

**Bajaj Allianz General Insurance Company Limited**  
 Corporate Identity Number: U66010PN2000PLC015329. IRDAI Registration No.113  
 Regd. Office & Head Office: Bajaj Allianz House, Airport Road, Yerawada, Pune - 411 006

## **UNION SURAKSHA KAVACH (GROUP)**

**Policy Wordings**  
**UIN- BAJPAGP20060V011920**

### **Preamble**

Whereas the Policy Holder has made to Bajaj Allianz General Insurance Company Ltd (hereinafter called the "Company" or "Insurer"), a proposal which is hereby agreed to be the basis of this Master Policy to be issued in the name of Proposer and the Certificate of Insurance to be issued thereunder in the name of Insured Beneficiary, and the Insured Beneficiary and or Proposer on behalf of Insured Beneficiary has paid the premium specified in the Certificate of Insurance, now the Company agrees, subject always to the following terms, conditions, exclusions, and limitations, to (i) indemnify, the Insured Beneficiary, the Sum Assured as specified in the Certificate of Insurance, in case of hospitalization is incurred, or (ii) pay the Insured Beneficiary, the Sum Assured as specified in the Certificate of Insurance in case of death or Permanent Total Disability or Permanent Partial Disability, as mentioned hereinafter, within the Cover period.

### **Cover Period under Certificate of Insurance:**

Cover Period will be 1 [one] year except for the credit linked customers where Policy will be issued up to 5 [five] years or lesser period depending on the loan period.

### **A. DEFINITIONS**

Words or terms mentioned below have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine, include references to the plural or to the feminine wherever the context permits:

#### **1. Accident, Accidental**

An accident is a sudden, unforeseen and involuntary event caused by external, visible and violent means.

#### **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 Certificate of Insurance.

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

#### **5. Beneficiary/Insured Beneficiary:**

**Means the individual person/family members [in floater COI] and** in case of death of the Insured Beneficiary, the Beneficiary means, unless stipulated otherwise by the Insured Beneficiary, the surviving Spouse or immediate blood relative of the Insured Beneficiary, mentally capable and not divorced, followed by the children recognized or adopted followed by the Insured Beneficiary's legal heirs. For all other benefits, the Beneficiary means the Insured Beneficiary himself unless stipulated otherwise

#### **6. 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 Beneficiary in accordance with the Certificate of Insurance read with Policy

terms and conditions, are directly made to the network provider by the Insurer to the extent pre-authorization approved.

**7. Certificate of Insurance/COI-**

Certificate of Insurance means the document issued by the Company to the Insured Beneficiary as per these terms and conditions detailing the commencement date and expiry date of the cover, Insured Beneficiary(s) name, address, age, coverage, sums insured, condition(s), exclusions and or endorsement(s). Provided however if there is any contradiction between what is stated in the wordings attached to Certificate of Insurance and these Policy Wordings, then these Policy Wordings shall prevail.

**8. Civil War-**

Means armed opposition, whether declared or not, between two or more parties belonging to the same country where the opposing parties are of different ethnic, religious or ideological groups. Civil War also includes armed rebellion, revolution, sedition, insurrection, Coup, and the consequences of Martial law.

**9. 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.

**10. Condition Precedent**

Condition Precedent shall mean a Policy term or condition upon which the Insurer's liability under the Policy is conditional upon.

**11. Congenital Anomaly**

Congenital Anomaly refers to 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

**12. Cover Period** means the period during which the Certificate of Insurance is valid.

**13. Day Care Centre**

Means any institution established for day care treatment of illness and / or injuries or a medical setup within a hospital and which has been registered with the local authorities, wherever applicable, and is under the supervision of a registered and qualified medical practitioner AND must comply with all minimum criteria as under

- a. Has qualified nursing staff under its employment
- b. Has qualified medical practitioner (s) in charge
- c. Has a fully equipped operation theatre of its own where surgical procedures are carried out
- d. Maintains daily records of patients and will make these accessible to the insurance Company's authorized personnel.

**14. Day Care Treatment**

Day Care Treatment refers to 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.

**15. Dental Treatment**

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

**16. 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 Beneficiary or proposer for COI and does not have his / her independent sources of income.

**17. Disclosure to information norm**

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

#### 18. 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.

#### 18. Emergency Care

Emergency care means management for a severe Illness or Injury which results in symptoms which occur suddenly and unexpectedly, and requires immediate care by a medical practitioner to prevent death or serious long term impairment of the Insured Beneficiary's health.

#### 19. Fracture

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

#### 20. 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.

#### 21. Group

The definition of a group as per the provisions of Insurance Regulatory and Development Authority of India (Health Insurance) Regulations, 2016, read with group guidelines issued by IRDAI vide circular 015/IRDA/Life/Circular/GI Guidelines/2005 dated 14th July 2005, as amended/modified/further guidelines issued, from time to time.

**22. Group Policy or Master Policy** This Policy Document, the Master Policy Schedule/ Union Suraksha Kavach Group Policy Schedule and the Proposal, declaration and applicable Endorsements under the Policy containing the terms and conditions of the insurance coverage and under which Certificates of Insurance shall be issued to the Insured Beneficiary with the details of the extent of cover available to the Insured Beneficiary, the Exclusions under the cover and the terms, conditions, warranties and limitations.

#### 23. 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.

#### 24. 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:

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

#### 25. Hospitalisation

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

#### 26. Illness

Illness means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Cover Period 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:—it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and /or tests—it needs ongoing or long-term control or relief of symptoms— it requires your rehabilitation or for you to be specially trained to cope with it—it continues indefinitely—it comes back or is likely to come back.

### **27. Injury/ Bodily 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.

### **28. Inpatient Care**

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

### **29. 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.

**30. Master Policy** shall mean the group Policy issued to the Policy Holder containing the terms and conditions of the insurance coverage and under which Certificates of Insurance shall be issued to the Insured Beneficiary.

### **31. Medical Advice**

Any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription

### **32. Medical expenses**

Medical Expenses means those expenses that an Insured Beneficiary 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 Beneficiary 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/ Physician/Doctor:**

A Medical Practitioner is 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 or from other authority/commission as may be prescribed under law, from time to time, and is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of license.

### **34. Medically Necessary**

Medically necessary treatment is defined as any treatment, tests, medication, or stay in hospital or part of a stay in hospital which

- a. Is required for the medical management of the Illness or Injury suffered by the insured;
- b. Must not exceed the level of care necessary to provide safe, adequate and appropriate medical care in scope, duration, or intensity;
- c. Must have been prescribed by a medical practitioner,
- d. Must conform to the professional standards widely accepted in international medical practice or by the medical community in India.

**35. Migration-** means, the right accorded to health insurance policyholders (including all members under family cover and members under family cover and members of group health insurance policy), to transfer the credit gained for pre-existing conditions and time bound exclusions, with the same insurer.

### **36. Named Insured/ Insured Person/ Insured Beneficiary:**

Named Insured/ Insured Person/ Insured Beneficiary means Policy Holder's customers with their family members for whom the Policy Holder has taken the Group Insurance Policy basis which Certificate of Insurance is issued by the Company to the Insured Person/Insured Beneficiary

### 37. 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.

### 38. Non- Network

Any hospital, day care centre or other provider that is not part of the network.

### 39. Notification of Claim

Notification of claim is the process of notifying a claim to the insurer or TPA by specifying the timelines as well as the address / telephone number to which it should be notified.

### 40. Occupation

Your occupation as shown in the Certificate of Insurance read with **Group** Policy Schedule

### 41. Permanent Total Disability

Medical practitioner certified total, continuous and permanent:

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

### 42. Permanent Partial Disability

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

**43. Policy Holder/Proposer/Group Administered or "Insured"** is the Organization or Legal Entity which has taken the Policy on behalf of all Insured Beneficiary(s)/Insured Beneficiary.

**44. Policy Period** means the date between the commencement date specified in the Master Policy Schedule with Risk Inception Date to Risk Expiry Date.

**45. Policy Schedule** means the Group Policy Schedule/ Union Suraksha Kavach Group **Policy Schedule**.

### 46. Portability

Portability means transfer by an individual health insurance policyholder (including family cover) of the credit gained for pre-existing conditions and time-bound exclusions if he/she chooses to switch from one insurer to another.

### 47. Post-hospitalization Medical Expenses

Medical Expenses incurred immediately after the Insured Person is discharged from the hospital provided that:

- i Such Medical Expenses are incurred for the same condition for which the Insured Beneficiary's Hospitalization was required and
- ii The inpatient hospitalization claim for such Hospitalization is admissible by the Insurance Company.

### 48. Pre-existing Condition

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

- a) 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
- b) 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 issued by the insurer or its reinstatement

### 49. Pre-hospitalization Medical Expenses

Medical Expenses incurred immediately before the Insured Beneficiary is hospitalised, provided that:

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

**50. Professional Sports**

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

**51. Proposal and Declaration Form**

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

**52. Qualified Nurse**

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

**53. 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

**54. Renewal**

Renewal defines the terms on which the contract of insurance can be renewed on mutual consent with a provision of grace period for treating the renewal continuous for the purpose of all waiting periods.

**55. Room Rent**

Room Rent shall mean the amount charged by a hospital for the deductibles occupying of a bed and associated medical expenses.

**56. 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.

**57. Sum Insured**

Means the sum as specified in the COI against the name of Insured Beneficiary, which sum represents the Company's maximum liability for any or all claims under COI read with this Policy during the Cover Period against the respective Insured Benefit(s) for which the sum is mentioned in the COI issued under this Group Master Policy.

**58. You, Your, Yourself/ Your Family named in the Certificate of Insurance** means the person or persons that We insure as set out in the Certificate of Insurance

**59. We, Us, Our, Ours, Company, Insurer** means the Bajaj Allianz General Insurance Company Limited.

**B. OPERATIVE PARTS**

What we will pay/indemnify, as the case may be, for

**SECTION I: DEATH**

If during the Cover Period, Insured Beneficiary sustains Accidental Bodily Injury which directly and independently of all other causes results in Death of the Insured Beneficiary within twelve (12) months from the Date of accident, then the Company agrees to pay, subject to admissibility of the claim, the Sum Insured shown under this Section I cover as stated in Certificate of Insurance to assignee, as the case may be, (as per the Proposal Form read with the provisions of Section 38 Insurance Amendment Act 2015) subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms. In the absence of an assignee to the Insured Beneficiary'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 Beneficiary 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 by the Company for the Insured Beneficiary, then the Company will pay for the following additional expenses over and above the Section I Death Sum Insured opted:

**a) Transportation of mortal remains**

The Company will make an additional payment of 1% of the Sum Insured as specified in Certificate of Insurance under Section I: Death as a lump sum benefit amount towards the expenses of transporting the body remains of the Insured Beneficiary from the place of death to a hospital, cremation ground or burial ground or to the his/her residence.

**b) Funeral Expenses**

The Company will make an additional payment of 1% of the Sum Insured as specified in Certificate of Insurance under Section I: Death as a lump sum benefit amount towards Funeral Expense of the deceased Insured Beneficiary.

The claim amount shall be paid to the nominee or legal representative of the Insured Beneficiary(s).

**Extensions:**

**Disappearance**

In the event of Your disappearance, following a forced landing, stranding, sinking or wrecking of a conveyance in which You were known to have been travelling as an occupant, Your disappearance shall be deemed as death after Twelve (12) months. If at any time after the payment, it is discovered that You are still alive, all payments shall be reimbursed in full to Us by the recipient of such benefit.

**SECTION II: PERMANENT TOTAL DISABILITY**

If during the Cover Period, the Insured Beneficiary 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 shown under this Section II cover stated in the Certificate of Insurance subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

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 Beneficiary is accepted, then the Company will pay the following additional benefit over and above the Section II Permanent Total Disability Sum Insured opted:

**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.

**SECTION III: PERMANENT PARTIAL DISABILITY**

If during the Cover Period, the Insured Beneficiary 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 this Section III cover stated in the Certificate of Insurance subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

Hearing of both ears	75 %
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 %

**Note-**

1. 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 of Insurance, applied to the Permanent Partial Disability Sum Insured as stated under the respective section of the Certificate of Insurance.
2. 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 Beneficiary under this section.

**Condition applicable to Death, Permanent Total Disability, Permanent Partial Disability-**

1. 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.
2. However, if We become liable to make payment under Death / or Permanent Total Disability due to Accidental bodily Injury, then insurance cover under COI will cease as far as the concerned Insured Member.

**SECTION IV: ACCIDENTAL HOSPITALIZATION EXPENSES**

If Insured Beneficiary 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 Cover Period, then the Company will indemnify the In-patient Treatment- Medical Expenses for the below listed items up to the Sum Insured shown under this Section IV cover stated in Certificate of Insurance, subject otherwise to all other terms, conditions and exclusions of the Certificate of Insurance read with these terms.

- 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 24 hours 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.

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

**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. Vitamins and tonics unless forming part of treatment for Injury due to an Accident as prescribed by the Medical Practitioner.
7. Aesthetic treatment, cosmetic surgery and plastic surgery unless necessitated due to Accident or as a part of any Injury.
8. Treatment taken from persons not registered as Medical Practitioners under respective Medical Councils. .
9. Any other medical or surgical treatment except as may be necessary solely as a result of Injury.
10. Any treatment taken outside India.
11. Whilst engaged in adventure sports, unless specifically covered under the base policy.
12. Dental treatment or surgery of any kind unless as a result of Accidental Bodily Injury to natural teeth and also requiring hospitalization.
13. Experimental, unproven or non-standard treatment.

**SECTION V : COMA DUE TO ACCIDENTAL BODILY INJURY**

If Insured Beneficiary sustained Accidental Bodily Injury within Cover Period which directly and independently of all other causes results in he/she 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 shown under this Section IV cover as stated in the Certificate of Insurance, subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

**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.

**Specific Exclusion:**

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

**SECTION VI: FRACTURE CARE**

If Insured Person sustained Accidental Bodily Injury during Cover Period which directly and independently of all other causes results in Fracture/s of Bone/s, then the Company will indemnify the percentage shown in the benefit table below applied to the Fracture Care Sum Insured shown in the Certificate of Insurance, subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

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<sup>8</sup></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>	
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%
<b>K) Internal Injuries</b>	
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

**SECTION VII: HOSPITAL CASH BENEFIT**

If Insured Beneficiary sustained Accidental Bodily Injury during Cover 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 Certificate of Insurance for a maximum period of 60 days per Cover Period, subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

**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. Vitamins and tonics unless forming part of treatment for Injury due to an Accident as prescribed by the Medical Practitioner.
7. Aesthetic treatment, cosmetic surgery and plastic surgery unless necessitated due to Accident or as a part of any Injury.
8. Treatment taken from persons not registered as Medical Practitioners under respective Medical Councils. .
9. Any other medical or surgical treatment except as may be necessary solely as a result of Injury.
10. Any treatment taken outside India.

**SECTION VIII: ROAD AMBULANCE COVER**

Company will indemnify the reasonable cost incurred on an ambulance offered by a healthcare or ambulance service provider for transferring Insured Beneficiary for the provision of health services for the following Emergencies.

- a) If due to an Accidental Bodily Injury sustained by the Insured Beneficiary during the Cover Period, the Insured Beneficiary 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 Beneficiary from the Hospital where he/ she was admitted initially to another hospital with higher medical facilities provided that: the treating doctor recommends the transfer of the Insured Beneficiary 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 Certificate of Insurance against this cover, subject otherwise to all other terms, conditions and Exclusions of the Certificate of Insurance read with these terms.

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

**C. GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS**

We will not be liable to indemnify/make any payment, as the case may be, 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. Whilst engaging in Adventure Sports unless specifically insured,
4. While under the influence of liquor or drugs , alcohol or other intoxicants,
5. Through deliberate or intentional, unlawful or criminal act, error, or omission, participation in an actual or attempted felony , riot , crime , misdemeanour, civil commotion,
6. 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 ,
7. Whilst participating as the driver, co-driver or passenger of a motor vehicle during motor racing or trial runs,
8. As a result of any curative treatments or interventions that you carry out or have carried out on your body,
9. 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,
10. Your consequential losses of any kind or your actual or alleged legal liability.
11. Venereal or sexually transmitted diseases,
12. Pregnancy, resulting childbirth, miscarriage, abortion, or complications arising out of any of these,

13. 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
14. ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel,
15. the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of that equipment,
16. operating or learning to operate any aircraft, or performing duties as a member of the crew on any aircraft; or Scheduled Airlines
17. 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,
18. 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
19. While engaged in hazardous activity unless specifically insured
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.

## D. STANDARD TERMS AND CONDITIONS APPLICABLE TO ALL COVERS UNDER THE GROUP MASTER POLICY AND CERTIFICATE OF INSURANCE:

### I. Conditions precedent to the contract

#### 1. Conditions Precedent

Where this Master Policy read with Certificate of Insurance requires the Insured Beneficiary to do or not to do something, then the complete satisfaction of that requirement by the Insured Beneficiary or someone claiming on his/ her behalf is a precondition to any obligation the Company has under this Master Policy read with Certificate of Insurance. If the Insured Beneficiary or someone claiming on his/ her behalf fails to completely satisfy that requirement, then the Company may refuse to consider the Insured Beneficiary's claim.

#### 2. Incontestability and Duty of Disclosure

The policy shall be null and void ab initio and no indemnity/benefit shall be payable in the event of untrue or incorrect statements, misrepresentation, misdescription or on non-disclosure in any material/non-material particular in the proposal form, personal statement, declaration and connected documents, or any material information having been withheld, or a claim being fraudulent or any fraudulent means or devices being used by the Insured or any one acting on his behalf to obtain any benefit under this policy.

#### 3. Observance of terms and conditions

The due observance and fulfilment of the terms, conditions and endorsement of this policy in so far as they relate to anything to be done or complied with by the Insured, shall be a condition precedent to any liability of the Company to make any payment under this policy.

### II. Conditions when a claim arises

#### 1. 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 Beneficiary meets with any Accidental Bodily Injury that may result in a claim, than as a condition precedent to our liability:

- a. Policyholder or the Insured Beneficiary 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.
- b. Insured Beneficiary must immediately consult a Doctor and follow the advice and treatment that he recommends.
- c. Insured Beneficiary must take reasonable steps to lessen the consequence of Bodily Injury.
- d. Insured Beneficiary should allow examination by our medical advisors if we ask for this.
- e. Policyholder or Insured Beneficiary 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.

f. In case of the Insured Beneficiary'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 Beneficiary was placed, it was not possible for the Insured Beneficiary or any other person claiming on his/her behalf to give notice or file claim within the prescribed time limit.

### **List of Claim documents:**

#### **List of Claim documents for Death**

- Duly Completed Claim Form signed by Nominee/ Legal heir of the Insured Beneficiary .
- Copy of address proof (Ration card or electricity bill copy).
- Attested copy of Death Certificate.
- Burial Certificate (wherever applicable).
- Attested copy of Statement of Witness, if any lodged with police authorities.
- Attested copy of FIR / Panchanama / Inquest Panchanama.
- Attested copy of Post Mortem Report (only if conducted).
- Attested copy of Viscera report if any(Only if Post Mortem is conducted).
- NEFT details & cancelled cheque of the Nominee/Legal Heir of the Insured Beneficiary.
- Original Policy copy along with Original Assignment endorsement (if any)

#### **List of Claim documents for Disappearance**

- Duly Completed Claim Form signed by Nominee/ Legal heir of the Insured Beneficiary .
- Copy of address proof (Ration card or electricity bill copy).
- Attested copy confirming disappearance from appropriate authority following a forced landing, stranding, sinking or wrecking of a conveyance.
- Documentary proof of fare paying passenger of a conveyance as an occupant.
- Attested copy of Statement of Witness, if any lodged with police authorities.
- Attested copy of FIR / Panchanama / Inquest Panchanama.
- NEFT details & cancelled cheque of the Nominee/Legal Heir of the Insured Beneficiary.
- Original Policy copy along with Original Assignment endorsement (if any)

#### **List of Claim documents for Permanent Total Disability and Permanent Partial Disability**

- Duly Completed Claim Form signed by Insured Beneficiary.
- Attested copy of disability certificate from Civil Surgeon of Government Hospital stating percentage of disability.
- Attested copy of FIR. (If required)
- All X-Ray / Investigation reports and films supporting to disability.
- NEFT details & cancelled cheque of Insured Beneficiary.
- Original Policy copy along with Original Assignment endorsement (if any).

#### **List of Claims Document (Specific to Accidental Hospitalisation Expenses/ Coma Due to Accidental Bodily Injury)**

- First Consultation letter from the Doctor
- Duly completed claim form signed by the Claimant
- Hospital Discharge Card
- 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.
- Money Receipt, duly signed with a Revenue Stamp
- All original Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G, USG, MRI Scan, Haemogram etc.
- Other documents as may be required by the Company to process the claim

#### **List of Claim Document Specific to Fracture Care Cover**

- Duly Completed claim form signed by the claimant
- X Ray confirming the fracture & site of fracture
- Certificate from Treating surgeon with extent of Injury, cause of Injury, site of Injury & date of Injury
- Treatment details
- Discharge summary ( if Hospitalized )
- Letter from HR of leave record in case of salaried individual.

**List of Claim Documents Specific to Hospital Cash Benefit Cover**

- First Consultation letter from the Doctor
- Duly completed claim form signed by the Claimant
- Hospital Discharge Card
- Hospital Bill Money Receipt, duly signed with a Revenue Stamp
- All Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G, USG, MRI Scan, Haemogram, etc.
- Other documents as may be required by the Company to process the claim

**List of Claim Document Specific to Road Ambulance Cover**

- First Consultation letter from the Doctor
- Duly completed claim form signed by the Claimant
- Original bills and receipts paid for the transportation from Registered Ambulance Service Provider
- Treating Doctor certificate to transfer the Injured person to a higher medical centre for further treatment
- All original Laboratory and Diagnostic Test Reports. E.g. X-Ray, E.C.G, USG, MRI Scan, Haemogram etc.
- Other documents as may be required by the Company to process the claim.

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 Section IV: 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 out of any Accidental Injury, at a Network Hospital, the Insured must call Us and request pre-authorization by way of the written form which the Company will provide.
- 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.

**2. Paying a Claim-**

- You agree that We need only make payment when You or someone claiming on Your behalf has provided Us with necessary documentation and information.
- We will make payment to You or Your Nominee. If there is no 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.
- On receipt of all the documents and on being satisfied with regard to the admissibility of the claim as per Policy terms and conditions, the Company will settle the claim within 30 (thirty) days of the receipt of the last necessary document. In the cases of delay in the payment, the Company 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) from the date of receipt of last necessary document to the date of payment of claim.
- 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 the insurer, for any reasons decides to reject the claim under the Certificate of Insurance read with the Master Policy the reasons regarding the rejection shall be communicated to the Insured Beneficiary in writing within 30 days of the receipt of documents. The Insured Beneficiary may take recourse to the Grievance Redressal procedure stated under this Master Policy terms and conditions.

### 3. Basis of claims payment

- i. We shall make payment in India in Indian Rupees only.
- ii. The Company shall only make payment under this Policy to the Insured Beneficiary or in the event of death or total incapacitation of the Insured Beneficiary to the proposer/ nominee. Any payment made in good faith by the Company as aforesaid shall operate as a complete and final discharge of the Company's liability to make payment under the Certificate of Insurance for such claim.
- iii. Deductible will be applicable for each separate incident reported for claims payment, even though the claim may be registered under the same benefit more than once subject to the terms and conditions of Certificate of Insurance read with this Master Policy.

### 4. Multiple Policies

- 1. In case of multiple policies which provide fixed benefits, on the occurrence of the insured event in accordance with the terms and conditions of the policies, each insurer shall make the claim payments independent of payments received under other similar policies.
- 2. 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.

### 5. Arbitration

- a. If any dispute or difference shall arise as to the quantum of claim to be paid under the Certificate of Insurance (liability being otherwise admitted), such difference shall independently of all other questions be referred to decision of a sole arbitrator in writing by the Insured Beneficiary and the Insurer or if they cannot agree upon a single arbitrator within 30 days of Insured Beneficiary or the Insurer invoking arbitration, the same shall be referred to a panel of the arbitrators comprising of two arbitrators, one appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two arbitrators and arbitration shall be conducted in English under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996. The law of the arbitration will be Indian law, and the seat of the arbitration and venue for all hearings shall be in Pune.
- b. It is clearly agreed and understood that no difference or dispute shall be referable to arbitration as herein before provided, if the Company has disputed or not accepted liability under or in respect of claim under the Certificate of Insurance.
- c. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon Certificate of Insurance read with Group Policy that award by such arbitrator/arbitrators of the amount of the loss or damage shall be first obtained.
- d. It is also hereby further expressly agreed and declared that if the Company shall disclaim liability to the Insured Beneficiary for any claim hereunder and such claim shall not, within 12 calendar months from the date of such disclaimer have been made the subject matter of a suit or proceeding before a Court of law or any other competent statutory forum/tribunal, then all benefits under the Certificate of Insurance shall be forfeited and the rights of Insured Beneficiary shall stand extinguished and the liability of the Company shall also stand discharged.
- e. If these arbitration provisions are held to be invalid, then all such disputes or differences shall be referred to the exclusive jurisdiction of the Indian Courts.

### III. Conditions for renewal of the contract.



**1. Terms of Renewal**

1. The policy shall ordinarily be renewable except on grounds of fraud, moral hazard or misrepresentation/false statement, declarations or fraud, non-disclosure of material facts or non-cooperation by the Insured Beneficiary.
2. In case of our own renewal, a grace period of 30 days is permissible and the Policy will be considered as continuous. However, any Accident/ Injury contracted during the break period will not be admissible under the policy.
3. Premium payable on renewal and on subsequent continuation of cover are subject to change with prior approval from IRDAI.
4. The loadings on renewals shall be in terms of increase or decrease in premiums offered for the entire portfolio and shall not be based on any individual policy claim experience.

Renewal	Renewal will be depending upon the loan period
Loan period is less than or equal to 5years	The policy will be issued for 5 years or lesser period depending on the loan period and no renewal will be offered after the expiry of cover period as the Insured Beneficiary will no longer be a loan borrower
Loan period is more than 5years	First policy will be issued for 5 years. Further renewal period will be called based upon remaining the loan period at the end of 5 years
In case of claim in the Cover Period	Policy will continue till the end of the Cover Period. Otherwise renewal will be after every Cover Period as mentioned above

**2. 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.

**3. Revision/ Modification of the policy:**

There is a possibility of revision/ modification of terms, conditions, coverages and/or premiums of this product at any time in future, with appropriate approval from IRDAI. In such an event of revision/modification of the product, intimation shall be set out to all the existing insured members at least 3 months prior to the date of such revision/modification comes into the effect.

**4. Withdrawal of Master Policy**

There is possibility of withdrawal of this product at any time in future with appropriate approval from IRDAI, as the Company reserve right to do so with an intimation of 3 months to all the existing Policy Holder/s. In such an event of withdrawal of this product, at the time of Policy Holder seeking renewal of the Master Policy, Policy Holder can choose, among the Company's available similar and closely similar Health insurance products subject to underwriting policy of the Company. Upon Policy Holder so choosing the Company's new product, Policy Holder and the Insured Beneficiary will be charged the Premium as per the Company's Underwriting Policy for such chosen new product, as approved by IRDAI. However already issued Certificate of Insurance under the Master Policy will hold good for the Covered Period.

Provided however, if Policy Holder do not respond to the Company's intimation regarding the withdrawal of the product under which this Master Policy is issued, then this Master Policy shall be withdrawn and shall not be available to Policy Holder for renewal on the renewal date and accordingly upon Insured/Group Manager seeking renewal of the Master Policy, Insured/Group Manager shall have to take a Master Policy under available new products of the Company subject to Insured/Group Manager paying the Premium as per the Company's Underwriting Policy for such available new product chosen by the Insured/Group Manager and also subject to Portability condition.

**5. Migration of Policy:**

- i. Every individual policy holder (including members under family floater policy) covered under indemnity based individual health insurance policy shall be provided an option of migration at the explicit option exercised by the policyholder;
  - a) To an individual health insurance policy or a family floater policy, or;
  - b) To a group health insurance policy, if members complies with the norms relating to the health insurance coverage under the concerned group insurance policy.

- ii. Every Individual member, including family members covered under an indemnity based group health insurance policy shall be provided an option of migration at the time of exit from group or in the event of modification of group policy (including the revision in the premium rates) or withdrawal of the group policy :
- iii. To an individual health insurance policy or a family floater policy.
- iv. Migration shall be applicable to the extent of the sum insured under the previous policy and the cumulative bonus, if any, acquired from the previous policies.
- v. Only the unexpired/residual waiting period not exceeding the applicable waiting period of the previous policy with respect to pre-existing diseases and the time bound exclusions shall be made applicable on migration under the new policy.
- vi. Migration may be subject to underwriting as follows:
  - a) For individual policies, if the policyholder is continuously covered in the previous policy without any break for a period of four years or more, migration shall be allowed without subjecting the policyholder to any underwriting to the extent of the sum insured and the benefits available in the previous policy.
  - b) Migration from group policies to individual policy will be subject to underwriting.

#### IV. Conditions applicable during the contract

##### 1. Reasonable Care

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

##### 2. Physical Examination

Any Medical Official or other agent of the Company shall be allowed to examine the Insured Beneficiary(s) in case of alleged Injury or disablement when and as often as may be reasonably be required on behalf of the Company.

##### 3. 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.

##### 4. 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.

##### 5. 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.

##### 6. 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 Beneficiary.

##### 7. Communications

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

##### 8. 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.

**9. 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.

**10. Territorial Limits****a. Worldwide coverage is applicable for below sections**

- Section I: Death
- Section II: Permanent Total Disability
- Section III: Permanent Partial Disability
- Section V: Coma Due to Accidental Bodily Injury
- Section VI: Fracture Care

**b. Following covers are restricted to within India Only:**

- Section IV: Accidental Hospitalization Expenses
- Section VII: Hospital Cash Benefit
- Section VIII: Road Ambulance Cover

c. Our liability to make any payment shall be to make payment within India and in Indian Rupees only

**11. 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.

**12. Automatic Termination of Cover for Insured Beneficiary**

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

**13. Free Look Period**

You have a period of 15 days from the date of receipt of the first policy document to review the terms and conditions of this Policy. If You have any objections to any of the terms and conditions, You have the option of cancelling the Policy stating the reasons for cancellation. If you have not made any claim during the Free look period, you shall be entitled to refund of premium subject to,

- a. a deduction of the expenses incurred by Us on Your medical examination, stamp duty charges and if the risk has not commenced
- b. If the risk has commenced the stamp duty charges, medical examination charges & proportionate risk premium for period on cover would be deducted.
- c. Where only a part of risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.

Free Look period is not applicable for renewal policies.

**14. Cancellation**

- a. We may cancel this insurance by giving You at least 15 days written notice, and if no claim has been made then We shall refund a pro-rata premium for the unexpired Cover Period. Under normal circumstances, Policy will not be cancelled except for reasons of mis-representation/false statements, declarations, fraud, non-disclosure of material facts or Your non-cooperation.
- b. You may cancel this insurance by giving Us at least 15 days written notice, and if no claim has been made then We shall refund premium on short term rates for the unexpired Cover Period as per the rates detailed below

Policy Term	1 Year	2 Years	3 Years	4 Years	5 Years
Within 15 Days	Pro Rata basis				
Exceeding 15 days but less than or equal to 3 months	65%	80%	80%	85%	85%
Exceeding 3 months but less than or equal to 6 months	45%	65%	75%	80%	80%
Exceeding 6 months but less than or equal to 12 months	0%	45%	60%	65%	70%
Exceeding 12 months but less than or equal to 15 months		30%	50%	60%	65%
Exceeding 15 months but less than or equal to 18 months		20%	45%	55%	60%
Exceeding 18 months but less than or equal to 24 months		0%	30%	45%	50%
Exceeding 24 months but less than or equal to 27 months			20%	40%	50%
Exceeding 27 months but less than or equal to 30 months			15%	30%	45%
Exceeding 30 months but less than or equal to 36 months			0%	20%	35%

Exceeding 36 months but less than or equal to 39 months				15%	30%
Exceeding 39 months but less than or equal to 42 months				10%	25%
Exceeding 42 months but less than or equal to 48 months				0%	15%
Exceeding 48 months but less than or equal to 51 months					10%
Exceeding 51 months but less than or equal to 54 months					5%
Exceeding 54 months but less than or equal to 60 months					0%

#### 15. Discounts/ Loadings:

- **Long Term Discount:** The long term discounts are shown below:

Term	1.5 Years	2 Years	2.5 Years	3 Years	3.5 Years	4 Years	4.5 Years	5 Years
Discount	2%	4%	6%	7%	9%	10%	11%	12%

- **Group Discount:** The group discounts are shown below:

Group size band	Selected Discount
7 to 500	0%
501 to 2500	5%
2501 to 7500	10%
7501 to 50000	15%
50001 to 100000	20%
above 1 lakh	25%

- **Claim Experience Discount and Loading:**

Favorable loss experience will be rewarded in terms of discount up to 20% and in case of poor performance the premium will be loaded up to 20%

#### 16. Portability Conditions :

Retail Policies:

As per the Portability Guidelines issued by IRDAI, applicable benefits shall be passed on to customers who were holding similar retail Personal Accident Insurance Policy of other non-life insurers/ health insurers.

#### Group Policies:

As per the Portability Guidelines issued by IRDAI, applicable benefits shall be passed on to customers who were insured under a Group Personal Accident Insurance Policy of Bajaj Allianz and are availing Personal Accident Insurance Policy of Bajaj Allianz. However, such benefits shall be applicable only in the event of discontinuation/ non-renewal of the Group Personal Accident Insurance Policy (applicable for both employer-employee relationships and non-employer-employee relationships) and/or the particular customer leaving the group on account of resignation/ retirement (applicable for employer-employee relationships) or termination of relationship with the Group Administrator (applicable for non-employer-employee relationships).

#### Portability Guidelines (Other Company Renewals):

- Complete set of documents should be in-warded minimum 45 days prior to the Risk Expiry date.
- All Portable Cases to be referred to Bajaj Allianz Head office (Health Administration Team) for Under Writing.
- All the applicable benefits shall be passed on lower of expiring Sum insured or opted sum insured, to customers who were holding similar retail personal accident policies, with other of other non-life insurers.  
In case of enhancement of SI the continuity would be given on the expiring Sum Insured
- List of Documents
  - New proposal form
  - Renewal Notice along with the claim history
  - Portability Annexure
  - All the previous policy copies
  - Age proof ( 45 & above)
  - Any other document if requested
  - All the relevant documents in case of any positive declaration

**17. Nomination**

The Insured Beneficiary is mandatorily 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 Insured Beneficiary. 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.

**18. 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 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 authorized 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—
- i 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
  - ii 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.

### 19. 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.

### 20. Fraudulent Claims

If the Insured Beneficiary or his/her Legal heir/s or executors make or progress any claim knowing it to be false or fraudulent in any way, then the Certificate of Insurance will be void and all claims or payments due under it shall be lost and the premium paid shall become forfeited.

### 21. Governing Law

- i. The Company's liability to make any payment shall be to make payment within India and in Indian Rupees only.
- ii. The Master Policy constitutes the complete contract of insurance. No change or alteration shall be valid or effective unless approved in writing by the Company, which approval shall be evidenced by an endorsement on the Master Policy Schedule/Certificate of Insurance.
- iii. The construction, interpretation and meaning of the provisions of the Master Policy shall be determined exclusively in accordance with Indian law. The section headings of this Master Policy are included only for descriptive purposes and do not form part of this Master Policy for the purpose of its construction or interpretation.

### 22. Cover Period

Cover Period will be 1 year except for the credit linked customers where COI will be issued up to 5 years or lesser period depending on the loan period.

### 23. 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 exclusively 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.

### 24. Grievance Redressal Procedure

Bajaj Allianz General Insurance Company Ltd has always been known as a forward looking customer centric organization. We take immense pride in the spirit of service and the culture of keeping customer first in our scheme of things. In order to provide you with top-notch service on all fronts, we have provided you with multiple platforms via which you can always reach one of our representatives.

#### Level 1

In case you have any service concern, you may please reach out to our Customer Experience team through any of the following options:

- Our website @ <https://general.bajajallianz.com/BagicNxt/misc/iTrack/onlineGrievance.jsp>
- Call us on our Toll Free No. 1800 209 5858
- Mail us on [bagichelp@bajajallianz.co.in](mailto:bagichelp@bajajallianz.co.in),
- Write to: Bajaj Allianz General Insurance Co. Ltd  
Bajaj Allianz House, Airport Road, Yerwada  
Pune, 411006

#### Level 2

In case you are not satisfied with the response given to you by our team, you may write to our Grievance Redressal Officer at [ggro@bajajallianz.co.in](mailto:ggro@bajajallianz.co.in)

**Level 3**

If you are still not satisfied with the resolution provided, you can further escalate to Head, Customer Experience, at email: [head.customerservice@bajajallianz.co.in](mailto:head.customerservice@bajajallianz.co.in)

**Grievance Redressal cell for Senior Citizens**

Senior citizen cell for Insured Beneficiary who are senior citizens

'Good thing comes with time' and so for our customers who are above 60 years of age we have created special cell to address any health insurance related query, Our senior citizen customers can reach us through the below dedicated channels to enable us to service them promptly.

Health toll free number: 1800-103-2529

Email address: [seniorcitizen@bajajallianz.co.in](mailto:seniorcitizen@bajajallianz.co.in)

In case your complaint is not fully addressed by the insurer, You may use the Integrated Grievance Management System (IGMS) for escalating the complaint to IRDAI or call 155255. Through IGMS you can register your complain online and track its status. For registration please visit IRDAI website [www.irdai.gov.in](http://www.irdai.gov.in).

If the issue still remains unresolved, You may, subject to vested jurisdiction, approach Insurance Ombudsman for the redressal of the grievance.

The contact details of the ombudsman offices are mentioned below. However, we request you to visit <http://www.ecoi.co.in> for updated details.

Office Details	Jurisdiction of Office Union Territory, District)
<b>AHMEDABAD -</b> Office of the Insurance Ombudsman, 2nd floor, Ambica House, Near C.U. Shah College, 5, Navyug Colony, Ashram Road, Ahmedabad – 380 014. Tel.: 079 - 27546150 / 27546139 Fax: 079 - 27546142 Email: <a href="mailto:bimalokpal.ahmedabad@ecoi.co.in">bimalokpal.ahmedabad@ecoi.co.in</a>	Gujarat, Dadra & Nagar Haveli, Daman and Diu.
<b>BENGALURU</b> 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@ecoi.co.in">bimalokpal.bengaluru@ecoi.co.in</a>	Karnataka.
<b>BHOPAL</b> 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 Fax: 0755 - 2769203 Email: <a href="mailto:bimalokpal.bhopal@ecoi.co.in">bimalokpal.bhopal@ecoi.co.in</a>	Madhya Pradesh Chattisgarh.
<b>BHUBANESHWAR</b> Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 / 2596455 Fax: 0674 - 2596429 Email: <a href="mailto:bimalokpal.bhubaneswar@ecoi.co.in">bimalokpal.bhubaneswar@ecoi.co.in</a>	Orissa.
<b>CHANDIGARH -</b> 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: <a href="mailto:bimalokpal.chandigarh@ecoi.co.in">bimalokpal.chandigarh@ecoi.co.in</a>	Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.

Office Details	Jurisdiction of Office Union Territory, District)
<b>CHENNAI</b> 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: <a href="mailto:bimalokpal.chennai@ecoi.co.in">bimalokpal.chennai@ecoi.co.in</a>	Tamil Nadu, Pondicherry Town and Karaikal (which are part of Pondicherry).
<b>DELHI</b> Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23239633 / 23237532 Fax: 011 - 23230858 Email: <a href="mailto:bimalokpal.delhi@ecoi.co.in">bimalokpal.delhi@ecoi.co.in</a>	Delhi.
<b>GUWAHATI</b> Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2132204 / 2132205 Fax: 0361 - 2732937 Email: <a href="mailto:bimalokpal.guwahati@ecoi.co.in">bimalokpal.guwahati@ecoi.co.in</a>	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
<b>HYDERABAD</b> 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 - 65504123 / 23312122 Fax: 040 - 23376599 Email: <a href="mailto:bimalokpal.hyderabad@ecoi.co.in">bimalokpal.hyderabad@ecoi.co.in</a>	Andhra Pradesh, Telangana, Yanam and part of Territory of Pondicherry.
<b>JAIPUR</b> 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@ecoi.co.in">Bimalokpal.jaipur@ecoi.co.in</a>	Rajasthan.
<b>ERNAKULAM</b> 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: <a href="mailto:bimalokpal.ernakulam@ecoi.co.in">bimalokpal.ernakulam@ecoi.co.in</a>	Kerala, Lakshadweep, Mahe-a part of Pondicherry.
<b>KOLKATA</b> 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: <a href="mailto:bimalokpal.kolkata@ecoi.co.in">bimalokpal.kolkata@ecoi.co.in</a>	West Bengal, Sikkim, Andaman & Nicobar Islands.
<b>LUCKNOW -</b> Office of the Insurance Ombudsman, 6th Floor, Jeevan Bhawan, Phase-II, Nawal Kishore Road, Hazratganj, Lucknow - 226 001. Tel.: 0522 - 2231330 / 2231331 Fax: 0522 - 2231310 Email: <a href="mailto:bimalokpal.lucknow@ecoi.co.in">bimalokpal.lucknow@ecoi.co.in</a>	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.
<b>MUMBAI</b> Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: <a href="mailto:bimalokpal.mumbai@ecoi.co.in">bimalokpal.mumbai@ecoi.co.in</a>	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.



Office Details	Jurisdiction of Office Union Territory, District)
<b>NOIDA</b> Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514250 / 2514251 / 2514253 Email: <a href="mailto:bimalokpal.noida@ecoi.co.in">bimalokpal.noida@ecoi.co.in</a>	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.
<b>PATNA</b> Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: <a href="mailto:bimalokpal.patna@ecoi.co.in">bimalokpal.patna@ecoi.co.in</a>	Bihar, Jharkhand.
<b>PUNE</b> 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 - 32341320 Email: <a href="mailto:bimalokpal.pune@ecoi.co.in">bimalokpal.pune@ecoi.co.in</a>	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.

**Note:** Address and contact number of Governing Body of Insurance Council  
Secretary General - Governing Body of Insurance Council  
JeevanSevaAnnexe, 3rd Floor, S.V. Road, Santacruz (W), Mumbai - 400 054  
Tel No: 022-2610 6889, 26106245, Fax No. : 022-26106949, 2610 6052, E-mail ID: [inscoun@gbic.co.in](mailto:inscoun@gbic.co.in)

**Please visit our website for list of network hospitals and network Diagnostic Centres , Website:**  
[www.bajajallianz.com](http://www.bajajallianz.com) or get in touch with 24\*7 helpline number: 1800-103-2529 (toll free) / 020-30305858

#### Annexure I:

#### List I : LIST OF NON-MEDICAL ITEMS

SL No	Item	
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 I INTERNET CHARGES	Not Payable
9	FOOD CHARGES (OTHER THAN PATIENT'S DIET PROVIDED BY HOSPITAL)	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 SAMPLES	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
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
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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
14	BED PAN
15	FACE MASK
16	FLEXI MASK
17	HAND HOLDER
18	SPUTUM CUP
19	DISINEFCTANT 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 EXPLAINED)
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
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