

CUSTOMER INFORMATION SHEET/KNOW YOUR POLICY

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

Please Note: This Customer Information Sheet provides information available under this Product. Kindly refer to the Policy Schedule to know exact details of coverage opted by You.

SI No	Title	Description	Policy Clause Number
1	Name of Insurance Product/ Policy	Disability and HIV/AIDS Insurance Policy, Go Digit (UIN: GODHLIP23185V012223)	
2	Policy number	Please refer Your Policy Schedule	
3	Type of Insurance Product/ Policy	This Product is on Indemnity Basis only.	Section 4
4	Sum Insured (Basis) (Along with amount)	 This product is on "Individual Sum Insured" basis. Please refer Your Policy Schedule to know the Sum Insured basis applicable to Your Policy. Individual Sum Insured -Where each member has a separate sum insured under the policy), Sum Insured Amount available under Your policy will be as per amount mentioned in Your Policy Schedule. 	NA
5	Policy Coverage (What am I covered for?) (Policy Clause Number/s)	 HOSPITALIZATION COVER 1.1. Inpatient Care: The Company shall indemnify medical expenses incurred for Hospitalization of the Insured Person during the Policy Year, up to the Sum insured as specified in the Policy Schedule (other than any sub-limits, co-pay as specified in the policy), for: Room Rent, Boarding, Nursing Expenses as provided by the Hospital / Nursing Home up to maximum of 1% of the Sum Insured per day. Intensive Care Unit (ICU) / Intensive Cardiac Care Unit (ICCU) expenses up maximum of 2% of Sum Insured per day. Surgeon, Anaesthetist, Medical Practitioner, Consultants, Specialist Fees whether paid directly to the treating Medical Practitioner/ surgeon or to the hospital. 	Section 4



iv. Anaesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines and drugs, costs towards diagnostics, diagnostic imaging modalities and such similar other expenses.
Other expenses

Expenses incurred on treatment of cataract subject to the sub limits.
Dental treatment necessitated due to disease or injury (for inpatient care only).
Plastic surgery necessitated due to disease or injury.

iv. All day care treatments

Note:

- **1.** Expenses of Hospitalization for a minimum period of 24 consecutive hours only shall be admissible. However, the time limit shall not apply in respect of Day Care Treatment.
- **2.** The above-mentioned Medical Expenses shall be payable only after the first commencement of the Policy with the Company.

1.2. AYUSH Treatment:

The Company shall indemnify medical expenses incurred for inpatient care treatment under Ayurveda, Yoga and Naturopathy, Unani, Siddha and Homeopathy systems of medicines during each Policy Year up to 100% of sum insured as specified in the policy schedule in any AYUSH Hospital.

1.3. Pre-Hospitalization Medical Expenses:

The Company shall indemnify Pre-Hospitalization Medical Expenses incurred, related to an admissible Hospitalization requiring Inpatient care, for a fixed period of 30 days prior to the date of admissible Hospitalization covered under the Policy during the policy period.

Conditions:

i.The claim is accepted under Section 4.1 (Inpatient Care) or Section 4.2(AYUSH Treatment) or Section 4.7 (Modern Treatments) in respect of that Insured Person.

ii.Pre-hospitalization Medical Expenses can be claimed under this Section on a Reimbursement basis only.

1.4. Post-Hospitalization Medical Expenses:

The Company shall indemnify Post Hospitalization Medical Expenses incurred, related to an admissible Hospitalization requiring Inpatient Care, for a fixed period of 60 days from the date of discharge from the Hospital, following an admissible hospitalization covered under the Policy during the policy period.

Conditions:



 i. The claim is accepted under Section 4.1 (Inpatient Care) or Section 4.2(AYUSH Treatment) or Section 4.7 (Modern Treatments) in respect of that Insured Person. ii. Post-hospitalization Medical Expenses can be claimed under this Section on a Reimbursement basis only.
 1.5. Emergency Ground Ambulance: The Company will reimburse Reasonable and Customary Charges for expenses incurred towards ambulance charges for transportation of an Insured person, per hospitalization as per the limit mentioned in Policy Schedule. Specific Conditions: The Company will reimburse payments under this Benefit provided that. i. The medical condition of the Insured Person requires immediate ambulance services from the place where the Insured Person is Injured or is suffering from an Illness to a Hospital where appropriate medical treatment can be obtained or from the existing Hospital to another Hospital and the treatment can be obtained or from the existing Hospital to another Hospital
 as advised by the treating Medical Practitioner in writing for management of the current Hospitalization. ii. Expenses incurred on road Ambulance subject to a maximum of Rs.2000/- per hospitalisation. iii. The ambulance service is offered by a healthcare or Registered Ambulance Service Provider. iv. The original Ambulance bills and payment receipt is submitted to the Company. v. The Company has accepted a claim under Section 4.1 (Inpatient Care) above in respect of the same period of Hospitalization or Section 4.2(AYUSH Treatment) or Section 4.7 (Modern Treatments). vi. Any payment under this Benefit will be excluded if the Insured Person is transferred to any Hospital or diagnostic center for evaluation purposes only.
1.6. <u>Cataract Treatment:</u> The company shall indemnify medical expenses incurred for treatment of Cataract, subject to a limit of Rs.40,000/-, per each eye in one policy year.
 1.7. <u>Modern Treatment:</u> The following procedures will be covered (wherever medically indicated) either as In patient or as part of Day Care Treatment in a Hospital up to 50% of Sum Insured, specified in the Policy Schedule, during the Policy Period. 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. Intravitreal injections	
		g. Robotic surgeries	
		h. Stereotactic radio Surgeries	
		i. Bronchial Thermoplasty	
		j. Vaporisation of the prostrate (Green laser treatment or holmium laser treatment)	
		k. IONM- (Intra Operative Neuro Monitoring)	
		I. Stem cell therapy: Hematopoietic stem cells for bone marrow transplant for haematological	
		conditions to be covered.	
6	Exclusions	There are 3 types of exclusions:	Section 8
_	(what the		
	policy does	refer to the policy wordings)	
	not cover)	1. Investigation & Evaluation- Code- Excl04	
	,	2. Rest Cure, rehabilitation and respite care- Code- Excl05	
		3. Obesity/ Weight Control: Code- Excl06	
		4. Change-of-Gender treatments: Code- Excl07	
		5. Cosmetic or plastic Surgery: Code- Excl08	
		6. Hazardous or Adventure sports: Code- Excl09	
		7. Breach of law: Code- Excl10	
		8. Excluded Providers: Code- Excl11	
		9. Substance Abuse – Code- Excl12	
		10. Domestic Treatment- Code- Excl13	
		11. Non-prescribed Medicine – Code- Excl14	
		12. Refractive Error: Code- Excl15	
		13. Unproven Treatments: Code- Excl16	
		14. Sterility and Infertility: Code- Excl17	
		15. Maternity: Code Excl18	
		II. <u>SPECIFIC EXCLUSIONS</u>	
		16. Any medical treatment taken outside India.	
		17. Hospitalization for donation of any body organs by an Insured including complications	
		arising from the donation of organs.	
		18. Nuclear damage caused by, contributed to, by or arising from ionising radiation or	
		contamination by radioactivity from:	
		a. any nuclear fuel or from any nuclear waste; or	
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b. from the combustion of nuclear fuel (including any self-sustaining process of nuclear fission),	
c. nuclear weapons material.	
d. nuclear equipment or any part of that equipment.	
19. 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.	
20. Injury or Disease caused by or contributed to by nuclear weapons/materials.	
21. Circumcision unless necessary for treatment of a disease, illness or injury not excluded hereunder, or as may be necessitated due to an accident.	
22. Treatment with alternative medicines or Treatment, experimental or any other treatment such as acupuncture, acupressure, magnetic, osteopath, naturopathy, chiropractic, reflexology and aromatherapy.	
23. Suicide, 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.	
24. Vaccination or inoculation except as post bite treatment for animal bite.	
25. Convalescence, general debility, "Run-down" condition, rest cure, Congenital external illness/disease/defect.	
26. Outpatient diagnostic, medical and surgical procedures or treatments, non-prescribed drugs and medical supplies, hormone replacement therapy and expenses related to Domiciliary hospitalization shall not be covered.	
27. Dental treatment or Surgery of any kind unless requiring Hospitalisation as a result of accidental Bodily Injury.	
28. Venereal/ Sexually Transmitted disease.	
29. Stem cell storage.	
30. Any kind of service charge, surcharge levied by the hospital.	
31. Personal comfort and convenience items or services such as television, telephone, barber or guest service and similar incidental services and supplies.	
 32. Non-Payable items: The expenses that are not covered in this Policy are placed under List-I of Annexure-11 	
 33. Any medical procedure or treatment, which is not medically necessary or not performed by a Medical Practitioner. 	
Any other specific exclusions mentioned in the policy schedule.	



Waiting period		Section 5
• Time	1. Pre-Existing Diseases (Code- Excl01)	
period	a. Expenses related to the treatment of a pre-existing Disease (PED) and its direct complications	
during	shall be excluded until the expiry of 24months for pre-existing disability/ 48 months for all pre-	
which	existing conditions other than HIV/AIDS and Disability (as mentioned in Policy Schedule) of	
specified	continuous coverage after the date of inception of the first policy with insurer.	
diseases/	b. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum	
treatment	insured increase.	
s are not	c. If the Insured Person is continuously covered without any break as defined under the portability	
covered.	norms of the extant IRDAI (Health Insurance) Regulations, then waiting period for the same	
● It is	would be reduced to the extent of prior coverage.	
counted	d. Coverage under the policy after the expiry of number of months (as mentioned in Policy	
from the	Schedule) for any pre-existing disease is subject to the same being declared at the time of	
beginnin	application and accepted by Us.	
g of the	2 First 20 days waiting pariod Cada Evolo?	
policy	2. First 30 days waiting period- Code- Excl03 a. Expenses related to the treatment of any illness within 30 days from the first policy	
coverage	commencement date shall be excluded except claims arising due to an accident, provided the	
•	same are covered.	
	b. This exclusion shall not, however, apply if the Insured Person has Continuous Coverage for more	
	than twelve months.	
	c. The within referred waiting period is made applicable to the enhanced sum insured in the event	
	of granting higher sum insured subsequently.	
	3. Specified disease/procedure waiting period- Code- Excl02	
	a. Expenses related to the treatment of the listed Conditions; surgeries/treatments shall be	
	excluded until the expiry of 24 months as (mentioned in Policy Schedule) of continuous coverage	
	after the date of inception of the first policy with us. This exclusion shall not be applicable for	
	claims arising due to an accident.	
	b. In case of enhancement of sum insured the exclusion shall apply afresh to the extent of sum	
	insured increase.	
	c. If any of the specified disease/procedure falls under the waiting period specified for pre-Existing diseases, then the longer of the two waiting periods shall apply.	
	d. The waiting period for listed conditions shall apply even if contracted after the policy or declared	
	and accepted without a specific exclusion.	



the extent of prior coverage 24 Months waiting period. 1. Benign ENT disorders 2. Tonsillectomy 3. Adenoidectomy 4. Mastoidectomy 5. Tympanoplasty 6. Hysterectomy 7. All internal and external benig 8. Benign prostate hypertrophy 9. Cataract and age-related eye 10. Gastric/ Duodenal Ulcer 11. Gout and Rheumatism 12. Hernia of all types 13. Hydrocele 14. Non-Infective Arthritis 15. Piles, Fissures and Fistula in 16. Pilonidal sinus, Sinusitis and 17. Prolapsed intervertebral Disc	gn tumors, cysts, polyps of any kind, including benign breast lu e ailments anus related disorders and Spinal Diseases unless arising from accident. Il Bladder and Bile duct, excluding malignancy.	umps.
blowing are the waiting period Your policy will be as mention Description	ed in Your Policy Schedule. Vaiting Period Options	
Your policy will be as mention		
Your policy will be as mention Description	Waiting Period Options48 months (For pre-existing diseases other than the pre- existing Disability and	



			Expenses as per terms and conditions of the policy.	
		Waiting Period and specific Sublimit for Disability Cover	For Disability Cover: 24 months initial waiting period is applicable for the pre- existing Disability covered under the policy.	
Final limits cove	-	Sub – Limit, Co-payment and Dec policy schedule.	ductible as applicable to Your policy will be mentioned in your	
I.Sul (It predef lim the ins e cor will pay am in e of lim	b-limit is a fined it and uranc mpany l not y any lount excess this it).	 Room Rent, Boarding, Nursmaximum of 1% of the Sum Intensive Care Unit (ICU) / In Sum Insured per day. Expenses incurred on treatmic policy year. Details of Section Wise Deduction below: Deductible: Not Applicable Co-payment: Each and every claim	ts available under the product are mentioned below: sing Expenses as provided by the Hospital / Nursing Home up to Insured ntensive Cardiac Care Unit (ICCU) expenses up maximum of 2% of nent of Cataract, subject to a limit of Rs.40,000/-, per each eye in one ole and Co-payment available under the product are mentioned	
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Claims/Cla		
ims	Procedure for Cashless claims:	Section 10
Procedure	i. Treatment may be taken in a network provider and is subject to preauthorization by the Company	_
	or its authorized TPA.	



- ii. Cashless request form available with the network provider and TPA shall be completed and sent to the Company/TPA for authorization.
- iii. The Company/ TPA upon getting cashless request form and related medical information from the insured person/ network provider will issue pre-authorization letter to the hospital after verification.
- iv. At the time of discharge, the insured person has to verify and sign the discharge papers, pay for non-medical and inadmissible expenses.
- v. The Company/ TPA reserves the right to deny pre-authorization in case the insured person is unable to provide the relevant medical details.
- vi. In case of denial of cashless access, the insured person may obtain the treatment as per treating doctor's advice and submit the claim documents to the Company/ TPA for reimbursement.

Procedure for reimbursement of claims:

For reimbursement of claims the insured person may submit the necessary documents to Company within the prescribed time limit as specified hereunder.

S.n	Type of Claim	Prescribed Time Limit
ο.		
1.	Reimbursement of hospitalization, day care and prehospitalization expenses	Within fifteen days of date of discharge from hospital
2.		Within fifteen days from completion of post hospitalization treatment

Notification of claim:

Notice with full particulars shall be sent to the Company/TPA (if applicable) as under:

- 1. Within 24 hours from the date of emergency hospitalization required or before the Insured Person's discharge from Hospital, whichever is earlier.
- 2. At least 48 hours prior to admission in Hospital in case of a planned Hospitalization.

Documents to be submitted

The reimbursement claim is to be supported with the following documents and submitted, within the prescribed time limit.

- i. Duly Completed Claim Form
- ii. Photo Identity proof of the patient
- iii. Medical practitioner's prescription advising admission.
- iv. Original bills with itemized break-up
- v. Payment receipts



vi. Discharge summary including complete medical history of the patient along with other details.	
vii. Investigation/ Diagnostic test reports etc. supported by the prescription from attending medical practitioner	
viii. OT notes or Surgeon's certificate giving details of the operation performed (for surgical cases).	
ix. Sticker/invoices of the Implants, wherever applicable.	
x. MLR (Medico Legal Report copy if carried out and FIR (First information report) if registered, wherever applicable.	
xi. NEFT Details (to enable direct credit of claim amount in bank account) and cancelled cheque.	
xii. KYC (Identity proof with Address) of the proposer, where claim liability is above Rs 1 Lakh as per AML Guidelines	
xiii. Legal heir/succession certificate, wherever applicable	
xiv. Any other relevant document required by Company/TPA for assessment of the claim.	
1. The company shall only accept bills/invoices/medical treatment related documents only in the Insured Person's name for whom the claim is submitted.	
2. In the event of a claim lodged under the Policy and the original documents having been submitted to	
any other insurer, the Company shall accept the copy of the documents and claim settlement advice, duly certified by the other insurer subject to satisfaction of the Company.	
 Any delay in notification or submission may be condoned on merit where delay is proved to be for reasons beyond the control of the Insured Person. 	
Insurer shall assess the admissibility of claim as per Policy terms and conditions. payment of benefit as	
per the contract. In case if the claim is repudiated Insurer will inform the Insured about the same in writing	
with reason for repudiation.	
Co-Payment	
Each and every claim under the Policy shall be subject to a Co-payment of 20% applicable to claim	
amount admissible and payable as per the terms and conditions of the Policy. The amount payable shall	
be after deduction of the co-payment.	
This co-payment can be waived off by paying an additional premium(optional).	
Services Offered by TPA	
Servicing of claims, i.e., claim admissions and assessments, under this Policy by way of preauthorization	
of cashless treatment or processing of claims other than cashless claims or both, as per the underlying	
terms and conditions of the policy.	
The services offered by a TPA shall not include:	
i. Claim settlement and claim rejection.	



		 ii. Any services directly to any insured person or to any other person unless such service is in accordance with the terms and conditions of the Agreement entered into with the Company. Payment of Claim All claims under the Policy shall be payable in Indian currency only Claim Settlement (provision for Penal interest) i. The Company shall settle or reject a claim as the case may be, 15 days from the date of receipt of last necessary document. ii. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest at bank rate plus 2 percent from the date of receipt of intimation to till the date of payment. iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 15 days from the date of receipt of last necessary document. iv. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest at bank rate plus 2 percent from the date of receipt of intimation to till the date of payment. iii. However, where the circumstances of a claim warrant an investigation in the opinion of the Company, it shall initiate and complete such investigation at the earliest, in any case not later than 15 days from the date of receipt of last necessary document. In such cases, the Company shall settle or reject the claim within 15 days from the date of receipt of last necessary document. iv. In case the claim is not settled within the specified timelines, then the claimant is entitled for interest	General Terms and conditions
10	Policy Servicing	at bank rate plus 2 percent from the date of receipt of intimation to till the date of payment. Call Centre Details of the Insurer Toll Free: 1800-258- 4242 Email: healthclaims@godigit.com Senior citizens can now contact us on 1-800-258-4242 or write to us at seniors@godigit.com Website: https://www.godigit.com Details of Company Officials: NA	Section 9.1.15
11	Grievance s/Complain ts	With intent to provide better and fast service to our customers, our claims process is paperless. You may get in touch with the above email id and call centre number we assist you in case of any Policy Servicing issues. Customer Grievance Redressal Policy In case of any grievance the insured person may contact the company through Website: https://www.godigit.com	Section 9.1.15
		Toll Free: 1-800-258- 4242 Email: <u>hello@godigit.com</u> Senior citizens can now contact us on 1-800-258-4242 or write to us at <u>seniors@godigit.com</u> Insured person may also approach the grievance cell at any of the company's branches with the deta	



		grievance If Insured person is not satisfied with the redressal of grievance through one of the above methods, ins person may contact the grievance officer at grievance@godigit.com For updated details of grievance officer, kindly refer the link: https://www.godigit.com/claim/grievance-redressal-procedure If Insured person is not satisfied with the redressal of grievance through above methods, the insured per may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017 Grievance may also be lodged at IRDAI Integrated Grievance Management System- https://irdai.gov.in/igms1 The contact details of the Insurance Ombudsman Centres are mentioned in the Policy Wordings.	
11	Things you need to know	The Free Look Period shall be applicable on new individual health insurance policies and not on renewals	9.1.14
		Migration and Portability: When your policy is due for renewal, you may migrate to another policy with us or port your policy to another insurer.	
		Portability	

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	INSURANCE
 In case of Indemnity based insurance sections a. A Policyholder has the choice to port his/ her policies from one Insurer to another. The Acquiring and the Existing Insurers shall jointly, ensure that the entire underwriting details and claim history of the Policyholders are seamlessly transferred. b. The existing insurer shall provide the information sought by the Acquiring insurer immediately but not more than 72 hours of receipt of request through Insurance Information Bureau of India (IIB) https://iib.gov.in/ portal. c. The Acquiring insurer shall decide and communicate on the proposal immediately but not more than 5 days of receipt of information from Existing insurer. d. The policyholder is entitled to transfer the credits gained to the extent of the Sum Insured, No Claim Bonus, specific waiting periods, waiting period for pre-existing disease, Moratorium period etc from the Existing Insurer to the Acquiring Insurer in the previous policy 	9.1.9
 <u>Migration</u> In case of migration of one policy to another with the same Insurer, the policyholder (including all members under family cover and group insurance policies) can transfer the credits gained to the extent of the Sum Insured, No Claim Bonus, Specific Waiting periods, waiting period for pre-existing diseases, Moratorium period etc. in the previous policy to the migrated policy. <u>Change in Sum Insured:</u> 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. 	9.1.8
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. After the expiry of Moratorium Period no health insurance claim shall be contestable except for proven fraud and permanent exclusions specified in the policy contract. The policies would however be subject to all limits, sub limits, co-payments, deductibles as per the policy contract.	9.1.12



12	Your	Please disclose all pre-existing disease/s or condition/s before buying a policy. Non-disclosure may affect	
	Obligations	the claim settlement.	
	_	Please Disclose any change in Material Information during the policy period.	
		Material Information for the purpose of this policy shall mean all relevant information sought by the	
		Company in the proposal form and other connected documents to enable it to tale informed decision in	
		the context of underwriting the risk.	