

CUSTOMER INFORMATION SHEET

S No.	TITLE	DESCRIPTION (Please refer to applicable Policy Clause Number in next column)	REFER TO POLICY CLAUSE NUMBER
1	Name of the Product/Policy	Arogya Sanjeevani Policy, IFFCO-Tokio General Insurance Company Limited UIN: IFFHLIP20161V011920	
2	Policy Number		
3	Type of Insurance Product/Policy	Indemnity	
4	Sum Insured(Basis)	Rs. XXXXXXX (Individual or Floater)	
5	Policy Coverage(What Policy Covers?) (Policy Clause Number/s)	Expenses in respect of: <ul style="list-style-type: none"> a) Admission in hospital beyond 24 hours b) Pre-hospitalisation (treatment prior to admission in hospital) of 30 days c) Post-hospitalisation (treatment after discharge from hospital) within 60 days from date of discharge d) Ambulance charges in connection with any admissible claim subject to a maximum of Rs.2000 per hospitalization. e) Specified/Listed procedures requiring less than 24 hours of hospitalisation (day care). f) AYUSH Coverage- Expenses incurred on hospitalization under AYUSH Treatment. g) Expenses incurred on dental treatment and Plastic Surgery: Necessitated due to disease or injury. 	3.22 4.4 4.5 4.1.1(v) 4.1.1(iv) 4.2 4.1.1(ii)
6	Exclusions (what policy does not cover)	<ul style="list-style-type: none"> a) Investigation & Evaluation b) Rest Cure, rehabilitation and respite care c) Obesity/ Weight Control d) Change-of-Gender treatments e) Cosmetic or Plastic Surgery f) Hazardous or Adventure Sports g) Breach of Law 	7. EXCLUSIONS

		<ul style="list-style-type: none"> h) Excluded Providers i) Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof. j) Treatments received in health hydros, nature cure clinics, spas or similar establishments or private beds registered as a nursing home attached to such establishments or where admission is arranged wholly or partly for domestic reasons. k) Dietary supplements and substances that can be purchased without prescription, including but not limited to Vitamins, minerals and organic substances unless prescribed by a medical practitioner as part of hospitalization claim or day care procedure. l) Refractive Error m) Unproven Treatments n) Sterility and Infertility o) Maternity Expenses p) War (whether declared or not) and war like occurrence or invasion, acts of foreign enemies, hostilities, civil war, rebellion, revolutions, insurrections, mutiny, military or usurped power, seizure, capture, arrest, restraints and detainment of all kinds. q) Nuclear, chemical or biological attack or weapons, contributed to, caused by, resulting from or from any other cause or event contributing concurrently or in any other sequence to the loss, claim or expense. r) Any expenses incurred on Domiciliary Hospitalization and OPD treatment s) Treatment taken outside the geographical limits of India t) In respect of the existing diseases, disclosed by the insured and mentioned in the policy schedule (based on insured's consent), policyholder is not entitled to get 	
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7	<p>Waiting period</p> <ul style="list-style-type: none"> • Time period during which specified diseases/treatments are not covered • It is counted from the beginning of the policy coverage 	<p>the coverage for specified ICD</p> <p>a) First Thirty days waiting period: 30 days for all illnesses (not applicable on renewal or for accidents)</p> <p>b) Specific waiting periods (Not applicable for claims arising due to an accident) :</p> <p>i. 24 months for certain diseases ii. 48 months for certain diseases</p> <p>c) Pre-existing diseases: Covered after 36 months of continuous coverage.</p>	<p>6.2</p> <p>6.3</p> <p>6.1</p>
8	<p>Financial Limits of Coverage</p> <p>i. Sub-limit(It is a pre-defined limit and the insurance company will not pay any amount excess of this limit)</p>	<p>The policy will pay only up to the limits specified hereunder for the following diseases/procedures:</p> <p>a) The following procedures will be covered (wherever medically indicated) either as in patient or as part of day care treatment in a hospital upto 50% of Sum Insured, specified in the policy schedule, during the policy period:</p> <p>A. Uterine Artery Embolization and HIFU (High intensity focused ultrasound) B. Balloon Sinuplasty C. Deep Brain stimulation D. Oral chemotherapy E. Immunotherapy- Monoclonal Antibody to be given as injection F. Intra vitreal injections G. Robotic surgeries H. Stereotactic radio surgeries I. Bronchical Thermoplasty J. Vapourisation of the prostate (Green laser treatment or holmium laser treatment) K. IONM - (Intra Operative Neuro Monitoring) L. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological conditions to be covered.</p> <p>b) In case of a claim, the policy requires you share the following</p>	<p>4.6</p>

	<p>ii. Co-payment(It is the specified amount /percentage of the admissible claim amount to be paid by the policyholder/insured)</p> <p>ii. Deductible(It is the specified amount:</p> <ul style="list-style-type: none"> • Up to which an insurance company will not pay any claim, and • Which will be deducted from total claim amount (if claim amount is more than specified amount) <p>v. Any other limit(as applicable)</p>	<p>costs: Expenses exceeding the following Sub-limits:</p> <ul style="list-style-type: none"> ✓ Room Rent beyond 2% of Sum Insured subject to a maximum of Rs.5000 per day ✓ ICU/ICCU Expenses beyond 5% of Sum Insured subject to a maximum of Rs.10000 per day. ✓ Cataract Treatment Expenses beyond 25% of S.I or Rs.40,000 whichever is lower. <p>Co-pay of 5% on each and every admissible claim, is applicable</p> <p>No deductible applicable</p> <p>The Cumulative Bonus will be increased by 5% in respect of each claim free policy year (where no claims are reported), provided the policy is renewed with the company without a break subject to maximum of 50% of the sum insured under the current policy year.</p>	<p>4.1(i)</p> <p>4.1(ii)</p> <p>9.3</p> <p>5</p>
<p>9</p>	<p>Claims/Claims Procedure</p>	<p>Details of procedure to be followed for cashless service as well as for reimbursement of claim including pre and post hospitalization.</p> <p>https://www.iffcotokio.co.in/claims/claim-procedure</p> <p>Turn Around Time(TAT) for claims</p>	<p>9</p>

		<p>settlement:</p> <ol style="list-style-type: none"> i. TAT for preauthorization of cashless facility: 1 hour from the receipt of final document. ii. TAT for cashless final bill authorization: 3 hours from the receipt of final document <p>Weblink/Details for the following:</p> <ol style="list-style-type: none"> i. Network Hospital Details https://www.iffcotokio.co.in/health-insurance/city ii. Helpline Number 1800-103-5499 iii. Hospitals which are excluded or from where no claims will be accepted by Insurer https://www.iffcotokio.co.in/content/dam/iffcotokio/iffco-pdf/sites/default/files/download_forms/ExcludedHospitals.pdf iv. Downloading/getting claim form https://www.iffcotokio.co.in/content/dam/iffcotokio/iffco-pdf/sites/default/files/download_forms/Health%20Claim%20Form.pdf 	
10.	Policy Servicing	<p>Call Centre Number of the Insurer 1800-103-5499</p> <p>Details of Company Official</p>	
11.	Grievances/Complaints	<p>Details of:</p> <ul style="list-style-type: none"> • Grievance Redressal Officer Address-Chief Grievance Officer IFFCO-Tokio General Insurance Co Ltd IFFCO Tower, Plot no. 3 Sector -29, Gurgaon – 122001 	11 & 12

		<p>Mail ID- chiefgrievanceofficer@iffcotokio.co.in</p> <ul style="list-style-type: none"> Insurance Company Grievance Portal https://www.iffcotokio.co.in/contact-us/customer-services/grievance-redressal MailID- support@iffcotokio.co.in Toll free Number-1800-103-5499 Ombudsman https://www.ciains.co.in/Ombudsman 	
12	Things to remember	<ul style="list-style-type: none"> Free Look period The Free Look Period shall be applicable at the inception of the Policy and not on renewals or at the time of porting/ migrating the policy. You/the insured shall be allowed a period of thirty days from date of receipt of the Policy document to review the terms and conditions of the Policy, and to return the same if not acceptable. If the insured has not made any claim during the Free Look Period, the insured shall be entitled to <ol style="list-style-type: none"> A refund of the premium paid less any expenses incurred by Us on medical examination of the insured person and the stamp duty charges; or Where the risk has already commenced and the option of return of the Policy is exercised by the insured person, a deduction towards the proportionate risk premium for period of cover or Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period. 	10.19

port your policy to another insurer.

Process for Migration

You/the Insured Person will have the option to migrate the Policy to other health insurance products/plans offered by Us by applying for migration of the Policy atleast 30 days before the policy renewal date.. If You/insured Persons is presently covered and has been continuously covered without any lapses under any health insurance product/plan offered by Us , You will get all the accrued continuity benefits as per below:

i.The waiting periods specified in Section 6, Point No-6.1,6.2 and 6.3 (of the policy wording) shall be reduced by the number of continuous preceding years of coverage of the Insured Person under the previous health insurance Policy.

ii.Migration benefit will be offered to the extent of sum of previous insured and accrued bonus(as part of the sum insured), migration benefit shall not apply to any other additional increased Sum Insured.

iii.Moratorium Period

We may underwrite your migration proposal, in case You are not continuously covered for 36 months.

Process for Portability

You/the Insured Person will have the option to port the Policy to same product of other insurers by applying to such insurer to port the entire policy along with all the members of the family, if

		<p>any, at least 45 days before, but not earlier than 60 days. If You/ Insured person is presently covered and has been continuously covered without any lapses under this health insurance plan with an Indian General/Health insurer, the proposed Insured Person will get all the accrued continuity benefits as under:</p> <p>i.The waiting periods specified in Section 6, Point No-6.1,6.2 and 6.3 (of the policy wording) shall be reduced by the number of continuous preceding years of coverage of the Insured Person under the previous health insurance Policy.</p> <p>ii.Portability benefit will be offered to the extent of sum of previous sum insured and accrued bonus (as part of the sum insured), portability benefit shall not apply to any other additional increased Sum Insured.</p> <p>iii. Moratorium Period</p> <ul style="list-style-type: none"> • Change of Sum Insured Sum insured can be changed (increased/ decreased) only at the time of renewal or at any time, subject to underwriting by the Company. For any increase in SI, the waiting period shall start afresh only for the enhanced portion of the sum insured. • Moratorium Period After completion of sixty continuous months of coverage (including portability and migration) in health insurance policy, no policy and claim shall be contestable by Us on grounds of non-disclosure, misrepresentation, except on grounds of established fraud. This period of sixty continuous months is called as moratorium period. The moratorium 	<p>10.21</p> <p>8</p>
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		would be applicable for the sums insured of the first policy. Wherever, the sum insured is enhanced, completion of sixty continuous months would be applicable from the date of enhancement of sums insured only on the enhanced limits.	
13	Your Obligations	<p>Please disclose all pre-existing disease/s or condition/s before buying a policy. Non-disclosure may affect the claim settlement.</p> <p>Disclosure of other material information during the policy period. Material Information includes:</p> <ul style="list-style-type: none"> i. Any change in health condition may/may not needing an active line of treatment. ii. Any change in Demographic Details 	10.1

Declaration by Policy Holder:

I have read the above and confirm having noted the details.

Place:

Date:

Signature of the Policy Holder

To access your CIS, please login to your account in our website:

<https://www.iffcotokio.co.in/>

Please go through this Customer Information Sheet. In case of any query or doubt, you may contact our call center at 1800-103-5499.
In case we do not receive any communication from you within the 7 days from the date of the issuance of the policy copy, we presume that you have read the terms and conditions and are in understanding of the coverage.

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.