

Bajaj Allianz General Insurance Company Limited
 Corporate Identity Number: U66010PN2000PLC015329. IRDAI Registration No.113
 Regd. Office & Head Office: Bajaj Allianz House, Airport Road, Yerwada, Pune - 411 006
 UIN: UIN- BAJTIBA24058V012324

Track-a-Baggage

(Rider in Conjunction with any Bajaj Allianz Travel Insurance Policy Covering Individual Domestic and International Travel)

CUSTOMER INFORMATION SHEET (Description is illustrative and not exhaustive)

SI No	Title	Description	Policy Clause Number
1	Product Name	Track-a-Baggage	
2	What am I covered for	In consideration of payment of additional premium by the Insured to the Company and realization / receipt thereof by the Company, we shall offer baggage tracking service for Mislaced checked-in baggage that has been loaded onto any flight or multiple flights, as reported by the airline flown, within Service Period. You can track your Mislaced checked-in baggage on the website provided on the Policy after registering claim as per Claim Procedure mentioned in Specific Conditions.	PART A – Operative Part and Scope of Cover
3	What are the major exclusions in the policy:	Not Applicable	PART C
4	Waiting Period	Not Applicable	
5	Payout basis	Not Applicable	
6	Cost Sharing and Sub Limits	Not Applicable	
7	Discounts	Not Applicable	
8	Renewal Conditions	Not Applicable	
9	Renewal Benefits	Not Applicable	
10	Cancellation	All the terms and conditions as to Cancellation of Base Policy shall mutatis mutandis apply to the Cancelation of Riders.	Section D 3
11	Claims	Claim Procedure 1. You must promptly, report a claim first to the airline (in the form as required by respective airline) about the Mislaced or undelivered Checked-in baggage before reporting to the us/ Claim Adjudication Team as mentioned on Policy. 2. After receipt of an acknowledgement from the respective airline for the Mislaced Checked-in Baggage Claim, You will receive a unique identifier for their airline lost luggage claim (often called a file locator, reference or tracking number). Claims for Mislaced Checked-in Baggage Reports not containing unique identifying numbers will not be considered for further process. 3. You must then report the Mislaced Baggage Claim documents to Claim Adjudication Team as mentioned on Policy, including the airline-issued unique identifier for their lost luggage claim (“file reference number”) and for each bag (“baggage tag number”), PIR (Property Irregularity Report) issued by Airlines and all required information, within 24 hours of the airplane’s actual arrival time for the Mislaced Baggage Report to be processed.	Section D 2

		<p>4. All information provided to Provider for purchase of the baggage tracking service product, or when filing a Misplaced baggage report (“MBR”), must be accurate and truthful. In case of any wrong information need to be corrected within 12 hours via email id or call on the telephone number mentioned on the Policy.</p> <p>5. All information provided to provider when reporting Misplaced baggage will be used to process Misplaced Baggage Reports, including airline arrival times.</p>							
12	Policy Servicing/ Grievances/Complaints	<p>Bajaj Allianz General Insurance Co. Ltd Bajaj Allianz House, Airport Road Yerawada, Pune 411006 E-mail: bagichelp@bajajallianz.co.in Call : 1800-225858 (free calls from BSNL/MTNL lines only) 1800-1025858 (free calls from Bharti users – mobile /landline) or 020-30305858</p> <p>Grievance Redressal Cell for Senior Citizens Senior Citizen Cell for Insured who are Senior Citizens ‘Good things come 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 Exclusive Email address: seniorcitizen@bajajallianz.co.in</p> <table border="1" data-bbox="456 982 1323 1688"> <thead> <tr> <th data-bbox="456 982 995 1108">Office Details</th> <th data-bbox="995 982 1323 1108">Jurisdiction of Office (Union Territory, District)</th> </tr> </thead> <tbody> <tr> <td data-bbox="456 1108 995 1381"> AHMEDABAD - Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ciains.co.in </td> <td data-bbox="995 1108 1323 1381"> Gujarat, Dadra & Nagar Haveli, Daman and Diu. </td> </tr> <tr> <td data-bbox="456 1381 995 1688"> BENGALURU - Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ciains.co.in </td> <td data-bbox="995 1381 1323 1688"> Karnataka. </td> </tr> </tbody> </table>	Office Details	Jurisdiction of Office (Union Territory, District)	AHMEDABAD - Office of the Insurance Ombudsman, Jeevan Prakash Building, 6th floor, Tilak Marg, Relief Road, Ahmedabad – 380 001. Tel.: 079 - 25501201/02/05/06 Email: bimalokpal.ahmedabad@ciains.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.	BENGALURU - Office of the Insurance Ombudsman, Jeevan Soudha Building, PID No. 57-27-N-19 Ground Floor, 19/19, 24th Main Road, JP Nagar, Ist Phase, Bengaluru – 560 078. Tel.: 080 - 26652048 / 26652049 Email: bimalokpal.bengaluru@ciains.co.in	Karnataka.	Section D CONDITIONS Point no. 5
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		<p>BHOPAL - 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: bimalokpal.bhopal@cioins.co.in</p>	<p>Madhya Pradesh Chattisgarh.</p>	
		<p>BHUBANESHWAR - Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@cioins.co.in</p>	<p>Orissa.</p>	
		<p>CHANDIGARH - Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@cioins.co.in</p>	<p>Punjab, Haryana(excluding Gurugram, Faridabad, Sonapat and Bahadurgarh) Himachal Pradesh, Union Territories of Jammu & Kashmir, Ladakh & Chandigarh.</p>	
		<p>CHENNAI - Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@cioins.co.in</p>	<p>Tamil Nadu, Tamil Nadu PuducherryTown and Karaikal (which are part of Puducherry).</p>	
		<p>DELHI - Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building, Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@cioins.co.in</p>	<p>Delhi & Following Districts of Haryana - Gurugram, Faridabad, Sonapat & Bahadurgarh.</p>	
		<p>GUWAHATI - Office of the Insurance Ombudsman, Jeevan Nivesh, 5th Floor, Nr. Panbazar over bridge, S.S. Road, Guwahati – 781001(ASSAM). Tel.: 0361 - 2632204 / 2602205 Email: bimalokpal.guwahati@cioins.co.in</p>	<p>Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.</p>	

		<p>HYDERABAD - Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@cioins.co.in</p>	<p>Andhra Pradesh, Telangana, Yanam and part of Union Territory of Puducherry.</p>	
		<p>JAIPUR - Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: bimalokpal.jaipur@cioins.co.in</p>	<p>Rajasthan.</p>	
		<p>ERNAKULAM - Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@cioins.co.in</p>	<p>Kerala, Lakshadweep, Mahe-a part of Union Territory of Puducherry.</p>	
		<p>KOLKATA - Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@cioins.co.in</p>	<p>West Bengal, Sikkim, Andaman & Nicobar Islands.</p>	
		<p>LUCKNOW - 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: bimalokpal.lucknow@cioins.co.in</p>	<p>Districts of Uttar Pradesh : Lalitpur, Jhansi, Mahoba, Hamirpur, Banda, Chitrakoot, Allahabad, Mirzapur, Sonbhadra, Fatehpur, Pratapgarh, Jaunpur, Varanasi, Gazipur, Jalaun, Kanpur, Lucknow, Unnao, Sitapur, Lakhimpur, Bahraich, Barabanki, Raebareli, Sravasti, Gonda, Faizabad, Amethi, Kaushambi, Balrampur, Basti, Ambedkarnagar, Sultanpur, Maharajgang, Santkabirnagar,</p>	

			Azamgarh, Kushinagar, Gorkhpur, Deoria, Mau, Ghazipur, Chandauli, Ballia, Sidharathnagar.	
		MUMBAI - Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@cioins.co.in	Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.	
		NOIDA - Office of the Insurance Ombudsman, Bhagwan Sahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P-201301. Tel.: 0120-2514252 / 2514253 Email: bimalokpal.noida@cioins.co.in	State of Uttaranchal and the following Districts of Uttar Pradesh: Agra, Aligarh, Bagpat, Bareilly, Bijnor, Budaun, Bulandshehar, Etah, Kanoj, Mainpuri, Mathura, Meerut, Moradabad, Muzaffarnagar, Oraiyya, Pilibhit, Etawah, Farrukhabad, Firozbad, Gautambodhanagar, Ghaziabad, Hardoi, Shahjahanpur, Hapur, Shamli, Rampur, Kashganj, Sambhal, Amroha, Hathras, Kanshiramnagar, Saharanpur.	
		PATNA - Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@cioins.co.in	Bihar, Jharkhand.	
		PUNE - Office of the Insurance Ombudsman, Jeevan Darshan Bldg., 3rd Floor, C.T.S. No.s. 195 to 198, N.C. Kelkar Road, Narayan Peth, Pune – 411 030. Tel.: 020-41312555 Email: bimalokpal.pune@cioins.co.in	Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.	

		<p>Note: Address and contact number of Governing Body of Insurance Council Council for Insurance Ombudsmen, 3rd Floor, Jeevan Seva Annexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 69038800/69038812 Email: inscoun@cioins.co.in</p>	
13	Insured's Rights	Not Applicable	
14	Insured's Obligations	Please provide the details while claiming under opted coverage within mentioned timeline also as and when requested by Health Administrative Team of Company.	
<p>Legal Disclaimer Note: The information must be read in conjunction with the product brochure and policy document. In case of any conflict between the CIS and the policy document, the terms and conditions mentioned in the policy document shall prevail.</p>			