, please give a missed call on +91 80809 45060 OR SMS To 575758 and our care specialist will call you back
5. If you are still not satisfied with the decision of the Insurance Company, you may approach the Insurance Ombudsman, established by the Central Government for redressal of grievance. Detailed process along with list of Ombudsman offices are available at [www.cioins.co.in/ombudsman.html](http://www.cioins.co.in/ombudsman.html)

The contact details of the ombudsman offices are mentioned in **Annexure II**.

**12. Multiple Policies**

If two or more policies are taken by You during a period from one or more insurers to indemnify treatment costs, You shall have the right to require a settlement of your claim in terms of any of your policies.

- a. In all such cases the insurer who has issued the chosen policy shall be obliged to settle the claim as long as the claim is within the limits of and according to the terms of the chosen Policy.
- b. Claims under other Policy/ies may be made after exhaustion of Sum Insured in the earlier chosen Policy / Policies.
- c. If the amount to be claimed exceeds the sum insured under a single policy after considering the deductibles or co-pay, the policyholder shall have the right to choose insurers from whom he/she wants to claim the balance amount.
- d. Where an insured has policies from more than one insurer to cover the same risk on indemnity basis, the insured shall only be indemnified the hospitalization costs in accordance with the terms and conditions of the chosen policy.

**13. Migration of Policy:**

The Insured beneficiary will have the option to migrate the policy to other health insurance products/plans offered by the company by applying for migration of the policy atleast 30 days before the policy renewal date as per IRDAI guidelines on Migration. If such person is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by the company, the Insured beneficiary will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on migration.

For Detailed Guidelines on migration, kindly refer the link <https://irdai.gov.in/document-detail?documentId=393128>  
(Please note referred link is of the IRDAI website and subject to change from time to time.)

**14. Portability**

The Insured beneficiary will have the option to port the policy to other insurers by applying to such insurer to port the entire policy along with all the members of the family, if any, at least 45 days before, but not earlier than 60 days from the policy renewal date as per IRDAI guidelines related to portability. If such person is presently covered and has been continuously covered without any lapses under any health insurance policy with an Indian General/Health insurer, the proposed

Insured beneficiary will get the accrued continuity benefits in waiting periods as per IRDAI guidelines on portability.

For Detailed Guidelines on portability, kindly refer the link <https://irdai.gov.in/document-detail?documentId=393128>

(Please note referred link is of the IRDAI website and subject to change from time to time.)

**15. Renewal of Policy**

The policy shall ordinarily be renewable except on misrepresentation by the insured person. grounds of fraud, misrepresentation by the insured person.

- i. The Company shall endeavor to give notice for renewal. However, the Company is not under obligation to give any notice for renewal.
- ii. Renewal shall not be denied on the ground that the insured person had made a claim or claims in the preceding policy years.
- iii. Request for renewal along with requisite premium shall be received by the Company before the end of the policy period.
- iv. At the end of the policy period, the policy shall terminate and can be renewed within the Grace Period of 30 days to maintain continuity of benefits without break in policy. Coverage is not available during the grace period.
- v. No loading shall apply on renewals based on individual claims experience

**16. Cancellation****(A) Cancellation by the Policyholder**

The Policyholder can cancel this Policy by providing a written notice of 7 days. In such a case, the Company will refund the premium for the unexpired policy period as detailed below:

## 1. Cancellation of policy where full premium received at policy inception -

- Annual Policy: The premium refund for the unexpired risk period will be on a pro-rata basis, provided no claim has been made during the policy year.
- Multi-year Policy:
  - For any policy year where the risk date has not yet started, the premium will be refunded without any deduction.
  - For any policy year where the risk has started, the premium will be refunded on a pro-rata basis for that policy year, provided no claim has been made during the policy year and in full for future policy years.

## 2. Cancellation of policy where Premium Received on Instalment Basis

The premium refund for the unexpired risk period will be on a pro-rata basis, provided no claim has been made during the policy year.

(B) Additional Deductions - Notwithstanding the above, if (i) the risk under the Policy has already commenced, or (ii) only a part of the insurance coverage has commenced, and the option of Policy cancellation is exercised by the Policyholder, then expenses incurred by the Company on medical examination of the Policyholder will also be deducted before refunding of premium.

**(C) Cancellation by the Company**

The Company may cancel the Policy at any time on the grounds of misrepresentation, non-disclosure of material facts, or fraud by the Policyholder/insured person, by providing 15 days' written notice. There will be no refund of premium for cancellations on these grounds.

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## **SECTION E) CONDITIONS - SPECIFIC TERMS AND CLAUSES [APPLICABLE TO ALL COVERS (INCLUDING OPTIONAL COVERS)]**

### **17. Paying a Claim**

- a. You agree that We shall only make payment when You or someone claiming on Your behalf has provided Us with necessary documentation and information.
- b. We will make payment to Assignee/Partial Assignee/Conditional Assignee, as the case may be, (as per the provisions of Section 38 of Insurance Amendment Act 2015) or in the absence of assignee to You or Your Nominee. If there is no Assignee or Nominee and You are incapacitated or deceased, We will pay Your heir, executor or validly appointed legal representative and any payment We make in this way will be a complete and final discharge of Our liability to make payment.
- c. On receipt of all the documents and on being satisfied with regard to the admissibility of the claim as per policy terms and conditions, we shall offer within a period of 30 days settlement of the claim to the insured. Upon acceptance of an offer of settlement by the insured, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the insured. In the cases of delay in the payment, the insurer shall be liable to pay 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.
- d. However, where the circumstances of a claim warrant an investigation, the Company will initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, the Company will settle the claim within 45 days from the date of receipt of last necessary document. In case of delay beyond stipulated 45 days, the Company will be liable to pay interest at a rate which is 2% above the bank rate from the date of receipt of last necessary document to the date of payment of claim
- e. If We, for any reasons decide to reject the claim under the policy the reasons regarding the rejection shall be communicated to You in writing within 30 days of the receipt of documents. You may take recourse to the Grievance Redressal procedure stated under the Policy.

### **18. Arbitration**

Arbitration Clause shall not be applicable.

### **19. Cumulative Bonus: (applicable for Death, Permanent Total Disability, Permanent Partial Disability covers)**

- a. If You renew Your Global Personal Guard Policy with Us without any break in the Policy Period and there has been no claim in the preceding year, then We will increase the Limit of Benefit by 10% of Sum Insured per annum as Cumulative Bonus, In case long term policy is purchased, the cumulative bonus applicable to base covers will automatically be increased by 10% after the completion of every Policy year, in case of no claim is lodged under base covers.
- b. The maximum cumulative increase in the Limit of Benefit will be limited to 5 years and 50% of Sum Insured.
- c. In event of a claim under Permanent Partial Disability, the cumulative bonus would be decreased by 10%
- d. In case of claim is lodged under optional covers only- cumulative bonus will be allowed for increase by 10% after the completion of every policy year since cumulative bonus is applicable for base covers only
- e. This clause does not alter the annual character of this insurance or Our right to decline to renew or to cancel the Policy.

### **20. Sum Insured Enhancement**

The Insured member can apply for enhancement of Sum Insured at the time of renewal of the Policy and subject to specific approval and acceptance by the Company

### **21. Reasonable Care**

The Insured person shall take all reasonable steps to safeguard against any accident or injury that may give rise to any claim under this policy.

### **22. Physical Examination**

Any medical official or other agent of the company shall be allowed to examine the Insured Person(s) in case of alleged injury or disablement when and as often as may be reasonably be required on behalf of the Company.

### **23. Electronic Transactions**

The Insured agrees 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, teleservice 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.

### **24. Notice of charge**

Subject to/Apart from Assignment clause in these Terms and Conditions, the Company shall not be bound to notice or be affected by any notice of any trust, charge, lien or other dealing with or relating to this policy but the receipt of the Insured or his legal personal representative shall in all cases be an effectual discharge to the company.

### **25. Entire Contract – Changes**

This Policy, together with the Proposal Form, as well as any forms, riders and endorsements and papers hereto, constitutes the entire contract of insurance. No change in this Policy shall be valid until approved by Our authorized officer and such approval is endorsed hereon. No agent has authority to change this Policy or to waive any of the provisions of this Policy.

### **26. Notification of Changes**

It is a condition precedent to Our liability to make any payment under this Policy that You shall give Us written notice immediately of any change in the address, nature of job, state of health and any other changes affecting You or any Insured Person.

### **27. Communications**

Any communication meant for Us must be in writing and be delivered to Our address shown in the Schedule. Any communication meant for You will be sent by Us to Your address shown in the Schedule.

**28. No constructive Notice**

Any of the circumstances in relation to these conditions coming to the knowledge of any official of the Company shall not be the notice to or be held to bind or prejudicially affect the Company notwithstanding subsequent acceptance of any premium.

**29. Special Provisions**

Any special provisions subject to which this policy has been entered into and endorsed in the policy or in any separate instrument shall be deemed to be part of this policy and shall have effect accordingly.

**30. Territorial Limits**

- a. World wide coverage is applicable for below sections  
Section I: Death  
Section II: Permanent Total Disability  
Section III: Permanent Partial Disability  
Optional Cover II: Adventure Sports Benefit  
Optional Cover IV: Children's Education Benefit  
Optional Cover V: Coma Due to Accidental Bodily Injury  
Optional Cover VI: EMI Payment Cover  
Optional Cover VII: Fracture Care  
Optional Cover IX: Loan Protector Cover
- b. Following covers are restricted to within India Only:  
Optional Cover I: Accidental Hospitalization Expenses  
Optional Cover III: Air Ambulance Cover  
Optional Cover VIII: Hospital Cash Benefit  
Optional Cover X: Loss of Income due to Disability from Accident  
Optional Cover XI: Road Ambulance Cover  
Optional Cover XII: Travel Expenses Benefit
- c. Our liability to make any payment shall be to make payment within India and in Indian Rupees only

**31. Consideration**

The Policy is issued subject to payment of premium in advance. No payment shall be valid unless made under our official receipt. The cover shall not be valid prior to the date and time of receipt of premium.

**32. Automatic Termination of Cover for Insured Person**

The cover for the Insured Person shall terminate immediately in the event of admissible claim and settlement of 100% Sum Insured under Coverage Death or Permanent Total Disability.

**33. Discounts:**

- **Family Discount :**
  - a. 10 % family discount shall be offered if 2 or more dependent family members are covered under a single policy.
  - b. The family discount will be offered for both new policies as well as for renewal policies
- **Long Term Policy Discount:**
  - a. 4 % discount is applicable if policy is opted for 2 years
  - b. 8 % discount is applicable if policy is opted for 3 years
- **Employee Discount:**

20 % Discount applicable for policies issued to employees of Bajaj Allianz General Insurance Limited & its group companies.  
(Note: Online/Direct Customer Discount is not applicable to Employees)
- **Online Discount/Direct Customer Discount:**

10% discount is extended for the policies purchased online/ through website and to direct customers.  
(Note: Employee Discount is not applicable to Online/Direct Customers)

**34. Assignment and Transfer of Insurance Policies (Subject to always that any assignment shall always be subject to provisions of Section 38 of Insurance Act 1938, as amended from time to time)**

- a. A transfer or assignment of a policy of insurance, wholly or in part, whether with or without consideration, may be made by an endorsement upon the policy itself or by a separate instrument, signed in either case by the transferor or by the assignor or his duly authorised agent and attested by at least one witness, specifically setting forth the fact of transfer or assignment and the reasons thereof, the antecedents of the assignee and the terms on which the assignment is made.
- b. The Company may, accept the transfer or assignment, or decline to act upon any endorsement made under sub-clause 29(1) hereinabove, where it has sufficient reason to believe that such transfer or assignment is not bona fide or is not in the interest of the policyholder or in public interest or is for the purpose of trading of insurance policy.
- c. The Company shall, before refusing to act upon the endorsement, record in writing the reasons for such refusal and communicate the same to the policyholder not later than thirty days from the date of the policyholder giving notice of such transfer or assignment.
- d. Any person aggrieved by the decision of the Company to decline to act upon such transfer or assignment may within a period of thirty days from the date of receipt of the communication from the Company containing reasons for such refusal, prefer a claim to the Authority.
- e. Subject to the provisions in sub-clause 29(2) hereinabove, the transfer or assignment shall be complete and effectual upon the execution of such endorsement or instrument duly attested but except, where the transfer or assignment is in favour of the Company, shall not be operative

**Issuing Office:**

- as against the Company, and shall not confer upon the transferee or assignee, or his legal representative, any right to sue for the amount of such policy or the moneys secured thereby until a notice in writing of the transfer or assignment and either the said endorsement or instrument itself or a copy thereof certified to be correct by both transferor and transferee or their duly authorised agents have been delivered to and received by the Company with written acknowledgement by the Company: Provided that where the Company maintains one or more places of business in India, such notice shall be delivered only at the place where the policy is being serviced.
- f. The date on which the notice referred to in sub-clause 29(5) hereinabove is delivered to the Company shall regulate the priority of all claims under a transfer or assignment as between persons interested in the policy; and where there is more than one instrument of transfer or assignment the priority of the claims under such instruments shall be governed by the order in which the notices referred to in sub-clause 29(5) hereinabove are delivered: Provided that if any dispute as to priority of payment arises as between assignees the dispute shall be referred to the Authority.
- g. Upon the receipt of the notice referred to in sub-clause 29(5) hereinabove, the Company shall record the fact of such transfer or assignment together with the date thereof and the name of the transferee or the assignee and shall, on the request of the person by whom the notice was given, or of the transferee or assignee, on payment of such fee as may be specified by the regulations, grant a written acknowledgement of the receipt of such notice; and any such acknowledgement shall be conclusive evidence against the Company that he has duly received the notice to which such acknowledgement relates.
- h. Subject to the terms and conditions of the transfer or assignment, the insure shall, from the date of the receipt of the notice referred to in sub-clause 29(5) hereinabove, recognize the transferee or assignee named in the notice as the absolute transferee or assignee entitled to benefit under the policy, and such person shall be subject to all liabilities and equities to which the transferor or assignor was subject at the date of the transfer or assignment and may institute any proceedings in relation to the policy, obtain a loan under the policy or surrender the policy without obtaining the consent of the transferor or assignor or making him a party to such proceedings.  
Explanation. Except where the endorsement referred to in sub-clause 29(1) hereinabove expressly indicates that the assignment or transfer is conditional in terms of sub-clause 29(10) hereunder, every assignment or transfer shall be deemed to be an absolute assignment or transfer and the assignee or transferee, as the case may be, shall be deemed to be the absolute assignee or transferee respectively.
- i. Any rights and remedies of an assignee or transferee of a policy of life insurance under an assignment or transfer effected prior to the commencement of the Insurance Laws (Amendment) Act, 2015 shall not be affected by the provisions of this clause 29.
- j. Notwithstanding any law or custom having the force of law to the contrary, an assignment in favour of a person made upon the condition that—
- the proceeds under the policy shall become payable to the policyholder or the nominee or nominees in the event of either the assignee or transferee predeceasing the insured; or
  - If the insured surviving the term of the policy, the Conditional Assignment shall be valid:  
Provided that a conditional assignee shall not be entitled to obtain a loan on the policy or surrender a policy.
- k. In the case of the partial assignment or transfer of a policy of insurance under sub-clause 29(1) hereinabove, the liability of the Company shall be limited to the amount secured by partial assignment or transfer and such policyholder shall not be entitled to further assign or transfer the residual amount payable under the same policy.

**35. Limitation Period**

It being expressly agreed and declared that if the Company shall disclaim liability for any claim hereunder and such claim shall not within 12 calendar months from the date of disclaimer have been made the subject matter of a suit in court of law than the claim for all such purposes be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

**36. Applicable Law**

Indian law governs the construction, interpretation and meaning of the provisions of this Policy and the relationship between us. The section headings in this Policy are included for descriptive purposes only and do not form part of this Policy for the purpose of its construction or interpretation.

**37. Policy Disputes**

Any dispute concerning the interpretation of the terms, conditions, limitations and/or exclusions contained herein is understood and agreed to by both the Insured and the Company to be subject to Indian Law. Each party agrees to submit such dispute to a Court of competent jurisdiction and to comply with all requirements necessary to give such Court the jurisdiction. All matters arising hereunder shall be determined in accordance with the law and practice of such Court.

**SECTION E) CONDITIONS – OTHER TERMS AND CONDITIONS [APPLICABLE TO ALL COVERS (INCLUDING OPTIONAL COVERS)]****38. Making a Claim:**

All Claims will be settled by In house claims settlement team of the company and no TPA is engaged.

Reimbursement Claim Procedure of All Sections If the Insured Person meets with any Accidental Bodily Injury that may result in a claim, than as a condition precedent to our liability:

- Policyholder or the Insured Person or someone claiming on his/her behalf must inform us in writing immediately and in any event within 30 days from the date of the accident and submit all documents to us within 30 days from the date of intimation.
- Insured Person must immediately consult a Doctor and follow the advice and treatment that he recommends.
- Insured Person must take reasonable steps to lessen the consequence of Bodily injury.
- Insured Person should allow examination by our medical advisors if we ask for this.
- Policyholder or Insured Person or someone claiming on his/her behalf must promptly give us documentation and other information we ask for to investigate the claim or our obligation to make payment for it.
- In case of the Insured Person's death, someone claiming on his/her behalf must inform us in writing immediately and send us a copy of the post mortem report (if conducted) within 30 days.

\*Note: Waiver of conditions (a) and (f) may be considered in extreme cases of hardship where it is proved to Our satisfaction that under the circumstances in which the Insured Person was placed, it was not possible for the Insured Person or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit.

Issuing Office:

List of Claim documents:

List of Claim documents for Death	List of Claim documents for Disappearance
<ul style="list-style-type: none"> <li>Duly Completed Claim Form signed by Nominee/ legal heir of the Insured Person .</li> </ul>	<ul style="list-style-type: none"> <li>Duly Completed Claim Form signed by Nominee/ legal heir of the Insured Person.</li> </ul>
<ul style="list-style-type: none"> <li>Copy of address proof (Ration card or electricity bill copy).</li> </ul>	<ul style="list-style-type: none"> <li>Copy of address proof (Ration card or electricity bill copy).</li> </ul>
<ul style="list-style-type: none"> <li>Attested copy of Death Certificate.</li> </ul>	<ul style="list-style-type: none"> <li>Attested copy confirming disappearance from appropriate authority following a forced landing, stranding, sinking or wrecking of a conveyance</li> </ul>
<ul style="list-style-type: none"> <li>Burial Certificate (wherever applicable).</li> </ul>	<ul style="list-style-type: none"> <li>Documentary proof of fare paying passenger of a conveyance as an occupant</li> </ul>
<ul style="list-style-type: none"> <li>Attested copy of Statement of Witness, if any lodged with police authorities.</li> </ul>	<ul style="list-style-type: none"> <li>Attested copy of Statement of Witness, if any lodged with police authorities.</li> </ul>
<ul style="list-style-type: none"> <li>Attested copy of FIR / Panchanama / Inquest Panchanama.</li> </ul>	<ul style="list-style-type: none"> <li>Attested copy of FIR / Panchanama / Inquest Panchanama.</li> </ul>
<ul style="list-style-type: none"> <li>Attested copy of Post Mortem Report (only if conducted).</li> </ul>	<ul style="list-style-type: none"> <li>NEFT details &amp; cancelled cheque of the Nominee/ legal heir of the insured Person</li> </ul>
<ul style="list-style-type: none"> <li>Attested copy of Viscera report if any(Only if Post Mortem is conducted).</li> </ul>	<ul style="list-style-type: none"> <li>Original Policy copy along with Original Assignment endorsement (if any)</li> </ul>
<ul style="list-style-type: none"> <li>NEFT details &amp; cancelled cheque of the Nominee/ legal heir of the insured Person</li> </ul>	<ul style="list-style-type: none"> <li>Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
<ul style="list-style-type: none"> <li>Original Policy copy along with Original Assignment endorsement (if any)</li> </ul>	
<ul style="list-style-type: none"> <li>Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	
List of Claim Document Specific to Air Ambulance Cover	List of Claim documents for Permanent Total Disability and Permanent Partial Disability
<ul style="list-style-type: none"> <li>Duly completed claim form signed by the Claimant</li> </ul>	<ul style="list-style-type: none"> <li>Duly Completed Claim Form signed by Insured Person.</li> </ul>
<ul style="list-style-type: none"> <li>Original bills and receipts paid for the transportation from Registered Ambulance Service Provider</li> </ul>	<ul style="list-style-type: none"> <li>Attested copy of disability certificate from Civil Surgeon of Government Hospital stating percentage of disability.</li> </ul>
<ul style="list-style-type: none"> <li>Other documents as may be required by the Company to process the claim</li> </ul>	<ul style="list-style-type: none"> <li>Attested copy of FIR. (If required)</li> </ul>
<ul style="list-style-type: none"> <li>Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	<ul style="list-style-type: none"> <li>All X-Ray / Investigation reports and films supporting to disability.</li> </ul>
	<ul style="list-style-type: none"> <li>NEFT details &amp; cancelled cheque of Insured Person.</li> </ul>
	<ul style="list-style-type: none"> <li>Original Policy copy along with Original Assignment endorsement (if any)</li> </ul>
	<ul style="list-style-type: none"> <li>Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
List of Claim Document Specific to Children Education Benefit	List of Claim Document Specific to Adventure Sports Benefit
<ul style="list-style-type: none"> <li>Bonafide certificate from school / college or certificate from the educational institution</li> <li>Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	<ul style="list-style-type: none"> <li>Certificate of participation from Sports event organizer/service provider</li> </ul>
	<ul style="list-style-type: none"> <li>pre participation fitness certificate, and</li> </ul>
	<ul style="list-style-type: none"> <li>certificate from the treating doctor mentioning the nature of the Injury,</li> </ul>
	<ul style="list-style-type: none"> <li>All Investigation reports</li> </ul>
	<ul style="list-style-type: none"> <li>Discharge summary ( If hospitalized)</li> </ul>

	<ul style="list-style-type: none"> <li>• Documents as listed for claim under Death / Permanent Total Disability</li> </ul>
	<ul style="list-style-type: none"> <li>• Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
<b>List of Claim Document Specific to Fracture Care Cover</b>	<b>List of Claim Document Specific to EMI Payment Cover</b>
<ul style="list-style-type: none"> <li>• X Ray confirming the fracture &amp; site of fracture</li> </ul>	<ul style="list-style-type: none"> <li>• Current outstanding Loan certificate from financier, along with the documents submitted</li> </ul>
<ul style="list-style-type: none"> <li>• Certificate from treating surgeon with extent of Injury, cause of injury, site of Injury &amp; date of injury</li> </ul>	<ul style="list-style-type: none"> <li>• Loan disbursement letter along with the payment record till the date of Accident</li> </ul>
<ul style="list-style-type: none"> <li>• Treatment details</li> </ul>	<ul style="list-style-type: none"> <li>• All X-Ray / Investigation reports and films supporting to disability.</li> </ul>
<ul style="list-style-type: none"> <li>• Discharge summary (if Hospitalized )</li> </ul>	<ul style="list-style-type: none"> <li>• Claim form with NEFT details &amp; cancelled cheque duly signed by Insured</li> </ul>
<ul style="list-style-type: none"> <li>• Letter from HR of leave record in case of salaried individual</li> </ul>	<ul style="list-style-type: none"> <li>• Attested Policy copy.</li> </ul>
<ul style="list-style-type: none"> <li>• Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	<ul style="list-style-type: none"> <li>• For Employed persons: Certificate from HR with details of medical leave availed during the period of Injury</li> </ul>
	<ul style="list-style-type: none"> <li>• Certificate from the treating doctor mentioning the extent of Injury along with the period of disability</li> </ul>
	<ul style="list-style-type: none"> <li>• Certificate from treating doctor with date of full recovery &amp; resuming of duties</li> </ul>
	<ul style="list-style-type: none"> <li>• Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
<b>List of Claim Documents Specific to Hospital Cash Benefit Cover</b>	<b>List of Claim Document Specific to Loan Protector Cover</b>
<ul style="list-style-type: none"> <li>• First Consultation letter from the Doctor</li> </ul>	<ul style="list-style-type: none"> <li>• Loan disbursement letter along with the payment record till the date of Accident.</li> </ul>
<ul style="list-style-type: none"> <li>• Duly completed claim form signed by the Claimant</li> </ul>	<ul style="list-style-type: none"> <li>• Current outstanding Loan certificate from financier, along with the documents submitted for claim under Death or Permanent Total Disability.</li> </ul>
<ul style="list-style-type: none"> <li>• Hospital Discharge Card</li> </ul>	<ul style="list-style-type: none"> <li>• Attested copy of Death Certificate.</li> </ul>
<ul style="list-style-type: none"> <li>• Hospital Bill Money Receipt, duly signed with a Revenue Stamp</li> </ul>	<ul style="list-style-type: none"> <li>• All X-Ray / Investigation reports and films supporting to disability.</li> </ul>
<ul style="list-style-type: none"> <li>• All Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G,USG, MRI Scan, Haemogram, etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Claim form with NEFT details &amp; cancelled cheque duly signed by Insured or his/her Nominee in case of Insured's Death</li> </ul>
<ul style="list-style-type: none"> <li>• Other documents as may be required by the Company to process the claim</li> </ul>	<ul style="list-style-type: none"> <li>• Original Policy copy along with Original Assignment endorsement (if any)</li> </ul>
<ul style="list-style-type: none"> <li>• Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	<ul style="list-style-type: none"> <li>• Aadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
<b>List of Claim Documents Specific to Loss of Income due to Disability from Accident Cover</b>	<b>List of Claim Document Specific to Road Ambulance Cover</b>
<ul style="list-style-type: none"> <li>• Duly Completed Personal Accident Claim Form signed by insured.</li> </ul>	<ul style="list-style-type: none"> <li>• First Consultation letter from the Doctor</li> </ul>
<ul style="list-style-type: none"> <li>• Attested copy of FIR. (If required)</li> </ul>	<ul style="list-style-type: none"> <li>• Duly completed claim form signed by the Claimant</li> </ul>
<ul style="list-style-type: none"> <li>• All X-Ray / Investigation reports and films supporting to disability.</li> </ul>	<ul style="list-style-type: none"> <li>• Original bills and receipts paid for the transportation from Registered Ambulance Service Provider</li> </ul>
<ul style="list-style-type: none"> <li>• Claim form with NEFT details &amp; cancelled cheque duly signed by Insured</li> </ul>	<ul style="list-style-type: none"> <li>• Treating Doctor certificate to transfer the Injured person to a higher medical centre for further treatment</li> </ul>
<ul style="list-style-type: none"> <li>• Attested Policy copy.</li> </ul>	<ul style="list-style-type: none"> <li>• All original Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G, USG,MRI Scan, Haemogram etc.</li> </ul>

<ul style="list-style-type: none"> <li>For Employed persons: Certificate from HR with details of medical leave availed during the period of Injury</li> </ul>	<ul style="list-style-type: none"> <li>Other documents as may be required by the Company to process the claim.</li> </ul>
<ul style="list-style-type: none"> <li>Certificate from the treating doctor mentioning the extent of Injury along with the period of disability</li> </ul>	<ul style="list-style-type: none"> <li>Aaadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>
<ul style="list-style-type: none"> <li>Certificate from Treating doctor with date of full recovery &amp; resuming of duties</li> </ul>	
<ul style="list-style-type: none"> <li>Aaadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	
<b>List of Claim Document Specific to Travel Expenses Benefit Cover</b>	<b>List of Claim Documents Specific for Accidental Hospitalization Expenses</b>
<ul style="list-style-type: none"> <li>Original travel tickets / bills and receipts mentioning the actual expenses of the travel with the date of booking &amp; date of travel</li> </ul>	<ul style="list-style-type: none"> <li>First Consultation letter from the Doctor</li> <li>Duly completed claim form signed by the Claimant</li> <li>Hospital Discharge Card</li> </ul>
<ul style="list-style-type: none"> <li>First Consultation letter from the Doctor</li> </ul>	<ul style="list-style-type: none"> <li>Hospital Bill giving detailed break up of all expense heads mentioned in the bill. Clear break ups have to be mentioned for OT Charges, Doctor's Consultation and Visit Charges, OT Consumables, Transfusions, Room Rent, etc.</li> </ul>
<ul style="list-style-type: none"> <li>Duly completed claim form signed by the Claimant</li> </ul>	<ul style="list-style-type: none"> <li>Money Receipt, duly signed with a Revenue Stamp</li> </ul>
<ul style="list-style-type: none"> <li>Aaadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>	<ul style="list-style-type: none"> <li>All original Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G, USG, MRI Scan, Haemogram etc.</li> </ul>
	<ul style="list-style-type: none"> <li>Other documents as may be required by the Company to process the claim</li> </ul>
	<ul style="list-style-type: none"> <li>Aaadhar card &amp; PAN card Copies (Not mandatory if the same is linked with the policy while issuance or in previous claim)</li> </ul>

All documents related to claims should be submitted to:  
 Health Administration Team  
 Bajaj Allianz General Insurance Co. Ltd  
 2nd Floor, Bajaj Finserv Building Viman  
 Nagar, Pune 411014  
 Toll Free no: 1800 209 5858

**Note:** If the original documents are submitted with the other insurer, the Xerox copies attested by the other insurer should be submitted

Cashless Claims Procedure:  
 Applicable only for Optional Cover I: Accidental Hospitalization Expenses

Cashless treatment is only available at Network Hospitals. In order to avail of cashless treatment, the following procedure must be followed by You:

- Prior to taking treatment and/or incurring Medical Expenses for any Accidental Injury, at a Network Hospital, the Insured must call Us and request preauthorization by way of the written form which the Company will provide. Waiver of this condition shall be considered in case of emergency hospitalisation arising out of accidental bodily injury.
- After considering the Insured's request and after obtaining any further information or documentation We have sought, the Company may if satisfied send to the Insured or the Network Hospital, an authorization letter. The authorization letter, the ID card issued to the Insured along with this Policy and any other information or documentation that the Company have specified must be produced to the Network Hospital identified in the pre-authorization letter at the time of Insured's admission to the same.
- If the procedure above is followed, the Insured will not be required to directly pay for the Medical Expenses raised out of Accidental Bodily Injury, in the Network Hospital that the Company is liable to indemnify under Accidental Hospitalization Expenses Section and the original bills and evidence of treatment in respect of the same shall be left with the Network Hospital. Pre-authorization does not guarantee that all costs and expenses will be covered.

We reserve the right to review each claim for Medical Expenses and accordingly coverage will be determined according to the terms and conditions of this Policy. You shall, in any event, be required to settle all other expenses directly.

**Annexure I:**

**List I: List of Non-Medical Items**

SL No	Item

Issuing Office:

1	BABY FOOD	Not Payable
2	BABY UTILITIES CHARGES	Not Payable
3	BEAUTY SERVICES	Not Payable
4	BELTS/ BRACES	Not Payable
5	BUDS	Not Payable
6	COLD PACK/HOT PACK	Not Payable
7	CARRY BAGS	Not Payable
8	EMAIL / INTERNET CHARGES	Not Payable
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY	Not Payable
10	LEGGINGS	Essential in bariatric and varicose vein surgery and should be considered for these conditions where surgery itself is payable.
11	LAUNDRY CHARGES	Not Payable
12	MINERAL WATER	Not Payable
13	SANITARY PAD	Not Payable
14	TELEPHONE CHARGES	Not Payable
15	GUEST SERVICES	Not Payable
16	CREPE BANDAGE	Not Payable
17	DIAPER OF ANY TYPE	Not Payable
18	EYELET COLLAR	Not Payable
19	SLINGS	Not Payable
20	BLOOD GROUPING AND CROSS MATCHING OF DONORS	Not Payable
21	SERVICE CHARGES WHERE NURSING CHARGES ALSO CHARGED	Not Payable
22	TELEVISION CHARGES	Not Payable
23	SURCHARGES	Not Payable
24	ATTENDANT CHARGES	Not Payable
25	EXTRA DIET OF PATIENT (OTHER THAN THAT WHICH FORMS PART OF BED CHARGE)	Not Payable
26	BIRTH CERTIFICATE	Not Payable
27	CERTIFICATE CHARGES	Not Payable
28	COURIER CHARGES	Not Payable
29	CONVEYANCE CHARGES	Not Payable
30	MEDICAL CERTIFICATE	Not Payable
31	MEDICAL RECORDS	Not Payable
32	PHOTOCOPIES CHARGES	Not Payable
33	MORTUARY CHARGES	Not Payable
34	WALKING AIDS CHARGES	Not Payable
35	OXYGEN CYLINDER (FOR USAGE OUTSIDE THE HOSPITAL)	Not Payable
36	SPACER	Not Payable
37	SPIROMETRE	Not Payable
38	NEBULIZER KIT	Not Payable
39	STEAM INHALER	Not Payable
40	ARMSLING	Not Payable
41	THERMOMETER	Not Payable
42	CERVICAL COLLAR	Not Payable
43	SPLINT	Not Payable
44	DIABETIC FOOT WEAR	Not Payable

Issuing Office:

45	KNEE BRACES (LONG/ SHORT/ HINGED)	Not Payable
46	KNEE IMMOBILIZER/S HOULDER IMMOBILIZER	Not Payable
47	LUMBOSACRAL BELT	Not Payable
48	NIMBUS BED OR WATER OR AIR BED CHARGES	Not Payable
49	AMBULANCE COLLAR	Not Payable
50	AMBULANCE EQUIPMENT	Not Payable
51	ABDOMINAL BINDER	Not Payable
52	PRIVATE NURSES CHARGES - SPECIAL NURSING CHARGES	Not Payable
53	SUGAR FREE Tablets	Not Payable
54	CREAMS POWDERS LOTIONS (Toiletries are not payable, only prescribed medical pharmaceuticals payable)	Not Payable
55	ECG ELECTRODES	Not Payable
56	GLOVES	Not Payable
57	NEBULISATION KIT	Not Payable
58	ANY KIT WITH NO DETAILS MENTIONED [DELIVERY KIT, ORTHOKIT , RECOVERY KIT, ETC]	Not Payable
59	KIDNEY TRAY	Not Payable
60	MASK	Not Payable
61	OUNCE GLASS	Not Payable
62	OXYGEN MASK	Not Payable
63	PELVIC TRACTION BELT	Not Payable
64	PAN CAN	Not Payable
65	TROLLY COVER	Not Payable
66	UROMETER , URINE JUG	Not Payable
68	VASOFIX SAFETY	Not Payable

**List II - Items that are to be subsumed into Room Charges**

S. No.	Item
1	BABY CHARGES (UNLESS SPECIFIED /INDICATED)
2	HAND WASH
3	SHOE COVER
4	CAPS
5	CARDLE CHARGES
6	COMB
7	EAU-DE-COLOGNE/ROOM FRESHNERS
8	FOOT COVER
9	GOWN
10	SLIPPERS
11	TISSUE PAPPER
12	TOOTH PASTE
13	TOOTH BRUSH

IssuingOffice:

14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINFECTANT LOTIONS
20	LUXURY TAX
21	HVAC
22	HOUSE KEEPING CHARGES
23	AIR CONDITIONER CHARGES
24	IM IV INJECTION CHARGES
25	CLEAN SHEET
26	BLANKET/WARMER BLANKET
27	ADMISSION KIT
28	DIABETIC CHART CHARGES
29	DOCUMENTATION CHARGES/ADMINISTRATIVE EXPENSES
30	DISCHARGE PROCEDURE CHARGES
31	DAILY CHART CHARGES
32	ENTRANCE PASS / VISITORS PASS CHARGES
33	EXPENSES RELATED TO PRESCRIPTION ON DISCHARGE
34	FILE OPENING CHARGES
35	INCIDENTAL EXPENSES / MtSC. CHARGES (NOT EXPLATNED)
36	PATIENT IDENTIFICATION BAND / NAME TAG
37	PULSEOXYMETER CHARGES

**List III- Items that are to be subsumed into Procedure Charges**

S. No.	Item
1	HAIR REMOVAL CREAM
2	DISPOSABLES RAZORS CHARGES(for site preparations)
3	EYE PAD
4	EYE SHEILD
5	CAMERA COVER
6	DVD ,CD CHARGES
7	GAUSE SOFT
8	GAUZE
9	WARD AND THEATRE BOOKING CHARGES
10	ARTHROSCOPE AND ENDOSCOPY INSTRUMENTS
11	MICROSCOPE COVER
12	SURGICAL BLADES,HARMONICSCALPEL,SHAVER

Issuing Office:

13	SURGICAL DRILL
14	EYE KIT
15	EYE DRAPE
16	X-RAY FILM
17	BOYLES APPARATUS CHARGES
18	COTTON
19	COTTON BANDAGE
20	SURGICAL TAPE
21	APRON
22	TORNIQUET
23	ORTHOBUNDLE, GYNAEC BUNDLE

**List IV - Items that are to be subsumed into costs of treatment**

S. No.	Item
1	ADMISSION/REGISTRATION CHARGES
2	HOSPITALIZATION FOR EVALUATION/DIAGNOSTIC PURPOSE
3	URINE CONTAINER
4	BLOOD RESERVATION CHARGES AND ANTE NATAL BOOKING CHARGES
5	BIPAP MACHINE
6	CPAP/CAPD EQUIPMENTS
7	INFUSION PUMP-COST
8	HYDROGEN PERPOXIDE\SPIRIT\DISINFECTION ETC
9	NUTTRITION PLANNING CHARGES - DIETICIAN CHARGES - DIET CHARGES
10	HIV KIT
11	ANTISEPTIC MOUTHWASH
12	LOZENGES
13	MOUTH PAINT
14	VACCINATION CHARGES
15	ALCOHOL SWABES
16	SCRUB SOLUTION / STERILLIUM
17	GLUCOMETER & STRIPS
18	URINE BAG

**Annexure II:**

**Contact details of the Ombudsman offices**

Office Details	Jurisdiction of Office Union Territory, District)
<p><b>AHMEDABAD -</b>                      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                      Email: <a href="mailto:bimalokpal.ahmedabad@cioins.co.in">bimalokpal.ahmedabad@cioins.co.in</a></p>	<p>Gujarat, Dadra &amp; Nagar Haveli, Daman and Diu</p>
<p><b>BENGALURU -</b>                      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 - 26652048 / 26652049                      Email: <a href="mailto:bimalokpal.bengaluru@cioins.co.in">bimalokpal.bengaluru@cioins.co.in</a></p>	<p>Karnataka.</p>
<p><b>BHOPAL -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman, Janak Vihar Complex, 2nd                      Floor,                      6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal –                      462 003. Tel.: 0755 - 2769201 / 2769202                      Email: <a href="mailto:bimalokpal.bhopal@cioins.co.in">bimalokpal.bhopal@cioins.co.in</a></p>	<p>Madhya Pradesh Chattisgarh.</p>
<p><b>BHUBANESHWAR -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman, 62, Forest park,                      Bhubaneswar – 751 009.                      Tel.: 0674 - 2596461 /2596455                      Email: <a href="mailto:bimalokpal.bhubaneswar@cioins.co.in">bimalokpal.bhubaneswar@cioins.co.in</a></p>	<p>Orissa.</p>
<p><b>CHANDIGARH -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman,                      Jeevan Deep Building SCO 20-27,                      Ground Floor Sector- 17 A,                      Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468                      Email: <a href="mailto:bimalokpal.chandigarh@cioins.co.in">bimalokpal.chandigarh@cioins.co.in</a></p>	<p>Punjab, Haryana (excluding Gurugram, Faridabad, Sonapat and                      Bahadurgarh), Himachal Pradesh, Union Territories of Jammu &amp;                      Kashmir, Ladakh &amp; Chandigarh.</p>
<p><b>CHENNAI -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th                      Floor, 453, Anna Salai, Teynampet,                      CHENNAI – 600 018.                      Tel.: 044 - 24333668 / 24335284                      Email: <a href="mailto:bimalokpal.chennai@cioins.co.in">bimalokpal.chennai@cioins.co.in</a></p>	<p>Tamil Nadu, Puducherry Town and Karaikal (which are part of Puducherry)</p>
<p><b>DELHI -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman, 2/2 A, Universal Insurance                      Building, Asaf Ali Road,                      New Delhi – 110 002.                      Tel.: 011 - 23232481/23213504                      Email: <a href="mailto:bimalokpal.delhi@cioins.co.in">bimalokpal.delhi@cioins.co.in</a></p>	<p>Delhi &amp; following Districts of Haryana - Gurugram, Faridabad, Sonapat &amp;                      Bahadurgarh.</p>
<p><b>GUWAHATI -</b>                      Insurance Ombudsman                      Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr.                      Panbazar over bridge, S.S. Road, Guwahati – 781001 (ASSAM).                      Tel.: 0361 - 2632204 / 2602205                      Email: <a href="mailto:bimalokpal.guwahati@cioins.co.in">bimalokpal.guwahati@cioins.co.in</a></p>	<p>Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and                      Tripura.</p>
<p><b>HYDERABAD -</b>                      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 - 23312122                      Email: <a href="mailto:bimalokpal.hyderabad@cioins.co.in">bimalokpal.hyderabad@cioins.co.in</a></p>	<p><b>Andhra Pradesh, Telangana, Yanam and part of Union Territory of                      Puducherry.</b></p>

<p><b>JAIPUR -</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  Jeevan Nidhi – II Bldg., Gr. Floor,                  Bhawani Singh Marg,                  Jaipur - 302 005.                  Tel.: 0141 - 2740363                  Email: <a href="mailto:bimalokpal.jaipur@cioins.co.in">bimalokpal.jaipur@cioins.co.in</a></p>	<p>Rajasthan.</p>
<p><b>Kochi –</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  10th Floor, Jeevan Prakash, LIC                  Building, Opp to Maharaja's College                  Ground, M.G.Road,                  Kochi - 682 011. Tel.: 0484 - 2358759 / 2359338                  Email: <a href="mailto:bimalokpal.ernakulam@cioins.co.in">bimalokpal.ernakulam@cioins.co.in</a></p>	<p>Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.</p>
<p><b>KOLKATA –</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  Hindustan Bldg. Annexe, 4th Floor,                  4, C.R. Avenue,                  KOLKATA - 700 072.                  Tel.: 033 - 22124339 / 22124340                  Email: <a href="mailto:bimalokpal.kolkata@cioins.co.in">bimalokpal.kolkata@cioins.co.in</a></p>	<p>West Bengal, Sikkim, Andaman &amp; Nicobar Islands.</p>
<p><b>LUCKNOW –</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  6th Floor, Jeevan Bhawan, Phase-II,                  Nawal Kishore Road, Hazratganj,                  Lucknow - 226 001.                  Tel.: 0522 - 2231330 / 2231331                  Email: <a href="mailto:bimalokpal.lucknow@cioins.co.in">bimalokpal.lucknow@cioins.co.in</a></p>	<p>Districts of Uttar Pradesh : Lalitpur, 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, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar..</p>
<p><b>MUMBAI -</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  3rd Floor, Jeevan Seva Annexe,                  S. V. Road, Santacruz (W),                  Mumbai - 400 054.                  Tel.: 69038821/23/24/25/26/27/28/28/29/30/31                  Email: <a href="mailto:bimalokpal.mumbai@cioins.co.in">bimalokpal.mumbai@cioins.co.in</a></p>	<p>Goa, Mumbai Metropolitan Region (excluding Navi Mumbai &amp; Thane).</p>
<p><b>NOIDA -</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  Bhagwan Sahai Palace                  4th Floor, Main Road, Naya Bans, Sector 15,                  Distt: Gautam Buddh Nagar, U.P-201301.                  Tel.: 0120-2514252 / 2514253                  Email: <a href="mailto:bimalokpal.noida@cioins.co.in">bimalokpal.noida@cioins.co.in</a></p>	<p>State of Uttarakhand and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kannauj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautam Buddh nagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.</p>
<p><b>PATNA –</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  2nd Floor, Lalit Bhawan,                  Bailey Road,                  Patna 800 001.                  Tel.: 0612-2547068                  Email: <a href="mailto:bimalokpal.patna@cioins.co.in">bimalokpal.patna@cioins.co.in</a></p>	<p>Bihar,                  Jharkhand.</p>
<p><b>PUNE -</b>                  Insurance Ombudsman                  Office of the Insurance Ombudsman,                  Jeevan Darshan Bldg., 3rd Floor,                  C.T.S. No.s. 195 to 198, N.C. Kelkar Road,                  Narayan Peth, Pune – 411 030.                  Tel.: 020-41312555                  Email: <a href="mailto:bimalokpal.pune@cioins.co.in">bimalokpal.pune@cioins.co.in</a></p>	<p>Maharashtra, Areas of Navi Mumbai and Thane (excluding Mumbai Metropolitan Region).</p>

Note: Address and contact number of Governing Body of Insurance Council:  
 Council for Insurance Ombudsmen,  
 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054.  
**E-mail:** [inscoun@cioins.co.in](mailto:inscoun@cioins.co.in), **Tel:** 022 -69038800/69038812, **Website:** <https://www.cioins.co.in>