

## D.I.Y HEALTH CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY.

This document provides key information about the policy. You are also advised to go through your policy documents.

SI No.	Title	Description		Policy Clause Number
1	Name of the Insurance Product/Policy	D.I.Y Health	Not Applicable	
2	Policy Number	xxxxxxxx		Not Applicable
3	Type of Insurance Product/Policy	Both Indemnity and benefit (when above)	e policy has elements of both the	Not Applicable
4	Sum Insured (Basis)	Plan Opted <<>>     Individual Sum Insured –		Not Applicable
		Insured Name	Sum Insured (Rs.)	
		Insured 1		
		Insured 2		
		Insured 3		
		Insured 4		
		Insured 5		
		Insured 6		
		Insured 7		
		Insured 8		
		Insured 9		
		Insured 10		
		Insured 11		
		Insured 12		
		Insured 13		
		Insured 14		
		Insured 15		
		• Floater Sum Insured –		
		Insured Name	Sum Insured (Rs.)	
		Insured 1	_	
		Insured 2	<u> </u>	
		Insured 3	<u> </u>	
		Insured 4	<u> </u>	
		Insured 5	_	
		Insured 6		
5		In-Patient Hospitalization – Admissio	n in a hospital for a minimum period	3.1.1 (a)



Policy	of 24 innationt Care consecutive hours	
Coverage	of 24 inpatient Care consecutive hours.  Day Care Treatment Expenses- Specified procedures/treatments, where	3.1.1 (b)
(What the		3.1.1 (b)
policy covers?)	Other Expenses-	3.1.1 (c)
	i. Lasik Surgery for refractive error more than +7.5 dioptres.	0.1.1 (0)
	ii. Cataract Surgery	
	Pre-Hospitalization Medical Expenses for number of days, as per the plan	3.1.2
	opted.	
	Post-Hospitalization Medical Expenses within the number of days, from	3.1.3
	the date of discharge.	
	Organ Donor Expenses – Medical Expense incurred for an organ donor's	3.1.4
	surgery for the harvesting of the organ donated.	
	Mental / Psychiatric Conditions – Medial Expenses incurred for a Mental	3.1.5
	Illness contracted during the Policy period in accordance with The Mental	
	Health Care Act, 2017, subsequent amendments and other applicable	
	laws and Rules.	
	HIV/AIDS Cover – Medical Expenses incurred in accordance with the	3.1.6
	Human Immunodeficiency Virus and Acquired Immune Deficiency	
	Syndrome (Prevention and Control) Act, 2017 and amendments	
	thereafter  Bariatric Surgery – Covers medical expenses for undergoing bariatric	3.1.7
	surgery.	3.1.7
	Cumulative Bonus – The Sum Insured will be enhanced by 25% for each	3.1.8
	claim free policy year.	0.1.0
	Restoration of Sum Insured – Under this benefit a Restore Sum Insured	3.1.9
	(equal to 100% of the base Sum Insured excluding Cumulative Bonus-if	
	any) will automatically be available for the particular Policy year for a	
	second claim being reported during the Policy Year and accepted as	
	payable by Us.	
	OPD Treatment incurred for Outpatient treatment.	3.1.10
	Modern Treatment Methods and Advancement in Technologies for the	3.1.11
	listed treatments or procedures, as inpatient or as day care treatment.	
	Wellness Benefits – Insured Person is eligible to avail below wellness	3.1.12
	benefits under the Policy –	
	a) Value Added Services – Tele Counselling / Health Contents /	
	Webinars / Discount Vouchers / Health Check-up	
	b) Wellness Reward Points – Can be earned by participating into	
	various wellness activities (Stress & Happiness Index score /	
	Expert Wellness Assessment / participation in GCI organized	
	events / Enrolment to wellness / Additional Medical Test / Fitness	
	or Healthy Lifestyle tracking). The earned points can be burned for	
	utilization of various benefits as mentioned in the Policy Wordings.	
	Gender Reassignment Surgery	3.1.13
	a) Gender reassignment surgery (GRS) for Female to Male	
	b) Gender reassignment surgery (GRS) for Male to Female	
	Screening and Vaccinations for listed health conditions	3.1.14
	Optional Cover as below	



Comparison   Com				
<ul> <li><convalescence 10="" a="" benefit="" continuous="" days="" disease="" exceeding="" for="" illness="" injury,="" of="" period="" the="" treatment=""> <ul> <li><critical -="" additional="" amount="" any="" booster="" case="" critical="" due="" hospitalized="" illness="" in="" insured="" is="" listed="" of="" person="" the="" to="">&gt;</critical></li> <li><ccumulative -="" 100%="" 500%="" a="" accrued="" available="" basis.="" be="" bonus="" booster="" booster.="" case="" claim,="" cumulative="" exceed="" flat="" impact="" in="" increase="" insured="" insured.="" no="" not="" of="" on="" shall="" sum="" the="" there="" will="">&gt;</ccumulative></li> <li><accident -="" accident.="" additional="" amount="" an="" booster="" case="" due="" hospitalized="" in="" insured="" is="" person="" the="" to="">&gt;</accident></li> <li><accompanying (child="" -="" 12="" accompanying="" age="" below)="" day="" fixed="" hospitalized="" insured="" is="" of="" or="" payment="" per="" person="" the="" towards="" who="" years="">&gt;</accompanying></li> <li><alternative -expenses="" and="" ayurveda,="" for="" homoeopathy="" hospitalization="" naturopathy,="" or="" siddha="" towards="" treatment="" treatment.="" unani,="" yoga="">&gt;</alternative></li> <li><alternative -expenses="" a="" ambulance.="" an="" by="" hospitalization="" insured="" of="" person="" road="" towards="" treatment="">&gt;</alternative></li> <li><alternative -expenses="" a="" air="" ambulance="" ambulance.="" an="" by="" charges="" for="" insured="" of="" person="" road="" towards="" transportation="" treatment="">&gt;</alternative></li> <li><alternative -expenses="" a="" air="" ambulance="" an="" by="" charges="" for="" hospital="" incurred="" insured="" of="" or="" person,="" provider="" registered="" service="" towards="" transportation="" treatment=""></alternative></li> <li><alternative provider="" service="" treatment=""></alternative></li> <li><alternative< td=""><td></td><td></td><td></td><td>3.2.1</td></alternative<></li></ul></convalescence></li></ul>				3.2.1
CCritical Illness Booster- additional amount in case the Insured Person is hospitalized due to any of the listed critical illness>>   CCrimulative Bonus Booster - A flat 100% increase in the Sum Insured on a cumulative basis. The accrued Cumulative Bonus Booster shall not exceed 500% of the available Sum Insured.   In case of a claim, there will be no impact on the accrued cumulative bonus booster.>   CAccompanying Person - Fixed per day payment towards the person is hospitalized due to an accident.>>   CAccompanying Person - Fixed per day payment towards the person accompanying the hospitalized Insured Person (Child who is 12 years of age or below)>>   CAIlternative Treatment -expenses towards Hospitalization for Ayurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.>>   CAIlternative Treatment -expenses towards Hospitalization for Ayurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.>>   CAIlternative Treatment -expenses towards Hospitalization for Ayurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.>>   CAIlternative Treatment -expenses towards Hospitalization of 24 hours of Hospitalization.>>   CAIlternative Treatment -expenses towards Air Ambulance charges for transportation of an Insured Person by a Road Ambulance.>>   CEmergency Air Ambulance incurred towards Air Ambulance charges for transportation of an Insured person, by an Air Ambulance of a Hospital or of a registered Ambulance Service Provider>>   CAILTERNATION OF A PROVIDERS AND OF A PROVI			< <convalescence benefit="" disease="" for="" for<="" illness="" injury,="" of="" td="" the="" treatment=""><td>3.2.2</td></convalescence>	3.2.2
on a cumulative basis. The accrued Cumulative Bonus Booster shall not exceed 500% of the available Sum Insured.  In case of a claim, there will be no impact on the accrued cumulative bonus booster.>>  > <td></td> <td></td> <td>&lt;<critical additional="" amount="" booster-="" case="" illness="" in="" insured="" person<="" td="" the=""><td>3.2.3</td></critical></td>			< <critical additional="" amount="" booster-="" case="" illness="" in="" insured="" person<="" td="" the=""><td>3.2.3</td></critical>	3.2.3
hospitalized due to an accident.>>   <a href="#">   Accompanying Person - Fixed per day payment towards the person accompanying the hospitalized Insured Person (Child who is 12 years of age or below)&gt;&gt;   <a href="#">   Accompanying the hospitalized Insured Person (Child who is 12 years of age or below)&gt;&gt;   <a href="#">   Accompanying the hospitalized Insured Person (Child who is 12 years of age or below)&gt;&gt;   <a href="#">   Accompanying the hospitalized Insured Person (Child who is 12 years of age or below)&gt;&gt;   <a href="#">   Accompanying the hospitalization for Ayurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Section 4   Accompanying the hospitalization</a>, Section 4   Accompanying the hospitalization or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   <a href="#">   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy treatment.&gt;&gt;   Accompanying the hospitalization</a>, Payurveda, Yoga and Naturopathy, Unani, Siddha or Homoeopathy</a>   3.2.8   3.2.8   3.2.8   Accompanying the homoeopathy treatment.  Payurdent.  Payurdent. </a></a></a>			on a cumulative basis. The accrued Cumulative Bonus Booster shall not exceed 500% of the available Sum Insured. In case of a claim, there will be no impact on the accrued cumulative	3.2.4
<ul> <li><accompanying (child="" 12="" accompanying="" age="" below)="" day="" fixed="" hospitalized="" insured="" is="" of="" or="" payment="" per="" person="" the="" towards="" who="" years="" —="">&gt;</accompanying></li> <li><alternative and="" ayurveda,="" for="" homoeopathy="" hospitalization="" naturopathy,="" or="" siddha="" towards="" treatment="" treatment.="" unani,="" yoga="" —expenses="">&gt;</alternative></li> <li><hospital 24="" amount="" and="" cash-="" completed="" continuous="" daily="" each="" fixed="" for="" hospitalization.="" hours="" of="" period="">&gt;</hospital></li> <li><road -="" a="" ambulance="" ambulance.="" amount="" an="" by="" for="" incurred="" insured="" of="" person="" road="" to="" transportation="" up="">&gt;</road></li> <li><emergency a="" air="" ambulance="" an="" by="" charges="" for="" hospital="" incurred="" insured="" of="" or="" person,="" provider="" registered="" service="" towards="" transportation="">&gt;</emergency></li> <li><home 20%="" care="" expenses="" for="" health="" home="" incurred="" insured.="" maximum="" medical="" of="" services,="" sum="" the="" to="" up="" —="">&gt;</home></li> <li><non-medical "list="" -="" and="" annexure="" are="" available="" consumable="" consumables="" cover-="" coverage="" expenses="" for="" i="" ii="" in="" incurred="" is="" items="" listed="" non-medical="" not="" policy"="" the="" towards="" under="" which="">&gt;</non-medical></li> <li><accidental accident="" an="" benefit="" cover-="" death="" directly="" due="" event="" fixed="" her="" his="" in="" injury="" insured="" is="" of="" or="" policyholder="" spouse,="" sustained="" the="" to="" unfortunate="" which="">&gt;</accidental></li> <li><voluntary admissible="" amount="" applied="" claim="" co-payment="" each="" on="" the="">&gt;</voluntary></li> <li><voluntary all="" applicable="" deductible="" for="" insured="" persons="" the="">&gt;</voluntary></li> <li>Note: All the above covers are offered under this Product. However, the cover offerings are plan specific and shall be applicable as per the opted plan.</li> <li>Investigation &amp; Evaluation</li> <li>Rest Cure, rehabilitation and respite care.</li> <li>Obesityl Weight Control</li> <li>Change-of-Gender treatments.</li> <li>Cosmetic or Plastic Surgery</li> <li>Hazardous or Adventure sports</li> <li>Breach of law</li> </ul>				3.2.5
< <alternative and="" ayurveda,="" for="" homoeopathy="" hospitalization="" naturopathy,="" or="" siddha="" towards="" treatment="" treatment.="" unani,="" yoga="" —expenses="">&gt; &lt;<hospital 24="" amount="" and="" cash-="" completed="" continuous="" daily="" each="" fixed="" for="" hospitalization.="" hours="" of="" period="">&gt; &lt;<road -="" a="" ambulance="" ambulance.="" amount="" an="" by="" for="" incurred="" insured="" of="" person="" road="" to="" transportation="" up="">&gt; &lt;=Emergency Air Ambulance incurred towards Air Ambulance charges for transportation of an Insured person, by an Air Ambulance of a Hospital or of a registered Ambulance Service Provider&gt;&gt; &lt;=<home 20%="" care="" expenses="" for="" health="" home="" incurred="" insured.="" maximum="" medical="" of="" services,="" sum="" the="" to="" up="" —="">&gt; &lt;=<non-medical "list="" and="" annexure="" are="" available="" consumable="" consumables="" cover-="" coverage="" expenses="" for="" i="" ii="" in="" incurred="" is="" items="" listed="" non-medical="" not="" policy"="" the="" towards="" under="" which="" –="">&gt; &lt;=<accidental accident="" an="" benefit="" cover-="" death="" directly="" due="" event="" fixed="" her="" his="" in="" injury="" insured="" is="" of="" or="" policyholder="" spouse,="" sustained="" the="" to="" unfortunate="" which="">&gt; &lt;=<voluntary admissible="" amount="" applied="" claim="" co-payment="" each="" on="" the="">&gt; &lt;&lt;<voluntary all="" applicable="" deductible="" for="" insured="" persons="" the="">&gt; &lt;&lt;<voluntary all="" applicable="" deductible="" for="" insured="" persons="" the="">&gt; Note: All the above covers are offered under this Product. However, the cover offerings are plan specific and shall be applicable as per the opted plan. 6 Exclusions (What the policy does not cover) 6 Exclusions (What the policy does not cover) Hazardous or Adventure sports Breach of law Forestic or Plastic Surgery Hazardous or Adventure sports Breach of law</voluntary></voluntary></voluntary></accidental></non-medical></home></road></hospital></alternative>			<< Accompanying Person – Fixed per day payment towards the person accompanying the hospitalized Insured Person (Child who is 12 years of age	3.2.6
period of 24 hours of Hospitalization.>>			< <alternative and="" ayurveda,="" for="" homoeopathy<="" hospitalization="" naturopathy,="" or="" siddha="" td="" towards="" treatment="" unani,="" yoga="" –expenses=""><td>3.2.7</td></alternative>	3.2.7
Section 4   Section 5   Section 4   Section 6   Section 7   Section 6   Section 7   Section 6   Section 6   Section 6   Section 6   Section 6   Section 7   Section 6   Section 7   Section 6   Section 7   Section 7   Section 6   Section 7   Section 6   Section 7   Section 6   Section 7   Section 7   Section 6   Section 7   Section 7   Section 7   Section 7   Section 7   Section 8   Section 8   Section 9   Sect			· · · · · · · · · · · · · · · · · · ·	3.2.8
<emergency a="" air="" ambulance="" an="" by="" charges="" for="" hospital="" incurred="" insured="" of="" or="" person,="" provider="" registered="" service="" towards="" transportation="">&gt;</emergency>			< <road -="" ambulance="" amount="" an<="" for="" incurred="" of="" td="" to="" transportation="" up=""><td>3.2.9</td></road>	3.2.9
Health Care Services, up to maximum of 20% of the Sum Insured.>>   < Non-Medical and Consumable Expenses Cover- expenses incurred towards consumables and non-medical expenses which are listed in "List I – Items for which coverage is not available in the Policy" under Annexure II>>   < Accidental Death Cover- Fixed benefit in the unfortunate event of death of the Policyholder or his / her insured spouse, directly due to an injury which is sustained in an Accident>>   < Voluntary Co-payment applied on the admissible claim amount on each claim>>   < Voluntary Deductible applicable for all the Insured Persons >>   3.2.15     Note: All the above covers are offered under this Product. However, the cover offerings are plan specific and shall be applicable as per the opted plan.   Section 4     6			<< Emergency Air Ambulance incurred towards Air Ambulance charges for transportation of an Insured person, by an Air Ambulance of a Hospital	3.2.10
Section 4   Section 6   Section 6   Section 6   Section 7   Section 6   Section 7   Section 6   Section 7   Section 7   Section 7   Section 8   Section 9   Sect			·	3.2.11
of the Policyholder or his / her insured spouse, directly due to an injury which is sustained in an Accident>>			< <non-medical "list="" and="" annexure<="" are="" available="" consumable="" consumables="" cover-="" coverage="" expenses="" for="" i="" in="" incurred="" is="" items="" listed="" non-medical="" not="" p="" policy"="" the="" towards="" under="" which="" –=""></non-medical>	3.2.12
claim>>			of the Policyholder or his / her insured spouse, directly due to an injury	3.2.13
Note: All the above covers are offered under this Product. However, the cover offerings are plan specific and shall be applicable as per the opted plan.  Exclusions (What the policy does not cover)  Note: All the above covers are offered under this Product. However, the cover offerings are plan specific and shall be applicable as per the opted plan.  Investigation & Evaluation Rest Cure, rehabilitation and respite care. Obesity/ Weight Control Change-of-Gender treatments. Cosmetic or Plastic Surgery Hazardous or Adventure sports Breach of law			claim>>	
cover offerings are plan specific and shall be applicable as per the opted plan.  Exclusions (What the policy does not cover)  Change-of-Gender treatments. Cosmetic or Plastic Surgery Hazardous or Adventure sports Breach of law  Exclusions (What the policy does not cover)  Change-of-Gender treatments. Cosmetic or Plastic Surgery Breach of law				3.2.15
<ul> <li>Exclusions         (What the policy does not cover)</li> <li>Investigation &amp; Evaluation         <ul> <li>Rest Cure, rehabilitation and respite care.</li> <li>Obesity/ Weight Control</li> <li>Change-of-Gender treatments.</li> <li>Cosmetic or Plastic Surgery</li> <li>Hazardous or Adventure sports</li> <li>Breach of law</li> </ul> </li> </ul>			cover offerings are plan specific and shall be applicable as per the opted	
<del>`</del>	6	(What the policy	<ul> <li>Investigation &amp; Evaluation</li> <li>Rest Cure, rehabilitation and respite care.</li> <li>Obesity/ Weight Control</li> <li>Change-of-Gender treatments.</li> <li>Cosmetic or Plastic Surgery</li> <li>Hazardous or Adventure sports</li> </ul>	Section 4
		D.I.Y Health ICIS		



- Excluded Providers
- Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof.
- Treatments received in heath 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.
- Dietary supplements and substances that can be purchased without prescription.
- Refractive Error
- Unproven Treatments
- Sterility and Infertility

## Specific Exclusion

- 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.
  - 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.
  - Any expenses incurred on Domiciliary Hospitalization.
  - Treatment taken outside the Geographical limits of India.
  - Circumcision, unless necessary for treatment of an Illness or necessitated due to an Accident.
  - Vaccination/ inoculation (except as post bite treatment)
  - Charges incurred in connection with cost of spectacles and contact lenses, hearing aids, durable medical equipment, namely that equipment used externally for the human body which can withstand repeated use; is not designed to be disposable; is used to serve a medical purpose, such cost of all appliances/devices whether for diagnosis or treatment after discharge from the Hospital.
  - Venereal /Sexually Transmitted disease other than HIV/AIDS.
  - External Congenital Anomaly and related Illness/ defect.
  - Stem cell storage.
  - Non-prescribed drugs and medical supplies, hormone replacement therapy.
  - Personal comfort and convenience items or services such as television, telephone, barber or guest service and similar incidental services and supplies.
  - Outpatient diagnostic, medical and Surgical Procedures or treatments.
  - Dental Treatment or Surgery of any kind unless requiring Hospitalization as a result of Injury.



	<ul> <li>A Medical Practitioner's home visit charges during pre and post Hospitalization period and attendant nursing charges.</li> <li>Intentional self-Injury.</li> <li>Yoga and Naturopathy</li> <li>Standard list of excluded items as mentioned in Annexure III and on our website https://generalicentralinsurance.com/non-medical-expenses</li> <li>Any specific exclusion(s) applied by us, specified in the Schedule, and accepted by the insured.</li> </ul>	
7 Waiting period	<ul> <li>a) Initial waiting period: 30 days for all illnesses (not applicable in case of continuous renewal or for accidents)</li> </ul>	4.1.3
which specified diseases/ treatments are not covered.  It is counted from the beginning of the policy coverage	<ul> <li>b) Specific waiting periods (Not applicable for claims arising due to an accident)</li> <li>&lt;&lt;24/12 months waiting period for &gt;&gt; <ol> <li>Cataracts</li> <li>Lasik Surgery.</li> <li>Benign Prostatic Hypertrophy</li> <li>Hernia of all types</li> <li>Deviated Nasal Septum</li> <li>Hypertrophied Turbinate</li> <li>All types of nasal and para nasal sinus related disorders</li> <li>Hydrocele</li> <li>Fistulae, hemorrhoids, fissure in ano</li> <li>Dysfunctional uterine bleeding, Fibromyoma, Endometriosis, Hysterectomy,</li> <li>All internal or external tumors/cysts/nodules/polyps of any kind including breast lumps with exception of malignant tumor or growth.</li> <li>Surgery for prolapsed inter vertebral disc unless arising from Accident.</li> <li>Surgery of varicose veins and varicose ulcers</li> <li>Any types of gastric or duodenal ulcers</li> <li>Stones in the urinary and biliary systems</li> <li>Surgery on ears and tonsils.</li> <li>Rheumatoid Arthritis</li> <li>Gout</li> </ol></li></ul> <li>of months for Joint replacement Surgery due to degenerative condition, Age related Osteoarthritis and Osteoporosis unless such joint replacement Surgery is Medically Necessary due to Injury, Maternity Expenses</li> <li>of months for Bariatric Surgery, Screening and Vaccination,</li>	4.1.2



		Gender Reassignm	nent Surgery				
		c) Pre-existing diseases	4.1.1				
of	inancial Limits f Coverage Sub Limits- (It is a	The Policy will pay only up to the limits specified hereunder for the following diseases/procedures.  In case of claim, this policy require you to share the following costs: Expenses exceeding the following Sub-limits.					
	predefined limit and the insurance company will	Cataract	20% of Sum Insured subject to maximum of ₹ 1,00,000				
not pay any amount in excess of this limit)		Modern Treatment Methods and Advancement in Technologies	50% of the Sum Insured, subject to maximum of ₹ 5 Lac				
		Lasik's Surgery	<<₹30,000 / ₹50,000 for both eyes>> <<₹50,000 / ₹75,000 for both eyes>> <<₹75000 / ₹1,00,000 for both eyes>>				
		Bariatric Surgery	50% of the Sum Insured, subject to maximum of ₹ 5 Lac.				
		Home Health Care	Covered up to 20% of the Sum Insured				
				3.2.14			
ii.	Co-payment  — (It is a specified amount /percentage of the admissible claim amount to be paid by policy holder/Insur ed)	Voluntary Co-Payment: <<10%/20%/30%>> per claim Mandatory Co-Pay: Any Insured Person aged 61 years and above, being covered for the first time in a D.I.Y Health Policy, shall bear 20% of each and every admissible claim and Our liability, if any, shall only be in excess of that sum. This Co-payment will be continued in all the subsequent renewal policies.					
iii.	Deductible- (It is a		₹25,000/₹50,000>> per year 0 /₹75,000/₹100,000>> per year	3.2.15			



	T		T
	specified		
	amount		
	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		
	the specified		
	amount)	Not Applicable	
	iv. Any other	Not Applicable	
	limit (as		
	applicable)		504
9	Claims/ Claims	Details of procedure to be followed for cashless service as well as for	5.2.1
	Procedure	reimbursement of claim including pre and post hospitalization.	
		Turn Around Time (TAT) for claims settlement:	
		i. TAT for preauthorization of cashless facility -1 hour (from the time of	
		receipt of last necessary documents)	
		ii. TAT for cashless final bill authorization: 1 hour (from the time of receipt	
		of last necessary documents)	
		Please find below details /web link	
		i. Network hospital details	
		<ul> <li>https://generalicentralinsurance.com/hospital-locator</li> </ul>	
		ii. Helpline Number - 1800 209 1016 / 1800-103-8889	
		iii. Hospitals which are blacklisted or from where no claims will be	
		accepted by Insurerhttps://generalicentralinsurance.com/hospital-	
		locator	
		Downloading/getting claim form	
		- https://generalicentralinsurance.com/customer-service/downloads	
		1 10	
10	Policy	a) Call Centre number of Insurer	5.1.13
	Servicing /	Policy Servicing: 1800 220 233/1860 500 3333/ 022-67837800	
	23. 1.519 /	Timing: 7 am to 10 pm	
		Claims Servicing:1800 103 8889/1800 209 1016	
		Timing: 24*7	
		1 in illig. 24 7	
		h) Datails of company officials	
		b) Details of company officials  Policy Servicing Office: <	
		Policy Servicing Office: < <as appearing="" on="" policy="" schedule="" the="">&gt;</as>	
11	Grievance/	Details of	5.1.13
	Glievalice/	Details Of	J. I. IJ



	Complaints	-Grievance Redressal Officer of the Insurer: generalicentralinsurance.com/customer-service/grievance-redressal- Insurance Company grievance portal / Department: • Helplines: 1800-220-233/ 1860-500-3333/ (022) 67837800 • Email: GCIcare@generalicentral.com • Website: https://generalicentralinsurance.com -Ombudsman: The guidelines of taking up a compliant in ombudsman and the addresses of ombudsman are available on: <a href="http://www.policyholder.gov.in/Ombudsman.aspx">http://www.policyholder.gov.in/Ombudsman.aspx</a>		
12	Things to remember	<ul> <li>Free Look Cancellation: You may cancel the insurance policy if you do not want it, within 30 days from the beginning of policy.  The Free Look Period shall only be applicable for new policies and shall not be available on renewal policies, ported policies and migrated policies.  In the event you want to exercise Free Look Cancellation, you will need to place a request for the same though registered e-mail id or registered contact number by calling on our Helpline Numbers 1800-220-233, 1860-500-3333, 022-67837800 or by submitting a request at any of our branch offices.  If you have not made any claim during the Free Look Period, then you shall be entitled to  a) a refund of the premium paid less any expenses incurred by the Company on medical examination of the Insured Person and the stamp duty charges or</li> <li>b) 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</li> <li>c) Where only a part of the insurance coverage has commenced, such proportionate premium commensurate with the insurance coverage during such period.</li> </ul>	5.1.3	
		Policy Renewal: Except on grounds of fraud, moral hazard or misrepresentation or non-cooperation, renewal of your policy shall not be denied, provided the policy is not withdrawn.	5.2.9	
		Migration & Portability: When your policy is due for renewal, you may migrate to another policy with us or port your policy with other Insurer. The e-mail and address to be contacted for outward portability is: Customer Service Cell, Generali Central Insurance Company Limited. Corporate & Registered Office 801 and 802, 8th floor, Tower C, Embassy 247 Park, L.B.S. Marg, Vikhroli (W), Mumbai – 400083 Email: GClcare@generalicentral.com For Detailed Guidelines on migration and portability, kindly refer the link <a href="https://generalicentralinsurance.com/portability-and-migration">https://generalicentralinsurance.com/portability-and-migration</a>	5.1.9 5.1.10	&
		Change in Sum Insured- Sum insured can be changed (increased/decreased) only at the time of renewal or at any time,	5.2.9.i	



			ре	riod if a	underv ny shall										
			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 the insurer 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 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.								5.1.8				
13	Your Obligation		Pleas	se discl	ose all F disclosu	Pre-Exi	sting D	isease	/s, or c		/s befo	ore buy	/ing a	5.1.1	
	Obligation	J115	polic	y. 11011-	uiscioso	ii e iiiay	aneci	Ciaiiii	SCILICIT	ient.					
			Discl	osure o	of other i	materia	al inforn	nation (	during	the poli	cy peri	od.			
			Nar	ne of th	ie	F	re-Exis	stina							
				ured Pe			Condition								
							)eformi	ty							
			Insu	ured 1											
				ured 2											
			Insu	ured 3											
				ured 4											
				ured 5											
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				ured 8											
				ured 9											
				ured 10											
				ured 11											
				ured 12											
				ured 13											
				ured 14											
			inst	ured 15											
14	Premiur	n Illustra	tion i	n respe	ect of n	olicies	offere	d on ir	ndividi	ual and	family	floate	er basi	is	
		Age of members in	the		e opted on	Coverag	e opted o	n individua members	al basis	Coverage overall Su	opted on	family flo	oater bas	is with	
		members m	sureu	covering	each	family u	nder a si	ngle polic	y (Sum	is availabl				iisureu	
				family	of the separately		of the fan	lable for nily)	eacn						
				time)	le point in										
				Premiu m (in ₹)	Sum insured	Premi um (in	Disco unt, if	Premi um	Sum insur	Premiu m or	Float er	Premi um	Sum ii (in ₹)	nsured	
				,	(in ₹)	₹)	any	after disco	ed (in ₹)	consoli dated	disco unt, if	after disco			
								unt (in ₹)		premiu m for all	any	unt (in ₹)			
										member s of					



							family (in ₹)			
50 years	13,822	500,000	13,822	1382	12,440	500,00	13,822	5529	8,293	500000
42 years	10,288	500,000	10,288	1029	9,259	500,00 0	10,288	4115	6,173	
17 years	5,864	500,000	5,864	586	5,278	500,00 0	5,864	3518	2,346	
20 years	7,951	500,000	7,951	795	7,156	500,00 0	7,951	4373	3,578	
27 years	8,640	500,000	8,640	864	7,776	500,00 0	8,640	4320	4,320	
27 years	8,640	500,000	8,640	864	7,776	500,00 0	8,640	4320	4,320	
32 years	9,014	500,000	9,014	901	8,113	500,00 0	9,014	4056	4,958	
35 years	9,014	500,000	9,014	901	8,113	500,00 0	9,014	4056	4,958	
36 years	9,514	500,000	9,514	951	8,563	500,00 0	9,514	4281	5,233	
40 years	9,514	500,000	9,514	951	8,563	500,00 0	9,514	4281	5,233	
52 years	21,020	500,000	21,020	2102	18,918	500,00 0	21,020	8408	12,61 2	
57 years	27,541	500,000	27,541	2754	24,787	500,00 0	27,541	9639	17,90 1	
65 years	46,454	500,000	46,454	4645	41,809	500,00 0	46,454	16259	30,19 5	
65 years	46,454	500,000	46,454	4645	41,809	500,00 0	46,454	16259	30,19 5	
70 years	65,372	500,000	65,372	6537	58,835	500,00 0	65,372	0	65,37 2	
Total Premium for all is ₹299101/-, when e covered separately.	Total Premium for all members of the family is ₹269191/-, when they are covered under a single policy.				Total Premium when policy is opted on floater basis is ₹205686/-					
Sum insured availabl ₹500000		Sum insured available for each family member is ₹500000			Sum insured of ₹500000 is available for the entire family.					

Note - premium illustration is based on S.I of ₹ 500,000, OPD limit of ₹ 3000 and Lasik limit ₹ 30,000 with waiting period of 2 year for PED and listed illness, no capping for room rent and pre & post hospitalization o 30 and 90 days respectively.

- Premiums may vary with respect to Plan and Sum Insured opted by the insured.
- Premium rates specified in the above illustration are the standard premium rates without considering loading and/or discounts like – Online (Website) Sales discount etc.
- In case premium is paid on instalment basis, the loading will be applicable accordingly.
- Premium rates are exclusive of Goods and Services Tax applicable.

Declaration by the Policy Holder:	
have read the above and confirm having noted the details:	
Place	
Date	(Signature of the Policy)



## **Note**

- i. The web-link, where the product related documents including the Customer Information Sheet are available on the website of GCI, is at <a href="https://generalicentralinsurance.com/customer-service/downloads">https://generalicentralinsurance.com/customer-service/downloads</a>
- ii. In case of any conflict, the terms and conditions mentioned in the policy documents shall prevail.
- iii. Your confirmation, being the policyholder, regarding receiving of the Customer Information Sheet is necessary.



Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited) | Registered Office: Unit No. 801 & 802, 8th Floor, Tower C, Embassy 247 Park, LBS Marg, Vikhroli (West), Mumbai – 400083 | IRDAI Regn. No.: 132 | CIN: U66030MH2006PLC165287 | Website: www.generalicentralinsurance.com | Email ID: gcicare@generalicentral.com| Toll-free Phone: 1800 220 233 / 1860 500 3333/ 022 6783 7800

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