

KUTUMB SWASTHYA BIMA MICRO INSURANCE PRODUCT – GROUP POLICY WORDING

A. PREAMBLE





This is a legal contract between the Company and the Policyholder which is subject to realization of full premium in advance by Us and the terms, conditions and exclusions to this Policy. This Policy has been issued on the basis of Disclosure to Information Norm, including the information provided by the Policyholder in respect of the Insured Persons in the Proposal and the Policy Schedule/Certificate of Insurance.

The Policy, the Schedule, the Certificate of Insurance and any Endorsement(s) shall be read together and any word or expression to which a specific meaning has been attached in any part of this Policy or of Schedule shall bear such meaning whenever it may appear.





B. DEFINITIONS

The following words or terms shall have the meaning ascribed to them wherever they appear in this Policy, and references to the singular or to the masculine shall include references to the plural and to the feminine and vice versa, wherever the context so permits:

1. **Accident** means a sudden, unforeseen and involuntary event caused by external, visible and violent means.
2. **Age or Aged** means completed years as at the Commencement Date of the Policy Period.
3. **Alternative Treatments** are forms of treatments other than "Allopathy" or "modern medicine" and includes Ayurveda, Unani, Siddha and Homeopathy in the Indian context
4. **AYUSH Hospital** is a healthcare facility wherein medical/surgical/para-surgical treatment procedures and interventions are carried out by AYUSH Medical Practitioner(s) comprising of any of the following:
 - a) Central or State government AYUSH Hospital; or
 - b) Teaching hospital attached to AYUSH College recognized by the Central Government/Central Council of Indian Medicine/Central Council for Homeopathy; or
 - c) AYUSH hospital standalone or co-located with in-patient healthcare facility of any recognized system of medicine, registered with the local authorities, wherever applicable, and is under the supervision of a qualified registered AYUSH Medical Practitioner and must comply with the following criterion:
 - a. Having at least 5 in-patient beds
 - b. Having qualified AYUSH Medical Practitioner in charge round the clock
 - c. Having dedicated AYUSH therapy sections as required and/or has equipped operation theatre where surgical procedures are to be carried out
 - d. Maintaining daily records of patients and making them accessible to the insurance company's authorized representative

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5. **Beneficiary** in case of death of the Insured Person, the Beneficiary means, unless stipulated otherwise by the Insured Person, the surviving Spouse of the Insured Person, mentally capable and not divorced, followed by the children recognized or adopted, followed by the Insured Person's legal heirs. For all other benefits, the Beneficiary means the Insured Person himself unless stipulated otherwise.
6. **Commencement Date** means the commencement date of this Policy as specified in the Policy Schedule/Certificate of Insurance.
7. **Condition Precedent** means a policy term or condition upon which the Insurer's liability under the policy is conditional upon.
8. **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.
9. **Dependent Children or Parents** who are dependent upon primary insured person for their survival.
10. **Disclosure to information** norm means the policy shall be void and all premium paid thereon shall be forfeited to the Company, in the event of misrepresentation, mis-description or non-disclosure of any material fact.
11. **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.
12. **Hazardous and Dangerous sports** Means 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.
13. **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

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- c. least 15 inpatient beds in all other places;
 - d. has qualified medical practitioner (s) in charge round the clock;
 - e. has a fully equipped operation theatre of its own where surgical procedures are carried out;
 - f. maintains daily records of patients and makes these accessible to the insurance
 - g. company's authorized personnel.

- 14. **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 24 consecutive hours.

- 15. **Immediate Family Member** means the legal spouse, dependent children, dependent parents and dependent parents in law.

- 16. **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.

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

- 18. **Insured** means the person named in the policy Schedule as insured, who is a citizen and resident of India and for whom the insurance is proposed, and appropriate premium paid.





- 19. **Insured Person** means the persons named as such in the schedule of the policy.

- 20. **Insurer** means SBI General Insurance Company Limited.

- 21. **Illness** means a sickness or a disease or pathological condition leading to the impairment of normal physiological function which manifests itself during the Policy Period and requires medical treatment by a medical practitioner.
 - a. Acute condition - Acute condition is a disease, illness or injury that is likely to respond quickly to treatment which aims to return the person to his or her state of health immediately before suffering the disease/illness/injury which leads to full recovery.
 - b. Chronic condition - A chronic condition is defined as a disease, illness, or injury that has one or more of the following characteristics
 - i. it needs ongoing or long-term monitoring through consultations, examinations, check-ups, and / or tests
 - ii. it needs ongoing or long-term control or relief of symptoms
 - iii. it requires your rehabilitation or for you to be specially trained to cope with it
 - iv. it continues indefinitely
 - v. it comes back or is likely to come back.





- 22. **Medical Advise** means any consultation or advice from a Medical Practitioner including the issue of any prescription or repeat prescription.

- 23. **Medical Expenses** means those expenses that an Insured Person has necessarily and actually

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incurred for medical treatment on account of Illness or Accident on the advice of a Medical Practitioner, as long as these are no more than would have been payable if the Insured Person had not been insured and no more than other hospitals or doctors in the same locality would have charged for the same medical treatment.

24. **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 is thereby entitled to practice medicine within its jurisdiction; and is acting within the scope and jurisdiction of licence.
25. **Migration** means ,the right accorded to the health insurance policyholders (including all 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.
26. **Notification of Claim** is the process of notifying a claim to the Insurer by specifying the timelines as well as the address / telephone number to which it should be notified.
27. **Permanent Total Disablement** means when Insured is permanently, totally and absolutely unable to engage in any occupation or employment of any description whatsoever.
28. **Policy Schedule / Certificate of Insurance** means the complete documents consisting of the policy wording, schedule and endorsements and attachments if any.
29. **Policy period** means the period commencing with the commencement date of the Policy and terminating with the expiry date of the Policy as stated in the policy schedule.
30. **Portability** means, the right accorded to individual health insurance policyholders (including all members under family cover), to transfer the credit gained for pre-existing conditions and time bound exclusions, from one insurer to another insurer.
31. **Professional Sports** means a sport, which would remunerate a player in excess of 50% of his or her annual income as a means of their livelihood.
32. **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
 - 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.
33. **Proposal** means application form which the Insured duly fills in and signs for this insurance and any other information Insured provides in the said form or otherwise to Insurer.
34. **Proposer** means the person furnishing complete details and information in the proposal form for availing the benefits either for himself and/or towards the person to be covered under the Policy and consents to the terms of the contract of insurance by way of signing the same.
35. **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.
36. **Schedule** means that portion of the Policy which sets out Insured's details, the type of insurance cover in force, the Policy period and the sum insured. Any annexure and/or endorsement to the schedule

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shall also be a part of the schedule.

37. **Sum Insured** means, in respect of each Benefit, the sum shown in the Schedule against that Benefit and such sum represents the Company's maximum liability for each Insured Person for any and all claims made during the Policy period under that Benefit.
38. **Tele-consultation** means engagement between licensed tele-consultation service provider/professional and the insured/covered member that is provided via a range of technology enabled communication media other than face-to-face interactions, such as telephone, internet, and others.
39. **Tele-consultation healthcare services-** Comprises of a limited set of healthcare services as specified in the section below called 'included services' are allowed to be provided via teleconsultation.
Included services:
 - a. Recommendation for self-care
 - b. Follow Up care and Case Management
 - c. Any other tele-consultation medical services having met the requirements of regulatory framework (if any), examples may include provision of patient education, counselling and services associated with disease management programs.
40. **Time Deductible** means a cost sharing requirement under a health insurance policy that provides that the Insurer will not be liable for a specified number of days, which will apply before any benefits are payable by the insurer. A Time Deductible does not reduce the sum insured.
41. **Unproven/Experimental treatment** including drug experimental therapy which is not based on established medical practice in India, is treatment experimental or unproven.
42. **Waiting Period** is the period where we will not be liable for a claim for specified number of days and which will apply before any benefits are payable by Us. The waiting period will be computed from the date of commencement of Policy Period.
43. **You/Your** means the person(s) named as Insured in the Policy Schedule / Certificate of Insurance.
44. **We/Our/Ours/Us/ Company** means the SBI General Insurance Company Limited

C. SCOPE OF COVER

I. Tele-consultation Benefit

This policy provides the facility of telephonic-consultation or hereafter called Tele-consultation to the policyholder and the insured family members of the policyholder. The provisions of the policy are provided herewith.

The covered members under this policy can avail of the Tele-consultation healthcare services

Specific Conditions

- A defined number of Tele-consultation calls will be offered to insured person as mentioned in the Policy Schedule or Certificate of Insurance.

- There will be monthly capping as indicated in the policy schedule, post which each (additional) call made in a month would result in deduction of 2 calls (instead of 1) from the remaining number of entitled annual calls.
- Once, a defined threshold limit of calls gets exhausted (before policy period), this policy benefit will get over.
- Despite exhaustion of entitled calls within the Policy Period, cover under Personal Accident and Hospitalization Benefit cover will continue, if opted.
- Section D- Standard Exclusions does not apply to this section.

Disclaimer: - "Tele consultation is intended to offer the medical advice as primary health care support only and does not guarantee the diagnosis and treatment or promise attending the health emergencies."

II. Personal Accident

a. Accidental Death





If during the Policy Period Primary Insured Person sustains Bodily injury which directly and independently of all other causes results in death within 12 months of the date of loss, then the company agrees to pay the insured person’s beneficiary or legal representative the compensation stated in the schedule.

b. Permanent Total Disablement

If during the Policy Period a Primary Insured Person sustains Bodily injury which directly and independently of all other causes results in disablement within 12 months of the date of loss, then the company agrees to pay the insured person the compensation stated in the specific table of benefits below.

Table of benefits	
	% of SI
a) Loss of sight (both eyes)	100
b) Loss of two limbs	100
c) Loss of one limb and one eye	100
d) Permanent Total disablement	100

Total and irrecoverable loss of i) the sight of one eye or the actual loss by physical separation of one entire hand or one entire foot.	50% of S.I
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In the above:

a) Physical separation of hand or leg means, a hand at or above the wrist or a foot above the ankle.

Specific Condition

If Primary Insured person dies as a result of bodily injury any amount claimed and paid to an Insured person under this section will be deducted from any payment under Accidental Death (3.a)

Specific Exclusions





The Company shall not be liable for any claim or claims under this Policy arising from

- a) Payment of compensation in respect of injury or disablement directly or indirectly arising out of or contributed by or traceable to any disability existing on the date of issue of this Policy.
- b) Infections (except pyogenic infections which shall occur through an Accidental cut or wound) or any other kind of Disease.
- c) Accident while being under the influence or abuse of drugs, alcohol, or other intoxicants or hallucinogens unless properly prescribed by a physician and taken as prescribed

D. General Exclusions: -

Without prejudice to the exclusions mentioned elsewhere in this document, the following exclusions shall apply to the benefits admissible under this Policy. This entire Policy does not provide benefits for any loss resulting in whole or in part from, or expenses incurred, directly or indirectly in respect of

1. Any medical treatment outside India.
2. War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, commotion, unrest, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition of or damage by or under the order of any government or public local authority.
3. Intentional self-injury (including but not limited to the use or misuse of any intoxicating drugs or alcohol) and any violation of law or participation in an event/activity that is against law with a criminal intent.
4. Nuclear damage caused by, contributed to, by or arising from ionising radiation or contamination by radioactivity from:
 - i. any nuclear fuel or from any nuclear waste; or
 - ii. from the combustion of nuclear fuel (including any self-sustaining process of nuclear fission);
 - iii. nuclear weapons material;
 - iv. nuclear equipment or any part of that equipment;
5. Injury or Disease directly caused by or contributed to by nuclear weapons/materials.
6. Accident resulting from Suicide, attempted suicide (whether sane or insane) or intentionally self-inflicted injury, mental or nervous disorder.

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7. Accident during air travel except as a fare paying passenger on a recognized airline or charter aircraft
8. Accident while operating or learning to operate any aircraft or ship or performing duties as a member of the crew on any aircraft or ship.
9. Accident arising out of and in the course of employment in any branch of the Military or Armed Forces of any country, whether in peace or War.
10. The dispersal or application of pathogenic or poisonous biological or chemical materials; The release of pathogenic or poisonous biological or chemical materials, or Congenital anomalies or any complications or conditions arising there from.
11. Expenses related to any treatment necessitated due to participation as a professional in hazardous adventure sports, including but not limited to, para-jumping, rock climbing, mountaineering, rafting, motor racing, horse racing or scuba diving, hand gliding, sky diving, deep-sea diving.

E. General Conditions

E.1) Conditions Precedent to the Contract:

1. Age Limit

To be eligible to be covered under the Policy or get any benefits under the Policy, the Insured Person should have attained the age of at least 18 years and shall not have completed the age of 65 years on the date of commencement of the Policy Period as applicable to such Insured Person unless it is renewal of Policy. Dependent children can be covered from the age of 91 days to 25 years.

2. Currency

The monetary limits applicable to this Policy will be in INR.





3. Non-Disclosure or Misrepresentation

If at the time of issuance of policy or during continuation of the policy, the information provided to us in the proposal form either physically or electronically or otherwise, by you or the insured person or anyone acting on behalf of you or an insured Person is found to be incorrect, incomplete, suppressed or not disclosed, willfully or otherwise, the policy shall be:

- i. cancelled ab initio i.e. from the inception date or the renewal date (as the case may be),
- ii. or the policy may be modified by us, at our sole discretion, upon 30 days' notice by sending an endorsement to your address shown in the schedule / certificate of insurance;
- iii. the claim under such policy if any, shall be rejected/repudiated forthwith.

4. Electronic Transactions

The Insured Person agrees to adhere to and comply with all such terms and conditions as may be prescribed by Us from time to time, and hereby agree and confirm 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

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other means of telecommunication, established by or on behalf of Us, 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 Our terms and conditions for such facilities, as may be prescribed from time to time.

5. Insured Person

Only those persons named as an insured person in the policy schedule / certificate of insurance shall be covered under this policy.

6. No Constructive Notice

Any knowledge or information of any circumstance or condition in relation to the Policyholder/Insured Person which is in Our possession or in the possession of any of Our official shall not be deemed to be notice or be held to bind or prejudicially affect Us, or absolve the Policyholder /Insured Person from their duty of disclosure, notwithstanding subsequent acceptance of any premium.

7. Observance of Terms and Conditions

The due observance and fulfilment of the terms and conditions of the Policy (including the realisation of premium by their respective due dates by Us and compliance with the specified procedure on all claims) in so far as they relate to anything to be done or complied with by the Policyholder or any of the Insured Persons or Claimants, shall be the condition precedent to Our liability to make payment under this Policy.

8. Premium

The premium payable under this Policy shall be paid in accordance with the schedule of payments in the Policy Schedule agreed between the Policyholder and Us in writing. No receipt for premium shall be valid except on Our official form signed by Our duly authorized official. The due payment of premium and realization thereof by Us and the observance and fulfilment of the terms, provisions, conditions and endorsements of this Policy by the Policyholder/Insured Person in so far as they relate to anything to be done or complied with by the Policyholder/Insured Person shall be a condition precedent to Our liability to make any payment under this Policy.

9. Nominee

You can, at the inception or at any time before the expiry of the policy, make a nomination for the purpose of payment of claims under the policy. This is paid in the event of death of the insured.





Any change of nomination should be communicated to us in writing and such change shall apply only when an endorsement on the policy is made by us.

In case of any insured person other than you under the policy, for the purpose of payment of claims in the event of death, the default nominee would be you.

E.2) Conditions Applicable During the Contract:

1. Alterations in the Policy

The Proposal Form, Certificate, and Policy Schedule / Certificate of Insurance constitute the complete contract of insurance. This Policy constitutes the complete contract of insurance between the Policyholder and Us. No change or alteration will be effective or valid unless approved in writing which

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will be evidenced by a written endorsement, signed and stamped by Us. All endorsement requests will be made by the Policy Holder and/or the Insured Person only. This Policy cannot be changed by anyone (including an insurance agent or broker) except Us.

2. Cancellation:

A. Cancellation by you -

For Yearly premium paying mode.

- i) You can choose to cancel the policy, giving us a 15-day notice period by recorded delivery. Provided there is no claim under the policy. The insured shall be entitled for premium refund at the company’s Short Period Scale provided in table below.

Period on risk	Rate of premium refunded
Up to one month	75% of annual rate
Up to three months	50% of annual rate
Up to six months	25% of annual rate
Exceeding six months	Nil

For Quarterly and Half yearly premium paying mode.

- a) For Quarterly and Half yearly Premium Payment options, 50% of current instalment premium will be refunded when the current period is less than 6 months into the policy year. For instalment after 6 months, no refund will be payable.
- b) No refund of any premium in case of any claim during policy year.





ii) Free Look Period -

We shall give You a Free Look Period at the inception of the first policy and:

- o You will be allowed a period of at least 15 days from the date of receipt of the policy to review the terms and conditions of the policy and to return the same if not acceptable.
- o If you have not made any claim during the Free Look period, you shall be entitled to
 - A refund of the premium paid less any expenses incurred by us on your medical examination and the stamp duty charges or;
 - Where the risk has already commenced and the option of return of the policy is exercised by you, a deduction towards the proportionate risk premium for period on cover or;
 - Where only a part of the risk has commenced, such proportionate risk premium commensurate with the risk covered during such period.
 - Free Look Period is not applicable for renewals.

B. Cancellation by Us -

Policy may be cancelled by us on the grounds of misrepresentation, fraud or non-disclosure of material facts by sending to you 15 days’ notice by recorded delivery at last known address/e-mail ID without refund of premium.

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3. Geography

In Policy, Personal Accident Section Applies to events or occurrences taking place anywhere in the world. However, teleconsultation section is restricted to India only.

All admitted or payable claims under this Policy shall be settled in India in Indian rupees.

4. Revision and Modification of the Policy Product-

Any revision or modification will be done with the approval of the Authority. We shall notify You about revision /modification in the Policy including premium payable thereunder. Such information shall be given to You at least ninety (90) days prior to the effective date of modification or revision coming into effect.

Existing Policy will continue to remain in force till its expiry, and revision will be applicable only from the date of next renewal. Credit of continuity/waiting periods for all the previous policy years would be extended in the new policy on Renewal with Us.

5. Withdrawal of the Product-

In case the Policy is found to be financially unviable or is deficient in any manner, We shall, in terms of Insurance Regulatory & Development Authority Health Insurance Regulations (2016), have the option to withdraw this Policy from the market subject to prior approval of such withdrawal from the Regulatory Authority.

Any withdrawal of the Policy would be duly intimated to the Policy Holder/Insured Person at least ninety (90) days prior to date of such revision or modification, who on expiry of the existing Policy will have an option to obtain Renewal under similar product/s available with Us. Credit of continuity/waiting periods for all the previous policy years would be extended in the new policy on Renewal with Us.

6. Special Conditions applicable for policies issued with premium payment on instalment basis –





If you have opted for payment of premium on an instalment basis i.e. quarterly, half yearly & Yearly as mentioned in your policy schedule / certificate of insurance the following conditions shall apply (notwithstanding any terms contrary elsewhere in the policy).

- i. Grace Period of 15 days would be given to pay the instalment premium due for the policy.
- ii. During such Grace Period, coverage will not be available from the instalment premium payment due date till the date of receipt of premium by us.
- iii. In case of instalment premium due not received within the Grace Period the policy will get cancelled and a fresh policy would be issued with fresh waiting periods.
- iv. In case of claim under Section Personal Accident Section C-III, unpaid instalments will be recovered from the Claim amount payable.

E.3) Conditions applicable during renewal of the Policy:

1. Renewal conditions:

- i. The Policy is ordinarily lifelong renewable unless You or anyone acting on behalf of You has

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acted in a fraudulent manner or any misrepresentation under or in relation to this policy or renewal of the Policy poses a moral hazard.

- ii. The Policy and Certificate of Insurance may be renewed by upfront payment of the total premium specified by Us, which premium shall be at Our premium rate in force at the time of renewal. Premium rates are subject to revision at the time of renewal depending upon overall performance of the product and / or the claim experience under the policy.
- iii. Your premium will also change if you move into a higher age group, change in Sum Insured, change the term or change the plan.
- iv. Grace Period of 30 days for renewing the Policy is provided under this Policy. If the renewal is made within the 30 days period, the continuity of benefits will be allowed. However, coverage is not available for the period for which no premium is received.
- v. We, however, are not bound to give notice that it is due for renewal.

E.4) Conditions when a claim arises:

➤ **Claim Intimation**

Upon the discovery or occurrence of an event or Hospitalisation that may give rise to a claim under this Policy, Insured Person or the Nominee as the case may be, shall undertake the following:





- In case of Teleconsultation, Customer can call to the Toll free numbers of SBI GI's empaneled Tele-Consultation Service Provider from his/her registered mobile number to get the limited set of health care services, basis the chosen plan.

Service Timings- Tele Consultation will be available for 12 hrs* in a day, 8 AM to 8 PM on all seven days in week.

Note: Timings and duration of tele-consultation service subject to change on the sole discretion of the company. Any such changes or technical disruption leading to unavailability of service, will be communicated to customers.

- In case of Hospitalisation, notify Us either at Our call centre or in writing within 48 hours of the Hospitalization but not later than discharge from the Hospital. The following details are to be provided to Us at the time of intimation of Claim:
 - Policy Number
 - Name of the Policyholder
 - Date and Time of Loss Location of Accident /illness for which insured is hospitalized.
 - Name of the Insured Person in whose relation the claim is being lodged
 - Nature of claims, Accidental death, Permanent Total Disablement
 - Name and address of the attending Medical Practitioner and Hospital (if admission has taken place)
 - Any other information, documentation as requested by Us.

Intimation about an event or occurrence that may give rise to a claim under this Policy must be given within 30 days of it's happening. We will examine and relax this time limit mentioned herein depending upon the merits of the case.

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➤ **Claim Notification**

It is a condition precedent to Our liability hereunder that written notice of claim must be given by You Us within seven (7) days after an actual or potential loss begins or as soon as reasonably possible and, in any event, no later than (30) Days after an actual or potential loss begins. Failure to furnish such evidence within the time required shall not invalidate nor reduce any claim if you can satisfy us that it was not reasonably possible for you to give proof within such time.

We may accept claims where documents have been provided after a delayed interval only in special circumstances and for the reasons beyond the control of the Insured Person.

➤ **Claim Documents –**

1. In case of Teleconsultation claim:

- For Teleconsultation claim, Call need to be made by the primary insured from his/her registered mobile no. in the toll-free no. provided by the insurer.
- Every call made by the customer for consultation irrespective of whether it is a follow up call or otherwise, will be treated as a new call /claim.
- If in a single call, the Primary Insured Person seeks consultation for other Insured Persons mentioned in the Policy Schedule / Certificate of Insurance, then queries pertaining to each Insured Person will be treated as a separate call/claim

2. In case of Personal Accident claim, following is the document list for claim submission:

A. Personal Accident – Death





- Duly filled and signed claim form
- Certified copy of Death certificate issued by municipal authority
- Certified copy of FIR, MLC Copy, Spot Panchnama.
- Certified copy of Postmortem examination report, if done.

Nominee / Beneficiary details

- Duly filled and signed Central KYC Registry form
- Self-attested Copy of PAN card & Aadhar card, photo id & address Proof of the nominee / beneficiary (Pan card / Driving license / Passport / Aadhar Card / Election Card, etc.) for address mentioned in claim form
- Beneficiary bank account / NEFT details: Cancelled cheque or copy of first page of bank passbook showing account holder's name, Account number, IFSC code, Branch name etc.

B. Personal Accident – Permanent Total Disability

- Duly filled and signed claim form
- Certified copy of Disability certificate issued by Appropriate Govt/Medical authority
- Certified copies of hospital treatment records and diagnostic reports
- Certified copy of FIR, MLC Copy, Spot Panchnama.
- Photograph of insured showing disability

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Beneficiary details

- Duly filled and signed Central KYC Registry form (applicable for benefit of Rs 1,00,000 & above)
- Self-attested Copy of PAN card & Aadhar card, photo id & address Proof of the nominee / beneficiary (Pan card / Driving license / Passport / Aadhar Card / Election Card, etc) for address mentioned in claim form (applicable for benefit of Rs 1,00,000 & above)
- Insured bank account / NEFT details: Cancelled cheque or copy of first page of bank passbook showing account holder's name, Account number, IFSC code, Branch name etc.

On receipt of intimation from Insured regarding a claim under the Policy, Insurer is entitled to carry out examination and obtain information and may seek further clarification.

➤ **Scrutiny of Claim Documents**

We shall scrutinize the claim and accompanying documents. Any deficiency of documents shall be intimated to Insured Person, within 15 days of their receipt. If the deficiency in the necessary claim documents is not met or are partially met 2 periodic reminders will be sent. If no response received to requirement communications claim will be rejected post 60 days of deficiency communication date.

➤ **Claim Assessment**

We will pay fixed amounts as specified in the applicable Sections for Basic or Optional Benefits in accordance with the terms of this Policy.

We are not liable to make any payments that are not specified in the Policy.

➤ **Re-opening of Claim**

The claim would be rejected if shortfall documents are not received within stipulated timelines as communicated through deficiency & reminder letters.

However, such rejected claim shall be reviewed for settlement if, Requisite document sufficient for settlement are received.

➤ **Claims Investigation**

We 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, We 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.

➤ **Settlement & Repudiation of a Claim**

We shall settle a claim including its rejection within 30 days of the receipt of the last "necessary" documents.

In case of suspected frauds, the last "necessary" document shall mean the receipt of verification/ investigation report to determine the validity of the claim.

In the cases of delay in the payment, We 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 Us.

➤ **Representation against Rejection**

Where a rejection is communicated by Us, the claimant may if so desired within 15 days of the communication of the rejection, represent to Us for reconsideration of the decision.

➤ **Payment Terms**

All claims will be payable in India and in Indian rupees.

➤ **Fraudulent Claims**

If any claim is found to be fraudulent, or if any false declaration is made, or if any fraudulent devices are used by the Insured Person or anyone acting on his/her behalf to obtain any benefit under this Policy then this Policy shall be void in respect of such Insured Person and all claims in respect of such Insured Person shall be forfeited. All sums paid under this Policy shall be repaid to Us by You on behalf of such Insured Person who shall be jointly liable for such repayment.

➤ **Limitation of Liability**

If a claim is rejected or partially settled and is not the subject of any pending suit or other proceeding or arbitration, as the case may be, within thirty six months from the date of such rejection or settlement, the claim shall be deemed to have been abandoned and Our liability shall be extinguished and shall not be recoverable thereafter.

Any claim for which the notification of claim is received 12 calendar months after the event or occurrence giving rise to the claim shall not be admissible, unless it is proved to Our satisfaction that the delay in reporting of the claim was for reasons beyond Your or the Insured Persons control.

➤ **Complete Discharge**

We will not be bound to take notice or be affected by any notice of any trust, charge, lien, assignment or other dealing with or relating to this Policy except in case of assignment of the Benefit in respect of an Insured Person where the Policyholder is a creditor of the Insured Person. The payment made by Us to the Insured Person or to their Nominee/ legal representative or to the valid assignee, as the case may be, of the compensation or Benefit under the Policy shall in all cases be complete, valid and construe as an effectual discharge in favour of Us.

➤ **Arbitration clause**

If any dispute or difference shall arise as to the quantum to be paid under this Policy (liability being otherwise admitted) such difference shall independent of all other questions be referred to the decision of a sole arbitrator to be appointed in writing by the parties thereto, or if they cannot agree upon a single arbitrator within 30 days of any party invoking arbitration, the same shall be referred to a panel of three arbitrators, comprising of two arbitrators, one to be appointed by each of the parties to the dispute/difference and the third arbitrator to be appointed by such two Arbitrators who shall act as the presiding arbitrator and Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996 (as amended).

It is clearly agreed and understood that no difference or dispute shall be referable to arbitration, as hereinbefore provided, if the Company has disputed or not accepted liability under or in respect of this Policy. It is hereby expressly stipulated and declared that it shall be a condition precedent to any right of action or suit upon this Policy that the award by such arbitrator/ arbitrators of the amount of the loss or damage shall be first obtained.

E.5) Grievances Redressal Procedure

If You/Insured Person may have a grievance that requires to be redressed, You/Insured Person may contact Us with the details of the grievance through:

Level 1

Call us on our Toll Free for any queries that you may have @ 1800221111, 18001021111 Email your queries to customer.care@sbigeneral.in
 Visit our website www.sbigeneral.in to register for your queries
 Please walk in to any of our branch office or corporate office during business hours You may also fax us your queries at _1800227244, 18001027244

Level 2

If you still are not happy about the resolution provided then you may please write to our head.customercare@sbigeneral.in

Level 3

If you are dissatisfied with the resolution provided in the Steps as indicated above on your Complaint, you may send your ‘Appeal’ addressed to the Chairman of the Grievance Redressal Committee. The Committee will look into the appeal and decide the same expeditiously on merits.
 You can write to Head – Compliance, Legal & CS on the id - gro@sbigeneral.in

Level 4



If your issue remains unresolved you may approach IRDA by calling on the Toll Free no. 155255 or you can register an online complaint on the website <http://igms.irda.gov.in>

Senior Citizens: Senior Citizens can also write to seniorcitizengrievances@sbigeneral.in





If You/ Insured Person are not satisfied with Our redressal of grievance through one of the above methods, You/ Insured Person may approach the nearest Insurance Ombudsman for resolution of the grievance. The contact details of Ombudsman offices attached as Annexure I to this Policy document.

LIST OF OMBUDSMEN OFFICES





Office of Insurance the Ombudsman	Areas of Jurisdiction
AHMEDABAD - Shri Kuldip Singh 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@ecoi.co.in	Gujarat, Dadra & Nagar Haveli, Daman and Diu.

SBI General Insurance Company Limited.  Registered and Corporate Office: “Natraj” 301, Junction of Western Express Highway & Andheri Kurla – Road, Andheri (East), Mumbai – 400 069 | CIN: U66000MH2009PLC190546 |  Toll free: 18001021111 | customer.care@sbigeneral.in | www.sbigeneral.in | For more details on the risk factor, terms, and conditions, please refer to the Sales Brochure and Policy Wordings carefully before concluding a sale | SBI Logo displayed belongs to State Bank of India and used by SBI General Insurance Company Limited under license | IRDAI Reg No: 144 | UIN: SBIPMGP21596V012021

<p>BENGALURU - Smt. Neerja Shah 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@ecoi.co.in</p>	<p>Karnataka.</p>
<p>BHOPAL - Shri Guru Saran Shrivastava Office of the Insurance Ombudsman, JanakVihar Complex, 2nd Floor, 6, Malviya Nagar, Opp. Airtel Office, Near New Market, Bhopal – 462 003. Tel.: 0755 - 2769201 / 2769202 Fax: 0755 - 2769203 Email: bimalokpal.bhopal@ecoi.co.in</p>	<p>Madhya Pradesh, Chhattisgarh.</p>
<p>BHUBANESHWAR - Shri Suresh Chnadra Panda Office of the Insurance Ombudsman, 62, Forest park, Bhubneshwar – 751 009. Tel.: 0674 - 2596461 /2596455 Fax: 0674 - 2596429 Email: bimalokpal.bhubaneswar@ecoi.co.in</p>	<p>Orissa.</p>
<p>CHANDIGARH - Dr. Dinesh Kumar Verma Office of the Insurance Ombudsman, S.C.O. No. 101, 102 & 103, 2nd Floor, Batra Building, Sector 17 – D, Chandigarh – 160 017. Tel.: 0172 - 2706196 / 2706468 Fax: 0172 - 2708274 Email: bimalokpal.chandigarh@ecoi.co.in</p>	<p>Punjab, Haryana, Himachal Pradesh, Jammu & Kashmir, Chandigarh.</p>
<p>CHENNAI - Shri M. Vasantha Krishna Office of the Insurance Ombudsman, Fatima Akhtar Court, 4th Floor, 453, Anna Salai, Teynampet, CHENNAI – 600 018. Tel.: 044 - 24333668 / 24335284 Fax: 044 - 24333664 Email: bimalokpal.chennai@ecoi.co.in</p>	<p>Tamil Nadu, Pondicherry Town and Karaikal (which are part of UT of Pondicherry).</p>
<p>DELHI - Shri Sudhir Krishna Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Building,</p>	<p>Delhi.</p>

SBI General Insurance Company Limited.  Registered and Corporate Office: “Natraj” 301, Junction of Western Express Highway & Andheri Kurla – Road, Andheri (East), Mumbai – 400 069 | CIN: U66000MH2009PLC190546 |  Toll free: 18001021111 |  customer.care@sbigeneral.in |  www.sbigeneral.in | For more details on the risk factor, terms, and conditions, please refer to the Sales Brochure and Policy Wordings carefully before concluding a sale | SBI Logo displayed belongs to State Bank of India and used by SBI General Insurance Company Limited under license | IRDAI Reg No: 144 | UIN: SBIPMGP21596V012021

Asaf Ali Road, New Delhi – 110 002. Tel.: 011 - 23232481/23213504 Email: bimalokpal.delhi@ecoi.co.in	
GUWAHATI - Shri Kiriti .B. Saha 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@ecoi.co.in	Assam, Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura.
HYDERABAD - Shri I. Suresh Babu Office of the Insurance Ombudsman, 6-2-46, 1st floor, "Moin Court", Lane Opp. Saleem Function Palace, A. C. Guards, Lakdi-Ka-Pool, Hyderabad - 500 004. Tel.: 040 - 67504123 / 23312122 Fax: 040 - 23376599 Email: bimalokpal.hyderabad@ecoi.co.in	Andhra Pradesh, Telangana, Yanam and part of Territory of UT of Pondicherry.
JAIPUR - Smt. Sandhya Baliga Office of the Insurance Ombudsman, Jeevan Nidhi – II Bldg., Gr. Floor, Bhawani Singh Marg, Jaipur - 302 005. Tel.: 0141 - 2740363 Email: Bimalokpal.jaiur@ecoi.co.in	Rajasthan.
ERNAKULAM - Ms. Poonam Bodra Office of the Insurance Ombudsman, 2nd Floor, Pulinat Bldg., Opp. Cochin Shipyard, M. G. Road, Ernakulam - 682 015. Tel.: 0484 - 2358759 / 2359338 Fax: 0484 - 2359336 Email: bimalokpal.ernakulam@ecoi.co.in	Kerala, UT of (a) Lakshadweep, (b) Mahe-a part of UT of Pondicherry.
KOLKATA - Shri P. K. Rath Office of the Insurance Ombudsman, Hindustan Bldg. Annexe, 4th Floor, 4, C.R. Avenue, KOLKATA - 700 072. Tel.: 033 - 22124339 / 22124340 Fax : 033 - 22124341 Email: bimalokpal.kolkata@ecoi.co.in	West Bengal, Sikkim, UT of Andaman & Nicobar Islands.
LUCKNOW -Shri Justice Anil Kumar Srvastava	Districts of Uttar Pradesh :

SBI General Insurance Company Limited.  Registered and Corporate Office: “Natraj” 301, Junction of Western Express Highway & Andheri Kurla – Road, Andheri (East), Mumbai – 400 069 | CIN: U66000MH2009PLC190546 |  Toll free: 18001021111 |  customer.care@sbigeneral.in |  www.sbigeneral.in | For more details on the risk factor, terms, and conditions, please refer to the Sales Brochure and Policy Wordings carefully before concluding a sale | SBI Logo displayed belongs to State Bank of India and used by SBI General Insurance Company Limited under license | IRDAI Reg No: 144 | UIN: SBIPMGP21596V012021

<p>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@ecoi.co.in</p>	<p>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.</p>
<p>MUMBAI - Shri Milind A. Kharat Office of the Insurance Ombudsman, 3rd Floor, Jeevan SevaAnnexe, S. V. Road, Santacruz (W), Mumbai - 400 054. Tel.: 022 - 26106552 / 26106960 Fax: 022 - 26106052 Email: bimalokpal.mumbai@ecoi.co.in</p>	<p>Goa, Mumbai Metropolitan Region excluding Navi Mumbai & Thane.</p>
<p>NOIDA - Shri Chandra Shekhar Prasad Office of the Insurance Ombudsman, BhagwanSahai Palace 4th Floor, Main Road, Naya Bans, Sector 15, Distt: Gautam Buddh Nagar, U.P.-201301. Tel.: 0120-2514250 / 2514252 / 2514253 Email: bimalokpal.noida@ecoi.co.in</p>	<p>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.</p>
<p>PATNA - Shri N. K. Singh Office of the Insurance Ombudsman, 1st Floor, Kalpana Arcade Building,, Bazar Samiti Road, Bahadurpur, Patna 800 006. Tel.: 0612-2680952 Email: bimalokpal.patna@ecoi.co.in</p>	<p>Bihar, Jharkhand.</p>
<p>PUNE - Shri Vinay Sah 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@ecoi.co.in</p>	<p>Maharashtra, Area of Navi Mumbai and Thane excluding Mumbai Metropolitan Region.</p>

The updated details of Insurance Ombudsman are available on the IRDA website: www.irda.gov.in and on the website of General Insurance Council: www.gicouncil.in