



POLICY WORDINGS –HDFC ERGO JANATA PERSONAL ACCIDENT INSURANCE

PREAMBLE

Whereas the **Policyholder** named in the schedule has applied to **HDFC ERGO General Insurance Company Limited** (hereinafter called "the Company") for the insurance herein contained which insurance cover the Company agrees to provide subject to:

1. Any proposal or other information supplied by or on behalf of the **Beneficiary**:
 - 1.1. Disclosing all facts and circumstances known to the **Beneficiary** that are material to the assessment of the risks insured hereby,
and
 - 1.2. Forming the basis of this insurance, and
2. The **Policyholder** having paid the premium on or before the due date thereof and the realization thereof by the Company to grant such insurance to the **Beneficiary** subject to the terms, conditions, provisions and exclusions set out in this **Policy** or as contained in any endorsement that may be issued.

SECTION 2

GENERAL DEFINITIONS

As used in this Policy, unless otherwise noted, the singular of any definition includes the plural, and the plural of any definition includes the singular.

1. **Accident or Accidental** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Adventurous/Hazardous Sports** means any sport or activity involving physical exertion and skill in which an Insured Person participates or competes for entertainment or as part of his Profession whether he / she is trained or not.
3. **Alternative treatments** are forms of treatments other than treatment "Allopathic" or "modern medicine" and includes Ayurveda, Unani, Sidha and Homeopathy in the Indian context.
4. **Any one illness** means continuous Period of illness and includes relapse within 45 days from the date of last consultation with the Hospital/Nursing Home where treatment was taken.
5. **Bank Rate** means the rate fixed by the Reserve Bank of India (RBI) at the beginning of the financial year in which claim has fallen due.
6. **Beneficiary** means any person(s) who is (are) insured under this policy.
7. **Benefit** means the payment or entitlement available in accordance with the Policy.
8. **Bodily Injury** means physical, external, **Accidental** bodily injury occurring suddenly in time and resulting solely and independently of any other cause or any physical defect or infirmity existing before the **Period of Insurance**.
9. **"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 approved.



10. **Condition Precedent** shall mean a policy term or condition upon which the Insurer's liability under the policy is conditional upon.
11. **Congenital Anomaly** means a condition 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.
12. **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.
13. **Co-payment** means a cost-sharing requirement under a health insurance policy that provides that the policyholder/insured will bear a specified percentage of the admissible claim amount. A co-payment does not reduce the sum insured.
14. **Cumulative Bonus** means any increase or addition in the Sum Insured granted by the insurer without an associated increase in premium.
15. **Day Care Centre** A day care centre means any institution established for day care treatment of illness and/or injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criterion as under—
 - has qualified nursing staff under its employment;
 - has qualified medical practitioner/s in charge;
 - has fully equipped operation theatre of its own where surgical procedures are carried out;
 - maintains daily records of patients and will make these accessible to the insurance company's authorized personnel.
16. **Day Care Treatment** means medical treatment, and/or surgical procedure which is:
 - a. Undertaken under General or Local Anesthesia in a hospital/day care centre in less than 24 hours because of technological advancement and
 - b. Which would have otherwise required a hospitalization of more than 24 hoursTreatment normally taken on an out-patient basis is not included in the scope of this definition
17. **Deductible** means a cost-sharing requirement under a health insurance policy that provides that We will not be liable for a specified rupee amount in case of indemnity policies and for a specified number of days /hours in case of hospital cash policies which will apply before any benefits are payable by the insurer. A Deductible does not reduce the Sum Insured.
18. **Dental Treatment** means a treatment related to teeth or structures supporting teeth including examinations, fillings (where appropriate), crowns, extractions and surgery.
19. **Dependent Child** means an unmarried dependent child ordinarily residing with the **Insured Person** between the ages of three (3) months and up to and including the age of eighteen (18) years, or up to and including the age of twenty-one (21) years if in full time education at an accredited tertiary institution at the time of the **Date of Loss**, including legally adopted and step-children, of an **Insured Person** or the **Spouse** of an **Insured Person**, who is financially dependent on the primary insured or proposer and does not have his / her independent sources of income



20. **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.

21. **Domiciliary Hospitalization**

Domiciliary hospitalization means medical treatment for an illness/disease/injury which in the normal course would require care and treatment at a hospital but is actually taken while confined at home under any of the following circumstances:

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

22. **Emergency care** means management for 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 person's health.

23. **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.

24. **Hospital** means any institution established for in-patient care and day care treatment of illness and/or injuries and which has been registered as a hospital with the local authorities under the Clinical Establishments (Registration and Regulation) Act, 2010 or under the enactments specified under the Schedule of Section 56(1) of the said Act OR complies with all minimum criteria as under:

- has qualified nursing staff under its employment round the clock;
- 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;
- has qualified medical practitioner(s) in charge round the clock;
- has a fully equipped operation theatre of its own where surgical procedures are carried out;
- maintains daily records of patients and makes these accessible to the insurance company's authorized personnel.

23. **Hospitalisation** 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.

24. **Illness** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function and required 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** - Chronic Condition is a disease, illness, or injury that has one or more of the following characteristics: -
 - c) it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests—
 - d) it needs ongoing or long-term control or relief of symptoms—
 - e) it requires rehabilitation for the patients or for the patient to be specially trained to cope with it—
 - f) it continues indefinitely—



g) it recurs or is likely to recur

25. **Immediate Family Member** means a **Beneficiary's** children; siblings; siblings-in-law; parents; parents-in-law; grandparents; grandchildren; legal guardian, ward; adopted children; children from a previous marriage; step-parents; aunts, uncles; nieces, and nephews.

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

27. **Injury** means accidental physical bodily harm excluding illness or disease solely and directly caused by external, violent and visible and evident means which is verified and certified by a Medical Practitioner.

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.

28. **Loss of Use** means the loss by the Beneficiary of the functional use of either one or both of his/her hands, feet or eye sight without actual physical separation of such part, as a result of a Bodily Injury.

29. **Material Facts** means 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.

30. **Maternity expenses means**

a) Medical treatment expenses traceable to childbirth (including complicated deliveries and caesarean sections incurred during hospitalization).

b). Expenses towards lawful medical termination of pregnancy during the policy period.

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

32. **Medical Expenses** means those expenses that an Insured Person has necessarily and actually incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

33. **Medical Practitioner** means a person who holds a valid registration from the Medical Council of any State or Medical Council of India or Council for Indian Medicine or for Homeopathy set up by the Government of India or a State Government and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of licence. Medical Practitioner who is sharing the same residence with the Insured person's and is a member of Insured Person's family are not considered as Medical Practitioner under the scope of this Policy.

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

- is required for the medical management of the illness or injury suffered by the insured;

- must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;

- must have been prescribed by a medical practitioner,

- must conform to the professional standards widely accepted in international medical practice or by the medical community in India.



35. **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.
36. **Newborn baby** means baby born during the Policy Period and is aged upto 90 days
37. **Nominee** means the person(s) nominated by the Beneficiary to receive the insurance benefits under this Policy payable on the death of the Beneficiary.
38. **Non-Network** Any hospital, day care centre or other provider that is not part of the network.
39. **Notification of claim** means the process of intimating a claim to the insurer or TPA through any of the recognized mode of communication. **OPD treatment** is one in which the Insured visits a clinic / hospital or associated facility like a consultation room for diagnosis and treatment based on the advice of a Medical Practitioner. The Insured is not admitted as a day care or in-patient
40. **Policy** means Your statements in the Proposal Form, this Policy Wording (including endorsements, if any), any attachments to the policy and the schedule (as the same may be amended from time to time).
41. **Policy Period** means the period commencing from Policy start date and hour as specified in the Schedule and terminating at midnight on the Policy end date as specified in of the Schedule to this Policy.
42. **Policyholder** means the entity whose name(s) is/are specifically appearing as such in part I of the schedule to this Policy.
43. **Portability** means, the right accorded to individual health insurance policyholders (including all members under family cover), to transfer the credit gained for pre-existing conditions and time bound exclusions, from one insurer to another insurer.
44. **Proposal** means the proposal form for and forming part of this Policy and any other documentation or information provided to the Company for the purposes of determining whether and upon what terms to offer or renew the Policy.
45. **Pre-existing disease** means any condition, ailment, injury or disease:
 - i. That is/are diagnosed by a physician within 48 months prior to the effective date of the policy issued by the insurer or its reinstatement or
 - ii. For which **Medical advice** or treatment was recommended by, or received from, a physician within 48 months prior to the effective date of the policy or its reinstatement.
46. **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.
47. **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.
48. **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. **Room rent** Means the amount charged by a hospital towards Room and Boarding expenses and shall include Associated Medical Expenses.
49. **Surgery or Surgical Procedure** means manual and / or operative procedure (s) required for treatment of an illness or injury, correction of deformities and defects, diagnosis and cure of diseases, relief from suffering and prolongation of life, performed in a hospital or day care centre by a medical practitioner.
50. **Sum Insured** means the amount stated in the table of benefits in the policy schedule as the total sum insured or limited to the specific insurance details in any section of this Policy. The Sum Insured shall be subject at all times to the terms and conditions of the Policy, including but not limited to the exclusions and any additional limitations noted in the wording of each section.



The total sum insured is a sublimit of liability. It is part of, and not in addition to the accumulation limit stated in the schedule, if any. It further reduces, and does not increase, the accumulation limit as stated in the schedule.

51. **Unproven/Experimental treatment**- Treatment including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.

SECTION 3

GENERAL EXCLUSIONS

The **Company** shall not be liable to pay any benefit in respect of any **Beneficiary** for any claim, caused by, arising from or attributable to any of the following unless expressly stated to the contrary in this **Policy**:

1. Payment of compensation in respect of injury or disablement arising out of or contributed to by or traceable to any disability existing on the date of issue of this **Policy**.
2. For **Bodily Injury** or Death caused or provoked intentionally by the **Beneficiary**.
3. For **Bodily Injury** or Death due to willful or deliberate exposure to danger (except in an attempt to save human life), intentional self-inflicted injury, suicide or attempted threat
4. For **Bodily Injury** or Death sustained or suffered whilst the **Beneficiary** is or as a result of the **Beneficiary** being under the influence of alcohol OR drugs or narcotics unless professionally administered by a **Medical Practitioner** or unless professionally prescribed by and taken in accordance with the directions of a **Medical Practitioner**.
5. For **Bodily Injury** or Death sustained whilst or as a result of participating in Adventure Sports. For **Bodily Injury** or Death whilst the **Beneficiary** is traveling by air other than as a passenger (fare paying or otherwise) on an aircraft registered to an airline company for the transport of paying passengers on regular and published scheduled routes.
6. For **Bodily Injury** or Death sustained whilst or as a result of participating in any criminal act with criminal intent.
7. For **Bodily Injury** or Death resulting from pregnancy within twenty-six (26) weeks of the delivery.
8. For **Bodily Injury** or Death sustained whilst or as a result of active participation in any violent labour disturbance, riot or civil commotion or public disorder.
9. For **Bodily Injury** or Death sustained whilst on service or on duty with or undergoing training with any military, militia or paramilitary organization, notwithstanding that the Bodily Injury or Death occurred whilst the **Beneficiary** was on leave or not in uniform.
10. Any pathological fracture.
11. Due to the **Beneficiary** committing any breach of the law with criminal intention.
12. **INJURY** or disease caused by or arising from or attributable to:
 - a. War, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure, capture, confiscation, arrests, restraints and detainment by order of any governments or any other authority, unless it is proved by the **Beneficiary** to the satisfaction of the **Company** that such loss or damage or contingency or cost or expenses of whatsoever nature are not caused by, resulting from or in connection with any war, act of foreign enemy, invasion of Indian territory or any part thereof, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion, military or usurped power, or loot or pillage in connection with the foregoing, seizure, capture, confiscation, arrests, restraints and detainment by order of any governments or any other authority.



In the event any portion of this exclusion is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

- b. Ionizing radiation or contamination by radioactivity from any source whatsoever.
- c. Nuclear/Biological/Chemical or any kind of Weapons/Weapons material.

SECTION 4

SCOPE OF COVER

The **Company** hereby agrees, subject to the terms, conditions and exclusions contained or otherwise expressed herein, to pay to the **Beneficiary** or the **Nominee** (as the case may be) a sum not exceeding the **Sum Insured**, in case of death, as more particularly described under categories of benefits, of the **Beneficiary** resulting solely and directly from an **Accident** to the extent and in the manner hereinafter provided.

Categories of Benefits

1 Accidental Death

The **Sum Insured** as stated in the schedule of the **Policy** will be paid if the death of the **Beneficiary** occurs within a period of twelve months from the date of **Bodily Injury** during **Policy Period**, and such **Bodily Injury** is the sole and direct cause of the death of the **Beneficiary**.

2 Permanent Total Disability

- (i) If a Bodily Injury shall, within twelve months of its occurrence, be the sole and direct cause of the total and irrecoverable:
 - (a) Loss of sight of both eyes, or of the actual loss by physical separation of two entire hands or two entire feet, or one entire hand and one entire foot, or loss of sight of one eye and loss of one entire hand or one entire foot, then the Total Sum Insured stated in the Part I of the schedule hereto as applicable to such Beneficiary shall be paid to the Beneficiary.
 - (b) Loss of use of two hands or two feet, or one hand and one foot, or of loss of sight of one eye and Loss of Use of one hand or one foot, then the Total Sum Insured stated in the Part I of the schedule hereto as applicable to such Beneficiary shall be payable to the Beneficiary.
 - (c) Loss of sight of one eye, or of the actual loss by physical separation of one entire hand or one entire foot, then fifty percent (50%) of the Total Sum Insured stated in the Part I of the schedule hereto as applicable to such Beneficiary shall be payable to the Beneficiary.
 - (d) Loss of Use of a hand or a foot then fifty percent (50%) of the Total Sum Insured stated in the Part I of the schedule hereto as applicable to such Beneficiary shall be payable to the Beneficiary

Note:

For the purpose of clause (c) and (d) above, physical separation of one hand or foot means separation of hand at or above the wrist, and of foot at or above the ankle.

- (ii) If such Bodily Injury shall, as a direct consequence thereof, immediately and permanently, disable the Beneficiary from engaging in/being occupied with/giving attention to any employment or occupation of any description whatsoever, then a lump sum equal to hundred percent (100%) of the Total Sum Insured stated in Part I of the schedule hereto as applicable to such Beneficiary shall be paid to the Beneficiary.

Special Condition



If payment has been made under the disability section (if applicable), any amounts paid under that Section would be deducted from the payment of a claim under this section of the Policy.

Section 5

Basis of Assessment of claims

1. Basis of assessment of claim shall be:

The benefit payable to or on behalf of the **Beneficiary** for death or disability shall not exceed the **Total Sum Insured** as specified in Part I of the schedule to this **Policy**.

2. **Claim Documents:**

The **Claimant** shall be required to furnish the following in support of a claim made under this Policy:

1. **In case of Accidental Death:**

- a. Duly completed claim form
- b. First information report (FIR)
- c. Death Certificate (Where ever applicable)
- d. Inquest Panchanama (Where ever applicable)
- e. Postmortem report (if conducted)
- f. Forensic Science Laboratory Report (where ever required)
- g. Medical reports, treatment papers, etc. wherever necessary/ applicable
- h. Identification proof
- i. Any other document necessarily required to prove the claim.

b) **In case of Permanent Total Disability:**

- a. Duly completed claim form
- b. First information report (FIR)
- c. Spot Panchanama (Wherever applicable)
- d. Disability certificate duly signed and stamped by civil surgeon
- e. Medical reports, medical bills, treatment papers
- f. Discharge card from **Hospital**
- g. Photograph of disabled **Beneficiary** and disabled area
- h. Any other document necessarily required to prove the claim.

3. **Claims Procedure:**

The procedure for lodging the claim shall be as under:

Upon the happening of any event giving rise or likely to give rise to a claim under this **Policy**:

- a. The claimant shall give immediate notice thereof in writing to the **Company**.

The claimant shall deliver to the **Company**, within 60 days from the date of loss, a detailed statement in writing as per the claim form and any other material particular, relevant to the making



- of such claim.
- b. The claimant shall tender to the **Company** all reasonable information, assistance and proofs in connection with any claim hereunder.
 - c. In case of claims for death of the **Beneficiary**, where a **Nominee(s)** has not been mentioned in the **Proposal Form**, the **Nominee(s)/Legal Heirs** will be as follows:

In case of the death of Beneficiary	1. Spouse
In absence of 1 above	2. Children
In absence of 1 & 2 above	3. Parents
In absence of 1, 2 & 3 above	4. Grandchildren
In absence of 1, 2, 3 & 4 above	5. Unmarried, widowed, divorcee sister if such sister is staying with the deceased

Decision of District Magistrate will be binding in case any dispute arises with respect to deciding the **Nominee(s) /Legal Heirs**.

4. Limitation period

In no case whatsoever shall the **Company** be liable, for any expenses after the expiry of 12 months from the occurrence of death or **Bodily Injury** to the **Beneficiary**, unless the claim is the subject of pending action or arbitration; 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 then the claim for all such purposes will be deemed to have been abandoned and shall not thereafter be recoverable hereunder.

5. Policy Related Terms and Conditions

- (i) Upon the happening of any event, which may give rise to a claim under this **Policy**, written notice with full particulars must be given to the **Company** immediately. In case of death, written notice must be given before interment, cremation and in any case, within two calendar month from the date of the death, unless reasonable cause is shown. In the event of loss of sight or amputation of limbs, written notice thereof must be given within one calendar month after such loss of sight or amputation.
- (ii) All the documents related to claim must be submitted within 60 days of happening of event.
- (iii) Proof satisfactory to the **Company** shall be furnished of all matters upon which a claim is based. Any medical or other agent of the **Company** shall be allowed to examine the **Beneficiary** on the occasion of any alleged **Bodily Injury** or disability when and so often as the same may reasonably be required on behalf of the **Company** and in the event of death to make a post-mortem examination of the body of the **Beneficiary**. Such evidence as the **Company** may from time to time require shall be furnished and a post-mortem examination report, be furnished within a period of fourteen days from the date on which the claim is made under this **Policy**.
- (iv) In the event of a claim in respect of loss of sight, the **Beneficiary** shall undergo at the **Beneficiary's** expense such operation or treatment as the **Company** may reasonably deem desirable. In the event the sight is not regained after such operation or treatment, and such loss of sight is of a permanent nature, compensation shall be payable as specified in the "Basis of Assessment of claims" in Part II of the Schedule of this **Policy**.
- (v) Position after a claim :

In case of death or disability (as specified in Categories of Benefits; Disability under serial number (i) (a), (i) (b)) the **Company** shall delete the name of the **Beneficiary** in respect of whom



such sums shall become payable from the scope of the **Policy** without any refund of the premium and the cover under the Policy shall cease for such Beneficiary and such Beneficiary shall not be entitled to any benefit whatsoever under the Policy.

For other categories of benefits, upon payment of claim under the benefit, the **Total Sum Insured** shall stand reduced by the amount payable under the said claim.

- (vi) The **Policyholder** shall give immediate notice to the **Company** of any change in any of the business or occupation of any of the **Beneficiary**.

The **Policyholder** shall on tendering any premium along with the intimation for the renewal of this **Policy** give notice in writing to the **Company** of any disease, physical defect or infirmity with which any of the **Beneficiary** have become affected since the payment of the last preceding premium.



SECTION 6

GENERAL CONDITIONS

1. 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**.

2. The **Policy**, the **Schedule**, the **Proposal Form**, riders, endorsements and any memorandum shall constitute the complete contract of insurance. No change or alteration in this **Policy** shall be valid or effective unless approved in writing by the **Company**, which approval shall be evidenced by an endorsement / extension on the policy.
3. Upon the happening of any event which may give rise to a claim under this **Policy**, the claimant under the **Policy** shall forthwith give notice thereof to the **Company**. Unless reasonable cause is shown, the claimant under the policy should within one calendar month after the event which may give rise to a claim under the policy, give written notice to the Company with full particulars of the claim.
4. **Notices:** Every notice, communication or intimation required or contemplated under this **Policy** to be given by the person covered under the **Policy** or anyone on his behalf in respect of any claim or matter arising under or out of this **Policy** shall be in writing and addressed to the **Company's** office through which this insurance is effected or the **Company's** corporate office currently located at

HDFC ERGO General Insurance Company Limited
1st Floor, HUL House, H.T. Parekh Marg,
165-166 Backbay Reclamation,
Churchgate, Mumbai- 400020
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unless otherwise directed by the **Company** in writing. No such notice, communication or intimation shall be valid unless it contains full particulars of the policy, persons covered under the policy and other details as may be necessary.

5. Fraud

If any claim made by the **Insured Person**, 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 Person** 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.

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 have made that particular claim, who shall be jointly and severally liable for such repayment to the **Insurer**.

For the purpose of this clause, the expression "fraud" means any of the following acts committed by the **Insured Person** or by his agent or the hospital/doctor/any other party acting on behalf of the Insured Person, 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 Person** does not believe to be true;
- b) the active concealment of a fact by the **Insured Person** having knowledge or belief of the

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fact;

- c) any other act fitted to deceive; and
- d) any such act or 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 Person** / 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**.

6. Proof satisfactory to the Company shall be furnished of all matters upon which a claim is based. Any representative of the Company shall be allowed to examine the persons covered under the policy on the occasion of the alleged injury, disease or disablement whenever and as often as the same may reasonably be required on behalf of the Company and in the event of death to conduct a post mortem examination of the persons covered under the policy and such evidence as required by the Company from time to time shall be furnished within the period of 14 days after demand in writing. Provided that in the case of a claim by death or permanent total disablement under Section I, all sums will be payable only on the delivery of this policy and certificate of insurance appropriately cancelled and discharged.

7. 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.

5. **Cancellation:**

- i. The Policyholder may cancel this policy by giving 15days' written notice and in such an event, the Company shall refund premium for the unexpired policy period as detailed below.

Individual Policy – Long Term		
Policy Period	2	3
Year of cancellation		
1	50%	67%
2	NIL	33%
3	Not Applicable	NIL

PERIOD ON RISK RATE OF PREMIUM TO BE CHARGED

Annual policies	
Length of time policy in force	Premium to be charged

HDFC ERGO General Insurance



Upto one month	¼ of the annual rate
Upto three months	½ of the annual rate
Upto six months	¾ of the annual rate
Exceeding six months	Full annual rate

Notwithstanding anything contained herein or otherwise, no refunds of premium shall be made in respect of Cancellation where, any claim has been admitted or has been lodged or any benefit has been availed by the **Insured Person** under the **Policy**.

- ii. The Company may cancel the policy at any time on grounds of misrepresentation non-disclosure of material facts, fraud by the insured person by giving 15 days' written notice. There would be no refund of premium on cancellation on grounds of misrepresentation, non-disclosure of material facts or fraud.

6. **Arbitration:** Any and all disputes or differences under or in relation to this **Policy** shall be determined by the Indian Courts and subject to Indian law.

If any dispute or difference shall arise as to the quantum to be paid under this **Policy** (liability being otherwise admitted) such difference shall independently of all other questions be referred to the decision of a sole arbitrator to be appointed in writing jointly by the **Beneficiary** and the **Company** or if they cannot agree upon a single arbitrator to be appointed within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by the **Beneficiary** and the **Company** respectively and the third arbitrator to be appointed by the two arbitrators, which arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996, as amended from time to time and for the time being in force.

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as hereinbefore provide, if **Company** has disputed liability under or in respect of this **Policy**.

It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this policy that the award by such arbitrators of the amount of the loss or damage shall be first obtained.

7. This **Policy** shall be governed by the laws of India
8. It is also hereby further expressly agreed and declared that if the **Company** shall disclaim liability to any person covered under the **Policy** for any claim hereunder and such claim shall not, within 12 calendar months from the date of such disclaimer have been made subject of the suit in a court of law, then the claim shall for all purpose be deemed to have been abandoned and shall not thereafter be recoverable hereunder.
9. Either the **Policyholder** and/or any **Beneficiary** shall at their own expense do or concur in doing or permit to be done all such acts and things that may be necessary or reasonably required by the **Company** for the purpose of enforcing and/or securing any civil or criminal rights and remedies or obtaining relief or indemnity from any other party to which the **Company** are, or would become entitled upon the **Company** making reimbursement under this **Policy**, whether such acts or things shall be or become necessary or required before or after **Our** payment. Neither the **Policyholder** and/or any **Beneficiary** shall prejudice these subrogation rights in any manner and shall at their own expense provide **Us** with whatever assistance or cooperation is required to enforce such rights. Any recovery the **Company** makes pursuant to this clause shall first be applied to the amounts paid or payable by the **Company** under this **Policy** and **Our** costs and expenses of effecting a recovery, where after, We shall pay any balance remaining to the **Insured Persons/policyholder**.
10. **Renewal:**

This policy shall ordinarily be renewable only by mutual consent. Unless renewed as herein provided, this policy shall automatically terminate at the expiry of the period for which premium has already been paid.



11. Where **Proposal Forms** are not received, information obtained from the **Policyholder** or **Beneficiary** whether orally or otherwise is captured in the policy document. The **Policyholder** or **Beneficiary** shall point out to the **Company**, discrepancies, if any, in the information contained in the policy document or certificate of insurance, as applicable, within 15 days from policy / certificate issue date after which information contained in the policy or certificate of insurance shall be deemed to have been accepted as correct.

12. **Portability:**

The **Insured Person** 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 Person** 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://www.irdai.gov.in/ADMINCMS/cms/frmGuidelines_Layout.aspx?page=PageNo3987

13. 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.

14. 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.

15. **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.

16. **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.

17. 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**.

GRIEVANCE REDRESSAL PROCEDURE

In case of any grievance the insured person may contact the company through:

- Website: www.hdfcergo.com
- Toll free: 022 6234 6234 / 0120 6234 6234
- Contact Details for Senior Citizen: 022 6234 6234 / 0120 6234 6234
- E-mail: care@hdfcergo.com

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, Insured Person may contact the grievance officer at cgo@hdfcergo.com

For updated details of grievance officer, kindly refer the link:
<https://www.hdfcergo.com/customer-voice/grievances>

Contact Points	First Contact Point	Escalation level 1	Escalation level 2
Contacts us at	https://www.hdfcergo.com/customer-care/grievances Call - : 022 6234 6234 / 0120 6234 6234	https://www.hdfcergo.com/customer-care/grievances/escalation level 1 Call - : 022 6234 6234 / 0120 6234 6234	https://www.hdfcergo.com/customer-care/grievances/escalation level 2 Call - : 022 6234 6234 / 0120 6234 6234
Contact Point for Senior Citizen	https://www.hdfcergo.com/customer-care/grievances Call - : 022 6234 6234 / 0120 6234 6234	https://www.hdfcergo.com/customer-care/grievances/escalation level 1 Call - : 022 6234 6234 / 0120 6234 6234	https://www.hdfcergo.com/customer-care/grievances/escalation level 2 Call - : 022 6234 6234 / 0120 6234 6234
Write to us at	care@hdfcergo.com	grievance@hdfcergo.com	cgo@hdfcergo.com

HDFC ERGO General Insurance



	Grievance cell of any of our Branch office	The Grievance Cell, HDFC ERGO General Insurance Company Ltd 6th Floor, Leela Business Park, AndheriKurla Road, Andheri , Mumbai – 400059	The Compliance Officer, Registered & Corporate Office: HDFC House, 1st Floor, 165-166 Backbay Reclamation, H. T. Parekh Marg, Churchgate, Mumbai – 400020
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Ombudeman Details

Office Details	Jurisdiction of Office (Union Territory, District)
AHMEDABAD - ShriKuldip Singh Office of the Insurance Ombudsman, JeevanPrakash Building, 6th floor, TilakMarg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
BENGALURU - Smt. Neerja Shah Office of the Insurance Ombudsman, JeevanSoudhaBuilding,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: bimalokpal.bengaluru@ecoi.co.in	Karnataka.
BHOPAL - Shri Guru Saran Shrivastava Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in	Madhya Pradesh Chattisgarh.
BHUBANESHWAR - Shri Suresh Chandra Panda Office of the Insurance Ombudsman, 62, Forest park,	Orissa.



Office Details	Jurisdiction of Office (Union Territory, District)
Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in	
CHANDIGARH - Dr. Dinesh Kumar Verma Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.
CHENNAI - Shri M. Vasantha Krishna Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
DELHI - ShriSudhir Krishna Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@ecoi.co.in	Delhi.
GUWAHATI - ShriKiriti .B. Saha Office of the Insurance Ombudsman, JeevanNivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD - Shri I. Suresh Babu Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.



Office Details	Jurisdiction of Office (Union Territory, District)
Email: bimalokpal.hyderabad@ecoi.co.in	
JAIPUR - Smt. Sandhya Baliga Office of the Insurance Ombudsman, JeevanNidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaipur@ecoi.co.in	Rajasthan.
ERNAKULAM - Ms. Poonam Bodra Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
KOLKATA - Shri P. K. Rath Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, Andaman & Nicobar Islands.
LUCKNOW - Shri Justice Anil Kumar Srivastava Office of the Insurance Ombudsman, 6th Floor, JeevanBhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: bimalokpal.lucknow@ecoi.co.in	Districts of Uttar Pradesh : Laitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar, Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.
MUMBAI - Shri Milind A. Kharat Office of the Insurance Ombudsman, 3rd Floor, JeevanSevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.



Office Details	Jurisdiction of Office (Union Territory, District)
Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in	
NOIDA - Shri Chandra Shekhar Prasad Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: GautamBuddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanooj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.
PATNA - Shri N. K. Singh Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in	Bihar, Jharkhand.
PUNE - Shri Vinay Sah Office of the Insurance Ombudsman, JeevanDarshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@ecoi.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.