

## HEALTH ELITE CUSTOMER INFORMATION SHEET / KNOW YOUR POLICY

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

S. No.	Title	Description		Policy Clause Number
1	Name of Insurance Product /Policy	Health Elite		Not Applicable
2	Policy Number	xxxxxxxx		Not Applicable
3	Type of Insurance Product/Policy	Both Indemnity and benefit		Not Applicable
4	Sum Insured (Basis)	<ul><li>Plan Opted - &lt;&lt;&gt;&gt;</li><li>Individual Sum Insured -</li></ul>		Not Applicable
		Insured Name	Sum Insured (Rs.)	
		Insured 01		]
		Insured 02		]
		Insured 03		
		Insured 04		
		Insured 05		
		Insured 06		
		Insured 07		
		Insured 08		
		Insured 09		
		Insured 10		
		Insured 11		
		Insured 12		_
		Insured 13		
		Insured 14		
		Insured 15		
		• Floater Sum Insured –	0	
		Insured Name	Sum Insured (Rs.)	_
		Insured 01	-	
		Insured 02 Insured 03	-	
		Insured 03 Insured 04	-	
		Insured 04 Insured 05	-	
		Insured 05	-	
5	Policy		<u> </u>	
	. Giloy	Expenses in respect of:		



Coverage (What the	Hospitalization Expenses – Hospital admission longer than 24 Inpatient Care consecutive hours.	III.A Benefit 1
Policy	Medical Treatment Abroad (Excluding USA & Canada) – Coverage for 20	III.A
Covers?)	Listed Critical Illnesses, Return airfare and Emergency Treatments	Benefit 2
Covers:)		
	Emergency Ambulance Expenses - Road and Air Ambulance charges covered	
	within India and abroad.	Benefit 3
	OPD Treatment Expenses Covered	III.A
	Of D Treatment Expenses Covered	Benefit 4
	Patient Care - Charges for a Qualified Nurse immediately following the	III.A
	Insured Person's discharge from Hospital.	Benefit 5
	Domiciliary Hospitalisation Expenses - Covered if treatment taken continues	III.A
		Benefit 6
	more than 3 days.	
	Pre-Hospitalisation Medical Expenses – Related medical expenses incurred	III.A
	60 days prior to hospitalization.	Benefit 7
	Post-Hospitalisation Medical Expenses - Related medical expenses incurred	III.A
	within 180 days from date of discharge from the hospital.	Benefit 8
	Maternity Expenses – Covered, inclusive of Pre-natal and Post-natal	III.A
	hospitalisation as per limits specified in Schedule of benefits.	Benefit 9
	nospitalisation as per limits specified in schedule of benefits.	
	Organ Donor Expenses covered	III.A
		Benefit 10
	Day Care Treatment expenses - Specified / Listed procedures requiring less	III.A
	than 24 hours hospitalization (day care)	Benefit 11
	Accidental Hospitalization- Additional Sum Insured in case of hospitalization	III.A
	due to Accident.	Benefit 12
	Accompanying Person- Fixed benefit for Accompanying Person of	III.A
	hospitalized Insured Person (Dependent child below 12 years of age)	Benefit 13
	Repatriation of mortal remains - covered	III.A Benefit 14
	Repatriation of mortal remains - covered	
	Child Vaccination Benefits- covered up to 12 years of age.	
	Newborn Baby Expenses- Medical expenses covered for treatment of the	Benefit 15
		Benefit 16
	Insured's Newborn Baby.	
	E-Opinion in respect of an Illness or Injury covered.	III.A
		Benefit 17
	Alternative Treatment - AYUSH treatment covered.	III.A
	Alternative Treatment - AYOSH treatment covered.	Benefit 18
	Restoration of the Sum Insured- Additional Sum Insured (equal to 100% of	III.A
	the Base Sum Insured) will be Restored on exhaustion of Sum Insured and	Benefit 19
	Cumulative Bonus (if any).	Deficit 15
	`	111 A
	Prosthetic Devices- Charges towards installation of an external prosthetics	III.A
	covered.	Benefit 20
	Bariatric Surgery- Bariatric Surgery covered.	III.A Benefit 21
	Cumulativa Danua 100/ inaragas in Vassa assert Court Instrumed Court	
		III.A
	for every claim free year	Benefit 22
	Wellness Benefits-	III.A
	Value Added Services like Tele Consulting, Vouchers, Health Check-ups, etc.	Benefit 23
	Wellness Reward Points	



		Optional Covers:	III.A		
		< Co-pay waiver- Waive off the mandatory Co-payment applicable under	Benefit 24		
		medical treatment taken abroad Benefit>>			
		<>Treatment including USA & Canada- Extend the scope of Benefit 2,	III.A		
		Benefit 3 and Benefit 14 to include USA and Canada as well.>>	Benefit 25		
Note: /	All the above co	vers are offered under this Product. However, the cover offerings are plan spec	ific and shall be		
applica	able as per the c				
6	Exclusions	Standard Exclusions	Section IV. B		
	(What the	Investigation & Evaluation			
	policy does	Rest Cure, rehabilitation and respite care.			
	not cover)	Obesity/ Weight Control			
		Change-of-Gender treatments.			
		Cosmetics or Plastic Surgery			
		Hazardous or Adventure sports			
		Breach of law			
		Excluded Providers			
		Treatment for, Alcoholism, drug or substance abuse or any addictive condition and consequences thereof.			
		<ul> <li>Treatments received in health hydros, nature cure clinics, spas or</li> </ul>			
		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 Exclusions			
		• Injury or Illness directly or indirectly caused by or arising from or			
		attributable to war, invasion, act of foreign enemy, war like operations			
		(whether war be declared or not).			
		Circumcision, unless necessary for treatment of an Illness not excluded			
		hereunder or as may be necessitated due to an Accident.			
		<ul> <li>Vaccination/inoculation (except as post bite treatment) except to the</li> </ul>			
		extent covered under Benefit 15 (Child Vaccination Benefits) and Benefit			
		16 (Newborn Baby Expenses).			
		Charges incurred in connection with cost of durable medical equipment			
		(including but not limited to cost of instrument used in the treatment of			
		Sleep Apnea Syndrome (C.P.A.P), Continuous Peritoneal Ambulatory			
		Dialysis (C.P.A.D) and oxygen concentrator for asthmatic condition,			
		wheel chair, crutches, belts, braces, stocking, Glucometer and the like),			
		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.			
		<ul> <li>Venereal /Sexually Transmitted disease other than HIV/AIDS.</li> </ul>			
		External Congenital Anomaly and related illness/ defect.			



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	<ul> <li>Injury or Illness directly or indirectly caused by or contributed to by nuclear weapons/materials.</li> <li>Stem cell storage.</li> <li>Non-prescribed drugs and medical supplies, hormone replacement therapy.</li> <li>Personal comfort and convenience items or services such as television, telephone, barber or guest service and similar incidental services and supplies.</li> <li>Outpatient diagnostic, medical and Surgical Procedures or treatments. However, this exclusion will not be applicable to the extent of coverage mentioned under Benefit 4 (OPD Treatment)</li> <li>Dental Treatment or Surgery of any kind unless requiring Hospitalization as a result of Injury. However, this exclusion will not be applicable to the extent of coverage mentioned under Benefit 4 (OPD Treatment).</li> <li>A Medical Practitioner's home visit charges during pre and post Hospitalization period and attendant nursing charges, except to the extent covered under Benefit 4 (OPD Treatment) and Benefit 5 (Patient Care).</li> <li>Intentional self-Injury.</li> <li>Standard list of excluded items as mentioned in Annexure III and on our website: <a href="https://generalicentralinsurance.com">https://generalicentralinsurance.com</a> Any specific exclusion(s) applied by Us, specified in the Schedule and accepted by the Insured Person.</li> <li>Treatment outside India except as specified under Benefit 2 (Medical Treatment abroad), Benefit 3 (Emergency Ambulance Expenses) and Benefit 14 (Repatriation of mortal remains)</li> </ul>	
7 Waiting period  • Time period during which specified diseases/ treatments are not covered.  • It is counted from the beginning of the policy coverage	<ul> <li>Initial waiting period: 30 days for all illnesses (not applicable in case of continuous renewal or accidents)</li> <li>Specific waiting periods: (Not applicable for claims arising due to an accident)         <ul> <li>a) 6 months waiting period for Dental OPD</li> <li>b) 24 months waiting period for, Cataracts, Benign Prostatic Hypertrophy, Hernia of all types, Deviated Nasal Septum, Hypertrophied Turbinate, Hydrocele, all types of sinus related disorders, Fistulae, haemorrhoids, fissure in ano, dysfunctional uterine bleeding, Fibromyoma, Endometriosis, Hysterectomy, all internal or external tumors/ cysts/ nodules/ polyps of any kind including breast lumps with exception of malignant tumor or growth, Surgery for prolapsed inter vertebral disc unless arising from Accident, Surgery of varicose veins and varicose ulcers, any types of gastric or duodenal ulcers, stones in the urinary and biliary systems, Surgery on ears and tonsils, Genetic disorders.</li> <li>c) 36 months for Rheumatoid Arthritis, Gout, joint replacement Surgery due to degenerative condition, age related Osteoarthritis and Osteoporosis unless such joint replacement Surgery Medically</li> </ul> </li> </ul>	Section IV.A.c IV.A.b
	Necessary due to Injury.  • Pre-existing diseases: covered after 24 months.	IV.A.a



8 The Policy will pay only up to the limits specified hereunder for the following Annexure 1 Financial Limits diseases/procedures. of Coverage and In case of claim, this policy require you to share the following costs: Part V.2.C. Expenses exceeding the following Sub-limits. i.Sub Limits- (It is a Benefit **Sub-Limits applicable** predefined Medical Treatment Abroad limit, and the (Excluding USA & Canada) insurance **Listed Critical Illnesses** 50% of Sum Insured in 1st Policy year, company will Treatment 100% thereafter not pay any Once Per Policy Year Covered Up To Rs Return airfare amount in 3.00.000: excess of this Up To 100% Of Sum Insured From 1st Medical Treatment Abroad limit) (Excluding USA & Canada) -Policy Year For Emergency Purposes. **Emergency Treatments Emergency Ambulance** Maximum up to Rs.50,000 Expenses (Within India and outside India) - Road **Ambulance** Emergency Ambulance Maximum up to Rs.5,00,000 Expenses (Within India and outside India) - Air Ambulance **OPD Treatment** Up To Rs. 50,000 Per Policy Per Year Patient Care 1. Up to Rs 1000/ Day and 2. Up to 10 Days after discharge (Limited to a maximum of 30 Days per policy year) Domiciliary Hospitalization Covered up to 10% of SI Expenses Mental Healthcare / For Sum Insured 75 L – 100% of SI Psychiatric illness Cover For Sum Insured 1 Cr and above -Maximum upto Rs. 1 Cr Maternity Expenses: Normal Maximum up to Rs. 1,00,000 Delivery +Pre Natal+ Post Natal expenses Maternity Expenses: Maximum up to Rs. 2,00,000 Caesarean Delivery +Pre Natal+ Post Natal expenses Accidental Hospitalization Available Balance Sum Insured increases by 25%, maximum up to Rs 10,00,000 (Excluding Cumulative Bonus) Rs. 500 Per Day; Maximum up to 30 Days Accompanying Person Per Policy Year Repatriation of mortal Maximum up to Rs. 1,00,000 remains **Child Vaccination Benefits** Maximum up to Rs. 10,000 Newborn Baby Expenses -Maximum up to Rs. 10,000 For Vaccination Benefit



		E-Opinion in respect of an	2 per policy year	
		Illness or Injury		
		Prosthetic Devices	Limited to a maximum of Rs. 10,00,000	
		Cataract	Limited to a maximum of Rs.1,00,000 per	
			eye	
		Bariatric Surgery	Maximum up to Rs.10,00,000	
	ii.Co-payment – (It is a specified amount /percentage of the admissible claim amount to be paid by policy holder/ Insured) iii. Deductible- (It is a specified amount	<ul> <li>The following Co-payment sha other than Benefit 4 (OPD Trea</li> <li>Any Insured Person aged 6 admissible claim.</li> <li>All claims admitted under "Name payment. (The Insured has</li> </ul>	Il be applicable for claims under all Benefits	Section V.4  Not Applicable
	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)			
	iv. Any other limit (as applicable)	Not Applicable		Not Applicable
9	Claims/ Claims Procedure	reimbursement of claim includ Turn Around Time (TAT) for cl i. TAT for preauthorization of receipt of last necessary do	of cashless facility -1 hour (from the time of	



	T	T	1
10	Policy	Please find below details /web link for following:  i. Network hospital details-	Section V.1.11
	Servicing	Policy Servicing: 1800 220 233/1860 500 3333/ 022-67837800 Timing: 7 am to 10 pm Claims Servicing:1800 103 8889/1800 209 1016 Timing: 24*7  b) Details of company officials Policy Servicing Office: < <as appearing="" on="" policy="" schedule="" the="">&gt;</as>	
	Grievances /Complaints	Details of -Grievance Redressal Officer of the Insurer: https://generalicentralinsurance.com/customer-service/grievance-redressal  -Insurance Company grievance portal / Department:  • Helplines: 1800-220-233/ 1860-500-3333/ (022) 67837800  • Email: GClcare@generalicentral.com  • Website: https://generalicentralinsurance.com  • Ombudsman: The guidelines of taking up a compliant in ombudsman and the addresses of ombudsman are available on http://www.policyholder.gov.in/Ombudsman.aspx	
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>	Section V.3



_	Τ			1			
			ounds of fraud, moral hazard or on, renewal of your policy shall not be hdrawn	Section V.2.12			
			olicy is due for renewal, you may migrate policy with other Insurer. Sted for outward portability is: Intral Insurance Company Limited.	Section V.2.1, V.2.2			
		<ul> <li>Change in 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 Increase in SI, the waiting period if any shall start afresh only for the enhanced portion of the sum insured.</li> </ul>					
		coverage (including portability and magnetic policy and claim shall be contestable disclosure, misrepresentation, excepperiod of sixty continuous months moratorium would be applicable for Wherever the sum insured is enhalonger.	etion of sixty continuous months of higration) in health insurance policy, no ble by the insurer on grounds of non-bt on grounds of established fraud. This is called as moratorium period. The or the sums insured of the first policy, anced, completion of sixty continuous edate of enhancement of sums insured	Section V.I.8			
13	Obligations	Please disclose all Pre-Existing Dise policy. Non-disclosure may affect claim Disclosure of other material information					
		Name of the Insured Person/s	Pre-Existing Condition/Deformity				
		Insured 1					
		Insured 2					
		Insured 3					
		Insured 4					
		Insured 5					
		Insured 6					
		Insured 7					
		Insured 8					
		Insured 9					
	ĺ	Insured 10		1			



	Insured 11		
	Insured 12		
	Insured 13		
	Insured 14		
	Insured 15		
14 Premiu	ım Illustration	·	
	ium Illustration in respect of policies offered on an i ed ₹1,00,00,000:	ndividual and family floater basis Sum	l

Age of the membe rs insure d	d ₹1,00,00,000:  Coverage opted on an individual basis covering each member of the family separately (at a single point in time)		Coverage opted on an individual basis covering multiple members of the family under a single policy (Sum insured is available for each member of the family)			Coverage opted on family floater basis with overall Sum insured (Only one sum insured is available for the entire family)				
	Premiu m (in ₹)	Sum insured (in ₹)	Premium (in ₹)	Discou nt, if any	Premium after discount (in ₹)	Sum insured (in ₹)	Premium or consolidat ed premium for all members of family (in ₹)	Floater discou nt, if any	Premium after discount (in ₹)	Sum insured (in ₹)
50	136,908	10,000,000	136,908	13691	123,217	10,000,0	136,908	54763	82,145	10,000,00
years 42 years	106,300	10,000,000	106,300	10630	95,670	00 10,000,0 00	106,300	42520	63,780	
17 years	70,986	10,000,000	70,986	7099	63,887	10,000,0 00	70,986	42592	28,394	
20 years	72,619	10,000,000	72,619	7262	65,357	10,000,0 00	72,619	39940	32,679	
27 years	75,209	10,000,000	75,209	7521	67,688	10,000,0 00	75,209	37605	37,605	
27 years	75,209	10,000,000	75,209	7521	67,688	10,000,0 00	75,209	37605	37,605	
32 years	84,740	10,000,000	84,740	8474	76,266	10,000,0 00	84,740	38133	46,607	
35 years	84,740	10,000,000	84,740	8474	76,266	10,000,0 00	84,740	38133	46,607	
36 years	92,411	10,000,000	92,411	9241	83,170	10,000,0 00	92,411	41585	50,826	
40 years	92,411	10,000,000	92,411	9241	83,170	10,000,0 00	92,411	41585	50,826	
52 years	172,264	10,000,000	172,264	17226	155,038	10,000,0 00	172,264	68906	103,358	
57 years	209,222	10,000,000	209,222	20922	188,300	10,000,0 00	209,222	73228	135,994	
65 years	267,764	10,000,000	267,764	26776	240,988	10,000,0 00	267,764	93717	174,047	
65 years	267,764	10,000,000	267,764	26776	240,988	10,000,0 00	267,764	93717	174,047	
70	327,756	10,000,000	327,756	32776	294,980	10,000,0	327,756	0	327,756	
years Total Pre	emium for a	all members of 6,303/-, when	Total Prem	ium for all i 3/-when the	members of t	00 the family is	Total Premiu basis is ₹1,3	m when po	,	on floa



each member is covered		
separately.		
Sum insured available for each	Sum insured available for each family	Sum insured of ₹1,00,00,000 is available for the
individual is ₹1,00,00,000	member is ₹1,00,00,000	entire family.

## Note

- This is just an illustration of premium calculation. Persons entered the Policy before the age of 61 years (premium considered is without co-payment).
- Premiums may vary with respect to Sum Insured opted by the insured.
- Premium rates specified in the above illustration are the standard premium rates without considering any loading and/or discounts like –Website discount etc.
- Premium rates are exclusive of Goods and Services Tax applicable.

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

## 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 ISO No.: GCH/HP/FHE/CIS/001

Health Elite I Customer Information Sheet UIN: GCIHLIP22234V012122